

Committee on Aging
December 11, 2019

COUNCIL OF THE CITY OF PHILADELPHIA
COMMITTEE ON AGING

Room 400, City Hall
1400 John F. Kennedy Boulevard
Philadelphia, Pennsylvania 19107
Wednesday, December 11, 2019
10:05 a.m.

PRESENT:

COUNCILMAN AL TAUBENBERGER, CHAIR
COUNCILMAN DEREK GREEN, VICE-CHAIR
COUNCILWOMAN HELEN GYM
COUNCILMAN ALLAN DOMB
COUNCILMAN CURTIS JONES, JR.

RESOLUTION: 190777

- - -

1 - - -

2 COUNCILMAN TAUBENBERGER:

3 Good morning. My name is Al
4 Taubenberg. I'm the Chair of the
5 Aging Committee, and this hearing is
6 called to order. This is a public
7 hearing of the Aging Committee and the
8 purpose of which today is to hear
9 public testimony on Resolution No.
10 190777.

11 I recognize the presence of a
12 quorum. And to my left is
13 Councilmember Helen Gym. To my right
14 is Councilmember Allan Domb. And, the
15 Clerk, could you please read the title
16 of Resolution 190777?

17 THE CLERK: A resolution
18 authorizing the City Council Committee
19 on Aging to hold hearings regarding the
20 potential for a pilot program designed
21 to use an automated calling system in
22 order to provide benefits to the City's
23 senior population and to combat senior
24 isolation.

25 COUNCILMAN TAUBENBERGER:

1 Thank you. I'd just like to open up
2 with a statement. I think senior
3 isolation is a major problem in this
4 city. I think the senior population of
5 this city is quite large, and
6 unfortunately because we are America's
7 largest poorest city, there's a lot of
8 very isolated seniors who may not have
9 the means or recognize the means on
10 what to do next and may not have the
11 support network that they should have
12 and deserve.

13 Cleveland, Ohio has addressed
14 this in a way and they have a call-in
15 program, which they call seniors at a
16 time of their discretion, when they
17 want to be called and how often they
18 want to be called, of course within
19 reason. I think this is a great
20 opportunity for the public to comment
21 on us because with our large senior
22 population, our amounts of poverty and
23 the fact that sometimes as a senior
24 citizen you may not realize all the
25 things that are available to you and

1 you may not have that support network
2 that once again I say that you need.
3 So this hearing is really an
4 opportunity to discuss this in a public
5 forum to let help other people know
6 that these programs exist, because not
7 every city has this, but I think this
8 is something that is very, very
9 noteworthy and one to study, and
10 hopefully out of this at some point a
11 program could come out and really does
12 help people and save people's lives and
13 gives the seniors the quality of life
14 that they deserve. Are there any
15 comments from Members of the Committee?

16 (No response.)

17 COUNCILMAN TAUBENBERGER:

18 Mr. Clerk, if you could call the first
19 witnesses.

20 THE CLERK: We would like to
21 call Nora Dowd Eisenhower, Executive
22 Mayor's Commissioner on Aging, also we
23 would like to call Joe Clayback with
24 Always Best Care Senior Services.

25 (Panel approached the

1 Witness table.)

2 COUNCILMAN TAUBENBERGER:

3 Please state your name for the record.

4 MS. DOWD EISENHOWER: Good

5 morning. My name is Nora Dowd

6 Eisenhower. I am the Executive

7 Director of the Mayor's Commission on

8 Aging.

9 COUNCILMAN TAUBENBERGER:

10 Please --

11 MR. CLAYBACK: Good morning.

12 My name is Joseph Clayback. I am a

13 Senior Community Outreach Coordinator

14 for Always Best Care Senior Services.

15 COUNCILMAN TAUBENBERGER:

16 And, Ms. Eisenhower, we can start with

17 you.

18 MS. DOWD EISENHOWER: Good

19 morning, Chairman Taubenberger. Good

20 morning, Councilmember Domb and Helen

21 Gym. As I said, my name is Nora Dowd

22 Eisenhower. I'm the Executive Director

23 of the Mayor's Commission on Aging.

24 I'm here to testify regarding

25 Resolution No. 190777 introduced by

1 Councilman Taubenberger, calls for
2 hearings regarding a pilot program
3 using an automated calling system to
4 support seniors in Philadelphia
5 experiencing loneliness or isolation.

6 Millions of older adults
7 across the country struggle with
8 feelings of loneliness, isolation and
9 the lack of regular companionship.
10 These feelings are more common for
11 those who struggle with their physical
12 or mental health as well as those
13 living with hearing loss, a finding
14 that adds to a growing body of research
15 that links social isolation to a
16 variety of negative health effects.

17 We know that social isolation
18 and loneliness are bad for our health,
19 as bad as obesity and smoking.
20 According to AARP research, social
21 isolation is associated with an
22 estimated \$6.7 billion in Medicare
23 spending annually. That doesn't
24 account for Medicaid spending and other
25 health program spending. It is a very

1 expensive problem that impacts our
2 health.

3 Cleveland Care Calls is an
4 automated telephone system created by
5 the City to support older adults who
6 are isolated. The seniors apply
7 through the Department of Aging to
8 participate. The seniors identify a
9 time and a day of the week for calling
10 and a back-up emergency contact or two
11 who will be notified if the senior does
12 not respond.

13 Over 200 sick people, 60-plus
14 receive the daily phone call.
15 Cleveland's city government describes
16 the program as follows: As a result of
17 these wellness checks, care calls have
18 helped many older adults receive
19 medical care and it also provided piece
20 of mind for both the older adult and
21 their family members that once a day
22 someone will check to make sure that
23 they are not in distress.

24 Creating a program inspired
25 by Cleveland Care Calls is a good

1 beginning to support older
2 Philadelphians experiencing isolation.
3 However, since it is just an automated
4 call and not a personal interaction, it
5 is only helpful to check on seniors'
6 safety, but not really engage with them
7 to prevent the most serious effects of
8 isolation. It would be best to develop
9 a program or to adapt this program that
10 provides reliable data to demonstrate
11 specific interventions that measurably
12 lessen the human impact of isolation
13 and loneliness.

14 Our goal should be to provide
15 more opportunities for older adults to
16 decrease their isolation by connecting
17 with others in their neighborhoods. In
18 a recent AARP study showed that that's
19 just one of the best strategies for
20 encouraging older adults to connect
21 with others. It's a finding that shows
22 that getting to one's neighbors can
23 help reduce loneliness. Thank you.

24 COUNCILMAN TAUBENBERGER:

25 Thank you, and please stay in case

1 there are any questions I may have.

2 MS. DOWD EISENHOWER: Sure.

3 COUNCILMAN TAUBENBERGER:

4 Mr. Clayback?

5 MR. CLAYBACK: Good morning.

6 I want to thank you for inviting me out
7 here today. Thank you for the City
8 Councilmembers that are here at this
9 point. This is a major concern to
10 Always Best Care and to the entire
11 senior industry. Right now senior
12 isolation is something that a lot of
13 people do not realize is out there.

14 Most of the people we have in
15 the Philadelphia area that are involved
16 in things like government, et cetera,
17 they realize that there are families,
18 there are people that they have that
19 take care of the people that exist out
20 there in the community, so they reach
21 out to their families, whether it be to
22 grandmom, grandpop, their aunts, their
23 uncles, they have people to take care
24 of them.

25 But as our seniors are living

1 to a higher age level at this point, we
2 have to realize that some of the
3 seniors that are out there are
4 completely on their own at this point.
5 They have nobody to keep track or to
6 keep in contact with. The neighbors
7 that were in the neighborhood either
8 moved out or as they became older, the
9 neighbors passed away. So as they
10 lived to a riper, older age at this
11 point, a lot of these people do not
12 have their connections that help them
13 out or that keep in touch with them.

14 Now, as far as that goes, one
15 of the main things here is, as I go out
16 and do assessments for care and see
17 people on a regular basis in person, I
18 notice a lot of things. One of the
19 things is you walk in and a lot of
20 times they may be actually disjointed
21 with what's actually going on when I
22 come out to see them. Somebody else
23 has set up the appointment. I walk in.
24 They may not even know necessarily the
25 day it is. They may not know a lot of

1 things, so they lose track of what's
2 going on in their lives.

3 This is one of the reasons
4 why I feel that a call would bring them
5 back in line with what's actually
6 happening on a daily basis. Some of
7 them don't realize their actual health
8 status. Things that they may have
9 going on, for instance, simple
10 dehydration that can turn into a major
11 problem for our seniors, they don't
12 realize this. They don't realize that
13 they're not taking in enough fluids.
14 They don't realize that they're not
15 nourishing themselves properly. So if
16 somebody doesn't keep in touch with
17 them, these things go unnoticed and
18 sometimes to the point where it causes
19 a disaster for the people involved. So
20 it's very important for us to make sure
21 that we're actually keeping in touch
22 with these people to know what's going
23 on.

24 Seniors basically as we walk
25 in to see them, we often find that the

1 emotions and the things going on with
2 them are very severe. Loneliness,
3 fear, health issues, depression, all of
4 these things actually are part of the
5 fact that they don't have anybody that
6 they're in contact with on a regular
7 basis. Some people get into depression
8 because they feel that nobody cares,
9 that nobody reaches out to them
10 anymore.

11 Some people have a tendency
12 to give up which allows them to fall
13 into severe health problems. Somebody
14 has to take care of all of these issues
15 and actually talk to them on a regular
16 basis for their overall well-being.
17 Something as simple as a phone call can
18 help them address these issues on a
19 regular basis.

20 If we can keep these people
21 living a good life, bring as Al had
22 mentioned quality of life to these
23 people, by just keeping track of what
24 is going on with them, it's going to
25 make a big difference. We reach out on

1 a regular basis, especially at certain
2 parts of the year. As there are
3 changes going on in seasons, a lot of
4 our seniors suffer a lot from those
5 changes, whether it be going into the
6 winter season where people don't
7 actually have heat but do not realize
8 that they do not have no resources as
9 far as heat and by the time they find
10 out, they don't have a way to fix
11 these, so they don't have a way to
12 reach out or touch base with, they are
13 stuck with no heat in the house.

14 The same with when they go
15 into the summer months and it becomes
16 so hot, they don't have windows that
17 work, they don't have fans, once again
18 leading back into health issues. Now,
19 if they had somebody reaching out to
20 them and could give feedback, this
21 would be a major difference in their
22 lives. If you ask and talk to the
23 actual people that are out there that
24 are helping them, all the people that
25 are actually taking them to the

1 hospital, the City of Philadelphia, how
2 many people they transport to the
3 hospital that are seniors, that the
4 things that they're taken to the
5 hospital for could have been avoided if
6 they simply had somebody who was
7 touching base with them to realize that
8 they had these issues, whether it be
9 simple things like I said dehydration.

10 A lot of people, you know,
11 between urinary tract infections and
12 things like this, they're simple if
13 they're caught in the beginning, but
14 these people don't have people to reach
15 out to talk with, so I really feel that
16 it's very important that they have an
17 option for people to reach out, touch
18 base, find out what's going on with
19 them on a daily basis. And at this
20 point, like I said I don't see any
21 solution other than coming up with
22 something like a program of this sort
23 to actually combat with what's going on
24 with senior isolation, so I think it's
25 very important that we would start this

1 program.

2 I realize that the program
3 itself has some different things. It
4 may have to be adjusted as it goes
5 along to bring in the proper feedback
6 that's going to accomplish all of these
7 things, but it has to start somewhere
8 so I really feel that this is a major
9 step in helping the senior community
10 because we are not getting less
11 seniors. The senior community is
12 growing all the time. And if anything
13 else, I am here for my own selfish
14 reasons because I want to make sure
15 that I solve some of these problems
16 before I need these services.

17 COUNCILMAN TAUBENBERGER:
18 Mr. Clayback, thank you. Councilman
19 Domb?

20 COUNCILMAN DOMB: Thank you,
21 Chairperson Taubenberger, and thanks
22 for bringing this resolution forward
23 and having the hearing today. It's a
24 very important subject. I have a few
25 questions I want to ask. This is a

1 basic question. When you turn, is it
2 65, is it Medicare? Explain to me how
3 the insurance works when people turn,
4 is it 62 or 65? I should know this,
5 but I don't know.

6 MS. DOWD EISENHOWER: We all
7 should know it, but it's been a little
8 bit of a changing age. When you turn
9 60, you're eligible for services from
10 the Aging Network. That's PCA
11 Services, Transportation Services and a
12 whole host of community-based services,
13 60.

14 When you turn 62, is the
15 first time you're eligible to claim
16 Social Security. Most people's full
17 retirement age more like 66, 67 and we
18 all hope that people don't claim their
19 Social Security until they're 70 if
20 they can afford it.

21 The first time you're
22 eligible for Medicare when you're
23 healthy is 65, you're correct. If you
24 are fully disabled, you may have
25 another eligibility age for it, but the

1 general age is 65 and you're eligible
2 for Medicare.

