

# PENNSYLVANIA county news



SPRING 2023

[www.pacounties.org](http://www.pacounties.org)

**CCAP**  
COUNTY COMMISSIONERS  
Association of Pennsylvania

THE **VOICE** OF PENNSYLVANIA COUNTIES

# Managing Institutional Portfolios Since 1972



**CS McKee**  
One Gateway Center  
Pittsburgh, PA 15222  
[csmckee.com](http://csmckee.com) · 412.566.1234



# PENNSYLVANIA county news

## *Publisher*

Lisa Schaefer, Executive Director

## *Editor*

John Buffone, Director of Media  
and Public Relations

*Design & Advertising Sales*  
Graphtech

## 2023 EXECUTIVE COMMITTEE

### *President*

Albert "Chip" Abramovic, Venango County

### *First Vice President*

Michael Rivera, Berks County

### *Second Vice President*

Sherene Hess, Indiana County

### *Treasurer*

Julie Wheeler, York County

### *BOD Chair*

Daryl Miller, Bradford County

## 2023 EDITORIAL BOARD

*Executive Secretary* • Lori Dabbondanza

*Executive Director, PACDAA* • Michele Denk

*Insurance Programs Services Coordinator* • Tona Faust

*Insurance Programs Controller* • Ginger Galliher

*Director of Media and Public Relations* • John Buffone

*Executive Director, PACA MH/DS* • Lucy Kitner

*Managing Director of Insurance Programs* • Desiree Nguyen

*Risk Management Training Director* • Linda Rosito

*Chief Operations and Information Officer* • Mike Sage

*Executive Director* • Lisa Schaefer

*Chief Leadership and Engagement Officer* • Todd Snovel

## FOR ADVERTISING

Katie Cole (717) 238-5751 x129  
Katie.Cole@thinkgraphtech.com

## CCAP OFFICE

PO Box 60769  
Harrisburg, PA 17106-0769  
(717) 526-1010



**COUNTY COMMISSIONERS**  
Association of Pennsylvania

## Our Mission

CCAP advocates as the unifying voice of all Pennsylvania counties and provides leadership and support for excellence in county government.

## Our Vision

CCAP is the recognized leader for Pennsylvania county government.

*Founded in 1886, CCAP is an affiliate of the National Association of Counties (NACo).*

To acquire an article idea submittal form for CCAP's *Pennsylvania County News* please email John Buffone at [jbuffone@pacounties.org](mailto:jbuffone@pacounties.org).

## DISCLAIMER

*Pennsylvania County News* magazine is published four times a year by the County Commissioners Association of Pennsylvania (CCAP). Editorial Offices: PO Box 60769, Harrisburg, Pennsylvania 17106-0769. The information provided in this publication is not intended to take the place of professional advice. Readers are encouraged to consult with competent legal, financial or other appropriate professionals. Statements of facts and opinions expressed in this publication, by authors other than Association staff and officers, are the sole responsibility of the authors and do not necessarily represent an opinion or philosophy of the officers, members and staff of the County Commissioners Association of Pennsylvania (CCAP).

No endorsement of advertised products or services is implied by CCAP unless those products or services are expressly endorsed, or are owned or managed by the Association programs, or its affiliates. Materials may not be reproduced or translated in part or in whole without express permission.

The Pennsylvania  
**County News**  
 gets seen by  
**1500+ readers**  
 every quarter.

For more information,  
 and to learn about our  
 2023 editorial calendar,  
 along with opportunities  
 to advertise in our Annual  
 Conference Program, visit  
[www.pacounties.org](http://www.pacounties.org).

## Advertisers Index

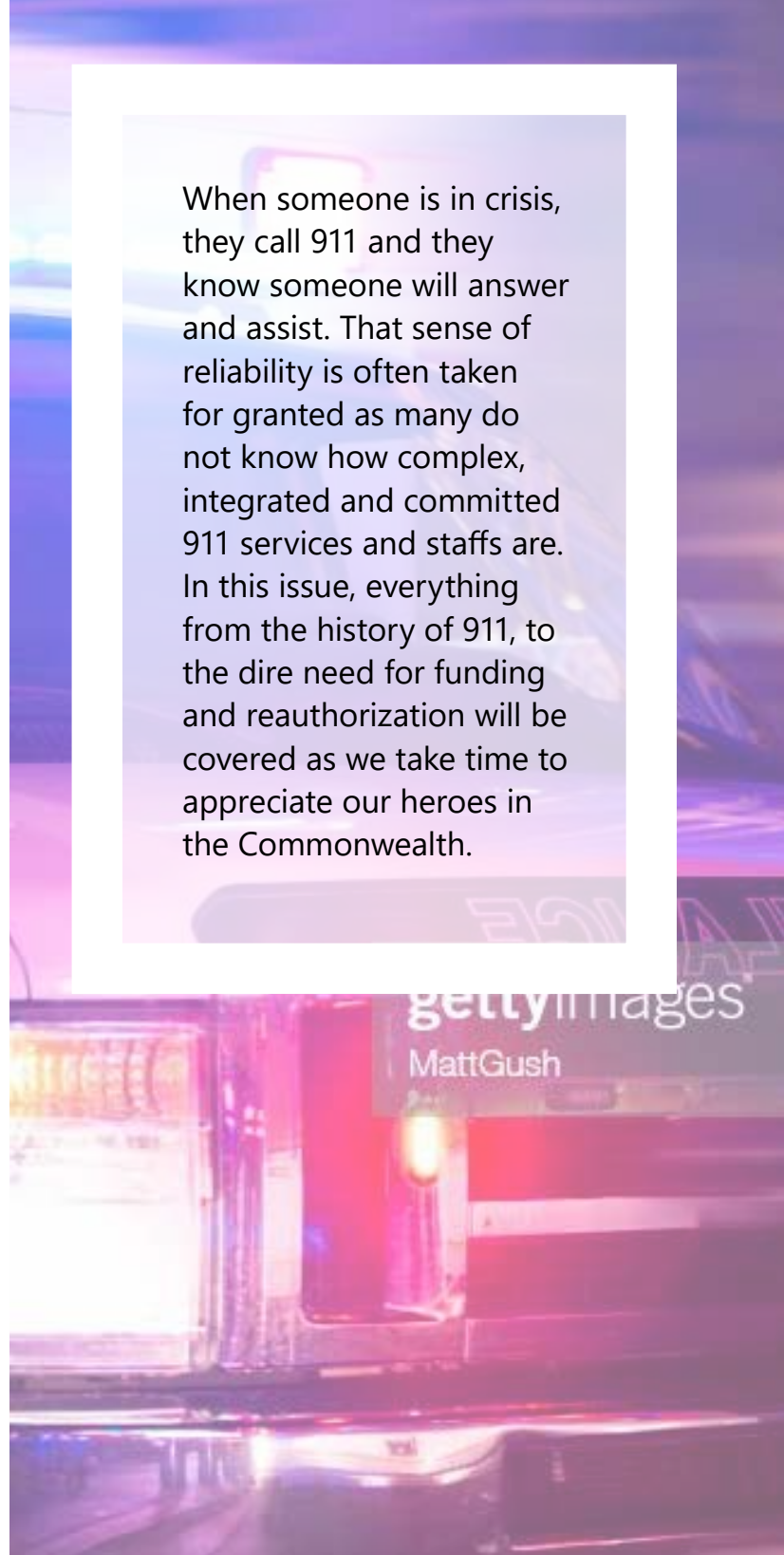
Affinity Health Services, Inc.	15
Babst Calland	17
Campbell Durrant, P.C.	24
Carroll Engineering Corporation	20
CCAP Glimpse	45
CCAP Insurance Programs	10
CS McKee	Inside Front Cover
DEVNET, Inc.	40
Firetree Ltd.	38
Gibson-Thomas Engineering Co., Inc.	45
Herbert, Rowland & Grubic, Inc.	23
Indiana County	40
Korn Ferry	29
Keystone Purchasing Network	39
KPMG	7
Maher Duessel CPAs	46
Marquette Associates	50
MCM Consulting Group, Inc.	11
Motorola Solutions	37
Nationwide Retirement	38
Pension Technology Group (PTG)	25
PLGIT	50
Pocono Mountains	45
PrimeCare Medical, Inc.	34
PrimePoint	26
PRPS	51
The EADS Group	15
Tremco Roofing and Building Maintenance	31
Tyler Technologies, Inc.	10
Vision Government Solutions	20
Zelenkofske Axelrod LLC	24

**To reserve your space, contact Katie Cole.**  
 (717) 238-5751 x 129 • [Katie.Cole@thinkgraphtech.com](mailto:Katie.Cole@thinkgraphtech.com)

# PENNSYLVANIA county news

spring  
**2023**

When someone is in crisis, they call 911 and they know someone will answer and assist. That sense of reliability is often taken for granted as many do not know how complex, integrated and committed 911 services and staffs are. In this issue, everything from the history of 911, to the dire need for funding and reauthorization will be covered as we take time to appreciate our heroes in the Commonwealth.



# features

---



The History and Evolution of 911



Behavioral Health Professionals  
Assisting Law Enforcement



It's Not a Job, It's a Career

- 16** 911 Funding and Reauthorization
- 30** Congratulations to PComp Award Winners
- 32** The intersection between GIS and 911 in Tioga County, Pennsylvania
- 41** County FAQs: Conferences
- 42** 2023 Spring Conference Photo Highlights
- 47** Affiliate Spotlight: PCYA
- 48** 2023 County Budget Survey

## in every issue

---

- 6** Commentary
- 8** Annual Sponsors

# executive director's commentary



**LISA SCHAEFER**

Executive Director  
County Commissioners Association of Pennsylvania

On June 29, 2015, then Governor Tom Wolf signed House Bill 911 into law as Act 12, just one day before the state's 911 law was set to expire. Act 12 was a significant accomplishment, representing a full rewrite of the 911 Public Safety Emergency Telephone Act that was first put in place in 1990. Among other things, Act 12 provided flexibility for counties in planning and reporting to adapt to next generation technologies and other new technologies to come, with incentives for multi-county deployment, system efficiencies and plans for a shared broadband backbone for the system.

In addition, Act 12 provided critical updates to the funding structure for 911. In the years leading up to Act 12, the funding stream was failing to keep pace with need and costs required counties to rely heavily, and increasingly, on the property tax to backfill those dollars. It was not an easy sell to the legislature, as counties fought to convince lawmakers that the increase was needed to keep their 911 systems operational for their residents and all those who visit or travel through their communities. In the end, Act 12 took the

separate subscriber fees on wireless and VoIP (each \$1.00 per line per month), and wireline (\$1.00 to \$1.50 per month), and established one uniform subscriber fee of \$1.65 per line per month for all lines. While counties had asked for an increase up to \$2.00 per line, the \$1.65 increase would provide important new state revenues to support county 911 systems.

\* \* \*

Just six days after Act 12 became law, I made the first – and I hope only – 911 call of my life.

Our next door neighbor had had a Fourth of July party, complete with fireworks, and I happened to be in our backyard the next day cleaning up some of the debris that had ended up on our property. While I was outside, our neighbor's friend stopped by to pick up something she had left behind the night before. Suddenly, I heard my neighbor yelling for me – his friend had collapsed in his driveway. While he stayed with her, I ran for my phone, and as she hadn't regained consciousness by the time I raced over, dialed 911. As I fought panic, the 911 dispatcher calmly walked me through the information she needed about the girl's condition, asking me questions, getting our

address and getting an ambulance dispatched without delay. Given that our local police station happened to be just a block and a half away, she asked me if I would like an officer to come and help provide support until the EMTs could arrive, and stayed with me on the phone until the officer arrived a few minutes later.

The next half hour or so was a blur. The girl regained consciousness but remained dazed and confused, largely unable to understand or answer the questions we asked her. We tried to make her as comfortable as possible, while the officer helped our neighbor find her parents' contact information on her phone. They arrived about the same time as the ambulance. As it turned out, she had a medical condition that caused the episode that day, and thankfully she was ultimately able to leave with her parents.

After everything was over and the ambulance and officer had left, I stood in my own driveway taking a deep breath and trying to stop shaking. As I processed what had just happened, thinking how deeply grateful I was able to dial 911 and get someone on the other end to help me in an emergency I had no clue how to deal with otherwise,



## Grant management, simplified

Create more projects and programs with your federal COVID-19 related grant funding. Our grants and program management solutions support the entire fund use life cycle so you can navigate the process with purpose and confidence.

Learn more today by contacting Dan McCurdy at [danielmccurdy@kpmg.com](mailto:danielmccurdy@kpmg.com) or 717-576-7200.

[kpmg.com](https://kpmg.com)

© 2023 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. NDP451454-1A

my thoughts flicked to the 911 law we had just successfully achieved a few days earlier. And I very clearly remember thinking – “I will happily pay my extra 65 cents a month for that.”

