

**Joint  
Senior Services Advisory Council (SSAC)  
and  
Disability Services Advisory Council (DSAC)  
Meeting  
MEETING MINUTES  
Tuesday, December 10, 2019**

**SSAC Members Present:** Carolyn Mendez-Luck, Chair; Saleem Noorani, Vice Chair; Doris Lamb; Suzanne Lazaro; Mitzi Naucler; and Lee Strandberg.

**DSAC Members Present:** Jan Molnar-Fitzgerald, Chair; Lee Lazaro, Vice Chair; Mike Volpe; Suzanne Brean; Clark Brean; Jann Glenn; and Tom Giles.

**Aging and Disability Resource Connection (ADRC) Members Present:** Dawn Rustrum and Sandy Potter.

**Guests:** Curtis Miller; Cathy Savage; Anita Bailor; A.J. Warren; Dan Dunham; Kath Schonau; Michelle Giammona; Rodney Schermer; Shelly Sparzo; Tomas Hernandez; and Richard Montgomery.

**Members Absent:** Commissioner Claire Hall, Lincoln County; Bill Turner; Mark McNabb; Robynn Pease; Anne Brett; Catherine Skiens; and Edythe James.

**Staff:** Randi Moore, Senior and Disability Services (SDS) Director; Ann Johnson, SDS Program Supervisor; Kim Cooper, SDS Executive Assistant; Anita Lengacher, Community Services Programs (CSP) Supervisor; Dawn John, SDS Program Supervisor; Marie Laper, Older Adult Behavioral Health Specialist (OABHS); and Terri Sharpe, SDS Administrative Assistant.

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

SSAC Chair Carolyn Mendez-Luck called the meeting to order at 10:04 am. Introductions were made, including guests.

**2. Approval of Minutes:**

ACTION: Motion to approve the October 1, 2019 Joint SSAC/DSAC meeting minutes made by SSAC Vice Chair Saleem Noorani, seconded by Suzanne Lazaro. Motion passed unanimously.

**3. CPC Report (SDS Director Randi Moore):**

With CPC Chair Robynn Pease absent, SDS Director Moore gave a brief CPC report, clarifying that there was a change in the CPC agenda. The presentation on the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) program was replaced with a presentation on Ride Line's transportation programs. SDS Director Moore informed the Councils about a new Ride Line pilot program that not only provides Medicaid consumers medical transportation, but provides transportation to social activities with the understanding that these activities can reduce the impacts of social health determinants, such as isolation and loneliness. She referred the Councils to the CPC meeting minutes for further details.

SDS Director Moore hopes that at the next CPC meeting they will have representatives from the Family Caregiver program presenting on their programs. This will be the launching pad for SDS talking about caregiver resources for the *Area Plan*. She encouraged anyone not familiar with the programs to attend. The next CPC meeting will be held on January 7, 2020.

#### 4. MOWAC Report (CPS Program Supervisor Anita Lengacher):

CPS Program Supervisor Lengacher provided the Councils an update on MOWAC and the new changes taking place with *Meals on Wheels (MOW)*. Bateman Community Living has been OCWCOG's *MOW* food distribution company for decades. Two years ago, Bateman was bought from Elixor, a company in France, who then merged Bateman Community Living, Valley, and Lindley, into one company called Trio Community Meals. The merger will allow them to use resources they already have to help reduce costs. Unfortunately, the change in leadership has caused issues with SDS's supply orders.

CPS Program Supervisor Lengacher pulled up trends for fiscal years 2018, 2019, and the first five months of 2020. Total meals served, region-wide, has increased by 20%, and in the last fiscal year, total meals served increased by 16%. Last fiscal year, at this time, they served 84,000 meals, and this year, in just the first five months, they have served 97,000 meals. In the last fiscal year they have seen a 10% decrease in dining room meal participation compared to a 20% increase in home delivery meals.

SDS Director Moore stated that the decrease in dining room participation is nationwide and this may be something they would like to address in the *Area Plan*.

The next MOWAC meeting will be January 17th, from 10:30 am – 12:00 pm, in Mill City at 236 SW Broadway. The following MOWAC meeting is on March 5th, from 10:30 am – 12:00 pm, at the Elks Club on 9th Street in Corvallis.

With the retirement of MOWAC member Judy Stefl, MOWAC is looking for a member from North Lincoln County.

Dan Dunham questioned how *MOW* calculates the unserved population. CPS Program Supervisor Lengacher said it is based off of Feeding America, which calculated roughly 6,000 individuals in the region that are of age to qualify for the services and are food insecure. At this time, *MOW* is only meeting the needs of one third of that population, serving over 2,000 unduplicated clients region-wide.

