

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, April 3, 2018**

SSAC Members Present: Bob Daley, Chair; Catherine Skiens; Suzanne Lazaro; Carolyn Mendez-Luck; Mark McNabb; Suzette Boydston; Doris Lamb; Robynn Pease; Lee Strandberg; Curtis Miller; Bill Turner; Anne Brett; Marilyn Winter; and Janet Shinner.

DSAC Members Present: Jan Molnar-Fitzgerald, Chair; Mike Volpe, Vice Chair; Lee Lazaro; Suzanne Brean; Clark Brean; Carolyn Fry; and Edythe James.

Aging and Disability Resource Connection (ADRC) Members Present: Pat Shirley and Sandy Potter.

Guests: Mitzi Naucler; Kath Schonau; and Don Taylor.

Members Absent: Commissioner Bill Hall, Lincoln County; Saleem Noorani, Vice Chair; Jasper Smith; Pete Rickey; Jann Glenn; and Rusty Burton.

Staff: Oregon Cascades West Council of Governments' (OCWCOG) Executive Director Fred Abousleman; Senior and Disability Services (SDS) Director Randi Moore; SDS Program Support Supervisor Ann Johnson; Community Services Program (CSP) Manager Jennifer Moore; *Meals on Wheels (MOW)* Supervisor Anita Lengacher; Senior Corps Supervisor Alicia Lucke; SDS Case Manager Dawn John; and SDS Administrative Assistant Terri Sharpe.

1. Welcome, Introductions, and Additions to the Agenda:

SSAC Chair Bob Daley called the meeting to order at 11:05 am. Introductions were made, including guests.

2. Approval of Minutes:

ACTION: Motion to approve the February 6, 2018 Joint SSAC-DSAC meeting minutes made by Suzanne Lazaro, seconded by Lee Strandberg. Motion passed unanimously.

3. Nominations for SSAC (Doris Lamb, SSAC Membership and Nominating Committee Chair):

Membership and Nominating Committee member Doris Lamb nominated SSAC Chair Daley for a second term as SSAC Chair, and SSAC Vice Chair Saleem Noorani for a second term as SSAC Vice Chair. Any other members who wish to run or submit nominations should email Ms. Lamb or Community and Program Support Coordinator (CPS) Lisa Bennett. Elections for the SSAC positions of Chair and Vice Chair will be done by an email vote.

4. Nominations for DSAC (Suzanne Brean, DSAC Membership and Nominating Committee Chair):

Membership and Nominating Committee member Suzanne Brean announced the nominations of Carolyn Fry for DSAC Chair and Jan Molnar-Fitzgerald for DSAC Vice Chair. Any other members who wish to run or submit nominations should email Ms. Brean or CPS Coordinator Bennett. Elections for the SSAC positions of Chair and Vice Chair will be done by an email vote.

5. Issues and Advocacy Committee (IAC) Report (Suzanne Lazaro and Mike Volpe, IAC Co-Chairs):

IAC Co-Chairs Mike Volpe and Ms. Lazaro gave an update to the Councils on the activities of the IAC. IAC Co-Chair Volpe, SSAC Vice Chair Noorani, and CPS Coordinator Bennett worked on the expansion of *Profiles of Seniors and People with Disabilities Receiving Services in Linn, Benton, and Lincoln Counties*. The new profile is of a woman who receives a monthly lump sum of money from the *Independent Choices Program (ICP)*, to pay her husband to provide the services she needs in her own home. This is beneficial in that her husband is aware of her care needs.

IAC Co-Chair Volpe announced Representative Andy Olson will not be running for reelection this year. He has been a big advocate and support for SDS and will be greatly missed. SDS Director Randi Moore would like to do something with Representative Olson and the Councils in celebration of the work he did with SDS. This will be discussed at a future date.

IAC Co-Chair Lazaro gave an overview on the two Oregon Association of Area Agencies on Aging and Disabilities (O4AD) trainings that she and Co-Chair Volpe attended. *The Role Of and Enforcement By, the Oregon Fair Housing Council (OFHC)* provided information on the many resources available in relation to discrimination in housing. The *Oregon Home Care Commission, NEW Online and Published Materials for LTC Consumer* provided information on resources available to help long-term care consumers in the hiring and managing of Home Care Workers (HCW). O4AD provides quarterly training, lunch included, with meetings with different advocacy groups after. Anyone interested in attending should contact CPS Coordinator Bennett.