It struck me powerfully how little we all think about 911 on a daily basis, yet in the worst moments of our lives we know it will be there, that someone will be on the other end to help us navigate what feels like an impossible situation, and that help will be on the way quickly knowing that minutes matter. The support that we all provide to that system through the 911 surcharge on our phone lines make the difference in counties’ ability to continue to invest in the infrastructure and the people who make that system functional 24 hours a day, 365 days a year.

Eight years later, we find ourselves up against another sunset of the 911 statute (in January 2024).

The changes that we made to the law in 2015 have been incredibly successful, investing in improvements, regionalization efforts and future technologies, all while still reducing the rate of expenditure growth. Even though the costs of Pennsylvania’s 911 system have grown more slowly than nationwide costs, however, we are still challenged by rising expenses for staffing, technology, operations, cybersecurity and their public safety efforts. As before Act 12, counties again are slowly but surely putting more and more of their property tax dollars into 911 as current state funds are not keeping pace with those costs. That’s why counties have selected 911 reauthorization and funding as their top priority for 2023, so that they will be able to rely on consistent and sustainable funding now and in the future to maintain their responsibility as the first line of emergency response.

I hope you never find yourself in that situation where you feel helpless with no idea what to do or where to turn. But if you do, no matter who you are, no matter where you are, no matter what is going on, day or night, you know that help is just three digits away. Dialing those numbers may seem relatively simple, but it’s just the tip of the iceberg. This issue of the County News takes you behind the scenes, telling the story of the incredible people it takes to keep 911 up and running, how counties are constantly working to make sure the technology keeps up with the changes in our world and the infrastructure it takes to make sure that when you call 911, help is always there.

Ultimately, we are all invested in the future of our 911 system. ▾

# 2023 Annual Sponsors

CCAP is pleased to offer a variety of opportunities to vendors who wish to do business with Pennsylvania counties including participation in the associate member vendor program, technology vendor partnership program, conference attendance and sponsorship, advertising in the *Pennsylvania County News* magazine, and more. There also is an opportunity to participate in a bundled package which includes a variety of year-round benefits for firms looking to increase their exposure among Pennsylvania county officials. CCAP is pleased to welcome the following vendors who have signed on as 2023 participants in the bundled sponsorship packages. We thank them for their support of CCAP and counties in Pennsylvania.

**For more information about our vendor opportunities, please contact Patty Stroble, Director of Vendor Relations, at (717) 736-4739 or [pstroble@pacounties.org](mailto:pstroble@pacounties.org).**

## SAPPHIRE LEVEL



INVESTMENT  
MANAGERS

### CS McKee

420 Fort Duquesne Boulevard, One Gateway Center  
Pittsburgh, PA, 15222-1435  
(412) 566-1234 • [www.csmckee.com](http://www.csmckee.com)

Contact: Mark Gensheimer

An institutional investment company founded in 1931, CS McKee manages fixed income, equity and multi-asset class portfolios for public entities, Taft-Hartley plans, insurance companies, corporations, endowments, foundations, hospitals, schools, and religious organizations, across the US and Canada. A multi-billion dollar organization, CS McKee is large enough to attract investment professionals of the highest caliber, without sacrificing our commitment to individual client objectives. Known for exceptional client service, our ultimate goal is to be a trusted financial partner and a responsible corporate citizen.

## SAPPHIRE LEVEL



**National Association of Counties (NACo) and their sponsoring programs: NACo Live Healthy-Prescription, Dental and Health Discount Program for Residents, NACo 457 Deferred Compensation administered by Nationwide Retirement Solutions and cashVest® administered by three+one®**

660 North Capitol Street NW, Suite 400  
Washington DC 20001-1450  
(202) 942-4221 • [www.naco.org](http://www.naco.org)

Contact: Kimberly Hall

The National Association of Counties (NACo) unites America's 3,069 county governments. Founded in 1935, NACo brings county officials together to advocate with a collective voice on national policy, exchange ideas and build new leadership skills, pursue transformational county solutions, enrich the public's understanding of county government and exercise exemplary leadership in public service. NACo's Programs and Services offer counties unique opportunities to help your residents, your employees and your county meet the needs of the future. CCAP has a long standing relationship with NACo and their sponsoring programs. As a CCAP member you have the opportunity to participate in the following endorsed programs: NACo Live Healthy-Dental and Health Discount Program ([www.naco.org/health](http://www.naco.org/health)), NACo 457 Deferred Compensation administered by Nationwide Retirement Solutions ([www.nationwide.com](http://www.nationwide.com)) and cashVest® administered by three+one® (<https://threeplusone.us>).

## SAPPHIRE LEVEL



### Primepoint HR and Payroll

2 Springside Road  
Westampton, NJ 08060  
(609) 668-6440 • [www.primepoint.com](http://www.primepoint.com)

Contact: Jim Jacob

Primepoint is a payroll processing & HR management system company offering advanced technology that integrates human resource management, payroll processing, time & attendance, employee scheduling, and employee self-service functionality. The company is differentiated by its experience serving government agencies, which has made it a government payroll and HR specialist. Also, Primepoint has a different approach to customer service that creates a very high level of support for its customers ranging in size from a few employees to thousands.

---

## SAPPHIRE LEVEL



### PrimeCare Medical

3940 Locust Lane, Harrisburg, PA 17109  
(717) 545-5787 ext. 1127 • [www.primecaremedical.com](http://www.primecaremedical.com)

Contact: Derek G. Hughes, MBA, CCHP

PrimeCare Medical is the premier provider of comprehensive correctional health care services in the region. With over thirty-seven years' experience in managing such programs in county jails, prisons, and juvenile detention centers, PrimeCare Medical has the unparalleled capability to transition your health care operation in the most operationally efficient and cost-effective manner possible. Our services include medical management, mental health, dental, pharmaceutical, nursing, electronic medical records, utilization review, and risk management; each of which being completely customized to fit the specific needs of our clients. Our proven track record of cost effectiveness makes PrimeCare Medical, a true leader.

---

## DIAMOND LEVEL

### AT&T

2550 Interstate Dr., Harrisburg, PA 17110  
(717) 269-5872 • [www.att.com](http://www.att.com)

Contact: David Kerr

AT&T is a global telecommunications company with strong roots in Pennsylvania's communities. AT&T helps millions around the globe connect with leading entertainment, mobile, high speed Internet and voice services. With the acquisition of DirecTV, AT&T is the world's largest provider of pay TV with customers in the U.S. and eleven Latin American countries. AT&T's wireless network offers the nation's strongest LTE signal and the most reliable 4G LTE network. AT&T offers the best global wireless coverage and helps businesses and governments in Pennsylvania and throughout the world serve their customers with fiber, mobility and secure cloud solutions.

---

## DIAMOND LEVEL

### Keystone Purchasing Network

(888) 490-3182 • [www.theKPN.org](http://www.theKPN.org)

The Keystone Purchasing Network (KPN) is a national cooperative purchasing program that offers pre-bid contracts for roofing, construction, athletic surfaces, custodial supplies, furniture, office supplies, copiers/printers, modular buildings, LED lighting and athletic field/court lighting and many other cost saving contracts.

---

## SAPPHIRE LEVEL



### Tremco Roofing and Building Maintenance

1549 Bobali Drive, Suite B, Harrisburg, PA 17104  
(412) 225-6007 • [www.tremcoroofing.com](http://www.tremcoroofing.com)

Contact: Jennifer Miller

Tremco Roofing and Building Maintenance and our affiliated construction services company WTI provide industry-leading roofing and building envelope solutions to improve long-term performance and ROI. Our team includes expert WTI Technicians who provide world-class diagnostics, repair, and maintenance services, and Field Advisors who are among the most highly trained roofing experts in the country. Through advanced diagnostics, proven asset management programs, innovative roof restoration systems, and cooperative purchasing options, we can help you avoid emergency repairs, establish predictable budgets, and improve building performance to ultimately reduce facility lifecycle costs. Tremco Roofing and WTI are part of Tremco Construction Products Group.

---

## DIAMOND LEVEL

### Pennsylvania Counties Health Insurance Purchasing Cooperative (PCHIPC)

PO Box 5406, Lancaster, PA 17606  
(717) 723-4600 • [www.benecon.com](http://www.benecon.com)

Contact: Fred Bean

Pennsylvania Counties Health Insurance Purchasing Cooperative (PCHIPC), administered by The Benecon Group, is the premier self-funded solution for counties in PA to safely and cost-effectively fund their medical and Rx employee benefits. Formed in 2005 with three counties, PCHIPC's membership has grown to 23 counties with nearly 9,000 county employees and \$120 million in surplus returned to the member counties. PCHIPC offers each county an excellent benefit network through PCHIPC's partnership with the leading health insurance companies in PA. It is governed by a Board of Directors made up of a representative from each of the member counties. Each member has a vote in governing PCHIPC. With total transparency of claims data and low administrative costs, PCHIPC remains committed to providing member counties significant savings.



When your office shares information and workflows seamlessly, staff have more time to focus on important priorities. We provide superior cloud-based solutions tailored to your organization, so you can worry less and accomplish more.

[tylertech.com/cloud](http://tylertech.com/cloud)  
800.800.2581



**More Than Just Insurance.**

*insurance@pacounties.org*





# MCM

We build communities up  
and take challenges  
down.

## Who We Are

MCM Consulting Group, Inc. is a team of professional consultants who have the right skills and experience to understand communities and their needs.

With humanity, precision and speed, we'll accomplish great things in the fields of: *Broadband, 911, EMA (Emergency Management), GIS and Healthcare.*



**MCMConsultingGrp.com**  
Info@MCMConsultingGrp.com | 814-314-9900  
328 Innovation Blvd. Suite 210, State College, PA 16803



**MCM**  
Consulting Group, Inc.  
Solutions for an unsafe world.™

# The History and Evolution of

# 911



**Michael C. McGrady**

Principal and Chairman of the Board, MCM Consulting Group Inc.

**Timothy W. Baldwin**

Deputy Director, Lancaster County-Wide Communications (PSAP)

**John Geib**

Director of Emergency Communications, Bucks County



**More than nine million times a year residents and visitors dial 9-1-1 in Pennsylvania.** Those calls are answered at any one of the 61 county-based public safety answering points (PSAPs) in the commonwealth. But how did we get to where we are today, so that you can dial or text 9-1-1 and the call for help is always answered?

- In the United States, work started in 1957 when the National Association of Fire Chiefs recommended the use of a single number to report fires, but it took 10 years until the President’s Commission on Law Enforcement and Administration of Justice recommended that a single number be developed and used to report any emergency situation nationwide.
- In November 1967, the Federal Communications Commission (FCC) met with the American Telephone and Telegraph Company (AT&T) to find a solution for establishing a universal emergency number that could be quickly implemented. In 1968, AT&T announced that it would establish the digits 9-1-1 (nine-one-one) as the emergency number throughout the United States.

- On February 16, 1968, the very first 9-1-1 call was placed in the small town of Haleyville, Alabama.
- Currently more than 6,000 public safety answering points (PSAPs) in the United States answer 9-1-1 calls.

In Pennsylvania, a number of counties began to form dispatch centers in the late 1960s. Although they provided limited services, they were the precursor of today’s county 9-1-1 public safety answering points (PSAPs). In 1973, the first full fledged PSAPs went live. Basic wireline 9-1-1 service was deployed throughout the 1970s. It simply routed an emergency call to a PSAP, but provided no information about the phone number that was calling or the location of the caller. Enhanced wireline 9-1-1 occurred in the late 1970s and 1980s. It provided the telephone number and location of the telephone

calling 9-1-1. This level of location information was sufficient in an era where every 9-1-1 call was placed on a wireline from a physical location (residence or business).

As communications technology continued to evolve, the aging 9-1-1 infrastructure struggled to keep up. Mobile and cellular communications were no longer “tethered” to a house, business, or other physical location. Wireless technology began to significantly penetrate the market in the mid-1990s. Using a phone anywhere there was cellular coverage meant a static address was no longer available to pass along with a 9-1-1 call. A new process of passing along a mobile number and dynamic location, through latitude and longitude coordinates, needed to be developed.

At the turn of the 20th century, voice over Internet-protocol (VoIP)

communication technology started to emerge as a popular replacement for aging wireline systems. VoIP communication is highly portable as compared to a traditional wireline. A VoIP user can make and receive calls from anywhere there is an Internet connection as if they were sitting at their desk or in their living room.

Location and information that controls the routing of 9-1-1 calls from the VoIP line are configurable by the account owner, which created room for human error and a high risk of misrouted 9-1-1 calls. In 2021, wireless and VoIP calls accounted for more than 80-percent of all 9-1-1 calls in Pennsylvania.<sup>1</sup> This means the established 9-1-1 infrastructure is only handling 20-percent of all calls as it was originally designed to work.