Mr. Dunham questioned the percentage of clients living in the far rural areas that are hard to reach. CPS Program Supervisor Lengacher stated she is currently working with Steven Lucker from CED on a route plot. Homes outside of 2.5 miles from an actual grocery store (not a convenience store) and 10 miles outside of a hospital will be considered rural. The biggest problem CSP faces in the *MOW* program is their ability to reach more of the rural population. What limits CSP from being a full region service is that they are limited by how far their volunteer drivers are willing to go.

DSAC Vice Chair Lazaro asked if *MOW* provides meals to the Confederated Tribes of the Siletz Indians. CPS Program Supervisor Lengacher said *MOW* provides four meals per week for Tribal members in which the Tribe provides their own drivers. *MOW* has an agreement where they can use a site in the Confederated Tribes of the Siletz Indians Community Center on Mondays and Wednesdays, rent free with no charge for utilities and cleaning. She expressed the generosity of the Tribe, stating when *MOW* is in need of something the Tribe is there to help out.

In regards to the homeless population, CPS Program Supervisor Lengacher said they don't reach out to the homeless because they are transient and there is an age requirement. They can come into the dining room and get a frozen meal anytime, but a hot meal must be ordered two days in advance.

SSAC Chair Mendez-Luck asked CPS Program Supervisor Lengacher to talk more about the decline of *MOW* volunteer drivers. CPS Program Supervisor Lengacher said the average age of the *MOW* volunteer group is 70 years old. This is due to people having to work longer into their years which makes the volunteer pool smaller. Also, any volunteer that is left alone has to have a background check which may create a barrier as well.

Oregon Cascades West Senior Services Foundation (OCWSSF) is *MOW*'s 501c3 and anyone wishing to donate to *MOW* can do so through their Fred Myer rewards card. One would go online and select OCWSSF as their charity and that money would then go to *MOW*. Anyone that has Amazon Prime can go to Smile Amazon when ordering and select OCWSSF as their charity, then *MOW* will receive a portion of the sales.

SSAC Chair Mendez-Luck would like to receive an email that she can send out to everyone she knows, explaining this process.

#### **5. Executive Committee Report (DSAC Chair Jan Molnar-Fitzgerald):**

- Approval of the 2020 Joint SSAC-DSAC Meeting Schedule

ACTION: Motion to approve the 2020 Joint SSAC-DSAC Meeting Schedule made by Doris Lamb, seconded by Jann Glenn. Motion passed unanimously.

- Future meeting locations

DSAC Chair Molnar-Fitzgerald said the Executive Committee discussed the possibilities of changing the locations of the Joint SSAC-DSAC meetings to enable everyone to meet in one location for all their meetings rather than just the two in April and October. This would eliminate the problems that are often experienced with videoconferencing. There is also more engagement and conversation when everyone is together in one room. Members of the Executive Committee could see the value in meeting face to face but there was concern about the additional travel and additional time off from work. They agreed to bring it to the Joint SSAC-DSAC for their input.

It was asked of the Councils:

- Would they like to keep the current meeting locations, where in April they meet in Lincoln County and in October they alternate between Linn and Benton County? The other four meetings they would continue to meet in Toledo and Albany and videoconference;
- Would they like to alternate between each County every other month;
- Would they like to find a location between Albany and Toledo for their meetings, such as west Corvallis or Philomath?

Teleconferencing would be offered for those that could not travel.

Discussion included: concern about weather and road conditions in the months of February and December with suggestions of not traveling during those two months; finding a location on Hwy 20 or 34 for easy accessibility for most everyone; look into the Sunset Building on Research Way in west Corvallis; meet at Chinook Winds; look into the Oregon State University Credit Union; meet twice a year in each County.

SSAC Chair Mendez-Luck asked the Councils if they were willing to travel. Four people said it would be a hardship.

ACTION: SDS Director Moore proposed staff come up with options for different locations that are centrally located and could hold the entire Councils. If anyone knows of any places they should email SDS Administrative Assistant Terri Sharpe at [tshapre@ocwcog.org](mailto:tshapre@ocwcog.org). At the February meeting, staff will bring back options for future meetings for the Councils to vote on. SDS Director Moore asked that, in the meantime, if anyone has any concerns, they should email her.

- Planning for 2020

DSAC Chair Molnar-Fitzgerald said in 2020 the Councils will be working with SDS Director Moore on the *Area Plan*. The Councils will continue their work on the new branding for SDS and she would like to readdress the Senior Centers joining the Councils at their meetings.

