

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, August 5, 2025**

SSAC Members Present: Mitzi Naucler, Chair; Mimi Chen; and Holly Bollman.

DSAC Members Present: Michelle Giammona, Chair; Jan Molnar-Fitzgerald; Naomi Hirsch and Richard Montgomery.

Aging and Disability Resource Connection (ADRC) Members Present: Dawn Rustrum and Jasper Smith.

Guests: Laronda Harvey.

Members Absent: Gena Sellers; Terri Fackrell; Kay McDonald; Lee Strandberg; Suzanne Lazaro; Dawn Rustrum; and Sandy Potter.

Staff: Randi Moore, Senior and Disability Services (SDS) and Community Services Programs (CSP) Director; Heidi Durrett, Meals on Wheels (MOW) Administrative Supervisor; Scott Harper, MOW Operations Supervisor; Heather Schermerhorn, SDS Program Manager; Ashley Bogue-Brown, SDS Program Supervisor; and Terri Sharpe, SDS Administrative Assistant.

1. Welcome, Introductions, and Additions to the Agenda: *(DSAC Chair Michelle Giammona)*

DSAC Chair Michelle Giammona called the meeting to order at 10:05 am. Introductions were made, including guests.

2. Approval of Minutes:

ACTION: Motion to approve June 3, 2025, Joint SSAC/DSAC meeting minutes made by Richard Montgomery seconded by Holly Bollman. Motion passed unanimously.

3. Eligibility for Vulnerable Populations (EVP) Project Report: *(SDS Program Manager Heather Schermerhorn and SDS Program Supervisor Ashley Bogue-Brown)*

History/Overview of Assessing EVP:

- Area Agencies on Aging (AAA) are contracted by the State in accessing financial eligibility for seniors and people with disabilities.
- Historically, long-term care (LTC) applicants, and folks who identify as being aged or disabled would come to their local AAA office to apply and receive their services.
- Eligibility workers were only trained in certain programs.
- The State wanted to reduce the time and effort people spent in applying for benefits, so they expanded the ONE System, creating a one-stop no-wrong-door applications process.

The ONE System

- The State expanded the ONE System in February of 2021 to include other State benefit programs, thus creating the no-wrong-door application process.
- AAAs, as contracted agencies by the State, were obligated to follow this new State model for assessing eligibility applicants.

- AAAs were seeing gaps in the State's model that were creating barriers for LTC applicants, and folks who identify as being aged or disabled in getting timely service.
- AAAs went to the State to report that the State model of no-wrong door was not working but rather creating gaps in services for their adults and people with disabilities LTC recipients.
 - The gaps stemmed from the lack of knowledge from workers across the State who were determining eligibility for these State programs who may not have the same experiences as offices who have done it for many years (eligibility determination is complex work) thus resulting in:
 - Inaccurate determinations on eligibility.
 - Timelines were not being met.
 - Barriers developed in receiving services and support with the vulnerable population that includes:
 - ❖ LTC folks (those who are aged, blind, or disabled).
 - ❖ Intellectual or developmental disabilities individuals.
 - ❖ Behavioral health individuals.
 - The Eligibility for Vulnerable Populations (EVP) workgroup was formed.

The Eligibility for Vulnerable Populations (EVP) Workgroup

- Issues to be addressed:
 - Inaccurate and delayed eligibility determinations.
 - Staff are uncomfortable in processing this program.
 - Offices prefer to do the eligibility determination.
 - Feedback from the community on inconsistent customer service at various locations (virtual eligibility center vs contacting the local offices).
 - How complex the system had become for the most vulnerable population.
- Changes that have taken place:
 - Offer Options - Honor Choice – No matter who the individual calls they have the choice of talking with who they called or seeing someone who has been trained and an expert in this work.
 - State moved toward a network of LTC workers.
 - It consists of workers in any office across the State if they put in for it (Oregon Cascades Council of Governments SDS's workers are part of the network).
 - Only people who have trained and practiced in this work can authorize LTC requests.
 - Soft Case Holds were created.
 - One person who holds the determination of eligibility of complex cases from start to finish.
 - The Statewide model would still operate for less complex cases.
 - General System Updates.
 - Looking at ways to enhance the system that staff work in and the tools that folks interact with to better improve the process of accessing eligibility for LTC.
 - The Statewide 800 number for eligibility will start offering choices to those that call as to whether they wish to speak to an expert or just anyone.
- Circle of Support – to help workers be more successful in determining LTC eligibility by breaking down barriers of complexity that helps those most vulnerable individuals as well as giving staff permission to offer the services of an expert.
- If anyone hears of anyone having any language/lingo barriers they should reach out to staff.