Outside of the evolution of voice communication, mobile device connectivity has opened up a highway of communication possibilities that include text, alarms,

and notifications from sensors and devices or objects within the Internet of Things (IoT). Text-to-9-1-1 wireless providers are required by the FCC to deliver emergency texts to PSAPs, but PSAPs are still not required by the FCC to accept emergency texts. There is an increasing expectation that this technology is available for use in emergency situations. This message has been carried mainly by the deaf and hard-of-hearing community, and advocates for abuse victims. Today, 61 of 67 counties in Pennsylvania provide text-to-9-1-1 capabilities within their PSAP.<sup>2</sup>

Direct alarm delivery can be configured for situations such as school panic buttons or a wearable distress alarm for a police officer. Systems can be established to monitor gunshot detection and send an alert when detected. Mobile phones and devices have recently been designed to contact emergency services when sudden changes in velocity, height, or impact are detected as would be common in a fall or vehicle collision.

Although a proactive way to hasten the response of emergency resources, this function has been associated with a variety of false alarms from roller coaster riders and skiers who take a tumble and get right back up. Sending streaming video and pictures to 9-1-1 is quickly becoming a deployed technology throughout Pennsylvania and the nation.

The “add-on” mentality to legacy 9-1-1 infrastructure is an unsustainable model. Separate functions and systems often do not interface within an individual PSAP. The quick-paced evolution of communication technology makes it necessary for Pennsylvania to make the migration to Next Generation 9-1-1 (NG911) with an Internet-protocol (IP)-based infrastructure.

The emergency services IP network or ESInet is a public safety grade network that provides the resiliency and redundancy required for emergency services. Pennsylvania’s State 9-1-1 Office started to plan for a statewide ESInet deployment that would allow all 9-1-1 calls to be delivered to every PSAP using a modern and robust IP network. After years of planning with and preparing all stakeholders, the PSAPs in Pennsylvania began to make the migration to the ESInet in mid-year 2022, with the expectation that all PSAPs will be successfully migrated to the ESInet by early 2024.

After completion, PSAPs will have the ability to receive a full view of 9-1-1 activity across the state and better share vital emergency incident data across geopolitical borders that once created artificial technology and communication



borders. In a society as mobile as ours, it is critical to quickly share data as additional resources are added to assist or as jurisdictional authority changes.

In addition to the new technology, legislation had to be introduced to ensure Pennsylvania's PSAPs had the funding, rules, regulations, technology and training to accept these calls. Over many years, the County Commissioners Association of Pennsylvania, the Keystone Chapter of the National Emergency Number Association, the Pennsylvania Chapter of the Association of Public Safety Communications Officials and the Pennsylvania Emergency Management Agency have worked cooperatively to pass and implement this legislation.

9-1-1 will continue to evolve just as it has over the last fifty years and we must all remain vigilant to ensure that our public safety answering points have the funding, rules, regulations, technology and training to answer the call for help, no matter from what device it comes. 📞

**About the authors:**

*Michael C. McGrady is the Principal and Chairman of the Board of MCM Consulting Group Inc. Michael has over 35 years of public safety and private sector experience. He has been a Keystone Chapter of NENA board member for over 25 years. Michael currently serves as the chair of the legislative affairs committee for the chapter and has assisted in drafting 9-1-1 legislation on the state level since 1998.*

*Timothy W. Baldwin is the Deputy Director of Lancaster County-Wide Communications (PSAP) and has served on the board of the Keystone Chapter of NENA for over 20 years. Tim currently serves as the chapter's treasure and has assisted in drafting 9-1-1 legislation on the state level for over 20 years.*

*John Geib is the Director of Emergency Communications for Bucks County, Pennsylvania and has over 25 years of experience in the public and private sector. John is currently the President of Board of Directors for the Keystone Chapter of NENA and is leading the effort of the chapter for the reauthorization of ACT 12.*

<sup>1</sup> Pennsylvania 911 Annual Report – Calendar Year 2021: <https://www.pema.pa.gov/911-Program/Documents/Annual-Reports/2021.pdf>

<sup>2</sup> Pennsylvania Text-to-911 Status: <https://www.pema.pa.gov/911-Program/Public/Text-To-911/Documents/PA-Text-To-911-Status.pdf>

**Affinity Health Services**  
Balancing Resident Care and Financial Stability!

---

**5-Star Customer Satisfaction**

*"I would highly recommend. Very thorough. Easy to work with. Detail-oriented on each presentation to our facility."  
- Heather Grimminger, LNHA  
Maybrook Hills*

*"Affinity is a treasure to have on your team in this ever-changing environment of nursing home care."  
- Jennifer Stewart-King, NHA  
Gracedale Nursing Home  
County of Northampton*

---

**Our Consultants Specialize In:**

- Billing, Revenue Cycle Management
- Clinical Service Support | Directed In-Service Training
- Financial Services Support | Infection Control Surveys
- Marketing, Admissions Development | Mock Surveys
- Operations, Governance Support | Regulatory Compliance
- Strategic Campus Repositioning

**Your Success Is Our Success!**

[www.AffinityHealthServices.net](http://www.AffinityHealthServices.net) 877-311-0110

**DESIGNING FOR THE FUTURE...**

Planning • Architecture • Site Development  
Surveying • GIS & Mapping  
Construction Inspection • Drone UAV Services  
Water/Wastewater • Highways & Bridges

When quality matters, call on us.

[www.eadsgroup.com](http://www.eadsgroup.com)  
800.626.0904

**THE EADS GROUP**  
Engineering, Architecture & Design Services

Altoona • Clarion • Johnstown • Lewistown • New Brighton  
North Huntingdon • Somerset • Cumberland • Morgantown

# 2023

## County Government PRIORITIES

*Counties are proud to provide one of the key functions in public safety—the operation of the 911 call-taking and dispatch system. As technologies continue to evolve and funding streams no longer align with current realities, counties need to be able to rely on consistent and sustainable funding to maintain their responsibility as the first line of emergency response.*

### THE BIG PICTURE

Achieving this priority would ensure all Pennsylvania residents and visitors will continue to have a quick and efficient connection to a 911 operator and services in any situation, regardless of geographic location or time of day.



## 911 Funding and Reauthorization

Counties are actively working with PEMA, legislative committees, emergency management professionals, the communications industry and other interests on improvements to the 911 system. Center to this effort is forward movement and investment in Next Generation 911 (NG911) to take into account both current and future ways that people can communicate in an emergency, improvements in system efficiency through shared infrastructure and network connection for 911 public safety answering points statewide, accurate GIS information and data and better regional systems to assure availability and reliability. A strong, connected 911 system is critical to ensuring services can still be provided efficiently in situations of mass emergency and can keep up with the pace of ever-changing technological advances to maximize emergency services delivery.

### COUNTIES SUPPORT

- Development of a funding formula, well ahead of the January 31, 2024, sunset of the state's 911 statute, that adequately supports current county needs and also ensures that funding sources and distribution support needs into the future.
- Continued strategic planning and investment for evolving technologies and GIS data to ensure NG911 is properly supported and maintained.
- Opportunities for system and funding consolidation, including regional resource sharing and collaboration to ensure system and service continuity.

For more information about any of the 2023 County Government Priorities, please visit [www.pacounties.org](http://www.pacounties.org) and click on Priorities under the Advocacy tab or email [PACountiesGR@pacounties.org](mailto:PACountiesGR@pacounties.org).

# When it Comes to Public Sector Law, Municipalities Trust Babst Calland.



Real Estate,  
Land Use & Zoning



Environmental  
& Regulatory



Public Sector  
Law



Employment  
& Labor



Litigation  
& Mediation

Whether it's serving as solicitor or special counsel, handling land use, labor or economic development challenges, or partnering to navigate day-to-day issues such as contract negotiations, public bidding or public record requests, we help solve legal problems in ways that impact your municipality and protect your bottom line.

Meet our attorneys at [babstcalland.com](http://babstcalland.com).

## Babst | Calland

Attorneys at Law

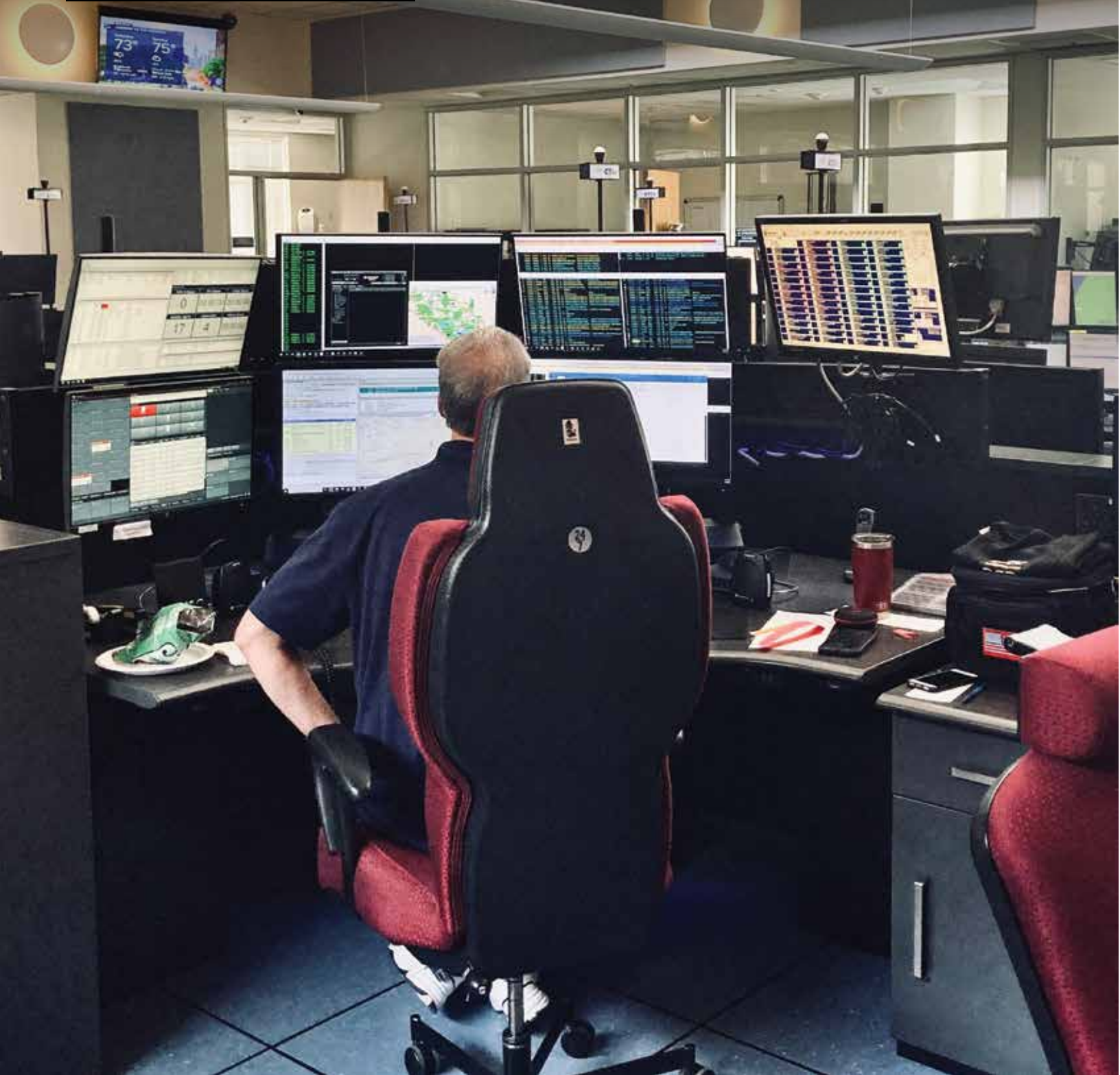
*Where Trust and Value Meet.™*



PITTSBURGH, PA | CHARLESTON, WV | SEWELL, NJ | STATE COLLEGE, PA | WASHINGTON, DC

# 911

# It's not a Job, it's a Career



# "911, WHERE IS YOUR EMERGENCY?"

It's a phrase uttered more than 8.6 million times every year by thousands of telecommunicator professionals in Pennsylvania. The response that follows that question is as varied as the weather in our great Commonwealth. From a minor vehicle accident to a violent domestic assault; from a small trash fire to a mother begging for someone to help her child breathe. Being prepared for every possible situation – that's the role of a public safety telecommunicator.

The public is possibly more familiar with the term "dispatcher" to describe the core team that staffs the 61 9-1-1 centers in Pennsylvania. You can call us dispatchers, but please don't refer to us as operators. There is far more to this profession than connecting a call and relaying basic information. The term "telecommunicator" provides a more accurate picture of our role in the emergency response chain. Telecommunication is the act of communicating from a distance. In an emergency situation, we may not be physically by your side, but we are trained to help you and guide you like we are right there with you. Here's a glimpse into the career life of the first responder you will always hear but may never see.

## **TRAINING**

Before ever answering a call or dispatching a single emergency responder, telecommunicators attend an arduous training program based on national standards and requirements. This includes foundational training in vital communication techniques such as active listening, effective interrogation, and preventing a caller from entering the "hysteria threshold", which renders a caller unable to actively communicate usable information about the situation they are facing. Basic communication training is essential to master before learning mapping, technology, and other advanced areas of knowledge. If we can't obtain critical information fast, nothing else matters.