IAC Co-Chairs Lazaro and Volpe attended Legislative Days at the Capitol where they met with many of the Linn, Benton, and Lincoln area Representatives and Senators. There was very good bipartisan support in getting the Department of Human Services (DHS) more efficient in background checks for HCWs. IAC Co-Chair Volpe and his care provider, Cathy Savage, were great role models for the issue.

6. **Meals on Wheels Advisory Committee (MOWAC) Report (Catherine Skiens, MOWAC Chair):** MOWAC Chair Catherine Skiens introduced new MOW Supervisor Anita Lengacher. MOW Supervisor Lengacher has been with OCWCOG for over three years, working in the Community and Economic Development as a Support Specialist, before accepting her current position with MOW. Prior to her years with OCWCOG, she served 17 years of active duty in the Army until she was medically retired. She returned to school where she earned a Bachelor's degree in *Health Care Management and Policy* before beginning her career with OCWCOG.

MOWAC Chair Skiens announced *CelebrateLBL*, OCWCOG's tri-County Regional awards and recognition event, and MOW fundraiser, is scheduled in Lincoln County at the Oregon Coast Aquarium in Newport, on September 13th. One of the awards will go to a MOW volunteer in which MOWAC Chair Skiens asked for nominations.

The next MOWAC meeting will be held in Waldport on May 21st, 10:30 am – 12:00 pm, with lunch following.

MOW Supervisor Lengacher provided the Councils with the year-to-date MOW program report:

- Benton County – served 180 clients with 16,634 delivered meals.
- Linn County – served 1,044 clients with 77,000 delivered meals.
- Lincoln County – served 419 clients with 35,000 dining room and home-delivered meals.

Last year MOW served 2,014 clients with 184,210 meals. On average MOW is serving around 2,000 clients in the range of 180,000 – 200,000 meals per year. 80% of the meals are home-delivered with 20% being served in the dining room. MOW operates on a \$1.9 million annual budget.

All meals, dining room and home-delivery, have to be preordered. Meal sites order extra meals to accommodate for walk-ins. If there are more walk-ins than meals ordered the person is offered a frozen meal which would be microwaved. No person will be turned away.

Mr. Strandberg announced the Rotary Club of Corvallis, in partnership with OCWCOG and Senior Services Foundation, is hosting *Tapas and Treasures* at Garland Nursery on August 9th, at 5:00 pm. There will be 200 tickets sold with the event funded through corporate tax deductible donations. Last year they brought in \$10,000 - \$12,000 and are looking at bringing in \$15,000 - \$16,000 this year. They will be auctioning off prizes. Mr. Strandberg will also be giving away his Oregon State University (OSU) Club Level football tickets for the first OSU football game. The event will be catered by Valley Catering, also a corporate sponsor. Other sponsors include, but are not limited to: Eola Hills Winery; Benton

County Dial-A-Bus; Trillium Farm Home; Garland Nursery; Special Occasion's; Duerksen and Associates; Samaritan Health Services; and Corvallis Clinic. Email invites will be sent to all Council members. Tickets can be purchased for \$50 which includes dinner, music, door prizes, and the auction.

7. Care Planning Committee (CPC) Report (Robynn Pease, CPC Chair):

CPC Chair Robynn Pease gave an updated CPC report to the Councils. The CPC met on March 6th where SDS Director Randi Moore provided an update on the October changes with the *Client Assessment Planning System (CAPS)*, and its effects on clients and staff. The proposed changes altered the frequency in needing assistance with Activities of Daily Living (ADL), and revised the number of in-home hours assigned to consumers as a way to reduce funding allocation and increase standardization of the distribution of services. Disability Rights of Oregon, Legal Aid Services of Oregon, and Oregon Law Center have sued the State for not giving consumers proper notice of these changes and their rights, which took place in October 2017. As a result of this suit, the roll out of the changes have come to halt for all those under evaluation until further notice. However, newly enrolled consumers will be assessed using the new *CAPS* tool. The State hopes to have the issue resolved in a few months, but meanwhile, SDS Director Moore has expressed her concern that the pending changes have increased consumers' stress, as well as affected morale among the staff, and may have long-term consequences, such as increased spending on the overtime needed to reassess consumers.