3 COUNCILMAN DOMB: So on that
4 question Medicare, explain to me how
5 Medicare actually works.

6 MS. DOWD EISENHOWER:
7 Medicare is a federal insurance
8 program. Medicaid is the state version
9 of a low-income health insurance
10 program that supplements health care
11 for some people. They're called dual
12 eligibles. They're low income, they're
13 elderly and they may be eligible for
14 both programs. Medicare is a health
15 insurance program so it's really
16 helpful for hospital stays, for doctor
17 visits. It's not really something we
18 look to for home- and community-based
19 care for older people.

20 COUNCILMAN DOMB: Here's
21 where I'm going with this, the cost to
22 pay for this, do we have any idea what
23 the cost would be to implement this
24 system?

25 MS. DOWD EISENHOWER: No. My

1 guess is, and I could be wrong, my
2 guess is Cleveland adopted it as part
3 of their age friendly initiative to
4 really reach out to people who are
5 isolated, older people and suffering
6 from loneliness. It's not just
7 isolation but both things are really
8 lined. They have a 211 system and I
9 believe as part of their 211 system,
10 they were able to implement this.

11 Now, what happens is someone
12 has to apply to receive these phone
13 calls. They're automated calls. I
14 think it's a low cost option, but I'm
15 not sure of the cost. The individual
16 applies to the Department of Aging in
17 the City of Cleveland. The Department
18 of Aging is run by the City of
19 Cleveland and they fill out a form.
20 They designate a family member, a loved
21 one, a neighbor who will be called if
22 they don't respond to that automated
23 call within 30 minutes, so it's kind of
24 a simple system to basically have
25 people who've self-identified as lonely

1 or isolated receive this intervention.

2 COUNCILMAN DOMB: That's a
3 very helpful program by the way.

4 MS. DOWD EISENHOWER: Isn't
5 it?

6 COUNCILMAN DOMB: Yes. So
7 how do they know an automated call,
8 let's say calls made, if I don't pick
9 up, then they call the next person to
10 contact --

11 MS. DOWD EISENHOWER: You get
12 30 minutes. They redial it. They call
13 a few times. The person knows this.
14 They self-select to be in this program,
15 so they don't think it's a stranger or
16 a telemarketing call hopefully. That's
17 a little bit of a concern of mine.
18 They know they put in for this call.
19 Perhaps it comes the same time every
20 day. They get that automated call. It
21 helps them touch base, just so well-
22 described and keep them grounded in
23 reality, someone is calling to check on
24 me.

25 COUNCILMAN DOMB: So I guess

1 the question where I was going with
2 this, is it Mr. Clayback?

3 MR. CLAYBACK: Yes.

4 COUNCILMAN DOMB: And I agree
5 with you, because I hear of so many
6 stories of people who typically have
7 fallen and can't get to some sort of
8 communication and you hear about people
9 that have been laying on the ground 6
10 hours, 12 hours, 24 hours, and what
11 happens is the issues magnify when that
12 occurs. So I think it's a great idea,
13 but I'm just wondering why wouldn't
14 insurance companies or whatever pay for
15 all of this because in the end game
16 they're going to save a lot of money by
17 having these systems in place, that's
18 one.

19 Number two, is this a step
20 before -- I see on TV, sometimes you
21 wear them around your neck, the medical
22 alerts where people press the button
23 for help. And a lot of people don't
24 want to wear those because it's
25 degrading maybe to some people who feel

1 they're getting old and don't want to
2 have to wear that. Is this a step
3 before you do something like that?

4 MS. DOWD EISENHOWER: I can't
5 answer that question. Also, I can't
6 answer the question as why insurers
7 wouldn't want to participate in a
8 system like this. What I can tell you
9 is that the City is uniquely placed to
10 establish a system like this. People
11 trust Philadelphia. If they were to
12 receive an inquiry to participate in
13 this program, I don't think it would
14 have the stigma the way that sometimes
15 the medical alert do for some people.

16 So I think that the City is
17 uniquely placed to implement a program
18 like this. And just from looking at
19 the success in Cleveland, 200 people a
20 day, it's a much smaller city than ours
21 participating in the program.

22 COUNCILMAN DOMB: We might be
23 able to ask our insurer in the City of
24 Philadelphia to set up the program for
25 us complimentary and get this thing

1 going and have it get started that way.

2 MS. DOWN EISENHOWER: A
3 pilot, yeah.

4 COUNCILMAN DOMB: I think
5 it's a great program and thank you for
6 your testimony. Thank you,
7 Mr. Chairperson.

8 COUNCILMAN TAUBENBERGER:
9 You're welcome. Mr. Clayback?

10 MR. CLAYBACK: Can I make one
11 more comment, okay. I've been involved
12 in senior-related charities for the
13 last 40 years and I've lived in
14 Northeast Philadelphia all my life. I
15 was a member of a group, a nonprofit in
16 there and we tied in where a lot of the
17 churches through Northeast
18 Philadelphia, and at one time we had a
19 program of this sort. Unfortunately, a
20 lot of the smaller churches and so
21 forth are no longer in service at this
22 point, but we tied this in with
23 volunteers, and it worked out very
24 well.

25 We had some of the churches

1 calling maybe 30 members because they
2 had a lot of older members, and it
3 actually helped a lot because what
4 we're talking about accomplishing with
5 this was being accomplished and luckily
6 we were on a small enough basis that
7 each church could actually implement
8 its own program and follow up on its
9 own program with its members, and like
10 I said, once again on a smaller basis.
11 But we had great success with that and
12 the things that we accomplished in many
13 cases actually were life-saving for
14 members.

15 So I can see from my
16 background and my years involved in
17 this that this program has a great
18 prospect for helping people in the
19 Philadelphia area and that's why like I
20 said I really do back this.

21 COUNCILMAN TAUBENBERGER:
22 Mr. Clayback, thank you for that. One
23 of the things that really got me
24 thinking on this and was the genesis on
25 this, this Committee did a hearing over

1 a year ago in regards to scams and
2 various scams were discussed. We had
3 State Police come in and Philadelphia
4 Police and so on.

5 But what I got out of that
6 was that so many seniors are so
7 interested in getting a call from
8 someone and that is really the opening
9 of the door for the scammers, and this
10 result of that, well, how about someone
11 calling to see how they're doing and
12 the automated call actually might be
13 the best lead-in because that's going
14 to be done on a regular basis no matter
15 if it's a snowstorm or whatever, and I
16 think it's a great genesis to start
17 with, and then ultimately volunteers
18 could be needed or might want to step
19 forward.

20 So I think the idea that you
21 have brought up that people, you know,
22 have that conversation on the telephone
23 to interrupt that day that nothing is
24 going on, that someone at least cares
25 that I'm alive or I'm feeling good I

1 think is important.

2 MR. CLAYBACK: We also have
3 the prospect of working with other
4 companies. Just to mention a lot of
5 the companies out there that are doing
6 senior care right now do have options
7 to help out with this type of thing, so
8 maybe they can also help you with that.
9 Always Best Care has Always In Touch as
10 one of their systems, and that is
11 proven to help a lot of these people.

12 COUNCILMAN TAUBENBERGER: And
13 I think what Ms. Eisenhower had said
14 that the City is a trusted entity. You
15 know it's not a scam. They know it's
16 not someone trying to get over on
17 someone or it's a solicitation call.
18 It's a how you're doing kind of thing.
19 Ms. Eisenhower, thank you for your
20 testimony as well. What do you think
21 the population is of seniors in
22 Philadelphia?

23 MS. DOWD EISENHOWER: You
24 know, I should have that number at my
25 fingertips, but I don't. We have

1 certainly a disproportionately high
2 number of seniors which I like to take
3 as a success. People are born in the
4 city, they live in the city, they stay
5 in the city --

6 COUNCILMAN TAUBENBERGER:

7 They stay here, yes.

8 MS. DOWD EISENHOWER: Right.

9 And also, it's a longevity bonus, that
10 people are living longer because of
11 many successes, the success of the
12 programs we all run, the success of
13 health care. So what we are really
14 talking about today is how do we
15 address some of the impact of that
16 success and, that is, living longer,
17 outliving maybe your children, adult
18 children moving away so they can't get
19 to check on you.

20 COUNCILMAN TAUBENBERGER:

21 Correct, it's a very, very mobile
22 society.

23 MS. DOWD EISENHOWER: Yeah.

24 And it's a very, very mobile society,
25 but the individuals we're talking about

1 are not mobile at all. They're not
2 using a cell phone the way most of us
3 are. They're not connecting in the
4 ways society has changed to make it
5 easy to connect, but the telephone
6 always was a lifeline for them and that
7 is something that I think still
8 inspires a lot of trust.

9 COUNCILMAN TAUBENBERGER: And
10 using this in a sense is really pennies
11 on the dollar when it's automated.

12 MS. DOWD EISENHOWER: I would
13 think so. I mean, I don't know the
14 background on that and those are two
15 things that I will see if I can get
16 more information on. Certainly, the
17 number of seniors in the city over 50,
18 over 60, over 80. There are these
19 different groups that really the
20 elderly age group would really benefit
21 from this --

22 COUNCILMAN TAUBENBERGER: The
23 goal of this hearing is to continue the
24 dialogue and ultimately somewhere start
25 a pilot program and someone will say,

1 you know what, we can fund this, this
2 could work, but using the city as well
3 because if the city is not involved, I
4 don't think it will last as long.

5 MS. DOWD EISENHOWER: And to
6 go back to what Councilmember Domb
7 suggested which certainly seems that
8 insurers would have an interest in this
9 because it prevents the worst problems
10 from happening and while the human cost
11 is high, the financial cost is very
12 high. There isn't the same trust for
13 insurers, for private entities. I
14 don't care who they are.

15 COUNCILMAN TAUBENBERGER:
16 Correct.

17 MS. DOWD EISENHOWER: They
18 may be selling something, but with the
19 city, one has to assume you enroll in
20 this program, you expect that call,
21 someone from the city is going to call
22 and check up on you, so that may add to
23 the credibility and the comfort to the
24 individual that you're trying to serve.

25 COUNCILMAN TAUBENBERGER:

1 That's well-put. Councilman Green?

2 COUNCILMAN GREEN: Thank
3 you, Mr. Chair. And, Mr. Chair, thank
4 you for your leadership of this
5 Committee. We've had an opportunity to
6 work on a number of different issues
7 related to this Committee. And as my
8 father would often say, seasoned
9 citizens, so thank you for your
10 leadership on this committee. I
11 appreciate our partnership on these and
12 other issues.

13 Thank you for your testimony.
14 I just have a few quick questions. I
15 may have missed this in the earlier
16 part of the hearing before I was able
17 to arrive. What is the annual cost for
18 the Cleveland Care Calls?

19 MS. DOWD EISENHOWER: I have
20 to do further research, but I don't
21 know. It's connected to their 211
22 system like our 311 system. So I
23 assume the cost is not that high, but
24 honestly I don't know.

25 COUNCILMAN GREEN: I have a

1 colleague Matt Zone who is a
2 Councilmember in Cleveland. He is the
3 past president of National League of
4 Cities Councilmember in Cleveland. I
5 just saw him a few weeks ago so I can
6 be a resource to connect with him
7 because he is a Councilmember in the
8 City of Cleveland.

9 For this initiative in
10 Cleveland, has there been any
11 partnership or private entities or
12 nongovernment entities like AARP or
13 others in this regard? Because I know
14 we have done hearings, the Chair,
15 myself with AARP where we've had --
16 town hall meeting after a Committee on
17 Aging hearing where we allowed people
18 part of the AARP network to participate
19 because they have some mobility issues
20 and were not able to get into City
21 Council chambers but could participate
22 in a row, row town hall. We've done at
23 least two of those, so I was curious if
24 AARP or other Cleveland-based nonprofit
25 organizations, we know we have PCA here

1 in the region. Were there any other
2 public or private partnerships in the
3 Cleveland Care Calls initiative?

4 MS. DOWD EISENHOWER: I know
5 that AARP is very supportive of this
6 initiative. I met yesterday with AARP
7 State Director Bill Johnston-Walsh and
8 he expressed a real support of this as
9 sort of a beginning to really address
10 this isolated population at home in a
11 very specific need.

12 I think that in Cleveland the
13 initiative started several years ago
14 and grew out of their age-friendly
15 livable communities efforts, and this
16 was seen as a low-cost way to reach out
17 and connect to more people. I don't
18 have more information than that on it.
19 We really want to respond to
20 Representative Taubenberger's
21 resolution, but we certainly will look
22 into it more and find out.

23 I know it has a lot of
24 support from AARP. All of the research
25 that I quoted was AARP research.

1 They're very interested in this issue
2 of isolation as sort of crossing over
3 several important policy issue areas,
4 whether it's housing or transportation
5 or health care, just looking at this
6 issue as driving some of the best
7 policy decisions in those areas.