Following a classroom training phase, a crucial on-the-job training phase begins. A fledgling dispatcher is expected to complete the skills of the profession but under the watchful eye and guidance of a communications training officer, or CTO, who is paired in a one-on-one relationship with a trainee. The CTO becomes coach, counselor, and mentor to that new team member, and pours countless hours of heart and soul into an individual that will one day work on their own and become part of the safety net standing by to react and respond.

## **PART OF THE TEAM**

It is a high achievement to successfully complete the training program and become a full-fledged



GOVERNMENT SOLUTIONS

*Unrivaled Service*  
*Unparalleled CAMA System*  
*Unmatched Appraisal Expertise*



(800) 628-1013 ext. 2 • sales@vgsi.com • www.vgsi.com



**Proudly Serving Counties  
in Pennsylvania Since 1973**

WATER FACILITIES ENGINEERING | WASTEWATER ENGINEERING | MUNICIPAL ENGINEERING | STRUCTURAL ENGINEERING  
TRAFFIC & TRANSPORTATION ENGINEERING | CIVIL ENGINEERING | ENVIRONMENTAL ENGINEERING | PLANNING & SITE DESIGN  
SURVEYING | CONSTRUCTION ADMINISTRATION AND OBSERVATION | GEOGRAPHIC INFORMATION SYSTEMS

Corporate Office:  
949 Easton Road  
Warrington, PA 18976  
215-343-5700

630 Freedom Business Center  
Third Floor  
King of Prussia, PA 19406  
610-572-7093

433 Lancaster Avenue  
Suite 200  
Malvern, PA 19355  
610-489-5100

105 Raider Boulevard  
Suite 206  
Hillsborough, NJ 08844  
908-874-7500

info@carrollengineering.com | www.carrollengineering.com



member of a highly efficient 9-1-1 team. The excitement of knowing you have the ability as an individual and as a team to significantly impact someone's life on a daily basis – even for the author of this article after nearly 30 years in the profession, I remember how that felt. It is easy to get swept into an early euphoria as a rookie. However, this is an industry based on emergent situations and tragedy. Mixed in with the good is the bad and the ugly. Walking a young couple through childbirth and hearing the first cries of a child is quickly balanced by helpless cries, misplaced angry retorts, and snide responses. Telecommunicators have been trained to maintain a high level of professionalism in all situations, but there is a human under that headset. It is a daily struggle to fight a callous and numb point of view. Although we have handled a thousand fights between spouses, this situation is new to the caller; and we must handle the one-thousandth call like we handled the first. That is an expectation significantly easier said than done.

A member of the law enforcement, EMS, or fire response community have very hard jobs to perform in very difficult situations. There must be a very focused and proactive effort to protect the health and wellness of these first responders. But what about the telecommunicator? The individual who isn't physically present but mentally walking alongside the caller, hearing the first minutes of an emergency before anyone else is there, and making every effort to obtain information and organize chaos.



There is research-based proof that post-traumatic stress disorder (PTSD) and other psychological and physiological responses to tragedy are as real for the telecommunicator as they are for any other member of the first responder community. Imagine listening to call after call of heartbreak, pain, and anger – day after day and week after week. Eventually, mental, emotional, and physical exhaustion occurs unless our effort to protect the health and wellness of our telecommunicators is as fervent as it is for our fellow first responders. Leaders within a healthy community will embrace and develop a culture whereby members of our team are free to say, "I am not okay", and expect a helping hand rather than skepticism and ridicule.

## CHALLENGES FACED

The COVID-19 pandemic has exacerbated an established challenge to maintain adequate staffing in 9-1-1 centers in Pennsylvania and across the nation. Individuals at, or even close to, retirement age left earlier than originally planned

during or immediately following the quarantine and social distancing period. Additionally, some with just a few years invested in the career decided to seek out different opportunities as the remote workplace expectation began to increase in every industry. And now, it is not uncommon for a 9-1-1 center to experience a vacancy rate of 20-, 30-, even 50-percent; adding to the stress that is inherent to the nature of the career. Team members are asked or required to work an exorbitant number of overtime hours. The result? More time spent away from friends, family, and recreational outlets that allow an individual to refresh their energy and maintain health, wellness, and professional skills. It can quickly become a downward spiral leading to burnout. But to maintain the required staffing levels, the hours of extra effort are invested. Team member supports team member to ensure the mission is accomplished.

A grand majority of situations reported to the 9-1-1 center can



be managed in a simple process of incident creation, incident dispatch, and incident management. A need is identified and a resource is dispatched to resolve or mitigate the issue. A medical emergency. A car fire. A fight on the street corner. But what about those incidents that require an “above and beyond” response? An active shooter in a school. A 70-car pileup in a snow squall. A train derailment. Preparing for these “high risk, low frequency” events requires a high performance team to focus their efforts in a number of incident management areas including, gathering all vital situational awareness information; maintaining coordination and safety of all responders; making necessary notifications to emergency management decision-makers, elected officials, and the public; and, developing a long-term plan to support the life of the event while maintaining the ability to manage all other calls and emergency situations. This could require additional personnel responding to the 9-1-1 center to assist, coordinating with a neighboring 9-1-1 center to support the

effort, or deploying a specialized team of telecommunicators specifically trained to handle a heavily complex situation. Our community handles unique situations every day, but when one of these events occurs, it adds a variety of challenges to the list of responsibilities.

If you have owned a mobile phone for any length of time, you are aware of the speed at which communication technology is evolving in our world today. The ability to quickly share your location, video, pictures, and other information in real-time has become an expectation in everyday life. In an emergency situation, an individual will gravitate to what is familiar when they reach out for help. Additionally, the ultra-mobility of devices and data is extremely different when compared to the legacy telephone network that the current 9-1-1 system was built upon. The support technology in a 9-1-1 center is rapidly changing and telecommunicators need to possess an ability to adapt and move forward without missing a beat. Adding different mapping



systems, text-to-9-1-1, platforms that capture streaming video and other media requires active participation in a continuing education program – where telecommunicators routinely learn new technology, review updated policies, and sharpen their global professional skillset.

## NOT A JOB – A CAREER

Being a telecommunicator is no longer a “stepping stone job” that progresses to a position with a local police department, EMS agency, or fire company. Are there some that stay for a short period and move on? Sure. Every industry has that. But overall, a successful telecommunicator has a career mindset. There is a proactive pursuit to acquire and maintain available professional certifications, participate in advanced training sessions, and seek out opportunities to lead. The generations entering the workforce desire to take an immediate active role in their work environment to sustain their mission, support the established ethics and values, and leave the community better than they found it. The leadership team of a 9-1-1 center would do well to encourage participation inside their center, the community they serve, and among our national associations such as the National Emergency

Number Association (NENA) or the Association of Public-Safety Communications Officials (APCO). These professional associations tackle issues specific to the 9-1-1 community, develop new standards, and offer the telecommunicator an ability to have a voice in the trajectory of the profession in the future.

So, why struggle through short staffing and technology changes? Why persevere through months of a demanding training program and risk mental health and wellness? Why become a professional 9-1-1 telecommunicator? Because a telecommunicator may struggle

to find a sufficient challenge in a traditional work environment. Because those that gravitate toward this profession have a passion for compassion and often ask themselves, "if not me, then who".<sup>1</sup> Because you have an opportunity to be "the good" in the lives of hundreds or even thousands during the life of a career. "9-1-1, where is your emergency?" We never know what response will follow that question. Regardless, you can be sure that every day, every night, every weekend, every holiday, every snowstorm, every minute—our team will be here when you need us. 🍷

---

**About the author:**

*John Geib is the Director of Emergency Communications for the County of Bucks, Pennsylvania and has over 25 years of public safety experience in both the public and private sector. John is currently the President of Board of Directors for the Keystone Chapter of NENA and is an active participant in a collaborative group focused on legislation specific to the 9-1-1 community.*

<sup>1</sup> Travis Manion Foundation: <https://www.travis-manion.org/about-us/who-we-are/#block-1991>

	<p>ENGINEERING   PLANNING INFRASTRUCTURE SOLUTIONS</p> <p>WWW.HRG-INC.COM</p>
<p>Experienced County Bridge Engineer</p>	<p>Leader in Regional Stormwater Management</p>
	



# Proactive *beats* reactive.

Taking steps to prevent labor and employment issues is a far better strategy than trying to mitigate them after the fact. We partner with municipalities in every corner of the Commonwealth, helping them address potential risks and create work environments where people and public service can thrive. We'd like to do the same for you.

**CD** CAMPBELL DURRANT, P.C.  
PUBLIC SECTOR, LABOR AND EMPLOYMENT LAW

- Collective Bargaining & Interest Arbitration
- Personnel Counseling & Training
- Grievance Arbitration
- Labor Contract Administration
- Retirement Benefits
- EEO, PHRC & Civil Rights Litigation
- Civil Service, Police Tenure Act
- Local Agency Law Proceedings
- Appellate Representation

**Pittsburgh**

535 Smithfield Street, Suite 700  
Pittsburgh, PA 15222  
(412) 395-1280

**Philadelphia**

One Belmont Avenue, Suite 300  
Bala Cynwyd, PA 19004  
(610) 227-2591

**[cdblaw.com](http://cdblaw.com)**



## Zelenkofske Axlerod LLC

CERTIFIED PUBLIC ACCOUNTANTS

EXPERIENCE | EXPERTISE | ACCOUNTABILITY

Serving the Accounting, Auditing and Consulting Needs of the Public Sector



Jeffrey Weiss, CPA  
Managing Partner



Cory Johnson, CPA  
Partner



Kimberly Stank, CPA, CGMA  
Partner



Brian Chruscial, CPA  
Partner

**Harrisburg Office**  
830 Sir Thomas Court  
Suite 100  
Harrisburg, PA 17109  
P: 717-561-9200

**Greater Philadelphia Office**  
2370 York Road  
Suite A-5  
Jamison, PA 18929  
P: 215-918-2277

**Pittsburgh Office**  
3800 McKnight East Drive  
Suite 3805  
Pittsburgh, PA 15237  
P: 412-367-7102

**Maryland Office**  
420 Chinquapin Round Road  
Suite 2-i  
Annapolis, MD 21401  
P: 443-716-7991

**Greensburg Office**  
210 Tollgate Hill Road  
Greensburg, PA 15601  
P: 724-834-2151

[www.zallc.org](http://www.zallc.org)

**Delaware Office**  
34745 Burbage Road  
Frankford, DE 19945  
P: 302-677-1955



# PTG PensionPro™

The PTG PensionPro™ was built from the ground up as a web-based application, with membership data security at the forefront of PTG's system design. 100% of PTG's clients are running on the same core application, which provides for a more effective means of protecting and maintaining the application. PTG's team manages all updates, upgrades and backups for its clients which helps reduce the pension fund's internal technology expenses. Membership data is protected 24x7x365 by trained security professionals.

- Fully-functional web-based Pension Administration System
- Retirement Estimates & Calculations
- Member Contribution Processing & Validation
- Retiree Payroll & 1099 Processing
- Buybacks, Refunds & Rollovers
- Member/Retiree Self Service Model
- Employer Reporting Tool for Multi-Employer Plans
- Integrated Workflow, Document Management & Reporting
- Integration with DocuSign and Outlook Email
- Case Management Tools
- Integrated Report Engine
- Actuarial Independence
- Business Continuity Planning Tools
- Seamless Integration to Third-Party Software Applications



JAKE

For more information or to request a demonstration, please contact:



Stephan Georgacopoulos, *Director of Northeast Markets*  
(617) 977-8408 x15 | [stephan@ptgma.com](mailto:stephan@ptgma.com)



# LET'S TEAM UP.

## Payroll

Robust, Efficient, & Intuitive **Technology**

## Time

The Industry's Best Engineers Designing Your **Time Management** Solution

## HR Solutions

High-tech Solutions Backed By Unmatched **Customer Service**

## Employee Experience

Our Configurable EmployeeXperience® Platform Gives You and Your **Employees** More Control

**Government Specialists:** Ideal solutions & services for government agencies

[www.primepoint.com](http://www.primepoint.com)



# Behavioral Health Professionals Assisting Law Enforcement



**By Ashley Yinger, PhD**

Criminal Justice Programming Administrator  
Dauphin County District Attorney's Office

**D**auphin County started a co-responder program model in the Spring of 2020. This model entails behavioral health professionals embedded in police departments to help officers respond to calls where the person(s) is in a behavioral health crisis and in need of assistance. A Co-responder will work side by side with law enforcement. Law enforcement and the co-responder will identify calls for service where behavioral health (to include both mental health and co-occurring disorders) might be the underlying factor for individuals at risk of arrest. The co-responder can be dispatched along with law enforcement officers on these calls or follow up with individuals if arrest did not occur and to avoid future

encounters. The co-responder shall offer assessment, access to crisis intervention services, if necessary, provide referral information to the individual and provide follow-up when necessary. For the most part, staff primarily works day shift hours to help with linkage of services. However, they all are very flexible in working varied shifts to help meet the needs of the police department and community members. They have work cell phones to also be available outside of working hours.