4. Care Planning Committee (CPC) Report: *(DSAC Chair Michelle Giammona)*

- The Care Planning Committee did not meet in July.
- The next CPC meeting will be held on September 9, 2025 (the second Tuesday of the month due to the Labor Day Holiday).

5. Meals on Wheels Advisory Committee (MOWAC) Report: *(Meals on Wheels (MOW) Administrative Supervisor Heidi Durrett and Operations Supervisor Scott Harper)*

Operations:

- Working on a one, three, and five-year plan on the direction for MOW.
 - As of now, MOW is financially stable but concerned about the future.
 - They are planning for sustainability.
 - MOW does not have a client waiting list and the goal is to never have one where they would need to turn someone away.
- 1st Year Plan
 - Getting a good in-depth understanding of their budget to make proper decisions.
 - Operational end is solid.
- 3rd Year Plan
 - Moving forward in the direction MOW is heading.
 - A lot of decision making will be happening.
 - MOW will grow as the baby boomer population will be needing services as prices increase causing folks to make the adjustments.
- 5th Year Plan
 - Yet to be determined.
- Inclusivity of MOW consumers:
 - Seeing a lot of inclusivity in the MOW consumer base where they would like to see more diversity. To help rectify this the menus are being adjusted to include more culture-appropriate meals.

Administrative:

- Increase Marketing
 - Sending the message that MOW is excited to be in the communities and excited to be serving those in the communities.
 - Social Media Marketing on Instagram and Facebook.
 - Build campaigns for funding and volunteers.
 - Post upgrades of the meal sites from the infrastructure grant MOW received.
 - Post activities going on at all the different meal sites as well as highlighting their volunteers.
 - To follow MOW on Instagram or Facebook search Meals on Wheels Linn, Benton, and Lincoln.

MOWAC:

- Goal is to get a revamped MOWAC up and going again this year (has not met since 2020).
- Members of MOWAC would be made up of people in the communities MOW serves who are boots on the ground people and connectors to all the people in the community they live in (Community Ambassadors).
 - Community Ambassadors would visit the meal site at least once a month.
 - Understand the needs of their community and MOW.
 - They would be a mouthpiece for fundraising and for MOW.
 - There would be a few Council members on the team.
 - Focus for each community:
 - Expanding the MOW program.
 - Increasing diversity within the program.

- Reaching the people in each community who will be the funders of tomorrow.
- Revamping MOWAC would require an amendment to the bylaws with a new job description.
- Suggestion to look for younger members of the communities for energy and longevity.

ACTION: MOW Administrative Supervisor Heidi Durrett has a description of the revamp MOWAC that she will get to SDS Administrative Assistant Terri Sharpe to be included in the October 7, 2025 Joint SSAC-DSAC Agenda Packet.

6. Issues and Advocacy Committee (IAC) Report: *(IAC Chair Suzanne Lazaro)*

Tabled to the Joint SSAC-DSAC October 7, 2025 meeting.

7. Senior and Disability Services Advisory Council Committee Membership *(SSAC Chair Mitzi Naucler)*

Senior and Disability Services Advisory Council Committee membership runs from September 1st through August 31st. This allows for Council members to change committees or join additional committees.

SDS Administrative Assistant Sharpe will be sending out the 2024-25 Committee doc for everyone to review. Everyone needs to reply to her with any wishes in their committee preferences or if they wish to remain in their present committees.

8. Monitor and Review Committee (MRC) Report *(Program Director Randi Moore and MRC Chair Mitzi Naucler)*

- **MRC Older Americans Act (OAA) Contract review for North Ends Senior Solutions (NESS)** *(Program Director Randi Moore)*

The last MRC OAA Contract review visit for the fiscal year was held on June 4th, with NESS, an Adult Daycare Center.

- OAA funding awarded: \$7,000.
- Programs funded: Matter of Balance, Savvy Caregiver Training, and Transportation for older adults to services in Lincoln County.
- NESS is doing great work and does amazing things for older adults and people with disabilities in our communities. Program Director Moore is happy to continue to provide OAA grant money for the next fiscal year.

- **OAA funding for FY26** *(MRC Chair Mitzi Naucler)*

The MRC decided that with the uncertainties with Federal funding, they would not put out a new FY26 Request for Proposal (RFP) for OAA grants but instead, will continue to fund the programs that are currently being funded. All MRC OAA contract review visits came back positive and enthusiastic about the work that was being done. The MRC decided that everyone will receive the same dollar amount they received for FY2025 except three agencies who will receive a bit more due to the number of classes being offered. This additional money came from the Oregon Wellness Network (OWN) grant.