8 COUNCILMAN TAUBENBERGER: A
9 point of order, that information that
10 you just talked over could be very
11 helpful. So anything that you could
12 get to that, I'd like to know more
13 about it.

14 MS. DOWD EISENHOWER: I'll
15 take Councilman Green up on his offer
16 to connect with the Cleveland
17 representative he knows in the city.

18 COUNCILMAN GREEN: Yes. Feel
19 free to reach out to my office and we
20 can connect you with Councilman Matt
21 Zone from Cleveland.

22 MS. DOWD EISENHOWER: Thank
23 you.

24 COUNCILMAN GREEN: And then
25 one other question. In Cleveland, was

1 there any resource provided at the
2 state level, because my thought was
3 that this could benefit not only the
4 City of Philadelphia but also the
5 region considering we do have some new
6 leadership in both Delaware County,
7 Bucks County, Chester County and we've
8 had a strong relationship with members
9 of Montgomery County? And this could
10 create an opportunity to maybe get some
11 state dollars to make this a regional
12 effort to help broaden the impact for
13 this type of concept.

14 MS. DOWD EISENHOWER: Well,
15 there's a great need in Montgomery
16 County and every county across
17 Pennsylvania, so I think that's a great
18 idea.

19 COUNCILMAN GREEN: Okay.
20 Thank you, Mr. Chair.

21 COUNCILMAN TAUBENBERGER: I
22 recognize also Councilman Curtis Jones
23 is here, but Councilman Domb has a
24 question before. Thank you.

25 COUNCILMAN DOMB: I just want

1 to follow up on a few quick thoughts on
2 this. Besides phone calling, you might
3 want to add texting and even email
4 because the cost is minimal and I would
5 add that not just to the person that
6 you're checking on, but to the people
7 that are next in line you're going to
8 call, because I'm sure the next in line
9 are more technology savvy than the
10 elderly.

11 But I also think that there's
12 a lot of older people that know how to
13 text and use phones and some don't. My
14 mother's 90, no way she could use a
15 phone, but there are people that are 70
16 and 75 that are a little more --

17 MS. DOWD EISENHOWER:
18 Absolutely.

19 COUNCILMAN DOMB: -- that
20 know how to use these systems. The
21 other thing I wanted to mention that
22 maybe there's a bigger piece here than
23 just checking in on people and that is
24 that maybe this would be a
25 communication tool not just for

1 checking in, but having the ability to
2 phone, text, email, all the
3 communications from the city such as
4 programs for seniors, whether it's
5 making sure they're applying for their
6 tax benefits, letting them know what's
7 going on with this city, letting them
8 know about all the potential benefits,
9 here we still leave on the table \$200
10 million in Medicare benefits.

11 MS. DOWD EISENHOWER: Yeah,
12 it's terrible.

13 COUNCILMAN DOMB: This would
14 be a great communication tool to let
15 them know about it also. Even EITC,
16 not just for them, for their kids and
17 even SNAP, all of these programs that
18 we -- we leave \$450 million a year of
19 federal money that doesn't go to
20 Philadelphians. This is just another
21 vehicle that you could use in
22 communication.

23 MS. DOWD EISENHOWER: I
24 agree.

25 COUNCILMAN TAUBENBERGER: Did

1 you want to follow up on that?

2 COUNCILMAN DOMB: Thank you,
3 Mr. Chairman.

4 MR. CLAYBACK: I was just
5 going to make a last statement, but go
6 ahead please.

7 COUNCILMAN TAUBENBERGER:
8 Councilman Jones?

9 COUNCILMAN JONES: No,
10 address the members.

11 COUNCILMAN TAUBENBERGER: If
12 you have a question now that's on the
13 table, I mean --

14 MR. CLAYBACK: It's not
15 really a question, okay. But a lot of
16 really -- the things come down to
17 funds, how can we do this, how can we
18 support this system. And one of the
19 things I wanted to say is the fact that
20 right now realize that the emergency
21 responders in the City of Philadelphia
22 on the average, they have certain
23 seniors that they may be actually
24 taking care of maybe three times a
25 month, okay, or a few times a month.

1 So if you go out and actually
2 speak to the people who are going out
3 on our emergency calls, you'll find out
4 that the great number of seniors that
5 they are actually attending to and
6 actually taking care of, sometimes
7 they're taking them to the hospital
8 runs two times a month, sometimes three
9 times a month. Some of the cost
10 involved in that, okay, could be
11 eliminated by a system like this where
12 they call and they're in touch with
13 people and they can know the needs or
14 the problems ahead of time, because
15 some people wait until it's too late,
16 so I really think that that's going to
17 help us and it's going to cut back on
18 the actual emergency responders having
19 to go out and actually take these
20 people into the hospitals or see them
21 in their homes so.

22 COUNCILMAN TAUBENBERGER: Go
23 ahead.

24 COUNCILMAN DOMB: I just want
25 to make a suggestion. There's a

1 company that we use in Philadelphia
2 called Benefits Data Trust, BDT. They
3 have all this information. They have
4 over 100 computer operators at their
5 headquarters over here at 1500 Market.

6 This would be an easy program
7 for them to institute and do as a
8 pilot. And also, they will then have
9 all of that information of all the
10 other programs we could put into the
11 hands of seniors so they know what's
12 going on, so that might be a great
13 resource for us to look at. Thank you,
14 Mr. Chair.

15 COUNCILMAN TAUBENBERGER:

16 Thank you. Councilmember Jones, thank
17 you for coming.

18 COUNCILMAN JONES: Chairman,
19 thank you for having this discussion.
20 It is very timely and thank you all on
21 the Committee for dealing with it.

22 COUNCILMAN TAUBENBERGER:

23 You're welcome.

24 COUNCILMAN JONES: I was down
25 the hall. I was eavesdropping on your

1 hearing and felt compelled to come down
2 and I'll tell you why, there's a place
3 called Brith Sholom in my district. It
4 is over 200 units of high-rise. We
5 were out there arguing about a
6 different matter, physical plant,
7 improvements, capital improvements,
8 wellness kind of thing.

9 We literally -- you would
10 love this. We blocked the
11 intersection. Nothing more stimulating
12 than some seniors protesting, stopping
13 trucks and stopping buses. It was
14 interesting to say the least. One man
15 86 years old, I won't say his name,
16 veteran of the military said, before
17 you leave, I want you to come and look
18 at my unit.

19 I felt compelled to do so.
20 Went up and what I saw was horrifying.
21 Not to mention the physical conditions
22 in the whole building, but his
23 particular unit there was physical
24 evidence of dirt beyond dirt, compacted
25 dirt I'll call it. He had problems

1 opening and shutting his oven. He
2 lived on a chair where he sat erect to
3 sleep because of the couch he had, had
4 bedbugs.

5 He believed further that
6 someone was coming into his unit
7 stealing his clothes, replacing them
8 with tattered clothing. Now, at this
9 point I am not qualified to know
10 whether he's having forms of
11 hallucination or whether this is a real
12 thing. I nor any of my colleagues
13 probably is qualified to knock on that
14 door and do a wellness check, if you
15 will.

16 So this problem in the
17 building, which is considered a
18 naturally occurring retirement
19 community, meaning that the people are
20 just getting older. They're just aging
21 in place and need types of check-in
22 services. This is essential going
23 forward. Because if this gentleman
24 smoked or if this gentleman doesn't
25 eat, if this gentleman is

1 hallucinating, what we need to do
2 through technology where appropriate
3 because some of them are
4 technologically challenged, I'm one of
5 them, but they're still with emergency
6 flip phones and rotary dial phones
7 literally.

8 So I mentioned to the
9 President of Belmont Behavioral Health,
10 which is right down the street from
11 PCOM where they train their physicians,
12 and one of the things that we want to
13 talk about in conjunction with the
14 teletexting wellness check that you may
15 be developing is a real live intern, if
16 you're going to be a physician and
17 you're dealing with mental health, one
18 of these student's exercises, if you
19 would, should be to knock on their
20 doors, if we do nothing but bring them
21 a basket of joy during the holidays or
22 coats for warmth in the winter and take
23 a quick look around to make sure people
24 are living safely because this problem
25 is not going away.

1 We are a city that is graying
2 as they say, and we are a city in my
3 District where within 1 mile of I'm
4 going to say the Hilton, there are
5 about 10 retirement facilities, all 90
6 percent of the folk there whether it's
7 Inglis House, Hayes Manor, Simpson
8 House, all within walking distance of
9 each other, we need to develop a
10 two-pronged approach.

11 One, somebody actually knocks
12 on the door because when we knock on
13 the door, the seniors are glad to see
14 us because they don't often get
15 visitors and if you're bringing glad
16 tidings in a basket of warmth or food
17 stuff, that's an opportunity to engage
18 with them to make sure they're okay,
19 and then the follow-up can be your
20 technological texts.

21 We up their technological
22 understanding when we text them once a
23 week, hey, how are you doing, did you
24 get to your medical appointment, how
25 are you eating, what's on the menu for

1 the week, kind of correspond. So I
2 felt compelled to come down the hallway
3 and share that realtime experience
4 right at Brith Sholom that we had last
5 week. It was last Thursday actually.
6 So your timeliness on this subject
7 matter, Members of this Committee, I'm
8 grateful for.

9 COUNCILMAN TAUBENBERGER:

10 You're very welcome and thank you for
11 adding to our knowledge on this --

12 COUNCILMAN JONES: Thank you,
13 Mr. Chairman.

14 COUNCILMAN TAUBENBERGER: --
15 because that's sort of what the goal
16 is, to have discussion on this and
17 create the synergy on it. Hopefully,
18 it can be implemented because it can be
19 done with modern technology, very
20 inexpensively and then broadened with
21 volunteers or the knock on the door, it
22 depends.

23 MS. DOWD EISENHOWER: I'd
24 just like to say one thing while we're
25 speaking. I checked the census data.

1 There's 200,000 seniors in Philadelphia
2 across the city.

3 COUNCILMAN JONES: It's
4 growing.

5 MS. DOWD EISENHOWER: Well,
6 it's growing. The national numbers are
7 10,000 people a day turning 65. It's
8 growing. It's graying. The City is
9 graying.

10 COUNCILMAN TAUBENBERGER: And
11 I guess that increases depending on
12 what your definition of a senior is.

13 MS. DOWD EISENHOWER: Well,
14 we're talking about 65 is the usual
15 definition, 65 plus. But when you look
16 at a 50-plus, a 60-plus population,
17 that number just grows.

18 COUNCILMAN TAUBENBERGER: And
19 if you look at AARP, it allows you to
20 become a member at 55.

21 MS. DOWD EISENHOWER: 50.

22 COUNCILMAN TAUBENBERGER: Oh,
23 50, okay. So some may consider 50
24 already as you getting up there.

25 MS. DOWD EISENHOWER: Yes.

1 And the largest population group that
2 we see growing of the older population
3 is the over 75. When we look at that
4 group, 75 and above, today 20 years
5 ago, 50 years ago, it's an astronomical
6 growth number. So that's a population
7 that needs these kinds of services
8 especially.

9 Many of us hope to continue
10 working until our 70s, hope to be
11 active and vital and still using our
12 phones and many other things.

13 COUNCILMAN TAUBENBERGER:

14 Sure.

15 MS. DOWD EISENHOWER: But for
16 older people today who may feel
17 isolated, I think it's that picture we
18 have to keep in our minds that this
19 program would be especially helpful
20 for.

21 COUNCILMAN TAUBENBERGER:

22 Thank you. Thank you very much.
23 Mr. Clerk, if you could read the next
24 witnesses.

25 THE CLERK: Susan Hoffman,

1 Director in Home Support Program,
2 Kleinlife, Catherine J. Weaber, Vice-
3 president of Business Development Honor
4 Health Network, Anastasiya Veli,
5 CareGivers of America.

6 (Panel approached
7 Witness Table.)

8 MS. HOFFMAN: Good morning.
9 Thank you for inviting me here today.
10 I'm the Director of the Kleinlife, In
11 Home Support Program that serves
12 temporarily homebound seniors in the
13 Northeast. Many of our clients are
14 isolated, frail and alone. Most reside
15 in their homes where they have lived
16 for many years.

17 Our clients want to remain in
18 their homes in familiar environments
19 that offer comfort and of course that
20 offers more health and security. Aging
21 in place results in better health.
22 However, they may no longer know their
23 neighbors and have no one who is
24 checking on them on a daily basis.
25 Involved family members may live at a

1 distance raising families of their own.

2 A daily telephone call would
3 ensure that an older adult is in good
4 health and is safe and would reassure
5 them as well as family members that
6 help is available if and when they need
7 it, knowing that they are part of a
8 community that cares will definitely
9 improve their outlook on life.

10 I also just want to mention
11 Councilman Domb mentioned about the
12 emergency response necklaces. That's
13 something that people have to pay for
14 and can be anywhere between \$25 and \$35
15 or \$40 a month. And many of the
16 low-income seniors that we see in our
17 program really cannot afford that.
18 They can, you know, sometimes we have
19 to help them with shut-off notices for
20 utilities in the winter or the summer
21 because they don't have enough money to
22 pay. Even if they've applied for
23 LIHEAP or any other kinds of benefits,
24 they don't have the monthly income to
25 pay for something like that on a

1 regular basis.