Dauphin County has seen much success with this program. Since implementation, there are now eight co-responders, embedded across eight police departments. The positions are County employees, under the District Attorney's

Office, supervised by the Criminal Justice Programming Administrator. When the program first started, it was funded through a grant with the Office of Mental Health and Substance Abuse (OMHSAS) and has since been sustained through County funds shared with the police departments.

The Co-responder program model goes hand in hand with Dauphin County's Crisis Intervention Team (CIT) training model. Dauphin County started CIT training in the fall of 2019 through a grant from Pennsylvania Commission on Crime and Delinquency (PCCD) and now has more than three hundred first-responders trained, which makes up more than 50% of law enforcement officers. The goal is to have a CIT trained officer partner

with a co-responder and respond to behavioral health calls. The County's dispatch center (9-1-1) has all names and departments of those trained in CIT, along with the co-responders so that when a behavioral health call is flagged, staff know who to call. The co-responders are not sworn law enforcement officers, but for safety protocols, they are provided a vest and police radio, in which they can assign themselves to a call when something comes in that would meet their criteria through dispatch.

Dauphin County uses the Sequential Intercept Model (SIM) for guidance of identifying points in time of when the criminal justice system can look at processes in place to divert individuals when appropriate and addressing treatment needs. Intercept 1 (law enforcement) has been very beneficial in Dauphin County. Intercept 1 is the use of the CIT trained officers and co-responders being able to respond to behavioral health calls and linking the person to necessary treatment

and avoiding incarceration. During the first year of implementation, co-responders received 389 referrals. Of those referrals, they were able to assist in 196 hospitalization referrals and 157 community-based treatment referrals. For the total number of referrals, only 40 resulted in charges from co-responder contacts (10%). In 2021, there were 1998 referrals. Of those referrals, co-responders assisted with 597 hospitalization referrals and 1,049 community-based treatment referrals. For the total number of referrals, 121 resulted in charges (6%) from co-responder contacts. In 2022, the co-responders received 3,096 referrals. Of those referrals, they assisted with 670 hospitalization referrals and 1,828 community-based treatment referrals. For the total number of referrals, only 133 co-responder contacts resulted in charges (4%).

The co-responders have responded to a variety of calls and daily they are communicating and collaborating with human services entities to help aid in treatment referrals

**In 2021, there were 1,998 referrals. Of those referrals, co-responders assisted with 597 hospitalization referrals and 1,049 community-based treatment referrals.**

and diversion from the criminal justice system. When diversion is not possible, they are working within the District Attorney's office to seek out treatment programs such as Recovery Connections Court (RCC), Team Mental Illness Substance Abuse (MISA), Drug Court, Mental Health Court, and Veterans Court. Being equipped to respond to a variety of calls is part of the job and the co-responders have taken great pride in supporting their officers and community members. Just recently in February 2023, a call came in pertaining to a three-year-old in distress. Two officers and a co-responder arrived on scene to find the three-year-old unconscious. Immediately the officers started performing CPR and the co-responder assisted in gathering information from family/



*Co-responder Brandon Miller recognized for his efforts in saving the life of a three-year-old child. Pictured: Commissioner George P. Hartwick III, District Attorney Fran Chardo, Dr. Ashley Yinger, Brandon Miller, Co-responder HBD, Commissioner Chad Saylor and President Commissioner Mike Pries.*

After a referral is received and a co-responder assists in any necessary services, they will follow up with the individual to ensure they are linked to the service and if anything else is needed to help with their stability.

friends and bystanders. Through the collection of information, the co-responder used Narcan due to information received about possible drug ingestion. Through the quick response of the officers and co-responder, they were able to revive the child, rush them to the hospital, and the child did have a full recovery. Other calls have en-

tailed suicidal calls, where officers and co-responders have assisted in avoiding someone jumping from a tall building, barricaded calls of suicidal ideation, and threats to harm others. Co-responders have assisted in numerous calls of individuals where linkage to behavioral health services was imperative for their recovery, but also basic life needs such as food, housing, and financial resources.

After a referral is received and a co-responder assists in any necessary services, they will follow up with the individual to ensure they are linked to the service and if anything else is needed to help with their stability. The referrals come through dispatch and police officers when the co-responder is off duty, but the follow ups

are necessary to avoid additional referrals from the same individuals. The goal is to reduce the time that officers need to spend on behavioral health calls where no crime is committed and reduce law enforcement contact with the person.

Overall, Dauphin County has seen great success with this model. For departments that do not have a co-responder, they can call into dispatch and have one respond, when available. If the County could put a co-responder in every police department that would be beneficial. Co-responders have helped bridge the gap between law enforcement and community members to ensure everyone is working together for the greater good of the person in crisis and the community. 🍷



**Counties have trusted us for more than 70 years to provide retirement plan services that meet their unique objectives while complying with changing laws.**

**Also count on us for:**

- Retirement plan cost studies.
- Retirement calculation software.
- Government compliance.
- Cost containment through benefits program design.
- Analysis and design of organizations and jobs.
- Talent, compensation and performance management.

Contact [kristopher.seets@kornferry.com](mailto:kristopher.seets@kornferry.com) or [david.reichert@kornferry.com](mailto:david.reichert@kornferry.com) to learn more.

[kornferry.com](http://kornferry.com)



# Congratulations!



## Award Winners

The 2023 PComp Awards were presented on March 20 at the PComp Annual Membership Dinner, held during the CCAP Spring Conference. Congratulations to these members and individuals for their recognition!

---

### Terry Barham Claims Experience Award

This award recognizes the member with the lowest experience modification for the policy year.

**Recipient: Elk County**, with an experience modification of .705.

### Paul Zeigler Award

This award recognizes an outstanding individual from a PComp member who has exhibited a commitment to their employee's safety, through risk management efforts, safety committee participation or support, and efforts to reduce injuries and improve the safety of their workplace.

**Recipient: Matt McConnell, Mercer County Commissioner.** Matt has served on the PComp Board of Directors for 7 years, and has been a dedicated and active member of the board.

### PComp Loss Control Award

This award recognizes outstanding loss control efforts by a county or individual.

**Recipient: Jonathan Plessinger, Risk Management Coordinator, Clinton County.** Jonathan is very knowledgeable about Emergency Management and has great connections in the community. He provides consistent training with the county staff and is a leader when it comes to safety.

### PComp Risk Management Award

This award recognizes outstanding loss prevention efforts by a county or individual.

**Recipient: Kimberli Conroe, Senior Human Resources Generalist, Erie County.** Kimberli is incredibly proactive with onsite risk management training and wellness activities.

### PComp Claims Reporting Award

This award is given to acknowledge outstanding claims reporting.

**Recipient: Kary Schneider, Deputy Chief Clerk, Elk County.** Kary has done an excellent job of promptly reporting claims and providing excellent documentation to PComp.

### Risk Management Training Award

Recognizes members who send significant numbers of employees and officials to attend loss control training events.

**Recipients: CMSU and Wayne County.** Wayne County sent staff to the most PComp workshops, and CMSU sent the most employees to PComp workshops. 🏆



# Every piece of the puzzle is important to the big picture.

**Reduce costs and improve performance with a total building enclosure approach.**

Facilities need *complete* protection from the elements – on all six sides, within all components. How every piece connects – from roofs to walls to windows to doors and more – is crucial to controlling air, heat, and moisture flow.

At Tremco Roofing and Building Maintenance, we are building enclosure experts. Together with our affiliated construction services company WTI, we provide turnkey maintenance, repair, roof management, and general contracting services for the entire building enclosure.

Through advanced diagnostics, proven asset management programs, and cooperative purchasing options, we can help you to avoid emergency repairs, establish predictable budgets, and improve building performance to ultimately reduce facility lifecycle costs.

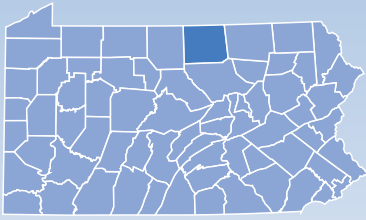


**To learn more or to schedule a complimentary consultation, please contact:  
Jennifer Miller at [jdmler@tremcoinc.com](mailto:jdmler@tremcoinc.com), 412.225.6007 or visit [yourroofexperts.com](http://yourroofexperts.com).**



[tremcoroofing.com](http://tremcoroofing.com)  
[yourroofexperts.com](http://yourroofexperts.com)

Tremco Roofing and WTI are part of Tremco Construction Products Group.



COUNTY HIGHLIGHT:  
**TIOGA**

**Scott Zubek**  
Director, Tioga County GIS

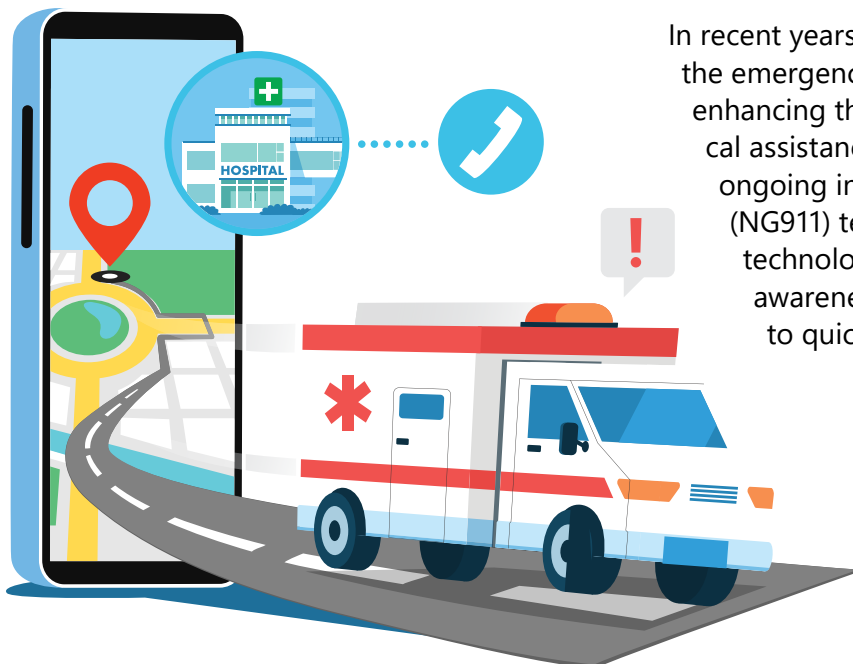
# The intersection between **GIS and 9-1-1** in Tioga County, Pennsylvania

In Tioga County, Pa., Geographic Information Systems (GIS) are used with 9-1-1-dispatch to provide critical location-based information in order to improve emergency response times, and ultimately to help save lives. When a 9-1-1 call is received, GIS is the primary tool utilized to map the location of the caller and determine the nearest emergency service providers. This information is critical in quickly dispatching the appropriate emergency responders.

GIS is also used to determine which emergency service providers are closest to the incident and can provide the fastest response time, making this information of the upmost importance with respect to the effective and efficient allocation of resources.

On the backend, GIS is used to store and edit spatial datasets directly related to 9-1-1 dispatch. Such datasets include road networks, building footprints, structure address points, emergency service zones, and many other geographic datasets which are used to support emergency service providers such as fire departments, police stations, and hospitals.

In recent years, advances in technology have transformed the emergency response landscape in Tioga County by enhancing the ability of first responders to provide critical assistance in times of need. One such advance is the ongoing integration of GIS with Next Generation 9-1-1 (NG911) technology. The combination of these two technologies can provide unprecedented situational awareness to emergency responders, allowing them to quickly and effectively respond to incidents.





By integrating GIS with NG911, responders can quickly identify the most efficient route to the emergency, avoiding traffic congestion and other obstacles that may delay their response.

With respect to this integration, it is key to understand that GIS is a technology that allows for the capture, analysis, and visualization of geospatial data. By utilizing maps and other visual aids, GIS can provide valuable insights into the physical and environmental factors that may impact emergency response efforts in ways that no other technology can match. With GIS, emergency responders can gain a comprehensive view of a given area, including details such as road networks, building & subdivision layouts, elevation/3D terrain analyses, and many other topographical features.

NG911, on the other hand, is the next evolution of emergency response technology. This system utilizes Internet Protocol (IP) technology to enable digital communication between emergency responders and individuals in need of assistance. NG911 can also integrate with other technologies, such as GIS, to provide a more comprehensive and accurate view of a given emergency situation.

When GIS is integrated with NG911 technology, the result is a powerful tool that can provide emergency responders with valuable information in real-time. For example, GIS can provide responders with information about the location of the emergency, the road network/development layout in the area, and any potential hazards or obstacles that may impact their response. By integrating GIS with NG911, responders can quickly identify the most efficient route to the emergency, avoiding traffic congestion and other obstacles that may delay their response.

GIS integrated with NG911 can also provide valuable information to emergency dispatchers in ways that no other technology can duplicate. By utilizing GIS, dispatchers can quickly identify the location of the emergency, allowing them to dispatch the appropriate resources in a timely manner. GIS can also provide dispatchers with information about potential hazards or obstacles that may impact response efforts, allowing them to

provide more accurate and detailed information to responders in the field.