DSAC Vice Chair Lazaro announced DSAC member Suzanne Brean was featured on the cover of Consumer Ruralite Magazine in regards to her service dog training business. He suggested putting Ms. Brean on a future agenda to present on her business.

#### **6. SDS Program Updates including *Area Plan* Development (SDS Director Randi Moore and SDS Executive Assistant Kim Cooper):**

SDS Director Moore gave an update on SDS and the *Area Plan*, as well as her wrap up of 2019 and what 2020 holds. With the process of creating a new brand for SDS and developing a strategic plan for the *Area Plan* impacting each other, SDS Director Moore would like both topics to be on every agenda for 2020.

At the November Executive Committee meeting, the Committee started looking at the development of the *Area Plan* which will be a large focus for the Councils and the Committees over the next year. The Executive Committee identified the stakeholders for the *Area Plan*'s State required focus groups. It will be at the joint council meetings, as well as at different committee meetings, where they will bring the stakeholders together to help develop the goals and objectives of the *Area Plan*.

Mitzi Naucler suggested having the pages from the *Area Plan* to look at during the presentation to enable them to make edits and recommendations. SDS Director Moore agreed and will have the past year *Area Plan*'s pages available to Council members so they can see what was identified last year. Dawn Rustrum, from the Community Services and Supports Program at the State, will be SDS's liaison as they start to develop the *Area Plan* with the State Agency.

SDS Director Moore announced that Oregon Cascades West Councils of Governments (OCWCOG) Board of Directors, and the Board for Community Services Consortium (CSC) met and agreed on attempting to merge the two social services agencies which will make OCWCOG the largest social services agency in the area. This is relevant information that needs to be identified in the *Area Plan* development.

Ms. Naucler suggested having a representative from CSC start attending the Joint SSAC-DSAC meetings. DSAC Vice Chair Lazaro suggested having someone from CSC give a presentation on their services and programs at the February Joint Council meeting.

Ms. Rustrum asked about a timeline for the merger and when they were going to fill OCWCOG Executive Director Fred Abusleman's position. SDS Director Moore stated that his position was posted yesterday and it will be a national recruitment with the hopes of a hire by mid-year. Because of the merger, they will be looking for someone that has directed larger organizations, but the position is not being recruited as an Executive Director for both agencies. The merger itself will take two to three years.

SDS Director Moore recapped that when she starts developing the focus group meetings, she will send the Councils the objectives and goals from last year. She will also reach out for their ideas on what to focus on for the next four years, as well as any other stakeholders they feel should be at the table. The focus groups she is looking at include, but are not limited to: Elder Justice, Transportation, Family Caregiver, and Native Elders.

DSAC Vice Chair Lazaro suggested that when looking at the different sections of the *Area Plan's* performance measures, staff could put together how SDS is currently doing on those sections being discussed.

SDS Director Moore said SDS is developing other opportunities to do the needs assessment through their communities. One of the first steps is the *Consumer Satisfaction Survey* going out to SDS's Medicaid consumers in January. The survey will provide feedback on how they see SDS's services. Immediately following the release of the Medicaid consumer survey, SDS will start working on another survey for their *Oregon Project Independence (OPI)* consumers to provide information on how *OPI* meets their needs.

SDS Director Moore encouraged the Councils to start focusing on developing metrics on SDS's success in meeting consumers' needs in a timely way.

Mr. Dunham asked who SDS's Medicaid consumers include. SDS Director Moore explained that there are 14,000 Medicaid consumers in the three County region. A little more than 11,000 of them are seniors or people with disabilities that receive Medicaid insurance benefits and the others receive Medicaid insurance benefits as well as SDS services. SDS decided to poll about 7,000 of them for the survey, pulling one-third of the names from Lincoln County and the other two-thirds from Linn and Benton Counties. These ratios are in accordance with the approximate ratios of people served in the areas.

OABHS Marie Laper would like to see the differences in responses from each location and suggested asking for their zip codes to better differentiate between the areas. DSAC Vice Chair Lazaro agreed with OABHS Laper stating if there are significant differences in the perception of services between the three communities and the perception of need levels then the *Area Plan* could than reflect those differences. Dr. Strandberg agreed, stating the needs will vary by geographical area based on the poverty levels.

Dr. Strandberg stated that they would not have to survey half the population to get a statistical valid inference on the total population. He suggested getting a statistician who has done population surveys to help out. SSAC Chair Mendez-Luck volunteered her husband, who is a statistician.