2 I also think that an
3 automated call may be a good place to
4 start, but that having volunteers
5 actually make a phone call and a lot of
6 times these volunteers are seniors
7 themselves. And so, it's good for the
8 volunteers, they also benefit from
9 giving back to their community and
10 forming relationships even if they talk
11 to people 5 or 10 minutes every day or
12 every other day, so it's really a
13 win-win situation.

14 COUNCILMAN TAUBENBERGER:
15 That is actually well said, that the
16 volunteers could also be senior
17 citizens themselves. It could mean a
18 lot in their lives as well.

19 MS. HOFFMAN: Thank you.

20 MS. VELI: Good morning,
21 everyone. My name's Anastasiya Veli.
22 I'm the Deputy Director of Business
23 Development for CareGivers America, a
24 Pennsylvania-based homecare agency with
25 a large operation right here in

1 Philadelphia. It's an honor to be
2 here. Thank you, Councilman
3 Taubenberger, for inviting me, because
4 the seniors do have a special place in
5 my heart as I know they do in yours
6 from working with you over this year.

7 I have worked with the
8 Philadelphia's aging population for the
9 last six years. I've been to many of
10 their homes in various parts of the
11 city and can tell you that many of them
12 are, in fact, living alone and in
13 isolation. As a home care working with
14 the state program and providing
15 personal assistance services to many
16 seniors across the city, we also aim to
17 combat this issue. However, there's a
18 large percentage of seniors who fall
19 through the cracks, whether they don't
20 qualify for the program based on
21 financial means or their income or
22 they're homeowners and choose not to
23 apply for the program or lack of
24 medical necessity, which of course is
25 great, right, because we want our

1 seniors to be healthy and to be
2 independent. But as we all know, I'm
3 sure even from personal experience,
4 that can change in an instant as we
5 age.

6 So I think especially for
7 those seniors a program like this is
8 very important. And even when those
9 seniors are eligible for the program
10 and they do apply, sometimes it may
11 take months to go through the process
12 and to be approved. And for some
13 sadly, it's going to be a month a
14 little too late. So that's why I'm
15 here today. That's why I agree with
16 everything that was said before me and
17 said by Councilman Taubenberger in his
18 opening statement, and that's why I
19 fully support this resolution.

20 The only thing that I wanted
21 to mention and coming from I guess a
22 standpoint from seeing a lot of the
23 seniors in the various communities is
24 if this program takes off beyond the
25 pilot stage and expands, to really

1 consider the diversity of the city,
2 because what I found is some of the
3 most isolated seniors are the ones that
4 for whom English is not the primary
5 language, so looking into expanding
6 into those different, various language
7 communities would be important. Thank
8 you.

9 COUNCILMAN TAUBENBERGER: I
10 think that's an actual suggestion, but
11 of course we have to get something
12 moving first.

13 MS. VELI: Of course.

14 COUNCILMAN TAUBENBERGER: But
15 the senior citizens community in this
16 city is greatly diverse in the number
17 of languages it speaks. And on a
18 historical basis, the city has always
19 been full of immigrants. That's where
20 my parents came from. I grew up,
21 didn't know much English until I went
22 to kindergarten, so it's important to
23 be able to cross that barrier. Please.

24 MS. WEABER: So good morning.
25 My name is Catherine J. Weaber. I'm

1 from Angels On Call. We also are a
2 nonmedical homecare providers having
3 offices, a total of 11 now throughout
4 the state so I see this in different
5 areas, especially the geography where
6 it's very rural and there's not a lot
7 of resources. I think this would be an
8 excellent program after we can prove it
9 in the City of Philadelphia of course.

10 So thank you for having me this
11 morning. It's great to hear everyone's
12 perspective. I think we all have
13 similar perspectives. We're all on the
14 same page, but we give some different
15 insight.

16 So kind of going with the
17 theme of statistics, the Census Bureau
18 in 2010 said there's 11 million or 28
19 percent of the people over 65 living
20 alone. That's a large amount of
21 people. That means there's fewer
22 family members to potentially check in
23 or provide care if someone needs it. So
24 as a homecare provider, that's
25 typically where we come in.

1 And although there's some
2 programs available to shoulder the
3 burden of cost, not all seniors are
4 available for financial assistance so
5 there's a lot of elderly and disabled
6 that fall in the gap of not wealthy
7 enough to pay for private pay services
8 and not poor enough to fall into the
9 Medicaid category.

10 So we get numerous calls from
11 clients or family members that live far
12 away, because as you said, we're a more
13 mobile society now. And they may be
14 just looking for someone to make a ham
15 sandwich and have a conversation with
16 mom for lunch, but that comes at a cost
17 for the family. So for those people
18 who are in a program like Waiver or the
19 VA, it's wonderful because they might
20 have a homecare attendant that comes in
21 on a daily basis. But as we move to a
22 managed care system which the City of
23 Philadelphia has been on for almost a
24 year now and the rest of state is going
25 to follow suit January 1st, they're

1 looking to be more cost-effective,
2 which may mean the people who had 10
3 hours a day are going to go down to 5
4 hours a day or people who had 7 days a
5 week may go down to 5 days a week.

6 So the criteria assessment
7 when we look at people for services, it
8 is predominantly based on medical need.
9 Financial and medical are the two
10 requirements, but that doesn't mean
11 that someone doesn't need to have a
12 check-in to combat loneliness and
13 isolation. So certainly, I'm never
14 going to propose to the state that
15 everyone needs a homecare attendant
16 because I realize the cost that comes
17 with that. Especially coming from the
18 business side of the homecare industry,
19 I know what it cost for the Medicaid
20 program, but I also know how difficult
21 it is for an agency to find qualified
22 workers for the need that's rising.

23 So I can go on about the
24 benefits of home care all day, but I
25 also want to say that I think the

1 Cleveland Care Calls could be a great
2 first step for the people who maybe
3 aren't there yet. We've all kind of
4 talked about what the program does and
5 it says that an automated system that's
6 run by the Department of Aging and
7 Public Safety does those computerized
8 calls at a designated time. After they
9 can't reach the person, then they call
10 their emergency contact and then
11 potentially send out a safety team to
12 check if the person's okay.

13 We're kind of in a really
14 interesting time in health care. I
15 think there's a lot of awesome stuff
16 going on, especially in the state of
17 Pennsylvania. So I don't know how
18 familiar you are with community health
19 choices or the managed care
20 organizations, but we talked a lot
21 about cost today. I'd be very curious
22 if one of the MCOs would be interested
23 in doing a pilot program and then
24 paying for some of the cost, because
25 with the Silver Tsunami as they call it

1 and the generations to come, the cost
2 of care is just going to continue to
3 rise and this is very inexpensive.
4 It's a lot cheaper than home care, so
5 maybe someone's on that cusp of do they
6 qualify or do they not. This is the
7 step to kind of see where they are in
8 their progression.

9 So the goal of the MCOs is to
10 get a capitated rate per patient, per
11 month and manage that cost. So, for
12 example, if they overspend that
13 capitated rate, that's a loss for them
14 so they're constantly looking at
15 partnerships and different ways that
16 they can manage the care cost that they
17 have.

18 So I think if we can catch
19 things earlier, for example, a fall, if
20 we're having numerous falls every
21 month, that's a pretty good sign that
22 someone may need a higher level of care
23 and those nursing home stays and those
24 hospitalizations, that's what cost the
25 most amount of money. So if we can

1 really catch things earlier and prevent
2 those things from happening, it's a
3 win-win for the managed care
4 organization. So if you're looking for
5 some money, I would definitely start
6 there and kind of see what they say.
7 But I would also suggest like some have
8 said, an automated system is wonderful
9 but how is that going to show on the
10 caller ID if someone has one. Is the
11 person going to pick up and then are we
12 going to have a lot of false kind of
13 reads with that?

14 COUNCILMAN TAUBENBERGER:
15 Well, the genesis point of order would
16 be they want to already sign up for it
17 so they're kind of expecting the call.
18 None of these calls would be made at
19 random. They would be expecting it.
20 There might even be written
21 correspondence to say, hey, it's
22 coming, meaning a letter. I think
23 that's a good way to start. We want
24 people to expect these calls. It's not
25 like a political call --

1 MS. VELI: Yes.

2 COUNCILMAN TAUBENBERGER: --
3 or I'm selling you a trip to Hawaii or
4 something like that. This is a call
5 that they're expecting because they
6 also pick the time and the date.

7 MS. VELI: Yes. And I think
8 that's a really important component to
9 mention. So, yes, I agree with you. I
10 think I just echo what everyone's
11 sentiments are, that an automated
12 system doesn't replace a conversation
13 and sometimes if we can get volunteers,
14 because I think that's a big thing or
15 even look at a pilot program and see
16 what the cost of having a person is
17 doing those phone calls compared with
18 how much it saves by unplanned hospital
19 visits, if we can show that cost
20 savings, it might be worth paying
21 someone \$15 an hour to work from home
22 or whatever the cost would be to make
23 those phone calls out, at least to try
24 it in a smaller study and see where it
25 goes.

1 COUNCILMAN TAUBENBERGER: I
2 think a small study is always a key way
3 to do this. That's for sure.

4 MS. VELI: So I would just
5 close by saying when we put ourselves
6 in the shoes of the senior population,
7 if I was at home alone, I don't have
8 children, so I'm hoping there's home
9 care and different services there when
10 I'm older and I need it, would we want
11 a phone call or the feeling of someone
12 checking in with us. I know I would,
13 so, you know, cost and quality of life
14 are certainly important, but I know
15 cost sometimes is what kind of makes
16 the determining factor for these
17 programs, so happy to answer any
18 questions on that.

19 COUNCILMAN TAUBENBERGER:
20 Sure. Are there questions from the
21 Committee?

22 (No response.)

23 COUNCILMAN TAUBENBERGER:
24 Seeing none, I thank you for your
25 testimony. Is there anyone else in the

1 audience who would like to testify on
2 this resolution?

3 COUNCILWOMAN GYM: I'm not
4 here to testify, but we can release the
5 panel.

6 COUNCILMAN TAUBENBERGER:
7 Yes, the panel, you are released. And
8 I just wanted to say this is my last
9 committee as Chair of the Aging
10 Committee. And I thank you all for
11 participating. I think the testimony
12 we have heard today and the questions
13 and the give and take were very, very,
14 very important, and I think this is
15 something that is very much on the
16 realm of possibility. And I think our
17 seniors in Philadelphia would be really
18 quite helpful in their lives and also
19 helpful in the City, because I think as
20 was mentioned earlier it will keep cost
21 down. I think that is a very, very
22 important thing. Councilwoman Gym?

23 COUNCILWOMAN GYM: Thank you,
24 Mr. Chairman. And I just also want to
25 thank you for your leadership on this

1 Committee, but also in City Council
2 you've brought a lot of vitality and
3 energy and good will around challenging
4 issues.

5 Two years ago I had the
6 chance to go with the City of
7 Philadelphia to Copenhagen with a group
8 called 80 Cities, so the idea is
9 cities have to work at two ends of the
10 age spectrum, 8 years old and 80 years
11 old. And when they do well on those
12 ends, they actually do well for
13 everybody in between.

14 There was a lot of focus in
15 on transportation, a lot of focus in on
16 connections and events, gatherings,
17 those types of things, a lot of
18 feedback and so the engagement work.
19 But I think that conversations like
20 this are very helpful to help us move
21 towards that because I think we've
22 heard very clearly that the needs of
23 our young people and the needs of our
24 older populations are aligned, and
25 combined together they require us to

1 really look at our city services a lot
2 differently. So, yes, it does matter
3 that we have good quality transit.
4 Yes, it does matter when a hospital
5 closes in the middle of our city and we
6 want to make sure that we have health
7 care. It's one of the reasons why we
8 work so closely with our senior law
9 center and with education groups around
10 affordability in making sure we can
11 keep a roof over people's heads and
12 ending the scourge of evictions that
13 too often targets very vulnerable
14 Pennsylvanians as opposed to just being
15 a matter of negotiation or whatever
16 with lawyers and in courts.

17 But either way, I really do
18 want to thank my fabulous colleague and
19 our Committee Chairman Al Taubenberger
20 for your leadership on all of this and
21 we'll look forward to continuing that
22 conversation with, I'm sure, plenty of
23 input from you.

24 COUNCILMAN TAUBENBERGER:

25 Thank you. Yes, I do have a loud voice

1 and that's not going to be stifled. I
2 will say this, if there are no other
3 further business before this -- oh, I'm
4 sorry. I apologize.

5 COUNCILMAN DOMB: It's okay.
6 Thank you, Mr. Chairman. I just have a
7 couple of comments. I'm sitting here
8 listening and I think that the reach
9 should not just be to the seniors, but
10 should be to the children of the
11 seniors because they know about their
12 parents' health probably better than
13 some of the seniors do and some seniors
14 will say, oh, I don't need that, but
15 the kids know that they do need that
16 help so we should also reach out to the
17 children.