In order to fully realize the potential of GIS integrated with NG911, it is important to ensure that the necessary infrastructure and resources are in place. This includes not only the technology itself, but also the personnel and training needed to effectively utilize the technology. Additionally, it is important to ensure that the technology is implemented in a way that is compatible with existing systems and protocols.

Below is a summary of several components which make Tioga County's emergency response capabilities both relatively unique and advanced within the Commonwealth of Pennsylvania. Each component below has also proven to be a key asset in the migration to the integrated Commonwealth-wide NG911 system.

# PRIMECARE

MEDICAL, INC. +



SCAN TO  
LEARN MORE

## THE CHOICE FOR QUALITY CORRECTIONAL HEALTH CARE

- + PHYSICIAN & NURSING
- + MENTAL HEALTH
- + DENTAL
- + PHARMACEUTICAL
- + RISK MANAGEMENT
- + ELECTRONIC MEDICAL RECORDS
- + MEDICATION ASSISTED TREATMENT PROGRAMS



SCAN TO  
LEARN MORE

## JOIN OUR TEAM

The Exciting & Challenging World  
of Correctional Healthcare  
IS WAITING FOR YOU!

PRIMECAREMEDICAL.com

## GEOSPATIAL ADDRESS PROCESSING AND MANAGEMENT

911-addressing is the process of assigning unique addresses to all structures in a community to enable emergency services to locate them quickly and accurately. In Tioga County, GIS plays an essential role in the 9-1-1 addressing process by providing a dynamic framework for managing, analyzing, and visualizing address data in an exclusively digital environment. Also, by utilizing the industry-standard practices below, it has made the County's preliminary transition to the NG911 much more efficient; and has warranted a high level of confidence in that data managers can sustainably maintain the required NG911 GIS layers into the foreseeable future.

Here is how 9-1-1 addressing is generally processed using GIS in Tioga County:

- 1. Data collection:** The first step in 9-1-1 addressing is collecting data about all the structures in the dispatch area including the location, type, and ownership of each building. This data can be collected using GPS devices, aerial imagery, related GIS layers (such as tax assessment parcel data) and other layers and tools.
- 2. Address assignment:** Once the data is collected, a GIS can be used to assign unique addresses to each structure in its communities. This process involves assigning a number to each building or property based on its location and access point with respect to a street, block, or subdivision. Circa 2004, Tioga

County's Department of Emergency Services assumed the role of countywide address assignment by utilizing a standardized addressing model which ensures orderly and sustainable addressing practices.

- 3. Data management:** A GIS can be used to manage the 9-1-1 addressing data, including storing and updating address information, linking addresses to property records, and providing access to the data to emergency services personnel.
- 4. Map production:** A GIS can be used to create maps and web services that show the locations of all the structures in the community, along with their assigned addresses. These maps and services can be used by emergency services personnel to locate structures quickly and accurately during an emergency.
- 5. Maintenance and updates:** A GIS can be used to dynamically maintain and update the 9-1-1 addressing data, including adding new addresses and roads as new structures are built or updating existing addresses when streets or subdivisions are added or reconfigured.

To summarize, GIS provides a powerful tool for managing the 9-1-1 addressing process, from data collection to address assignment, data management, map/web service production, and maintenance and updates. This helps ensure that emergency services can locate structures quickly and accurately during an emergency, potentially saving lives and reducing property damage.

The use of GIS helps ensure that emergency services can locate structures quickly and accurately during an emergency, potentially saving lives and reducing property damage.

## EAGLEVIEW PICTOMETRY

Tioga County utilizes a product generally referred to as EagleView Pictometry with its 9-1-1 dispatch system. This imagery-based mapping system, driven by a scalable 3D web-service environment, has the potential to significantly improve emergency response times and accuracy. EagleView Pictometry provides high-resolution aerial imagery that can be used to create 3D maps and models of buildings and neighborhoods, allowing emergency responders to quickly assess the situation before arriving on the scene.

By integrating this technology with a 9-1-1 dispatch system, dispatchers can provide more accurate and detailed information to emergency responders, including the location of the incident, the type of building, the number of floors, and the location of infrastructure such as dry and wet fire hydrants. This information can help emergency responders prepare for the situation and respond more quickly and safely.

Additionally, EagleView Pictometry can be used to create pre-incident plans, which can be shared with emergency responders ahead of time. These plans provide detailed information about buildings, including the location of exits, stairwells, and utility shut-offs, which can be crucial during an emergency.

Overall, utilizing EagleView Pictometry with a 9-1-1 dispatch system can improve emergency response times and accuracy, potentially saving lives and reducing property damage. Once Tioga County completes its full transition to the NG911 datasets, these new services will seamlessly integrate with the EagleView Pictometry system and thus enhance the system even more with respect to efficient data management and accuracy.



## ENTERPRISE (SDE) GIS DATA MANAGEMENT

Tioga County now utilizes its Enterprise GIS with SDE (Spatial Database Engine) technology in order to provide significant data availability advantages to 9-1-1 dispatch systems. Here are a few key advantages:

### 1. Improved data management:

An SDE database provides a centralized location for all spatial data, allowing dispatchers to access and update the data in real-time. This ensures that all dispatchers have access to the most current and accurate data, improving response times and overall situational awareness.

### 2. Integration with other systems:

An SDE database can be seamlessly integrated with other systems, such as Computer-Aided Dispatch (CAD) and Mobile Data Terminals (MDTs), allowing dispatchers to access and share data across different platforms. This can improve communication and coordination between dispatchers, first responders, and other agencies involved in emergency response.

### 3. Analysis and visualization:

An SDE database leverages advanced spatial analysis and visualization, enabling dispatchers and GIS end-users to identify patterns and trends in emergency calls and incidents. This can help identify areas of high call volume, potential hazards, and other factors that can impact response times and resource allocation.

### 4. Customization and scalability:

An SDE database can be customized to meet the specific needs of a 9-1-1 dispatch system, including adding new layers of GIS feature attribute data and creating custom workflows. Additionally, an SDE database can scale to accommodate larger amounts of data and increased call volume, ensuring that the system remains reliable and efficient over time.

Enterprise GIS with SDE technology can improve the efficiency and effectiveness of a 9-1-1 dispatch system by providing centralized data management, integration with other systems, advanced analysis and visualization, and customization with scalability. The long-term plan for Tioga County is to maintain its NG911 standardized datasets within its SDE database, and utilize the new GIS layer schemas as the countywide standard for GOS base-mapping. This will provide a standard that is both accurate and consistent with the datasets to be used both internally, and throughout the commonwealth.

## REAL-TIME MONITORING TECHNOLOGY

The future of GIS with respect to the enhancement of 9-1-1 dispatch systems capabilities will be the full integration of real-time monitoring technologies. In Tioga County, real-time data acquisition monitoring technologies such as water monitoring sensors and a network of high-resolution cameras have been used to collect data about various

events. This data has been used to create real-time maps and models in the GIS.

Overall, integrating GIS with real-time monitoring technologies will enhance the capabilities of both internal and shared NG911 dispatch systems data by providing real-time situational awareness, decision support, resource allocation, and communication. This will greatly help improve emergency response times, reduce property damage, and save lives.

## CONCLUSION

Based on the summaries above, the benefits of GIS integrated with NG911 become increasingly clear. By providing emergency responders with real-time situational awareness, this technology can help save lives and improve public safety. As technology continues to evolve, it is likely that GIS and NG911 will continue to play a critical role in emergency response efforts. ▾

---

*Tioga County, Pa., makes no claims as to the completeness, accuracy or content of any data contained herein, and makes no representation of any kind, including, but not limited to, the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied or inferred, with respect to the information or data furnished herein.*

# MOTOROLA SOLUTIONS

The only end-to-end public safety solutions provider,  
partnering with law enforcement for 90+ years.

Learn more at [www.motorolasolutions.com](http://www.motorolasolutions.com)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2022 Motorola Solutions, Inc. All rights reserved. 06-2022 [KR03]





**Your high school senior could win \$2,500 for college!**

**Nationwide/NACo 2023 College Scholarship**

To enter and for full details, go to [nrsforu.com/scholarship](https://nrsforu.com/scholarship)  
 Submission period: April 1 – May 31, 2023

Nationwide Retirement Solutions (Nationwide) partners with the National Association of Counties (NACo) to provide counties and their employees with a competitive deferred compensation program. As part of this partnership, Nationwide pays a fee to NACo in exchange for NACo's exclusive endorsement, marketing support and program oversight of Nationwide products made available under the program. For more information, including fees paid, Nationwide encourages you to visit [NRSforu.com](https://NRSforu.com). Nationwide and the Nationwide N and Eagle are service marks of Nationwide Mutual Insurance Company. © 2023 Nationwide NRM-3181AO-NX.17 (03/23)



**TOGETHER**  
*Building a New Way of Life*



**For the past 25 years,** we have worked with our clients to empower them to build a better life. We help them change their thinking and behaviors in an effort to maintain their sobriety. We can leverage our expertise to assist you with developing programs and services that meet the needs and budget of your county.

- Licensed Individualized Inpatient Substance Use Disorder Treatment
- Medication Assisted Treatment
- Detoxification Services
- Two Halfway House locations
- Reentry housing and treatment assistance
- Specialized programming in Day Reporting, Domestic Relations and Reentry Services

**For more information, please contact us at (570) 601-0877, ext. 2003 or [info@firetree.com](mailto:info@firetree.com)**



*Firetree Ltd.*



**PEPPM**  
COOPERATIVE PURCHASING

**One-Stop Shop  
for All Your  
Technology Needs**

Technology Products Needed:  
 30 iPads and charging carts ✓  
 15 laptops ✓  
 5 computer monitors ✓  
 Interactive whiteboard ✓  
 Drones with accessories ✓  
 multi-function printer/copier/fax ✓  
 Camera surveillance equipment ✓  
 Look into upgrading cyber security ✓

Found it all on  
PEPPM!



- Get acquainted by registering at [www.PEPPM.org](http://www.PEPPM.org) •  
 More than 300 contracts featuring more than four million products



**KPN** KEYSTONE  
PURCHASING  
NETWORK

**One-Stop Shop  
for All Your  
Operational Needs**

Call KPN  
888-490-3182

- Visit [www.theKPN.org](http://www.theKPN.org) for a full listing of contracts and to join KPN for free •





## DISCOVER WHY *"It's A Wonderful Life"* IN INDIANA COUNTY, PA

### Yellow Creek State Park

720-acre lake for fishing & boating, yurts & cottages, multi-use trails, beach, hunting, and winter recreation.

### The Jimmy Stewart Museum

History of his life, including Hollywood & military legacies.

### Underground Railroad History Tours & Center

elven into the rich history of the region.

### Indiana University of Pennsylvania (IUP)

Providing educational excellence & cultural experiences.

### Smicksburg Amish Community & Shops

Specialty shops & artisans featured during seasonal festivals.

### Indiana County Parks & Trails

Covered Bridges, Buttermilk Falls & 64 miles of rails-to-trails including "PA Trail of the Year 2020" Ghost Town Trail.

### Self-Guided Walking and Driving Tours

Sample tours include the arts (sculptures, pottery & murals), history (covered bridges & Jimmy Stewart's hometown), IUP (arboretum) and the outdoors (EcoTour GeoTrail & WalkWorks) plus more!

### Amazing Quality of Life

Experience small town hospitality, walkable downtown areas, trendy boutiques, local food & local libations, live entertainment, and exciting adventures.



**WE INVITE YOU TO LEARN MORE ABOUT INDIANA COUNTY  
A GREAT PLACE TO...**

*Invest, Work, Live,  
Learn, and Play!*



**For Event Information: [www.VisitIndianaCountyPA.org](http://www.VisitIndianaCountyPA.org)**

## Envision Automated Property Tax Software



### EDGE™

CAMA & ASSESSMENT ADMINISTRATION

BILLING & COLLECTION

PERMITTING & ZONING

RECORDS MANAGEMENT

EDGEMAPS™

WEDGE

## DEVNET

[WWW.DEVNETINC.COM](http://WWW.DEVNETINC.COM) | [INFO@DEVNETINC.COM](mailto:INFO@DEVNETINC.COM) | (866) 4DEVNET

## Conferences

---

### When are CCAP conferences held?

CCAP holds five main conferences per year.

- **Spring Conference** is typically held in mid-March in Harrisburg.
- **County Administration Conference** is typically held in late May in State College.
- **Annual Conference** is typically held in early August and the location changes each year. This is our largest conference and features an extensive vendor show. This year, the Annual Conference will be held in Erie County from August 6 – 9.
- **Solicitor's Conference** is typically held in late September at the CCAP office in Harrisburg. This is scheduled this year for Sept. 29 at the CCAP office.
- **Fall Conference** is typically held the week before Thanksgiving at the Hotel Hershey. This year the conference will be held on November 18 – 21 and will include an extra day of programming for any newly elected commissioners and council members.