In addition to the update, the CPC engaged in a goal setting session for the calendar year. It was determined that the focus will be on: defining abuse and neglect; community resources to address it; standards of care for HCWs; training of HCWs; and consumer education. CPC Chair Pease will be communicating with CPC members on meeting dates and the proposed agenda items for each, prior to the CPC's May meeting.

Mr. Volpe is concerned the mandatory training for HCWs will create a workforce shortage or limit the number of HCWs that are available. SDS Director Moore said this is a shared concern. However, HCWs who are providing more technical skilled care, are able to provide better care if they are more educated and trained. This is an issue that will have to be weighed out. CPC Chair Pease said part of the CPC's September agenda is to look more closely at: standards of care for the HCW; HCW training; the expectations of a HCW, including the upholding of Civil Rights; delegation of responsibilities; and the role of the nurse consultant. At the November CPC meeting, the Committee will look more into the consumer side of things and delve into the development of the HCW/Consumer guidelines. The CPC will be collecting data and research between their meeting dates. Members of the CPC will be getting more communication regarding this outline prior to the May meeting.

Chair Daley reminded everyone that they are welcome to attend the CPC meetings.

8. Older Americans Month Outreach (Bob Daley, SSAC Chair):

SSAC Chair Daley referenced the sample letter to the Honorable Anne Schuster that was provided to the Councils as a walk-on-doc. This was an outreach letter that was put together to let the member governments know about *Older Americans Month*. SDS Director Moore explained that in the past, SDS has sent letters to the local governments to let them know *Older Americans Month* is coming and it is an important time to recognize the contributions Older Americans make in their communities. Sometimes a proclamation is read, or SDS may go out and talk about the programs SDS offers. This year, a joint letter was written by OCWCOG Executive Director Abousleman, SSAC Chair Daley, and DSAC Chair Jan Molnar-Fitzgerald. If anyone would be interested in doing outreach to the member governments, they should contact either SDS Director Moore or CPS Coordinator Bennett.

9. Director's Report (Randi Moore, SDS Director):

SDS Director Moore updated the Councils on where the lawsuit against the State, by Disability Rights of Oregon, Legal Aid Services of Oregon, and Oregon Law Center stands, in regard to the lack of notice to consumers when reducing in-home hours of care, or lack of eligibility, that resulted from the October *CAPS* changes. The State and the three advocate groups came to a verbal agreement on the notices the State will now provide to consumers if their hours and services will be reduced. The State has started implementing the new notices, which takes about 45 minutes per notice, and plan to have

Case Managers trained by mid-May. SDS Director Moore will keep the Councils updated on the effect this has on consumers.

SDS Director Moore will be emailing the Councils a tutorial on what the ICP Program is that IAC Co-Chair Volpe referred to.

SDS Director Moore, CPS Coordinator Bennett, and two of SDS's Family Support Program Coordinators went to Portland for a Title VI – Title III meet and greet. Many of SDS's programs are funded through Title III funds where the same Tribal programs are funded through Title VI funds at a smaller rate. The meeting built on the partnerships and relationships between the Tribes and SDS. There was conversation with Cecelia DeAnda, from the Siletz Tribe, on how to help the Tribe using *Oregon Project Independence (OPI)* and Family Caregiver funds. OCWCOG's *Area Plan* has a desire to reach out to Native Americans, who are the only minority called out in the *Older Americans Act (OAA)* as a group that needs to be served. All non-tribal attendees were encouraged to reach out to tribal members and develop relationships, have meetings with them, and support their Elder Care Conference. SDS Director Moore said it was a great event and something she is very passionate about. She also reminded the Councils that the June Joint SSAC-DSAC meeting will be held in Siletz and she hopes everyone will make the effort to be there. Contact either SDS Director Moore or CPS Coordinator Bennett if one needs help arranging a ride.

10. Break for Lunch

11. Senior Corps Overview and Update (Alicia Lucke, Senior Corps Program Supervisor):

Senior Corps Program Supervisor Alicia Lucke gave an overview of the Senior Corps programs to the Councils. Senior Corps is a creative, cost-effective way to meet critical community needs through the effective use of volunteers. This is for people 55 years and older, retired, skilled, and can make time commitments. Senior Corps is funded through federal grants in the approximate amount of \$100,000 - \$150,000, and requires a 10-30% percent community match, making it a true partnership between the Federal government and local officials. Senior Corps Supervisor Lucke reports to the Corporation for National Community Service and sponsoring organization, OCWCOG.