18 But the other thing that this
19 brings up and I think it's something we
20 need to do in the bigger scale as a
21 city is we need -- we really should
22 have some sort of a master contact
23 management system for the City of
24 Philadelphia for the 1,560,000
25 residents where we can start again

1 emailing the real estate tax bills,
2 emailing the water and sewer bills,
3 saving all that money, being able to
4 reach out and say, are you over here
5 65, here are the services that are
6 available, have phone numbers and have
7 a contact management system so we have
8 the ability to contact people. That's
9 the big solution. This is a small one
10 which I'm 100 percent for.

11 And then on a personal note,
12 I do want to thank you, Councilman, for
13 your service.

14 COUNCILMAN TAUBENBERGER:
15 You're welcome.

16 COUNCILMAN DOMB: You've been
17 a great colleague and a friend --

18 COUNCILMAN TAUBENBERGER:
19 You're very welcome.

20 COUNCILMAN DOMB: -- and
21 you're going to be missed here by all
22 and especially me, so thank you.

23 COUNCILMAN TAUBENBERGER:
24 You're very welcome. It's been an
25 honor to serve and also a pleasure. I

1 hope I've made some differences along
2 the way and I think once again just the
3 hearing that we had today sparks some
4 interest, and I thank my colleagues
5 Councilwoman Gym and Councilman Domb
6 for being here and being part of this
7 committee, because heretofore the
8 senior citizens didn't have a committee
9 in Council that could do anything.

10 Well, we did now for the last four
11 years and hopefully this will continue.
12 And I hope to be around. I still have
13 a voice. I'll have to speak from the
14 other side of the rail, but that's not
15 the end of the world and sometimes you
16 can get more things done on the other
17 side of the rail. Don't you think?

18 COUNCILWOMAN GYM:

19 Absolutely.

20 COUNCILMAN TAUBENBERGER: So

21 I thank you very much. This Committee
22 is adjourned to the call of the Chair,
23 so thank you very, very much.

24 (Committee on Aging concluded
25 at 11:03 a.m.)

C E R T I F I C A T I O N

I, hereby certify that the
proceedings and evidence noted are contained
fully and accurately in the stenographic
notes taken by me in the foregoing matter,
and this is a correct transcript of the
same.

Court Reporter - Notary Public

(The foregoing certification of
this transcript does not apply to any
reproduction of the same by any means,
unless under the direct control and/or
supervision of the certifying reporter.)

Committee on Aging
December 11, 2019

Page 1

A	47:17	and/or 66:22	54:15	53:21	brought	capitated	30:14
a.m 1:6 65:25	affordability	Angels 52:1	attending	basket 41:21	24:21 61:2	56:10,13	33:20
AARP 6:20	62:10	annual 29:17	37:5	42:16	Bucks 33:7	care 4:24	38:14 40:2
8:18 30:12	age 10:1,10	annually	audience	BDT 38:2	building	5:14 7:3,17	60:9 65:22
30:15,18,24	16:8,17,25	6:23	60:1	bedbugs 40:4	39:22	7:19,25	Chairman
31:5,6,24	17:1 18:3	answer 21:5	aunts 9:22	beginning 8:1	40:17	9:10,19,23	5:19 36:3
31:25	27:20 50:5	21:6 59:17	authorizing	14:13 31:9	burden 53:3	10:16	38:18
44:19	61:10	anybody 12:5	2:18	Behavioral	Bureau 52:17	12:14	43:13
ability 35:1	age-friendly	anymore	automated	41:9	buses 39:13	17:10,19	60:24
64:8	31:14	12:10	2:21 6:3	believe 18:9	business 46:3	25:6,9	62:19 63:6
able 18:10	agency 48:24	apologize	7:4 8:3	believed 40:5	48:22	26:13	Chairperson
21:23	54:21	63:4	18:13,22	Belmont 41:9	54:18 63:3	28:14	15:21 22:7
29:16	aging 1:2 2:5	applied 47:22	19:7,20	benefit 27:20	button 20:22	29:18 31:3	challenged
30:20	2:7,19 4:22	applies 18:16	24:12	33:3 48:8		32:5 36:24	41:4
51:23 64:3	5:8,23 7:7	apply 7:6	27:11 48:3	benefits 2:22	C	37:6 49:13	challenging
Absolutely	16:10	18:12	55:5 57:8	35:6,8,10	C 66:1,1	52:23	61:3
34:18	18:16,18	49:23	58:11	38:2 47:23	call 3:15 4:18	53:22	chambers
65:19	30:17	50:10	available	54:24	4:21,23	54:24 55:1	30:21
accomplish	40:20	66:20	3:25 47:6	best 4:24	7:14 8:4	55:14,19	chance 61:6
15:6	46:20 49:8	applying	53:2,4 64:6	5:14 8:8,19	11:4 12:17	56:2,4,16	change 50:4
accomplish...	55:6 60:9	35:5	average	9:10 24:13	18:23 19:7	56:22 57:3	changed 27:4
23:5,12	65:24	appointment	36:22	25:9 32:6	19:9,12,16	59:9 62:7	changes 13:3
accomplish...	ago 24:1 30:5	10:23	avoided 14:5	better 46:21	19:18,20	CareGivers	13:5
23:4	31:13 45:5	42:24	awesome	63:12	24:7,12	46:5 48:23	changing
account 6:24	45:5 61:5	appreciate	55:15	beyond 39:24	25:17	cares 12:8	16:8
accurately	agree 20:4	29:11	B	50:24	28:20,21	24:24 47:8	charities
66:4	35:24	approach	back 11:5	big 12:25	34:8 37:12	case 8:25	22:12
active 45:11	50:15 58:9	42:10	13:18	58:14 64:9	39:25 47:2	cases 23:13	cheaper 56:4
actual 11:7	ahead 36:6	approached	23:20 28:6	bigger 34:22	48:3,5 52:1	catch 56:18	check 7:22
13:23	37:14,23	4:25 46:6	37:17 48:9	63:20	55:9,25	57:1	8:5 19:23
37:18	aim 49:16	appropriate	back-up 7:10	Bill 31:7	57:17,25	category 53:9	26:19
51:10	Al 1:10 2:3	41:2	background	billion 6:22	58:4 59:11	Catherine	28:22
adapt 8:9	12:21	approved	23:16	bills 64:1,2	65:22	46:2 51:25	40:14
add 28:22	62:19	50:12	27:14	bit 16:8 19:17	call-in 3:14	caught 14:13	41:14
34:3,5	alert 21:15	area 9:15	bad 6:18,19	blocked	called 2:6	causes 11:18	52:22
adding 43:11	alerts 20:22	23:19	barrier 51:23	39:10	3:17,18	cell 27:2	55:12
address	aligned 61:24	areas 32:3,7	base 13:12	body 6:14	17:11	census 43:25	check-in
12:18	alive 24:25	52:5	14:7,18	bonus 26:9	18:21 38:2	52:17	40:21
26:15 31:9	Allan 1:12	arguing 39:5	19:21	born 26:3	39:3 61:8	center 62:9	54:12
36:10	2:14	arrive 29:17	based 49:20	Boulevard	caller 57:10	certain 13:1	checked
addressed	allowed	assessment	54:8	1:5	calling 2:21	36:22	43:25
3:13	30:17	54:6	basic 16:1	bring 11:4	6:3 7:9	certainly	checking
adds 6:14	allows 12:12	assessments	12:21 15:5	12:21 15:5	19:23 23:1	26:1 27:16	34:6,23
adjourned	44:19	10:16	basically	41:20	24:11 34:2	28:7 31:21	35:1 46:24
65:22	America 46:5	assistance	11:24	bringing	calls 6:1 7:3	54:13	59:12
adjusted 15:4	48:23	49:15 53:4	18:24	15:22	7:17,25	59:14	checks 7:17
adopted 18:2	America's	associated	basis 10:17	42:15	18:13,13	certification	Chester 33:7
adult 7:20	3:6	6:21	11:6 12:7	brings 63:19	19:8 29:18	66:19	children
26:17 47:3	amount	assume 28:19	12:16,19	Brith 39:3	31:3 37:3	certify 66:2	26:17,18
adults 6:6 7:5	52:20	29:23	13:1 14:19	43:4	53:10 55:1	certifying	59:8 63:10
7:18 8:15	56:25	astronomical	23:6,10	broaden	55:8 57:18	66:23	63:17
8:20	amounts 3:22	45:5	24:14	33:12	57:24	cetera 9:16	choices 55:19
afford 16:20	Anastasiya	attendant	46:24 48:1	broadened	58:17,23	chair 1:10	choose 49:22
	46:4 48:21	53:20	51:18	43:20	capital 39:7	2:4 29:3,3	church 23:7

Committee on Aging
December 11, 2019

Page 2

churches 22:17,20,25	Cleveland's 7:15	38:21 43:7 59:21 60:9	39:21	cost 17:21,23	51:14	data 8:10	develop 8:8
cities 30:4	Cleveland--... 30:24	60:10 61:1 62:19 65:7	conjunction 41:13	18:14,15	57:14 58:2	38:2 43:25	42:9
61:8,9		65:8,21,24	connect 8:20	28:10,11	59:1,19,23	date 58:6	developing
citizen 3:24	clients 46:13	common 6:10	27:5 30:6	29:17,23	60:6 62:24	day 7:9,21	41:15
citizens 29:9	46:17	communica...	31:17	34:4 37:9	63:5 64:12	10:25	Development
48:17	53:11	20:8 34:25	32:16,20	53:3,16	64:14,16,18	19:20	46:3 48:23
51:15 65:8	close 59:5	35:14,22	connected	54:16,19	64:20,23	21:20	dial 41:6
city 1:1,4	closely 62:8	communica...	29:21	55:21,24	65:5,20	24:23 44:7	dialogue
2:18 3:4,5	closes 62:5	35:3	connecting	56:1,11,16	Councilme...	48:11,12	27:24
3:7 4:7 7:5	clothes 40:7	communities	8:16 27:3	56:24	2:13,14	54:3,4,24	difference
7:15 9:7	clothing 40:8	31:15	connections	58:16,19,22	5:20 28:6	days 54:4,5	12:25
14:1 18:17	coats 41:22	50:23 51:7	10:12	59:13,15	30:2,4,7	dealing 38:21	13:21
18:18 21:9	colleague	5:13 9:20	61:16	60:20	38:16	41:17	differences
21:16,20,23	30:1 62:18	15:9,11	consider	cost-effective	Councilme...	December	65:1
25:14 26:4	64:17	40:19 47:8	44:23 51:1	54:1	9:8	1:6	different
26:4,5	colleagues	48:9 51:15	considered	couch 40:3	Councilwo...	decisions	15:3 27:19
27:17 28:2	40:12 65:4	55:18	40:17	Council 1:1	1:11 60:3	32:7	29:6 39:6
28:3,19,21	combat 2:23	community...	considering	2:18 30:21	60:22,23	decrease 8:16	51:6 52:4
30:8,20	14:23	16:12	33:5	61:1 65:9	65:5,18	definitely	52:14
32:17 33:4	49:17	17:18	constantly	Councilman	country 6:7	47:8 57:5	56:15 59:9
35:3,7	54:12	community...	56:14	1:10,11,12	county 33:6,7	definition	differently
36:21 42:1	combined	compact	contact 7:10	1:12 2:2,25	33:7,9,16	44:12,15	62:2
42:2 44:2,8	61:25	39:24	10:6 12:6	4:17 5:2,9	33:16	degrading	difficult
49:11,16	come 4:11	companies	19:10	5:15 6:1	couple 63:7	20:25	54:20
51:1,16,18	10:22 24:3	20:14 25:4	55:10	8:24 9:3	course 3:18	dehydration	direct 66:22
52:9 53:22	36:16 39:1	25:5	63:22 64:7	15:17,18,20	46:19	11:10 14:9	Director 5:7
60:19 61:1	39:17 43:2	companion...	64:8	17:3,20	49:24	Delaware	5:22 31:7
61:6 62:1,5	52:25 56:1	6:9	contained	19:2,6,25	51:11,13	33:6	46:1,10
63:21,23	comes 19:19	company	66:3	20:4 21:22	52:9	demonstrate	48:22
City's 2:22	53:16,20	38:1	continue	22:4,8	Court 66:12	8:10	dirt 39:24,24
claim 16:15	54:16	compared	27:23 45:9	23:21	courts 62:16	Department	39:25
16:18	comfort	58:17	56:2 65:11	25:12 26:6	cracks 49:19	7:7 18:16	disabled
Clayback	28:23	compelled	continuing	26:20 27:9	create 33:10	18:17 55:6	16:24 53:5
4:23 5:11	46:19	39:1,19	62:21	27:22	43:17	depending	disaster
5:12 9:4,5	coming 14:21	43:2	control 66:22	28:15,25	created 7:4	44:11	11:19
15:18 20:2	38:17 40:6	completely	conversation	29:1,2,25	Creating	depends	discretion
20:3 22:9	50:21	10:4	24:22	32:8,15,18	7:24	43:22	3:16
22:10	54:17	complimen...	53:15	32:20,24	credibility	depression	discuss 4:4
23:22 25:2	57:22	21:25	58:12	33:19,21,22	28:23	12:3,7	discussed
36:4,14	comment	component	62:22	33:23,25	criteria 54:6	Deputy 48:22	24:2
clearly 61:22	3:20 22:11	58:8	conversatio...	34:19	cross 51:23	DEREK 1:11	discussion
Clerk 2:15,17	comments	computer	61:19	35:13,25	crossing 32:2	described	38:19
4:18,20	4:15 63:7	38:4	Coordinator	36:2,7,8,9	curious 30:23	19:22	43:16
45:23,25	Commission	computeriz...	5:13	36:11	55:21	describes	disjointed
Cleveland	5:7,23	55:7	Copenhagen	37:22,24	Curtis 1:12	7:15	10:20
3:13 7:3,25	Commissio...	concept	61:7	38:15,18,22	33:22	deserve 3:12	disproporti...
18:2,17,19	4:22	33:13	correct 16:23	38:24 43:9	cusp 56:5	4:14	26:1
21:19	committee	concern 9:9	26:21	43:12,14	cut 37:17	designate	distance 42:8
29:18 30:2	1:2 2:5,7	19:17	28:16 66:6	44:3,10,18		18:20	47:1
30:4,8,10	2:18 4:15	concluded	correspond	44:22	D	designated	distress 7:23
31:3,12	23:25 29:5	65:24	43:1	45:13,21	daily 7:14	55:8	district 39:3
32:16,21,25	29:7,10	conditions	correspond...	47:11	11:6 14:19	designed 2:20	42:3
55:1	30:16		57:21	48:14 49:2	46:24 47:2	determining	diverse 51:16
				50:17 51:9	53:21	59:16	diversity