Below are the agencies, programs, and the funding awarded:

- Corvallis Daytime Drop-in Center: \$7,000.
- Corvallis Community Center (C3) – Fit and Strong and Walk with Ease: \$10,000 (same as FY25 except OWN grant is covering \$7,000 of the cost).

- Grace Center - Adult Day Care for OPI and Family Caregiver Participants. A per care participant service paid for by OPI and Family Caregiver Program funding. Not to Exceed \$40,000.
- Grace Center - Family Caregiver Support Groups: \$7,000.
- Lebanon Senior Center – Bingocize, Gerifit, and Walk with Ease: \$12,000 (an increase in \$2,000 from FY25 with all \$12,000 being covered by the OWN grant).
- Legal Aid Services of Oregon – a requirement of OAA funding: \$39,927.
- Lumina Hospice – Powerful Tools for Caregivers: \$10,000.
- Lumina Hospice – Support groups: \$10,000 (a \$3,000 increase from FY25).
- Mid-Willamette Family Center YMCA: Better Bones & Balance: Depending on funding, a one-time increase from \$7,000 to \$10,000.
- North End Senior Solutions (NESS): \$7,000 (\$6,000 Transportation Program, \$1,000 Savvy Caregivers Program).

9. SDS and CSP Program Updates: *(Program Director Randi Moore)*

Budget:

- Oregon State Legislature gave the AAAs and APD offices an increase in funding for the next biennium.
 - This will allow for SDS to add additional Case Managers and Eligibility Specialists to help meet the needs of the communities.
- Leadership is being cautious and keeping an eye on the federal budget changes.

Bargaining:

- OCWCOG is in the process of bargaining.
- They are a Service Employees International Union (SEIU) representative shop.
- Contracts are bargained for every two years which can impact the budget and programs.
- Program Director Moore will keep the Councils abreast of any changes.

Program Manager Lauren Fontanarosa is leaving the agency and moving to Norway.

USAgging Conference:

- SDS Program Manager Heather Schermerhorn, SDS Program Supervisor Joyclynn Potter, and Program Director Moore attended this year's conference in Chicago.
- They learned about what other OAA programming is doing in our nation and other states.
- Keynote Speaker Ken Dychtwald, Founder and CEO of Age Wave, gave the most important speech of his career, where he outlined the five grand "challenges" we face when it comes to our nation's aging population. To see the video click on the following link: <https://vimeo.com/1109484019>.
 - This inspired Program Director Moore who would like to, in addition to serving the most vulnerable people in our communities, also have our programs serve older adults who need purpose and be more engaged as they age.

ACTION: Program Director Randi Moore would like to discuss how to switch the agency's viewpoint from only serving the most vulnerable people in our communities to serving both the vulnerable and those older adults who need purpose and engagement.

- Another favorite workshop was "Become a Dementia Friend/ Dementia Friends USA" which can be viewed at: <https://dementiafriendsusa.org/become-a-dementia-friend>.

10. Other Business and Announcements:

Naomi Hirsch, Lumina Hospice and Palliative Care Volunteer, Transitions, and Caregiver Support Coordinator shared:

- She has been getting retired professional people coming into Lumina and wanting to volunteer. Lumina is teaming them up with staff to create more support groups. This enables Lumina to start up the Family Grief group again.
- Ms. Hirsch is also working on a survey this month to better serve people.
- She is looking for a speaker for their Caregiver luncheon at Corvallis Community Center (C3) on September 26th.

ACTION: Naomi Hirsch will follow up with Richard Montgomery from Legal Aid to speak at the Corvallis Community Center Caregiver Luncheon on September 26, 2025.

ACTION: Program Director Randi Moore and Naomi Hirsch will talk about having the Lumina Caregiver luncheon at the MOW congregate dining site at C3 serving MOW meals.

- Ms. Hirsch started a Heart of the Valley End of Life Community made up of death workers and funeral homes. They are having an End-of-Life Resource Fair on November 1, 2025 at C3. The mission is to normalize end of life.

ACTION: Program Director Randi Moore and Naomi Hirsch will talk about the video "Going Your Own Way".

11. Adjournment:

The meeting was adjourned at 11:09 am.

The next meeting will be on Tuesday, October 7, 2025.

(This will be a hybrid meeting being held at Oregon Cascades West Council of Governments Albany building in the upstairs conference room)

Meeting Minutes was recorded by Terri Sharpe.