There are three Senior Corps programs; *Retired Senior Volunteer Program (RSVP)*, *Foster Grandparent Program (FGP)*, and the *Senior Companion Program (SCP)*, of which the first two are administered by OCWCOG.

- *RSVP* focuses on helping seniors age in place which is done through a variety of programs. *Senior Health Insurance Benefits Assistance (SHIBA)* consists of certified volunteers that help people navigate through the jargon of Medicare. Last year *SHIBA* had 3,362 client contacts in the tri-County Region, of which 2,784 were first time clients and 764 were flagged as qualifying for low income subsidies. *RSVP VISIT Program* is a partnership between *RSVP* and the nine long-term care facilities in Corvallis, where volunteers meet one-on-one for a friendly visit with people that have been identified with loneliness by Activity Directors. The *Durable Medical Equipment Program* is funded through the Siletz Charitable Contribution Fund, and helps consumers save money by providing things like grab bars, rolling stools, transfer benches, etc.

In the past, anyone 55 years or older and serving, was designated as a National Service Volunteer. More recently, Senior Corps has asked much more of its volunteers. Today, a *RSVP* volunteer's service almost mirrors that of a paraprofessional. Training and certification is required in regards to the different services a volunteer will provide along with output and outcome targets to help measure gains to clients. This has resulted in the Linn-Benton-Lincoln Area volunteer base going from about 1,000 volunteers to a little over 500 volunteers.

- The *FGP* came to OCWCOG through Albany's Parks and Recs Department in July 2015. It differs from *RSVP* in that it offers volunteers a stipend. Volunteers are required to work a minimum of 15 hours a week, reading, tutoring, or mentoring children in schools or after-school programs. Studies have shown that over 92% of children that have been assigned to a Foster

Grandparent have improved their test scores. There are over 20 volunteers in Linn County, seven in Benton County, and five in Lincoln County.

- The *SCP* also a stipend program, which was sponsored locally through Samaritan Health Services, ended in November 2017. The Federal Government has reopened this up for competition with the grant due April 26th. If awarded to OCWCOG, *SCP* will start July 1st. The *SCP* can provide transportation, grocery shopping, respite, and other services to help local seniors age in place. The grant is for a little over \$100,000 and written for about 20 volunteers.

Anne Brett asked if *SHIBA* provided quasi professional services such as negotiating grievances or billing protocols. Senior Corps Supervisor Lucke said *SHIBA* is funded from a sub grant from the State of Oregon for Medicare counseling and advise. *SHIBA* volunteers help consumers navigate through the different Medicare plans. However, there is a service, *Senior Medicare Patrol* that trains *SHIBA* counselors to submit consumer complaints related to fraud and abuse to the Department of Justice.

Over the course of the year, Senior Corps Supervisor Lucke will be writing a new three-year grant for the *RSVP* Program. With the *RSVP* grant, Senior Corps Supervisor Lucke asked the Councils for their input on the focus area for the grant, which currently is aging in place, but can be changed. Suggestions included disaster services or opioid use among seniors. This can be further discussed as the January 2019 deadline nears.

The *FGP* grant is being written for 30 volunteers. When the program came to them there were 18 volunteers with 15 partnerships and now there is a waiting list of volunteers with over 40 partnerships. Along with the three-year grant, Senior Corps Supervisor Lucke is looking for evidence-based program funding. Two evidence-based programs *FGP* will be partnering with are the Corvallis Boys and Girls Club with *Project Learn*, their extracurricular academic program, and *SMART (Start Making a Reader Today)*, where seniors read to children in the schools twice a week. These grants will provide \$150,000 - \$175,000 to help support the Senior Corps volunteers in the Linn-Benton-Lincoln Region with 80% of the money going directly back to the volunteers as reimbursement or stipends. Volunteers receiving stipends need to be at 200% of the poverty level.

The *SCP* grant would be for about 20 volunteers and starts July 1, 2018. Nine of the former *SCP* volunteers, who were sponsored by Samaritan, have signed on as volunteers with *RSVP* and will continue to work with their previous clients, making this a smooth transition.