Committee on Aging
December 11, 2019

Page 3

51:1 doctor 17:16 doing 24:11 25:5,18 42:23 55:23 58:17 dollar 27:11 dollars 33:11 Domb 1:12 2:14 5:20 15:19,20 17:3,20 19:2,6,25 20:4 21:22 22:4 28:6 33:23,25 34:19 35:13 36:2 37:24 47:11 63:5 64:16,20 65:5 door 24:9 40:14 42:12,13 43:21 doors 41:20 Dowd 4:21 5:4,5,18,21 9:2 16:6 17:6,25 19:4,11 21:4 25:23 26:8,23 27:12 28:5 28:17 29:19 31:4 32:14,22 33:14 34:17 35:11,23 43:23 44:5 44:13,21,25 45:15 driving 32:6 dual 17:11 E E 66:1 earlier 29:15 56:19 57:1 60:20 easy 27:5	38:6 eat 40:25 eating 42:25 eavesdropp... 38:25 echo 58:10 education 62:9 effects 6:16 8:7 effort 33:12 efforts 31:15 Eisenhower 4:21 5:4,6 5:16,18,22 9:2 16:6 17:6,25 19:4,11 21:4 22:2 25:13,19,23 26:8,23 27:12 28:5 28:17 29:19 31:4 32:14,22 33:14 34:17 35:11,23 43:23 44:5 44:13,21,25 45:15 EITC 35:15 either 10:7 62:17 elderly 17:13 27:20 34:10 53:5 eligibility 16:25 eligible 16:9 16:15,22 17:1,13 50:9 eligibles 17:12 eliminated 37:11 email 34:3 35:2 emailing 64:1 64:2 emergency 7:10 36:20 37:3,18	41:5 47:12 55:10 emotions 12:1 encouraging 8:20 ends 61:9,12 energy 61:3 engage 8:6 42:17 engagement 61:18 English 51:4 51:21 enroll 28:19 ensure 47:3 entire 9:10 entities 28:13 30:11,12 entity 25:14 environme... 46:18 erect 40:2 especially 13:1 45:8 45:19 50:6 52:5 54:17 55:16 64:22 essential 40:22 establish 21:10 estate 64:1 estimated 6:22 et 9:16 events 61:16 everybody 61:13 everyone's 52:11 58:10 evictions 62:12 evidence 39:24 66:3 example 56:12,19 excellent 52:8 Executive 4:21 5:6,22 exercises 41:18	exist 4:6 9:19 expanding 51:5 expands 50:25 expect 28:20 57:24 expecting 57:17,19 58:5 expensive 7:1 experience 43:3 50:3 experiencing 6:5 8:2 explain 16:2 17:4 expressed 31:8 F F 1:5 66:1 fabulous 62:18 facilities 42:5 fact 3:23 12:5 36:19 49:12 factor 59:16 fall 12:12 49:18 53:6 53:8 56:19 fallen 20:7 falls 56:20 false 57:12 familiar 46:18 55:18 families 9:17 9:21 47:1 family 7:21 18:20 46:25 47:5 52:22 53:11,17 fans 13:17 far 10:14 13:9 53:11 father 29:8 fear 12:3 federal 17:7 35:19 feedback 13:20 15:5	61:18 feel 11:4 12:8 14:15 15:8 20:25 32:18 45:16 feeling 24:25 59:11 feelings 6:8 6:10 felt 39:1,19 43:2 fewer 52:21 fill 18:19 financial 28:11 49:21 53:4 54:9 find 11:25 13:9 14:18 31:22 37:3 54:21 finding 6:13 8:21 fingertips 25:25 first 4:18 16:15,21 51:12 55:2 fix 13:10 flip 41:6 fluids 11:13 focus 61:14 61:15 folk 42:6 follow 23:8 34:1 36:1 53:25 follow-up 42:19 follows 7:16 food 42:16 foregoing 66:5,19 form 18:19 forming 48:10 forms 40:10 forth 22:21 forum 4:5 forward 15:22 24:19 40:23	62:21 found 51:2 four 65:10 frail 46:14 free 32:19 friend 64:17 friendly 18:3 full 16:16 51:19 fully 16:24 50:19 66:4 fund 28:1 funds 36:17 further 29:20 40:5 63:3 G game 20:15 gap 53:6 gatherings 61:16 general 17:1 generations 56:1 genesis 23:24 24:16 57:15 gentleman 40:23,24,25 geography 52:5 getting 8:22 15:10 21:1 24:7 40:20 44:24 give 12:12 13:20 52:14 60:13 gives 4:13 giving 48:9 glad 42:13,15 go 10:15 11:17 13:14 28:6 35:19 36:5 37:1,19,22 50:11 54:3 54:5,23 61:6 goal 8:14 27:23 43:15 56:9 goes 10:14	15:4 58:25 going 10:21 11:2,9,22 12:1,24,24 13:3,5 14:18,23 15:6 17:21 20:1,16 22:1 24:13 24:24 28:21 34:7 35:7 36:5 37:2,16,17 38:12 40:22 41:16,25 42:4 50:13 52:16 53:24 54:3 54:14 55:16 56:2 57:9,11,12 63:1 64:21 good 2:3 5:4 5:11,18,19 7:25 9:5 12:21 24:25 46:8 47:3 48:3,7 48:20 51:24 56:21 57:23 61:3 62:3 government 7:15 9:16 grandmom 9:22 grandpop 9:22 grateful 43:8 graying 42:1 44:8,9 great 3:19 20:12 22:5 23:11,17 24:16 33:15,17 35:14 37:4 38:12 49:25 52:11 55:1 64:17 greatly 51:16	Green 1:11 29:1,2,25 32:15,18,24 33:19 grew 31:14 51:20 ground 20:9 grounded 19:22 group 22:15 27:20 45:1 45:4 61:7 groups 27:19 62:9 growing 6:14 15:12 44:4 44:6,8 45:2 grows 44:17 growth 45:6 guess 18:1,2 19:25 44:11 50:21 Gym 1:11 2:13 5:21 60:3,22,23 65:5,18 H hall 1:4 30:16 30:22 38:25 hallucinating 41:1 hallucination 40:11 hallway 43:2 ham 53:14 hands 38:11 happening 11:6 28:10 57:2 happens 18:11 20:11 happy 59:17 Hawaii 58:3 Hayes 42:7 headquarters 38:5 heads 62:11 health 6:12 6:16,18,25 7:2 11:7
---	---	---	---	---	---	--	---

Committee on Aging
December 11, 2019

Page 4

12:3,13 13:18 17:9 17:10,14 26:13 32:5 41:9,17 46:4,20,21 47:4 55:14 55:18 62:6 63:12 healthy 16:23 50:1 hear 2:8 20:5 20:8 52:11 heard 60:12 61:22 hearing 2:5,7 4:3 6:13 15:23 23:25 27:23 29:16 30:17 39:1 65:3 hearings 2:19 6:2 30:14 heart 49:5 heat 13:7,9 13:13 Helen 1:11 2:13 5:20 help 4:5,12 8:23 10:12 12:18 20:23 25:7 25:8,11 33:12 37:17 47:6 47:19 61:20 63:16 helped 7:18 23:3 helpful 8:5 17:16 19:3 32:11 45:19 60:18,19 61:20 helping 13:24 15:9 23:18 helps 19:21 heretofore 65:7 hey 42:23	57:21 high 26:1 28:11,12 29:23 high-rise 39:4 higher 10:1 56:22 Hilton 42:4 historical 51:18 Hoffman 45:25 46:8 48:19 hold 2:19 holidays 41:21 home 31:10 46:1,11 49:13 54:24 56:4 56:23 58:21 59:7 59:8 home- 17:18 homebound 46:12 homecare 48:24 52:2 52:24 53:20 54:15,18 homeowners 49:22 homes 37:21 46:15,18 49:10 honestly 29:24 honor 46:3 49:1 64:25 hope 16:18 45:9,10 65:1,12 hopefully 4:10 19:16 43:17 65:11 hoping 59:8 horrifying 39:20 hospital 14:1 14:3,5 17:16 37:7	58:18 62:4 hospitalizat... 56:24 hospitals 37:20 host 16:12 hot 13:16 hour 58:21 hours 20:10 20:10,10 54:3,4 house 13:13 42:7,8 housing 32:4 human 8:12 28:10 I ID 57:10 idea 17:22 20:12 24:20 33:18 61:8 identify 7:8 immigrants 51:19 impact 8:12 26:15 33:12 impacts 7:1 implement 17:23 18:10 21:17 23:7 implemented 43:18 important 11:20 14:16,25 15:24 25:1 32:3 50:8 51:7,22 58:8 59:14 60:14,22 improve 47:9 improveme... 39:7,7 income 17:12 47:24 49:21 increases 44:11 independent 50:2	individual 18:15 28:24 individuals 26:25 industry 9:11 54:18 inexpensive 56:3 inexpensively 43:20 infections 14:11 information 27:16 31:18 32:9 38:3,9 Inglis 42:7 initiative 18:3 30:9 31:3,6,13 input 62:23 inquiry 21:12 insight 52:15 inspired 7:24 inspires 27:8 instance 11:9 instant 50:4 institute 38:7 insurance 16:3 17:7,9 17:15 20:14 insurer 21:23 insurers 21:6 28:8,13 interaction 8:4 interest 28:8 65:4 interested 24:7 32:1 55:22 interesting 39:14 55:14 intern 41:15 interrupt 24:23 intersection 39:11 intervention 19:1 interventions	8:11 introduced 5:25 inviting 9:6 46:9 49:3 involved 9:15 11:19 22:11 23:16 28:3 37:10 46:25 isolated 3:8 7:6 18:5 19:1 31:10 45:17 46:14 51:3 isolation 2:24 3:3 6:5,8 6:15,17,21 8:2,8,12,16 9:12 14:24 18:7 32:2 49:13 54:13 issue 32:1,3,6 49:17 issues 12:3,14 12:18 13:18 14:8 20:11 29:6 29:12 30:19 61:4 J J 46:2 51:25 January 53:25 Joe 4:23 John 1:5 Johnston-... 31:7 Jones 1:12 33:22 36:8 36:9 38:16 38:18,24 43:12 44:3 Joseph 5:12 joy 41:21 JR 1:12 K keep 10:5,6 10:13 11:16	12:20 19:22 45:18 60:20 62:11 keeping 11:21 12:23 Kennedy 1:5 key 59:2 kids 35:16 63:15 kind 18:23 25:18 39:8 43:1 52:16 55:3,13 56:7 57:6 57:12,17 59:15 kindergarten 51:22 kinds 45:7 47:23 Kleinlife 46:2 46:10 knock 40:13 41:19 42:12 43:21 knocks 42:11 know 4:5 6:17 10:24 10:25 11:22 14:10 16:4 16:5,7 19:7 19:18 24:21 25:15,15,24 27:13 28:1 29:21,24 30:13,25 31:4,23 32:12 34:12,20 35:6,8,15 37:13 38:11 40:9 46:22 47:18 49:5 50:2 51:21 54:19,20 55:17 59:12,13,14	63:11,15 knowing 47:7 knowledge 43:11 knows 19:13 32:17 L lack 6:9 49:23 language 51:5,6 languages 51:17 large 3:5,21 48:25 49:18 52:20 largest 3:7 45:1 late 37:15 50:14 law 62:8 lawyers 62:16 laying 20:9 lead-in 24:13 leadership 29:4,10 33:6 60:25 62:20 leading 13:18 League 30:3 leave 35:9,18 39:17 left 2:12 lessen 8:12 let's 19:8 letter 57:22 letting 35:6,7 level 10:1 33:2 56:22 life 4:13 12:21,22 22:14 47:9 59:13 life-saving 23:13 lifeline 27:6 LIHEAP 47:23 line 11:5 34:7 34:8 lined 18:8	links 6:15 listening 63:8 literally 39:9 41:7 little 16:7 19:17 34:16 50:14 livable 31:15 live 26:4 41:15 46:25 53:11 lived 10:10 22:13 40:2 46:15 lives 4:12 11:2 13:22 48:18 60:18 living 6:13 9:25 12:21 26:10,16 41:24 49:12 52:19 loneliness 6:5 6:8,18 8:13 8:23 12:2 18:6 54:12 lonely 18:25 long 28:4 longer 22:21 26:10,16 46:22 longevity 26:9 look 17:18 31:21 38:13 39:17 41:23 44:15,19 45:3 54:7 58:15 62:1 62:21 looking 21:18 32:5 51:5 53:14 54:1 56:14 57:4 lose 11:1 loss 6:13 56:13 lot 3:7 9:12
---	---	--	---	--	--	---	--