## **7. Break for lunch:**

## **8. Wrapping Up 2019 and Looking Forward to 2020 Roundtable (SDS Director Randi Moore):**

SDS Director Moore asked the Councils and guests to participate in a roundtable, taking two minutes to address:

- What happened in 2019 that was memorable for them, or their agency;

- How they see 2020 progressing in ways that SDS can support them in their organization's mission, or ways that they could help SDS in the development of the *Area Plan* and move forward as an agency.

Ms. Brean, Linn County – Owner of My Little Dog Training and Daycare and also runs Dogs for Invisible Disabilities, a nonprofit that trains service dogs for those with invisible disabilities, such as PTSD, diabetes, seizure disorders... In regards to her private business for 2019, they made it through their first year, regardless of losing her business partner who took her daycare clients. They are now rebuilding and will continue to do so in 2020.

Shelly Sparzo – Works at Hillside Place in Lincoln City. Today is her first Joint SSAC-DSAC meeting and she is willing to help out with anything in the next year.

Richard Montgomery – Works with Legal Aid Services of Oregon. Biggest change for 2019 has been the transition of Ms. Naucier retiring and Tomas Hernandez taking her place. He is also receiving more referrals from different agencies resulting in potential clients getting to Legal Aid Services sooner, thus allowing Legal Aid to better advocate for them.

Jann Glenn, Lincoln County – Advocates for the homeless. In 2019 her focus was on getting a homeless gentleman sober. The gentleman is now in housing and employed. She also took part in putting on a community meal for the elders of the Confederated Tribes of the Siletz Indians. The high school students that volunteered their services enjoyed the community service and are looking forward to participating again next year. Ms. Glenn volunteered at the Veterans Stand Down in Newport where they served over 100 Veterans. In 2020 she is looking forward to working more days at her current job.

Dr. Strandberg, Benton County - Pharmacist and Professor at Oregon State University for 30 years. Launched Medicare Part D for Samaritan. Past president of the Rotary Club for Corvallis. In 2019, the Rotary Club of Corvallis held their *Tapas and Treasures* fundraiser event for *MOW* in which they raised over \$7,000. They are planning on doing the same in July of 2020 at Garland Nursery.

OABHS Laper, Lincoln County – Two years ago formed a multidisciplinary problem solving team made up of Mental Health, Senior Services, the ambulance company, and the Sheriff. They meet regularly to discuss folks that they are aware of that need services, resulting in making a difference in the community. In 2020 they are looking at combining with north Lincoln County and forming a group there as well.

Mike Volpe, Benton County – Mr. Volpe emphasized how 2019 was not a good year for people receiving services in their own home. Due to the low employment rate there are not a lot of Home Care Workers (HCW) that are available to work, which he's been trying to hire for the last six months. Initially, they would show interest in becoming a HCW, go through the training, and then decide not to take the job. SDS Director Moore added that at the last Home Care Commission (HCC) meeting the HCC encouraged recruitment events for HCW being done locally. SDS Director Moore would like this to be added into the *Area Plan*.

Tomas Hernandez – Works for Legal Aid Services of Oregon since August. Much of their work revolves around helping people with disabilities and seniors and he is enjoying being back and doing this kind of work.

A.J. Warren, Confederated Tribes of the Siletz Indians – Just started working with the Tribes within the past eight months and is looking forward in 2020 to being more productive at the SSAC-DSAC meetings.

Dawn Rustrum – Works as a Policy Analyst in the *Aging and Disability Resource Connection (ADRC)* program. In the past couple of years she has been working on Federal grant initiatives around business case development work for the *ADRC No Wrong Door* program in Oregon. Nationally she is working with other states and the Administration for Community Living on developing a return on investment calculator for *No Wrong Door* services. In Oregon she is working on social return on investment calculations for *ADRC* services. She is also the liaison to SDS for *OAA* programs and is looking forward to working with the Councils on the development of the *Area Plan*.

SSAC Vice Chair Noorani, Benton County - Small business owner and Executive Council member for *AARP*. The biggest push for *AARP* in 2019 has been to cut prescription drug prices which have been rising-in 2019 by four times the inflation rate. SSAC Vice Chair Noorani is also the President of the Association of Liquor Stores of Oregon, and while he was advocating for liquor stores he was also talking to legislators on SSAC-DSAC and educating them on *OPI*. He hopes to continue advocating at the short legislative session in 2020.

Doris Lamb, Lincoln County – Owner of the Blue Heron in Home Care. They support seniors and people with disabilities to stay safely in their homes. Her business is growing and for 2020 she is happy to be serving Lincoln County.