Senior Corps Supervisor Lucke spoke with the Councils on the power of advocacy. In January 2017, the Corporation for National Community Service invited 57 Directors from around the country to meet as a focus group to discuss what changes they would like to see with the Senior Corps programs. After the data was aggregated they looked at the Code of Federal Registrar, pulling out cumbersome administrative regulations that have been there since 1965. In February 2018 it was approved that the Office of Management and Budget (OMB) could start deregulating the program. The Directors, as whole, are very happy with the proposed changes which are currently open for public comment.

Mr. Strandberg asked Senior Corps Supervisor Lucke about the grant for opioid use. Senior Corps Supervisor Lucke said the grant would start July 1, 2019 but she would start writing the grant in January 2019 and would be looking for input from the Councils in the Fall of this year. She would like to hear what is going on in the communities and if there are groups already organizing. She envisioned volunteers working more as a mentor with opioid users. Mr. Strandberg offered to help Senior Corps Supervisor Lucke with this.

Lee Lazaro suggested Senior Corps Supervisor Lucke coming back at a future date and giving a more in-depth presentation on the *SCP* if the grant has been awarded to OCWCOG.

Questions or ideas can be sent to Senior Corps Supervisor Lucke at ALucke@ocwcog.org.

12. Announcements:

OCWCOG Executive Director Abousleman introduced Blake Pang, the new Chief Executive Officer at United Ways serving Linn, Benton, and Lincoln Counties. Mr. Pang took over the position in September 2017, and is looking for ways to be involved in and support the work that OCWCOG and their other partners are doing in the community. OCWCOG Executive Director Abousleman said the United Ways are the only Alliance OCWCOG has with a formal Memorandum of Understanding (MOU) that allows both agencies to put each other on grants and hold events. It has been a great partnership.

OCWCOG Executive Director Abousleman announced *CelebrateLBL*, OCWCOG's three County award ceremony and *MOW* fundraiser will be held on coast this year (same event that MOWAC Chair Skiens discussed earlier in the agenda). The event will be held at the Newport Aquarium on September 13th, from 6:00 pm – 9:00 pm. It will be an informal dine-around. There are five award categories: general volunteer of the year; *MOW* volunteer of the year; project of the year; and business or community partner of the year. Councils can nominate on their own and the OCWCOG Board of Directors will pick the winners. OCWCOG Executive Director Abousleman would love to see everyone there.

OCWCOG Executive Director Abousleman announced *Tapas and Treasures*, OCWCOG's signature fundraiser for *MOW*, will be held at Garland Nursery again this year. Everyone is invited and if anyone knows of any service club that would like to partner with OCWCOG he would love to have them.

Carolyn Fry announced Senior Services, in Lincoln County, is having a Resource Fair on April 28th from 10:00 am – 3:00 pm in the Health Education building.

Carolyn Mendez-Luck announced the letter of intent she wrote, in collaboration with OCWCOG, for the *Oregon Tax Check Off for Alzheimer's Research Fund* was accepted and she received an invite for a full proposal. They are up against four applications in which there will either be one or two awards given for around \$20,000 each. She is currently working on the research proposal which is due mid-April. The project entails interviewing focus groups for caregivers of persons with Alzheimer's disease, or a related dementia, on their views on Long-Term Service and Supports, and also on the symptoms and behavior problems for the person they care for. The focus groups will cover a range of diverse caregivers that she hopes are of American Indian, Latino, non-Hispanic White, and Sexual Gender Minority (SGM) heritage. If selected, it will provide helpful information for the work the Councils do, in helping them do more outreach and provide services for these groups that are underrepresented. If funded, Ms. Mendez-Luck is hoping to use the Councils to provide feedback and direction on the actual research. Winners will be notified in July and she will let the Councils know if they have been selected. Mr. Strandberg said there is a list of the many medications that cause dementia and Alzheimer's and suggested giving that as a handout, and encourage them to talk to their physician or pharmacist.

ACTION: Mr. Strandberg will provide the list of meds to the Councils.

SSAC Chair Daley announced the next *Powerful Tools for Caregivers* class will be held at the Lebanon Senior Center. This series of classes are designed for unpaid family caregivers. There are six classes, one class per week, for six weeks, starting April 19th – May 24th at 1:00 pm. There is no cost, but anyone interested must register.

13. Adjournment:

Meeting was adjourned at 1:15 pm.

The next meeting will be on Tuesday, June 5, 2018.

Location: Siletz Community Health Clinic (Shell Room)

200 Gwee Shut Rd.

Siletz, OR 97380

Meeting Minutes were recorded by Terri Sharpe.