### Are sponsorship opportunities available for each conference?

Yes! Sponsorships range from \$1,000 up to \$7,500 for the Spring, Fall, CAC and Annual Conference. Annual sponsorships are also available at the \$10,000, \$15,000 and \$20,000 levels.

### How are session topics developed for conferences?

A couple of ways! CCAP utilizes a staff-led planning committee organized for each conference that sources speakers and presentation content through their professional networks. CCAP also welcomes speaker proposals throughout the year by way of our Conference Speaker Information Proposal Form, and then submissions are reviewed by the aforementioned planning committee. If CCAP members have a request for a topic they would like to see at a conference, they may email Terry Cochran for the Annual Conference, or Lindsay Price for Spring, County Administration, and Fall Conferences.

### Do CCAP's affiliates hold conferences and meetings?

Yes, all of the CCAP affiliates hold their own conferences, board meetings and other trainings. Please check out the CCAP website for more information on CCAP's affiliates.

### Other than the five main conferences, does CCAP offer any additional training and education?

CCAP's Insurance Programs offer training year-round. Information about those classes can be found on the CCAP website.

CCAP also holds other webinars and informational sessions on timely topics throughout the year as well.

### Where can I find out more information about each conference?

All conference information is available on the CCAP website, [pacounties.org/education](http://pacounties.org/education). ▼

# 2023 Spring Conference



*R-L: CCAP Chair and Bradford Commissioner Daryl Miller, CCAP Treasurer and York County Commissioner Julie Wheeler, CCAP President and Venango County Commissioner Chip Abramovic, CCAP 2nd VP and Indiana County Commissioner Sherene Hess, CCAP 1st VP and Berks County Commissioner Michael Rivera.*



*Governor Josh Shapiro speaks at the CCAP Spring Conference.*



*NACo Executive Director Matthew Chase*



*Brigadier General (PA) Maureen Weigl*



*John R. Sallade, CCAP Managing Director, Insurance Programs*



*Armstrong County Commissioner Pat Fabian (left) and CCAP Director of Media and PR John Buffone (right)*



*Lawrence County Commissioner Loretta Spielvogel*



*Legislative Panel with Rep. Jim Struzzi (Indiana County), Rep. Mike Schlossberg (Lehigh County), and Rep. Jennifer O'Mara (Delaware County)*



*CCAP Executive Director Lisa Schaefer*



*CCAP 1st VP Michael Rivera speaks at a breakout session.*



*CCAP Director of Government Relations Frank Mazza addresses members.*



*Acting Secretary of Human Services and former Montgomery County Commissioner Val Arkoosh speaks at a breakout session.*



*Governor Shapiro addressing CCAP members*



# EXPECT MORE THAN MOUNTAINS IN THE POCONOS

Make your vision a reality in the Poconos! Our facilities come fully equipped to handle everything you have planned for an amazing meeting with state-of-the-art technology and up-to-date amenities. See what's in store for your next event in the Poconos and email [sales@poconos.org](mailto:sales@poconos.org) to learn more.



**POCONO MOUNTAINS**<sup>SM</sup>  
CONVENTION & VISITORS BUREAU



**Gibson-Thomas**  
ENGINEERING

1004 LIGONIER STREET | PO BOX 853 | LATROBE, PA 15650  
CORPORATE OFFICE: 724-539-8562



**WATER & WASTEWATER MANAGEMENT**  
**GENERAL CIVIL ENGINEERING**  
**HIGHWAY & TRAFFIC ENGINEERING**  
**BRIDGE ENGINEERING & NBIS INSPECTION**  
**SURVEYING & LAND DEVELOPMENT**  
**GIS & DRONE SERVICES**



Committed to **QUALITY** and Client **SATISFACTION** Since 1916

[www.gibson-thomas.com](http://www.gibson-thomas.com)

# GLIMPSE

## Risk Management Training



Did you know that every spring and fall CCAP's Insurance Programs mails out a FREE publication called the GLIMPSE? The GLIMPSE catalog provides a detailed listing of workshop topics being offered that season. CCAP's Insurance Programs offer a full schedule of workshops statewide. These workshops include risk management and professional development opportunities for county officials and county employees. Workshops are offered at little or no cost to your county and are FREE to attend if your county is a member of the sponsoring insurance program.

Stay tuned for a copy of the 2023 Fall Glimpse Training Catalog! We are hoping to have in person trainings for the fall and will be following all safety precautions.



**Insurance Programs**



**GLIMPSE**  
Risk Management Training

To learn more about our workshops or to receive a copy of the Glimpse Training Catalog contact Linda Rosito at (717) 736-4728 or [Irosito@pacounties.org](mailto:Irosito@pacounties.org).

# MaherDuessel



*Pursuing the Profession While  
Promoting the Public Good®*

[www.md-cpas.com](http://www.md-cpas.com)

*Celebrating 30+ Years of Service to Governments*

Pittsburgh • Harrisburg • Butler • State College • Erie • Lancaster



Tim Morgus, CPA, CFE, CGFM  
Managing Partner  
412.535.5502  
tmorgus@md-cpas.com

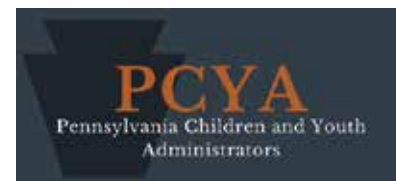
Brian T. McCall, CPA, CGFM  
Partner  
412.535.5540  
bmccall@md-cpas.com



- Governments are the Core of Maher Duessel's Practice.
- Currently Working in all Counties Across Pennsylvania with Statewide Capacity.
- Dedicated to Providing Comprehensive Auditing and Consulting Services to County Governments.
- National and State Appointments to GFOA, AICPA, and PICPA Committees Provides Unparalleled Expertise.

## Current Issues in Child Welfare

**Brian Bornman**  
PCYA Executive Director



**T**he Pennsylvania Children and Youth Administrators Association (PCYA) was formed in 1969 in recognition of the need for better communication and joint planning between public County Child Welfare Agencies and the Commonwealth of Pennsylvania, both of whom are concerned with meeting the needs of children and youth in the Commonwealth. The purpose of PCYA is to provide advocacy concerning legislation, provide a forum for the sharing of information and support of county child welfare agencies, and to assist with educating the general public on child welfare. The association holds three conferences each year, with separate educational tracks for administrators, solicitors, and fiscal officers. Additional trainings and meetings are held throughout the year as needed to support the counties.

Currently, child welfare has several issues with which it struggles. First and foremost, there is a serious shortage of staff to do the work. The workforce issue has long been a challenge for child welfare, both in Pennsylvania and nationwide. Historically, many agencies had a 10-20% vacancy rate, which caused the remaining staff to have caseloads that were too large to be manageable. Since the COVID pandemic, many counties have seen vacancy rates soar to 30-75%. These

levels of vacancy rate are untenable and create a very serious risk to the children and families in the county. While most businesses are struggling with high turnover and staffing challenges, it is especially dangerous when you consider protective service. Without adequate staffing, it is a challenge to investigate reports of child abuse and assure children's safety. As there is no such thing as a waitlist for child welfare, the staff that are available must do what is necessary to investigate these cases, often resulting in high burnout for those who remain with the agency.

The second critical issue facing child welfare today is that of inadequate and/or non-existent placements with children with complex needs. These so-called "complex cases" are a small, but growing, portion of the children in the custody of child welfare agencies, although they require large amounts of time to find appropriate placements. Many of these children have a combination of mental health, physical health, or development disabilities that cause many placement resources to be hesitant to take them into their programs. When no program is willing to accept these children and provide a place for them to live and get treatment, it falls to child welfare agencies to try to manage the situation as best it can. Sometimes, this may result in a child sleeping at

a hotel or the child welfare agency, which is a situation no county wants to have happen as it is not appropriate or in the child's best interest and the child is not receiving the treatment they need. Pennsylvania desperately needs to find a solution to address these "complex cases." We will only be able to develop an adequate solution when every system that touches the child's family bears equal responsibility for creating solutions to this problem.

Lastly, child welfare has, in a way, been the victim of too many people trying to fix it. Highly publicized cases lead to knee-jerk reactions in which there is not enough input gathered from those who actually do the work. Many of the laws and policies adopted at the state and federal level are well-meaning, but the practicalities of putting them into effect are frequently ill-conceived. No one wants to see children suffer from child abuse or neglect; however, some attempts to provide rules for the system do not take into consideration the nuances and challenges involved when you are working with families. Many families are distrusting of the system and certain items have the opposite effect from that intended when it comes to child safety. It is imperative for the counties who actually do the work to have a voice in any policies, laws, or rules that will impact the system. ▾

# 2023 County Budget Survey

The County Commissioners Association of Pennsylvania has released its survey of county taxation and budget rates for 2023. These charts list the 2023 budget figures for each county (general, special and other funds) and compares this year's data to 2022.

## 2023 COUNTY TAXATION SURVEY

	MILLAGE RATE				MILLS INCREASE/DECREASE FROM 2022				LAST ASSESSMENT CHANGES		
	General	Special	Debt	Total	General	Special	Debt	Total	Assessment	Full Reassessment	Ratio Change
Adams	4.44			4.44	0.00			0.00	100%	2010	
Allegheny	3.98		0.75	4.73	0.04		-0.04	0.00	100%	2012	2000
Armstrong	14.80		4.20	19.00	0.00		0.00	0.00	50%	1997	
Beaver	25.00		1.00	26.00	0.00		0.00	0.00	50%	1982	1982
Bedford	3.48		0.61	4.09	0.19		0.00	0.19	100%	2012	
Berks	7.67			7.67	0.00			0.00	100%	1994	2022
Blair	3.71	0.02	0.37	4.10	0.00	-0.01	0.01	0.00	100%	2017	
Bradford	10.43			10.43	0.00			0.00	50%	1999	1992
Bucks	20.51		4.94	25.45	0.72		-0.72	0.00	100%	1972	2004
Butler	21.78	2.94	2.92	27.63	0.05	0.00	-0.05	0.00	100%	1969	
Cambria	24.50	2.00	4.00	30.50	-0.50	0.00	0.00	-0.50	100%	1972	2004
Cameron	25.50	1.50	5.00	32.00	5.00	0.00	0.00	5.00	50%	1986	
Carbon	11.40	0.00	0.85	12.25	0.00		0.00	0.00	50%	2001	
Centre	6.65		1.19	7.84	0.00		0.00	0.00	50%	1995	
Chester	3.14	0.32	1.09	4.55	-0.05	0.05	0.00	0.00	100%	1998	
Clarion	20.50		1.00	21.50	0.00		0.00	0.00	100%	1975	2008
Clearfield	25.00			25.00	0.00			0.00	25%	1989	
Clinton	6.20			6.20	0.00			0.00	100%	2009	2009
Columbia	12.14		1.00	13.14	0.00		0.00	0.00	50%	1992	
Crawford	20.25	0.70	0.90	21.85	-0.90	0.00	0.90	0.00	75%	1971	2022
Cumberland	2.20	0.17		2.36	0.00	0.00		0.00	100%	2010	
Dauphin	6.88	0.35		7.23	0.00	0.00		0.00	100%	2002	2002
Delaware	2.48		0.51	2.99	-0.01		0.00	-0.01	100%	2022	2022
Elk	15.40		0.75	16.15	0.00		0.00	0.00	50%	1984	
Erie	5.96			5.96	0.00			0.00	71%	2013	2003
Fayette	6.34		0.43	6.76	0.30		-0.30	0.00	100%	2003	
Forest	19.91	0.45		20.36	1.00	0.00		1.00	100%	1974	2017
Franklin	25.00	1.30	4.10	30.40	0.00	0.00	0.00	0.00	100%	1961	2001
Fulton	12.40			12.40	0.00			0.00	100%	1990	
Greene	8.54	0.08	0.41	9.04	0.00	0.00	0.00	0.00	100%	2003	2003
Huntingdon	20.00	0.59	0.41	21.00	0.00	-0.38	0.00	-0.38	80%	1978	2013
Indiana	4.05	0.00	0.89	4.94	-0.16		0.19	0.03	100%	2016	2016
Jefferson	12.50			12.50	0.00			0.00	100%	1972	2004
Juniata	25.00			25.00	0.00			0.00	100%	1974	
Lackawanna	46.56	3.82	13.54	63.92	-0.34	0.00	0.34	0.00	100%		1986
Lancaster	2.91			2.91	0.00			0.00	100%	2018	
Lawrence	7.53	0.14	0.65	8.31	0.00	0.00	0.00	0.00	100%	2003	
Lebanon	3.89			3.89	0.00			0.00	100%	2012	2005
Lehigh	3.78			3.78	0.00			0.00	100%	2013	2013
Luzerne	6.35			6.35	0.18			0.18	100%	2009	2009
Lycoming	6.50			6.50	0.00			0.00	100%	2004	2004
McKean	12.25			12.25	0.00			0.00	100%	1998	2005
Mercer	22.25		1.40	23.65	0.00		0.00	0.00	100%	1974	2002
Mifflin	15.77			15.77	0.00			0.00	50%	1999	
Monroe	2.76	0.17	0.47	3.40	0.01	0.00	-0.01	0.00	100%	2020	2020
Montgomery	4.24	0.39		4.63	0.31	0.00		0.31	100%	1998	1998
Montour	4.00		0.27	4.27	0.00		0.00	0.00	100%	2004	
Northampton	10.80			10.80	0.00			0.00	50%	1995	1972
Northumberland	25.00		5.89	30.89	0.00		0.00	0.00	12%	1972	2005
Perry	5.56			5.56	1.00			1.00	100%	2010	2000
Philadelphia	14.00			14.00	0.00			0.00	100%	2019	
Pike	19.95	0.09	2.70	22.74	-1.70	-0.91	2.61	0.00	25%	1994	1994
Potter	18.50		0.69	19.19	0.00		-0.01	-0.01	100%	1977	2002
Schuylkill	15.38		0.60	15.98	0.00		0.00	0.00	50%	1996	
Snyder	21.63	0.19		21.82	0.00	0.00		0.00	100%	1973	2007
Somerset	11.26		2.10	13.36	0.00		0.00	0.00	50%	1998	1998
Sullivan	4.30			4.30	0.00			0.00	100%	2004	
Susquehanna	10.50	0.33		10.83	0.00	0.00		0.00	50%	1993	1993
Tioga	6.75			6.75	0.00			0.00	100%	2002	
Union	4.56	0.16		4.72	0.00	0.00		0.00	100%	2005	2006
Venango	6.00			6.00	0.00			0.00	60%	2000	2004
Warren	21.75			21.75	0.00			0.00	50%	1989	
Washington	2.43			2.43	0.00			0.00	100%	2017	2017
Wayne	2.98		0.26	3.24	-1.87		-0.12	-1.99	100%	2023	2005
Westmoreland	21.49			21.49	0.00			0.00	100%	1972	
Wyoming	23.87		1.98	25.85	0.00		0.00	0.00	50%	1988	1996
York	6.71	0.19		6.90	0.00	0.00		0.00	100%	2006	
AVERAGE	12.39	0.69	2.00	13.64	0.05	-0.06	0.08	0.07	84%		