Committee on Aging
December 11, 2019

Page 5

10:11,18,19	66:5	47:11	move 53:21	30:18 46:4	okay 22:11	Outreach	people 4:5,12
10:25 13:3	Mayor's 4:22	60:20	61:20	never 54:13	33:19	5:13	7:13 9:13
13:4 14:10	5:7,23	menu 42:25	moved 10:8	new 33:5	36:15,25	oven 40:1	9:14,18,19
20:16,23	MCOs 55:22	met 31:6	moving 26:18	nongovern...	37:10	overall 12:16	9:23 10:11
22:16,20	56:9	middle 62:5	51:12	30:12	42:18	overspend	10:17
23:2,3 25:4	mean 27:13	mile 42:3		nonmedical	44:23	56:12	11:19,22
25:11 27:8	36:13	military	N	52:2	55:12 63:5	P	12:7,11,20
31:23	48:17 54:2	39:16	N 66:1	nonprofit	old 21:1	page 52:14	12:23 13:6
34:12	54:10	million 35:10	name 2:3 5:3	22:15	39:15	panel 4:25	13:23,24
36:15 48:5	meaning	35:18	5:5,12,21	30:24	61:10,11	46:6 60:5,7	14:2,10,14
48:18	40:19	52:18	39:15	Nora 4:21 5:5	older 6:6 7:5	parents	14:14,17
50:22 52:6	57:22	Millions 6:6	51:25	5:21	7:18,20 8:1	51:20	16:3,18
53:5 55:15	means 3:9,9	mind 7:20	name's 48:21	Northeast	8:15,20	parents'	17:11,19
55:20 56:4	49:21	minds 45:18	national 30:3	22:14,17	10:8,10	63:12	18:4,5,25
57:12 61:2	52:21	mine 19:17	44:6	46:13	17:19 18:5	part 12:4	20:6,8,22
61:14,15,17	66:21	minimal 34:4	naturally	Notary 66:12	23:2 34:12	18:2,9	20:23,25
62:1	measurably	minutes	40:18	note 64:11	40:20 45:2	29:16	21:10,15,19
loud 62:25	8:11	18:23	necessarily	noted 66:3	45:16 47:3	30:18 47:7	23:18
love 39:10	Medicaid	19:12	10:24	notes 66:5	59:10	65:6	24:21
loved 18:20	6:24 17:8	48:11	necessity	noteworthy	61:24	participate	25:11 26:3
low 17:12	53:9 54:19	missed 29:15	49:24	4:9	once 4:2 7:21	7:8 21:7,12	26:10
18:14	medical 7:19	64:21	neck 20:21	notice 10:18	13:17	30:18,21	30:17
low-cost	20:21	mobile 26:21	necklaces	notices 47:19	23:10	participating	31:17 34:6
31:16	21:15	26:24 27:1	47:12	notified 7:11	42:22 65:2	21:21	34:12,15,23
low-income	42:24	53:13	need 4:2	nourishing	one's 8:22	60:11	37:2,13,15
17:9 47:16	49:24 54:8	mobility	15:16	11:15	ones 51:3	particular	37:20
luckily 23:5	54:9	30:19	31:11	number	open 3:1	39:23	40:19
lunch 53:16	Medicare	modern	33:15	20:19	opening 24:8	partnership	41:23 44:7
	6:22 16:2	43:19	40:21 41:1	25:24 26:2	40:1 50:18	29:11	45:16
M	16:22 17:2	mom 53:16	42:9 47:6	27:17 29:6	operation	30:11	47:13
magnify	17:4,5,7,14	money 20:16	54:8,11,22	37:4 44:17	48:25	partnerships	48:11
20:11	35:19	47:21	56:22	45:6 51:16	operators	31:2 56:15	52:19,21
main 10:15	meeting	56:25 57:5	59:10	44:6 64:6	38:4	parts 13:2	53:17 54:2
major 3:3 9:9	30:16	64:3	63:14,15,20	numerous	opportunities	49:10	54:4,7 55:2
11:10	member	Montgomery	63:21	53:10	8:15	passed 10:9	57:24
13:21 15:8	18:20	33:9,15	needed 24:18	56:20	opportunity	patient 56:10	61:23 64:8
making 35:5	22:15	month 36:25	needs 37:13	nursing	3:20 4:4	pay 17:22	people's 4:12
62:10	44:20	36:25 37:8	45:7 52:23	56:23	29:5 33:10	20:14	16:16
man 39:14	members	37:9 47:15	54:15	O	42:17	47:13,22,25	62:11
manage	4:15 7:21	50:13	61:22,23	O 66:1	opposed	53:7,7	percent 42:6
56:11,16	23:1,2,9,14	56:11,21	negative 6:16	obesity 6:19	62:14	paying 55:24	52:19
managed	33:8 36:10	monthly	negotiation	occurring	option 14:17	58:20	64:10
53:22	43:7 46:25	47:24	62:15	40:18	18:14	PCA 16:10	percentage
55:19 57:3	47:5 52:22	months 13:15	neighbor	occurs 20:12	options 25:6	30:25	49:18
management	53:11	50:11	neighborho...	offer 32:15	order 2:6,22	PCOM 41:11	person 10:17
63:23 64:7	mental 6:12	morning 2:3	10:7	46:19	32:9 57:15	pennies 27:10	19:9,13
Manor 42:7	41:17	5:5,11,19	neighborho...	offers 46:20	organization	Pennsylvania	34:5 55:9
Market 38:5	mention 25:4	5:20 9:5	8:17	office 32:19	57:4	1:5 33:17	57:11
master 63:22	34:21	46:8 48:20	neighbors	offices 52:3	30:25	55:17	58:16
Matt 30:1	39:21	51:24	8:22 10:6,9	oh 44:22 63:3	55:20	Pennsylvan...	person's
32:20	47:10	52:11	46:23	63:14	outliving	48:24	55:12
matter 24:14	50:21 58:9	mother's	network 3:11	Ohio 3:13	26:17	Pennsylvan...	personal 8:4
39:6 43:7	mentioned	34:14	4:1 16:10		outlook 47:9	62:14	49:15 50:3
62:2,4,15	12:22 41:8						64:11

Committee on Aging
December 11, 2019

Page 6

perspective 52:12	5:3,10 8:25 36:6 51:23	40:13 63:12	prove 52:8 proven 25:11	rate 56:10,13 reach 9:20	2:11 3:9 33:22	33:1 38:13 resources 13:8 52:7	saying 59:5 says 55:5
perspectives 52:13	pleasure 64:25	problem 3:3 7:1 11:11	provide 2:22 8:14 52:23	12:25 13:12	record 5:3 redial 19:12	respond 7:12 18:22	scale 63:20
Philadelphia 1:1,5 6:4	plenty 62:22 plus 44:15	40:16 41:24	provided 7:19 33:1	14:14,17 18:4 31:16	reduce 8:23 regard 30:13	31:19 responders	scam 25:15
9:15 14:1 21:11,24	point 4:10 9:9 10:1,4	problems 12:13	provider 52:24	32:19 55:9 63:8,16	regarding 2:19 5:24	36:21 37:18	scammers 24:9
22:14,18	10:11	15:15 28:9	providers 52:2	64:4	6:2	response 4:16	scams 24:1,2
23:19 24:3	11:18	37:14	provides 8:10	reaches 12:9	regards 24:1	47:12	scourge 62:12
25:22 33:4	14:20	39:25	providing 49:14	reaching 13:19	region 31:1 33:5	59:22	season 13:6
36:21 38:1	22:22 32:9 40:9 57:15	proceedings 66:3	public 2:6,9 3:20 4:4	read 2:15 45:23	regional 33:11	rest 53:24	seasoned 29:8
44:1 49:1	Police 24:3,4	process 50:11	31:2 55:7	reads 57:13	regular 6:9	result 7:16	seasons 13:3
52:9 53:23	policy 32:3,7	program 2:20 3:15	66:12	real 31:8 40:11	10:17 12:6 12:15,19	24:10	security 16:16,19
60:17 61:7	political 57:25	4:11 6:2,25	purpose 2:8	41:15 64:1	13:1 24:14	results 46:21	46:20
63:24	poor 53:8	7:16,24 8:9	put 19:18 38:10 59:5	reality 19:23	48:1	retirement 16:17	see 10:16,22
Philadelphi... 49:8	poorest 3:7	8:9 14:22		realize 3:24	related 29:7	40:18 42:5	11:25
Philadelphi... 8:2 35:20	population 2:23 3:4,22	15:1,2 17:8	Q	9:13,17	relationship 33:8	right 2:13	14:20
phone 7:14	25:21	17:10,15	qualified 40:9,13	10:2 11:7	relationships 48:10	9:11 25:6	20:20
12:17	31:10	21:13,17,21	54:21	11:12,12,14	release 60:4	26:8 36:20	23:15
18:12 27:2	44:16 45:1	21:24 22:5	qualify 49:20 56:6	13:7 14:7	released 60:7	41:10 43:4	24:11
34:2,15	45:2,6 49:8	22:19 23:8	quality 4:13 12:22	15:2 36:20	reliable 8:10	48:25	27:15
35:2 48:5	59:6	23:9,17	59:13 62:3	54:16	remain 46:17	49:25	37:20
58:17,23	populations 61:24	27:25	question 16:1 17:4 20:1	really 4:3,11	replace 58:12	riper 10:10	42:13 45:2
59:11 64:6	possibility 60:16	28:20 38:6	21:5,6	8:6 14:15	replacing 40:7	rise 56:3	47:16 52:4
phones 34:13	potential 2:20 35:8	45:19 46:1	32:25	15:8 17:15	reporter 66:12,23	rising 54:22	56:7 57:6
41:6,6	potentially 52:22	46:11	33:24	17:17 18:4	representat... 31:20	roof 62:11	58:15,24
45:12	55:11	49:14,20,23	36:12,15	18:7 23:20	32:17	Room 1:4	seeing 50:22
physical 6:11	poverty 3:22	50:7,9,24	questions 9:1 15:25	23:23 24:8	reproduction 66:21	rotary 41:6	59:24
39:6,21,23	predomina... 54:8	52:8 53:18	29:14	26:13	require 61:25	row 30:22,22	seen 31:16
physician 41:16	presence 2:11	54:20 55:4	59:18,20	27:10,19,20	requirements 54:10	run 18:18	self-identifi... 18:25
physicians 41:11	PRESENT 1:9	55:23	60:12	31:9,19	research 6:14	26:12 55:6	self-select 19:14
pick 19:8	poverty 3:22	58:15	quick 29:14 34:1 41:23	36:15,16	6:20 29:20	runs 37:8	selfish 15:13
57:11 58:6	predomina... 54:8	programs 4:6 17:14	quite 3:5 60:18	37:16	31:24,25	rural 52:6	selling 28:18
picture 45:17	presence 2:11	26:12 35:4	29:14	47:17	reside 46:14		58:3
piece 7:19	PRESEN 1:9	35:17	59:18,20	48:12	require 61:25	sadly 50:13	send 55:11
34:22	president 30:3 41:9	38:10 53:2	60:12	50:25	requirements 54:10	safe 47:4	senior 2:23
pilot 2:20 6:2	46:3	59:17	quicker 29:14 34:1 41:23	55:13 57:1	research 6:14	safely 41:24	2:23 3:2,4
22:3 27:25	press 20:22	progression 56:8	quorum 2:12	58:8 60:17	6:20 29:20	safety 8:6	3:21,23
38:8 50:25	pretty 56:21	proper 15:5	quoted 31:25	62:1,17	31:24,25	55:7,11	4:24 5:13
55:23	prevent 8:7 57:1	properly 11:15		63:21	residents 63:25	sandwich 53:15	5:14 7:11
58:15	prevents 28:9	propose 54:14	R	realm 60:16	resolution 1:16 2:9,16	sat 40:2	9:11,11
place 20:17	primary 51:4	prospect 23:18 25:3	R 66:1	realtime 43:3	2:17 5:25	save 4:12	14:24 15:9
39:2 40:21	private 28:13 30:11 31:2	protesting 39:12	rail 65:14,17	reason 3:19	15:22	20:16	15:11 25:6
46:21 48:3	53:7		raising 47:1	reasons 11:3 15:14 62:7	31:21	saves 58:18	44:12
49:4	probably		random 57:19	reassure 47:4	50:19 60:2	saving 64:3	48:16
placed 21:9				receive 7:14 7:18 18:12	resource 30:6	savings 58:20	51:15 59:6
21:17				19:1 21:12		savvy 34:9	62:8 65:8
plant 39:6				recognize		saw 30:5	senior-relat... 22:12
please 2:15						39:20	seniors 3:8

