



Community Services Program

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MEMORANDUM

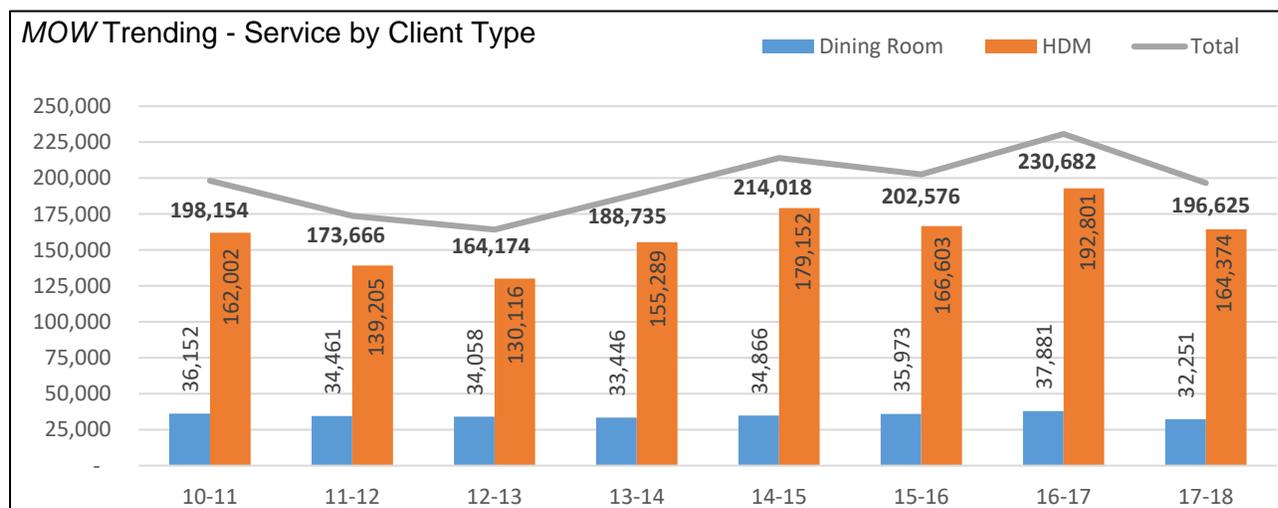
DATE: September 20, 2018
TO: OCWCOG Board of Directors
FROM: Jennifer Moore, Community Services Program (CSP) Director
RE: CSP Program Updates

Benton County Veteran’s Services Office (VSO)

The VSO team has been able to more than double the number of out-of-office interviews over the past several months. Creating partnerships with local employers like Hewlett Packard’s Corvallis site, has enabled access to service for Veterans previously not served.

Meals on Wheels (MOW)

Over the past eight years, MOW has served an annual average of 196,000 clients. The chart below shows the breakout of service between clients dining at a meal site, versus those receiving home delivered meals (HDM). Going forward, we will evaluate additional data sets to identify and analyze emerging trends to allow for more proactive program management.



Each quarter the Altrusa Club supplies books for HDM clients served by the Albany meal site. Senior Corps Administrative Assistant Holly Terlson is a Club member, and coordinates with the MOW program. This year, the Club and other volunteers, along with MOW Supervisor Anita Lengacher, will coordinate to fill client book requests. Each client receives at least three books; these deliveries are coordinated by the volunteer drivers with a regular lunch delivery route.

Money Management Program (MMP)

MMP is actively recruiting fifteen volunteers to expand the capacity of the program to serve clients. Our goal is to add five new volunteers in each County. Volunteers receive direction and support from program staff prior to and while serving clients. General duties include: meeting with client(s) at least once a month to help them get organized and to keep their finances on track, and helping with: budgeting, paying bills, organizing financial papers, balancing a checkbook, and some banking functions. The process of becoming a volunteer includes completing an application, reading and signing a volunteer agreement, providing personal or professional references, passing an annual criminal background check, and completing approximately six hours of program training.

Older Adult Behavioral Health Initiative (OABHI)

The program recently completed its annual site visit with the State, reviewing statewide survey data and local work to improve client outcomes. The top five challenges to serving Older Adults and People with Disabilities were identified as: lack of affordable housing, lack of services in long-term care, providers not accepting Medicare, lack of programs for older adults and people with disabilities, and lack of in-home services. Underserved populations are veterans, people with substance abuse disorders, those living independently and those populations who live in either memory care units, adult foster homes, or who have early/mild behavioral health issues. While continuing challenges have been identified, progress is also being noted. According to stakeholders who responded to the surveys:

- Older adults and people with disabilities and/or family members are increasingly seeking advice from direct service or primary care providers to better understand their signs and symptoms;
- Complex Case Consultations are resulting in more successful outcomes; and
- Communities are recognizing older adults and people with disabilities who have behavioral health needs as a priority population.

Since the Initiative's inception in 2015, Specialists and community partners have built capacity to better serve this population. They have improved stakeholder engagement, expanded training opportunities broadly, and are reviewing more complex care needs.

In October, OABHI is hosting the *2018 Behavioral Health Conference on the Coast*. The conference is designed for Health Care Professionals (Social Workers, Nurses, Care Managers, Case Managers, Residential Care Staff) and others serving older adults. Featured topics include: polypharmacy, cognitive and emotional changes in mild cognitive impairment, a current perspective on hoarding behaviors, and several other tracks.

Senior Corps Programs

Program Supervisor Alicia Lucke recently met with *Foster Grandparent Program (FGP)* volunteer, Grandma D, to discuss her fall school placement. For two years, she has served an estimated 15 hours per week at a local elementary school in Corvallis and was ready to give back to her community in a new way. Because Grandma D had previously cared for her elderly mother and has been active in her neighborhood looking after older friends, Supervisor Lucke suggested she try the *Senior Companion Program (SCP)*. Grandma D recently completed her SCP orientation and training and is ready to job shadow other Companion volunteers. This assignment gives her a more flexible volunteer schedule, and is one that can follow her as she navigates moving from Benton to Linn County.

This example highlights the ability of our *Senior Corps Programs* to offer personally tailored National Service opportunities to volunteers who live, serve, and travel throughout our Region.