# 2023 COUNTY BUDGET SURVEY

County	2023 BUDGET				PERCENT BUDGET INCREASE/DECREASE FROM 2022			
	General	Special	Other	Total	General	Special	Other	Aggregate
Adams	69,391,940	14,163,683	2,408,500	85,964,123	16.60	0.09	11.00	13.36
Allegheny	893,705,319		126,227,681	1,019,933,000	3.55		-1.05	2.96
Armstrong	24,918,750	35,316,764		60,235,514	2.41	-1.67		-0.02
Beaver	85,013,814	169,657,557	998,000	255,669,371	3.63	-7.19	-51.00	-4.20
Bedford	24,883,725	1,586,932		26,470,657	9.01	-17.58		6.94
Berks	279,538,715	387,005,538		666,544,253	20.19	12.51		15.61
Blair	57,637,747	25,966,678	14,711,939	98,316,364	-1.11	41.67	-26.03	1.88
Bradford	82,989,082			82,989,082	-0.57			-0.57
Bucks	291,107,600	475,413,400	80,330,000	846,851,000	-3.56	3.31	11.97	1.57
Butler	74,838,662	169,610,084		244,448,746	-8.45	-1.34		-3.63
Cambria	69,289,854	132,906,738	19,378,485	221,575,077	16.78	[1] -21.20	[2] 1.19	-10.35
Cameron	6,466,151		5,360,091	11,826,242	3.62		-4.22	-0.09
Carbon	32,116,986	34,634,739	9,598,825	76,350,550	5.46	-25.90	-4.96	-12.54
Centre	50,725,370	43,786,034	12,357,752	106,869,156	14.36	-16.30	11.40	-0.83
Chester	204,522,346	408,549,904	57,631,804	670,704,054	5.90	19.23	-62.22	-2.56
Clarion	22,410,932	10,081,526	1,476,396	33,968,854	-3.43	3.10	7.72	-1.13
Clearfield	26,795,344	15,062,544	800,000	42,657,888	6.45	0.17	-90.40	-12.12
Clinton	25,825,832	27,510,440		53,336,272	2.77	47.74		21.43
Columbia	34,650,284	1,452,430	6,457,127	42,559,841	7.55	12.00	190.59	[6] 19.10
Crawford	59,092,030	3,231,416	10,867,919	73,191,365	3.02	-1.55	-6.56	1.27
Cumberla	139,406,799	98,300,174	49,885,648	287,592,621	9.80	[1] -14.91	[1] -46.35	[7] -14.27
Dauphin	218,824,342	172,457,131		391,281,473	3.43	1.37		2.51
Delaware	292,364,791	69,415,194	422,824,787	784,604,772	0.59	0.76	-11.97	-6.58
Elk	14,193,066		396,957	14,590,023	5.16		11.06	5.31
Erie	123,798,092	348,378,972	97,850,594	570,027,658	7.21	8.17	6.08	7.60
Fayette	55,582,375	63,977,964	33,696,855	153,257,194	26.92	[2] 5.14	25.58	16.57
Forest	3,278,316		700,708	3,979,024	-3.04		-17.56	-5.96
Franklin	60,572,346	10,205,000	99,186,429	169,963,775	4.91	-33.83	[2] -4.41	-3.93
Fulton	7,479,987	3,762,373		11,242,360	2.66	4.55		3.28
Greene	19,519,965	15,419,211	6,591,644	41,530,820	1.53	1.85	51.00	[3] 7.23
Huntingd	16,782,436	13,132,257	645,363	30,560,056	2.69	1,460.25	-94.80	3.28
Indiana	49,043,760	518,655		49,562,415	6.29	23.81		6.45
Jefferson	17,084,274	15,168,764	2,584,800	34,837,838	9.35	12.72	110.87	14.95
Juniata	14,260,101		5,186,900	19,447,001	4.99		28.81	10.43
Lackawan	146,933,755	87,653,982	19,491,313	254,079,050	0.89	7.97	0.00	3.16
Lancaster	178,358,147		110,102,106	288,460,253	5.72		-3.59	1.97
Lawrence	35,263,357	467,575	45,684,511	81,415,443	-2.48	1.16	-15.74	-10.38
Lebanon	55,619,806	11,142,712	33,792,622	100,555,140	2.59	-67.97	[5] -3.80	-18.99
Lehigh	132,750,220	358,933,127	82,771,867	574,455,214	4.12	2.00	219.96	13.70
Luzerne	161,798,883		288,657,163	450,456,046	2.53		-4.85	-2.33
Lycoming	59,487,855	17,918,328	20,922,800	98,328,983	-1.66	-20.55	5.34	-4.45
McKean	20,535,390		21,415,134	41,950,524	12.40		-20.21	-7.00
Mercer	37,054,419		2,325,525	39,379,944	7.85		0.24	7.37
Mifflin	34,133,170	2,532,037		36,665,207	16.36	-6.88		14.39
Monroe	69,823,130	58,075,544	52,544,435	180,443,109	6.69	-19.31	[1] -27.91	[2] -14.20
Montgom	530,679,196	304,444,402	320,342,573	1,155,466,171	6.44	29.37	[1] 8.95	12.41
Montour	10,164,097			10,164,097	6.90			6.90
Northamp	160,564,400	381,856,800	8,122,400	550,543,600	-7.36	-4.45	-58.15	-7.06
Northumb	27,663,733	58,142,986		85,806,719	-1.51	-5.06		-3.94
Perry	26,557,487			26,557,487	17.41	[2]		17.41
Philadelphia*				0				
Pike	51,361,552			51,361,552	8.23			8.23
Potter	11,589,532			11,589,532	2.65			2.65
Schuylkill	74,066,415	141,900,514	3,305,619	219,272,548	5.58	1.59	-3.95	2.82
Snyder	26,513,798		32,381,000	58,894,798	26.67		-21.89	-5.60
Somerset	55,899,215			55,899,215	4.86			4.86
Sullivan	6,386,542			6,386,542	14.53			14.53
Susqueha	18,467,590	17,330,841	7,500,000	43,298,431	12.17	15.15	49.81	18.56
Tioga	21,059,126	17,717,490		38,776,616	4.30	2.88		3.65
Union	21,631,194			21,631,194	-8.10			-8.10
Venango	46,281,234	13,814,256	1,966,818	62,062,308	6.05	2.71	25.93	5.81
Warren	20,248,181			20,248,181	-2.86			-2.86
Washingt	163,648,075	33,408,634	30,443,106	227,499,815	10.40	[1] 4.71	[1] 22.47	10.98
Wayne	38,924,046	3,900,000	13,000,000	55,824,046	3.84	5.41	-18.24	[1] -2.21
Westmore	145,151,799	133,694,075	141,161,753	420,007,627	2.73	-10.52	83.45	[4] 14.24
Wyoming	16,072,701	2,975,000	820,990	19,868,691	0.65	1.05	0.13	0.69
York	253,461,104	371,154,875	69,196,574	693,812,553	6.02	0.69	3.22	2.83
<b>AVERAGE</b>	<b>92,519,095</b>	<b>101,781,602</b>	<b>51,610,946</b>	<b>197,971,628</b>	<b>5.47</b>	<b>31.00</b>	<b>6.24</b>	<b>2.47</b>
<b>TOTAL</b>				<b>13,264,099,075</b>				

**Footnotes:**

[1] Increase/Decrease due to ARPA and other stimulus funds

[4] Increase/Decrease due to IGT funds

[7] Increase/Decrease due to divestiture of the county nursing home


[2] Increase/Decrease due to Capital Projects

[5] Increase/Decrease due to bond issue

[3] Increase/Decrease due to Liquid Fuel and Act 13

[6] Increase/Decrease due to LF and CR

\* No data submitted



**Proudly serving the  
communities and  
counties of Pennsylvania  
for over 25 years**



PENSION OPEB 457(B) PLANS  
INDEPENDENT INVESTMENT CONSULTING

## Let's invest in you.

We're here – for our largest districts and smallest municipalities; for the market-savvy and the first-time investors; for the long haul and the short term.



### We're here for you.

PLGIT.com

800-572-1472

- 40 years of serving local governments and schools
- Liquid and long-term options
- Dedicated service team
- Variety of portfolio choices
- Cash management services

*This information is for institutional investor use only, not for further distribution to retail investors, and does not represent an offer to sell or a solicitation of an offer to buy or sell any fund or other security. Investors should consider the investment objectives, risks, charges and expenses before investing in any of the Trust's portfolios. This and other information about the Trust's portfolios is available in the current Information Statement, which should be read carefully before investing. A copy of the Information Statement may be obtained by calling 1-800-572-1472 or is available on the Trust's website at [www.plgit.com](http://www.plgit.com). While the PLGIT and PLGIT/PRIME portfolios seek to maintain a stable net asset value of \$1.00 per share and the PLGIT/TERM portfolio seeks to achieve a net asset value of \$1.00 per share at its stated maturity, it is possible to lose money investing in the Trust. An investment in the Trust is not insured or guaranteed by the Federal Deposit Insurance Corporation or any other government agency. Shares of the Trust's portfolios are distributed by PFM Fund Distributors, Inc., member Financial Industry Regulatory Authority (FINRA) ([www.finra.org](http://www.finra.org)) and Securities Investor Protection Corporation (SIPC) ([www.sipc.org](http://www.sipc.org)). PFM Fund Distributors, Inc. is an affiliate of PFM Asset Management LLC. <sup>SM</sup>PLGIT, PLGIT-Class Shares, PLGIT/Reserve-Class Shares, PLGIT/PRIME, PLGIT/TERM, PLGIT-CD, and PLGIT-CAP are service marks of the Pennsylvania Local Government Investment Trust.*

A woman wearing a grey long-sleeved crop top, teal leggings, a grey cap, and large black headphones is looking upwards in a park setting. The background is filled with green trees and foliage.

**“Trails, nature, community—  
all within my reach.  
Whether I’m  
wandering to clear  
my mind, or joining  
morning yoga to  
heal my body,  
I find it in my  
local park and  
rec. This is what  
good means  
to me.”**

You're a part of making something good even better. Our parks and recreation facilities are important to every community and all those who live there. **It's why we do what we do.**

Find out what you can do for your local parks and recreation.

[goodforpa.com/getinvolved/](https://goodforpa.com/getinvolved/)

**good for you.  
good for all.**  
PENNSYLVANIA PARKS & RECREATION

**Pennsylvania**  
**COUNTY NEWS**  
PO Box 60769  
Harrisburg, PA 17106-0769

PRSR STD  
U.S. POSTAGE  
**PAID**  
HARRISBURG PA  
PERMIT NO. 517



**County Commissioners  
Association of Pennsylvania**

**137th Annual Conference  
and Trade Show**

**August 6 – 9, 2023**

**COURTYARD ERIE BAYFRONT  
SHERATON ERIE BAYFRONT HOTEL  
BAYFRONT CONVENTION CENTER**

**ERIE COUNTY, PA**

**CCAP**