Committee on Aging
December 11, 2019

Page 7

3:15 4:13 6:4 7:6,8 9:25 10:3 11:11,24 13:4 14:3 15:11 24:6 25:21 26:2 27:17 35:4 36:23 37:4 38:11 39:12 42:13 44:1 46:12 47:16 48:6 49:4,16,18 50:1,7,9,23 51:3 53:3 60:17 63:9 63:11,13,13 seniors' 8:5 sense 27:10 sentiments 58:11 serious 8:7 serve 28:24 64:25 serves 46:11 service 22:21 64:13 services 4:24 5:14 15:16 16:9,11,11 16:12 40:22 45:7 49:15 53:7 54:7 59:9 62:1 64:5 set 10:23 21:24 severe 12:2 12:13 sewer 64:2 share 43:3 shoes 59:6 Sholom 39:3 43:4 shoulder 53:2 show 57:9 58:19 showed 8:18 shows 8:21 shut-off 47:19 shutting 40:1	sick 7:13 side 54:18 65:14,17 sign 56:21 57:16 Silver 55:25 similar 52:13 simple 11:9 12:17 14:9 14:12 18:24 simply 14:6 Simpson 42:7 sitting 63:7 situation 48:13 six 49:9 sleep 40:3 small 23:6 59:2 64:9 smaller 21:20 22:20 23:10 58:24 smoked 40:24 smoking 6:19 SNAP 35:17 snowstorm 24:15 social 6:15,17 6:20 16:16 16:19 society 26:22 26:24 27:4 53:13 solicitation 25:17 solution 14:21 64:9 solve 15:15 somebody 10:22 11:16 12:13 13:19 14:6 42:11 someone's 56:5 sorry 63:4 sort 14:22 20:7 22:19 31:9 32:2 43:15	63:22 sparks 65:3 speak 37:2 65:13 speaking 43:25 speaks 51:17 special 49:4 specific 8:11 31:11 spectrum 61:10 spending 6:23,24,25 stage 50:25 standpoint 50:22 start 5:16 14:25 15:7 24:16 27:24 48:4 57:5,23 63:25 started 22:1 31:13 state 5:3 17:8 24:3 31:7 33:2,11 49:14 52:4 53:24 54:14 55:16 statement 3:2 36:5 50:18 statistics 52:17 status 11:8 stay 8:25 26:4,7 stays 17:16 56:23 stealing 40:7 stenographic 66:4 step 15:9 20:19 21:2 24:18 55:2 56:7 stifled 63:1 stigma 21:14 stimulating 39:11 stopping 39:12,13	stories 20:6 stranger 19:15 strategies 8:19 street 41:10 strong 33:8 struggle 6:7 6:11 stuck 13:13 student's 41:18 study 4:9 8:18 58:24 59:2 stuff 42:17 55:15 subject 15:24 43:6 success 21:19 23:11 26:3 26:11,12,16 successes 26:11 suffer 13:4 suffering 18:5 suggest 57:7 suggested 28:7 suggestion 37:25 51:10 suit 53:25 summer 13:15 47:20 supervision 66:23 supplements 17:10 support 3:11 4:1 6:4 7:5 8:1 31:8,24 36:18 46:1 46:11 50:19 supportive 31:5 sure 7:22 9:2 11:20 15:14 18:15 34:8 35:5 41:23	42:18 45:14 50:3 59:3,20 62:6,10,22 Susan 45:25 synergy 43:17 system 2:21 6:3 7:4 17:24 18:8 18:9,24 21:8,10 29:22,22 36:18 37:11 53:22 55:5 57:8 58:12 63:23 64:7 systems 20:17 25:10 34:20 T T 66:1,1 table 5:1 35:9 36:13 46:7 take 9:19,23 12:14 26:2 32:15 37:19 41:22 50:11 60:13 taken 14:4 66:5 takes 50:24 talk 12:15 13:22 14:15 41:13 48:10 talked 32:10 55:4,20 talking 23:4 26:14,25 44:14 targets 62:13 tattered 40:8 Taubenber... 1:10 2:2,4 2:25 4:17 5:2,9,15,19 6:1 8:24	9:3 15:17 15:21 22:8 23:21 25:12 26:6 26:20 27:9 27:22 28:15,25 32:8 33:21 35:25 36:7 36:11 37:22 38:15,22 43:9,14 44:10,18,22 45:13,21 48:14 49:3 50:17 51:9 51:14 57:14 58:2 59:1,19,23 60:6 62:19 62:24 64:14,18,23 65:20 Taubenber... 31:20 tax 35:6 64:1 team 55:11 technological 42:20,21 technologic... 41:4 technology 34:9 41:2 43:19 telemarketi... 19:16 telephone 7:4 24:22 27:5 47:2 teletexting 41:14 tell 21:8 39:2 49:11 temporarily 46:12 tendency 12:11 15:3,7 18:7 23:12,23 27:15 36:16,19 41:12 45:12 testimony 2:9 22:6 25:20	29:13 59:25 60:11 text 34:13 35:2 42:22 texting 34:3 texts 42:20 thank 3:1 8:23,25 9:6 9:7 15:18 15:20 22:5 22:6 23:22 25:19 29:2 29:3,9,13 32:22 33:20,24 36:2 38:13 38:16,16,19 38:20 43:10,12 45:22,22 46:9 48:19 49:2 51:7 52:10 59:24 60:10,23,25 62:18,25 63:6 64:12 64:22 65:4 65:21,23 thanks 15:21 theme 52:17 thing 21:25 25:7,18 34:21 39:8 40:12 43:24 50:20 58:14 60:22 63:18 things 3:25 9:16 10:15 10:18,19 11:1,8,17 12:1,4 14:4 14:9,12 15:3,7 18:7 23:12,23 27:15 36:16,19 41:12 45:12 56:19 57:1	57:2 61:17 65:16 think 3:2,4 3:19 4:7 14:24 18:14 19:15 20:12 21:13,16 22:4 24:16 24:20 25:1 25:13,20 27:7,13 28:4 31:12 33:17 34:11 37:16 45:17 48:2 50:6 51:10 52:7,12 54:25 55:15 56:18 57:22 58:7 58:10,14 59:2 60:11 60:14,16,19 60:21 61:19,21 63:8,19 65:2,17 thinking 23:24 thought 33:2 thoughts 34:1 three 36:24 37:8 Thursday 43:5 tidings 42:16 tied 22:16,22 time 3:16 7:9 13:9 15:12 16:15,21 19:19 22:18 37:14 55:8 55:14 58:6 timeliness 43:6 timely 38:20 times 10:20 19:13
--	---	--	---	--	---	--	---

Committee on Aging
December 11, 2019

Page 8

36:24,25 37:8,9 48:6 title 2:15 today 2:8 9:7 15:23 26:14 45:4 45:16 46:9 50:15 55:21 60:12 65:3 tool 34:25 35:14 total 52:3 touch 10:13 11:16,21 13:12 14:17 19:21 25:9 37:12 touching 14:7 town 30:16 30:22 track 10:5 11:1 12:23 tract 14:11 train 41:11 transcript 66:6,20 transit 62:3 transport 14:2 transportat... 16:11 32:4 61:15 trip 58:3 trucks 39:13 trust 21:11 27:8 28:12 38:2 trusted 25:14 try 58:23 trying 25:16 28:24 Tsunami 55:25 turn 11:10 16:1,3,8,14 turning 44:7 TV 20:20 two 7:10 20:19 27:14 30:23 37:8	54:9 61:5,9 two-pronged 42:10 type 25:7 33:13 types 40:21 61:17 typically 20:6 52:25 U ultimately 24:17 27:24 uncles 9:23 understand... 42:22 unfortunat... 3:6 22:19 uniquely 21:9 21:17 unit 39:18,23 40:6 units 39:4 unnoticed 11:17 unplanned 58:18 urinary 14:11 use 2:21 34:13,14,20 35:21 38:1 usual 44:14 utilities 47:20 V VA 53:19 variety 6:16 various 24:2 49:10 50:23 51:6 vehicle 35:21 Veli 46:4 48:20,21 51:13 58:1 58:7 59:4 version 17:8 veteran 39:16 Vice- 46:2 VICE-CH... 1:11 visitors 42:15	visits 17:17 58:19 vital 45:11 vitality 61:2 voice 62:25 65:13 volunteers 22:23 24:17 43:21 48:4 48:6,8,16 58:13 vulnerable 62:13 W wait 37:15 Waiver 53:18 walk 10:19 10:23 11:24 walking 42:8 want 3:17,18 9:6 15:14 15:25 20:24 21:1 21:7 24:18 31:19 33:25 34:3 36:1 37:24 39:17 41:12 46:17 47:10 49:25 54:25 57:16,23 59:10 60:24 62:6 62:18 64:12 wanted 34:21 36:19 50:20 60:8 warmth 41:22 42:16 water 64:2 way 3:14 13:10,11 19:3 21:14 22:1 27:2 31:16 34:14	57:23 59:2 62:17 65:2 ways 27:4 56:15 we'll 62:21 we're 11:21 23:4 26:25 43:24 44:14 52:13 53:12 55:13 56:20 we've 29:5 30:15,22 33:7 55:3 61:21 Weaber 46:2 51:24,25 wealthy 53:6 wear 20:21 20:24 21:2 Wednesday 1:6 week 7:9 42:23 43:1 43:5 54:5,5 weeks 30:5 welcome 22:9 38:23 43:10 64:15,19,24 well- 19:21 well-being 12:16 well-put 29:1 wellness 7:17 39:8 40:14 41:14 went 39:20 51:21 who've 18:25 win-win 48:13 57:3 windows 13:16 winter 13:6 41:22 47:20 Witness 5:1 46:7 witnesses 4:19 45:24 wonderful	53:19 57:8 wondering 20:13 work 13:17 28:2 29:6 58:21 61:9 61:18 62:8 worked 22:23 49:7 workers 54:22 working 25:3 45:10 49:6 49:13 works 16:3 17:5 world 65:15 worst 28:9 worth 58:20 wouldn't 20:13 21:7 written 57:20 wrong 18:1 X Y yeah 22:3 26:23 35:11 year 13:2 24:1 35:18 49:6 53:24 years 22:13 23:16 31:13 39:15 45:4 45:5 46:16 49:9 61:5 61:10,10 65:11 yesterday 31:6 young 61:23 Z Zone 30:1 32:21 0 1 1 42:3 1,560,000	63:24 10 42:5 48:11 54:2 10,000 44:7 10:05 1:6 100 38:4 64:10 11 1:6 52:3 52:18 11:03 65:25 12 20:10 1400 1:5 15 58:21 1500 38:5 190777 1:16 2:10,16 5:25 19107 1:5 1st 53:25 2 20 45:4 200 7:13 21:19 35:9 39:4 200,000 44:1 2010 52:18 2019 1:6 211 18:8,9 29:21 24 20:10 25 47:14 28 52:18 3 30 18:23 19:12 23:1 311 29:22 35 47:14 4 40 22:13 47:15 400 1:4 450 35:18 5 5 48:11 54:3 54:5 50 27:17 44:21,23,23 45:5 50-plus 44:16 55 44:20	6 6 20:9 6.7 6:22 60 16:9,13 27:18 60-plus 7:13 44:16 62 16:4,14 65 16:2,4,23 17:1 44:7 44:14,15 52:19 64:5 66 16:17 67 16:17 7 7 54:4 70 16:19 34:15 70s 45:10 75 34:16 45:3 45:4 8 8 61:8,10 80 27:18 61:8 61:10 86 39:15 9 90 34:14 42:5
---	--	--	---	--	--	--