Suzanne Lazaro, Benton County – Recently retired Occupational Therapist who worked with the senior and disabled population at skilled nursing, and assisted living facilities. She still teaches fitness and balance classes mostly to the senior population. She sits on a Board for a community integration program for people with intellectual and developmental disabilities. In her spare time she is doing advocacy work at the Capital.

Lee Lazaro, Benton County – In 2019 he retired from being the Transportation Coordinator for Benton County and the City of Corvallis. He overcame cancer in 2019 and is now cancer free. For 2020 he is looking forward to enjoying retirement and doing more volunteering. He would also like to arrange for Dial a Bus to come and present at a Joint SSAC-DSAC meetings in 2020.

Sandy Potter, Benton County – Works at Volunteer Interfaith Caregivers of Corvallis. In 2019 they served 130 people with an average of 30 volunteers per month, providing support in the form of transportation, shopping, and chores for a total of 1,784 hours. They received a grant from the Independent Transportation Network of America that allows them to reimburse their drivers who provide transportation to medical eye care appointments. The challenge for 2020 is recruiting new volunteers for those that are aging out, finding a new wheelchair ramp designer, and hire a director to replace herself and a colleague who would like to retire. Newsletters and brochures were provided.

Kath Schonau – Owner of Aging Wisely in Newport, Board member of the Newport Hospital, and works with seniors from two churches.

SSAC Chair Mendez-Luck, Benton County – Associate Professor at OSU in the College of Public Health and Human Sciences. In the Fall of 2020 she is hoping to go on sabbatical and taking a fellowship for Health Policy in Washington DC for the year.

Ms. Naucler, Linn County – Retired from Legal Aid of Oregon but still runs the Advisory Commission for Intercommunity Health Network. As they move forward, their next big push will be how to spend Federal dollars that have been restricted to medical care on the social determinants of health.

DSAC Chair Molnar-Fitzgerald, Lincoln County – Owner of North End Senior Solutions (NESS) Club, a nonprofit agency in Lincoln City. NESS's mission is to keep people living at home. In 2019 they were able to train two new people to teach the Family Caregiver classes. All NESS employers have taken the course.

Clark Brean, Linn County – Mr. Brean stated that at a past Joint SSAC-DSAC meeting there was talk about many consumers not participating in the *Supplemental Nutrition Assistance Program (SNAP)* because they did not feel it was worth the hassle to apply when the benefits were only worth a few dollars. As Secretary for Dogs for Invisible Disabilities, Mr. Brean was directed by their Board of Directors to look at a pamphlet titled *Your SNAP Food Benefits May Increase by Claiming Your Medical Expenses* (Department of Human Services (DHS) pamphlet 0849). The pamphlet details a number of things that may be claimed, in addition to food benefits, by *SNAP* recipients. When copies of the pamphlets were given to their clients to take to their *SNAP* workers, the workers did not know anything about the pamphlet or had a negative response to it. Mr. Brean checked with organizations in Salem, Albany, Corvallis, Lebanon, Lincoln City, Eugene and Medford and could not find one person with any knowledge of the pamphlet. Mr. Brean then went to the DHS printing office where it was confirmed that it was still a valid pamphlet and should be used by *SNAP* workers. Mr. Brean was directed to, and then was in contact with, the Governor's Advocacy Office regarding this issue. The Governor's Advocacy Office sent an email to the three groups that should be using this pamphlet. The response back to the Governor's Advocacy Office was that they would be putting this on their training docket and workers would start using the pamphlet. Mr. Brean presented four questions he would like the Councils to pursue:

1. Is this brochure now being provided to people inquiring about *SNAP* benefits;
2. Has the training occurred;
3. If the training has occurred, is this information being used by staff who are educating people on *SNAP*;
4. In patron review, are they aware that they may also increase their *SNAP* benefits by receiving *SNAP* help with medical expenses?

ACTION: SDS Director Moore has knowledge of people that could come and share information to help answer the questions Mr. Brean presented. She would like to talk off line with Mr. Brean to get this arranged.

#### **9. Other Business:**

Ms. Lamb announced that Lincoln County's Homeless Project Connect is taking place on January 31st, at the Newport Nazarene Church from 10:00 am – 3:00 pm.

Ms. Glenn announced the Oregon Shelter for the Homeless, in Newport, is now approved by the City to be opened five days a week, Monday - Thursday. They opened two weeks ago.

#### **10. Adjournment:**

The meeting was adjourned at 12:37 pm.

The next meeting will be on Tuesday, February 4th.

*Meeting Minutes were recorded by Terri Sharpe.*