

**Joint SSAC-DSAC Meeting**  
**MEETING MINUTES**  
Tuesday, November 3, 2015

**SSAC Members Present:** Suzette Boydston, Chair; Catherine Skiens, Vice Chair; Lee Strandberg, Mark McNabb, Doris Lamb, Kimberly Kimball, Dewey Konopa, Bill Turner, Anne Brett, Janet Shinner and Margaret Wells.

**DSAC Members Present:** Mike Volpe, Chair (teleconferencing); Suzanne Brean, Vice Chair; Lee Lazaro, Rusty Burton, Pete Rickey, Edythe James, Jann Glenn and Mark Frederic.

**Guests:** Mitzi Naucler, Dani Marlow, Tim Malone, Curtis Miller, Suzanne Lazaro, Bob Daley, Melissa Hart, Carolyn Mendez Luck, Tanya Thompson, Jasper Smith, Tim McQueary, Adrienne Crookes, Teri Jefferson and Cathy Savage (teleconferencing).

**Members Absent:** Bill Hall, Commissioner; Chris Barnes, Sherry Rocha and Fawn Metcalf.

**Staff:** Fred Abousleman, Lisa Bennett, Mary Kay Fitzmorris, Ann Johnson, Randi Moore, Marci Howard and Terri Sharpe.

1. Suzette Boydston called the meeting to order at 12:00 p.m.
  - Introductions were made including guests.
  
2. Approval of Joint SSAC-DSAC October 6, 2015 Minutes:
  - Lee Lazaro requested the following changes be added to the minutes with his presentation:
    - They are working with ODOT and a contractor to update the Linn-Benton-Lincoln Human Services-Transportation Plan.
    - Title VI Plan is a Federal mandate for non-discrimination in transportation services, and includes policies, instructions for filing complaints, and public participation.
  - Mary Kay Fitzmorris requested changing “a two day grace period” to a “three day grace period”.
  - Approval of the October Joint minutes will be tabled until the December 8<sup>th</sup> Joint meeting with the above revisions.
  
3. State of the Region Summit (Fred Abousleman, Executive Director, Oregon Cascades West Council of Governments):

- OCWCOG Executive Director Fred Abousleman welcomed everyone to OCWCOG and thanked the Chairs, Co-chairs and members for their good work. Executive Director Abousleman presented to the Council members an overview of the State of the Region Summit project. The point of project was to collect data across Benton, Linn and Lincoln Counties. This was the first time that any organization looked at multiple data sources across time, geography and demographics to help identify what our region looks like. They produced a data document that is available to others to interpret and use as they will. The data will continually be updated from which reports will be generated for specific issues that need to be addressed for our region. The current report can be viewed at the website: *stateoftheregion.org*.
- Another purpose of the project was to identify the economy in our region called Cascadia and how we are connected globally. We have a massive infrastructure that serves and feeds a lot of the world and our country. The data shows how we are a densely populated region within a larger region of forests, agriculture and tribal land that is not populated.
- COG is building a research collaborative on their original research to provide answers to problems within the region. The project was funded internally through various programs and was very cost effective. Our region was benchmarked with 3-4 others regions across the country that had similar characteristics and overall we are doing well in comparison.
- Data collected covered population, economics, growth rates, household income, cost of housing, types of insurance (who, what type), location of health services and emergency response services, entertainment, how we spend money, commodities, employment and wages. The data shows where and how our economy is growing and tracks migration around the counties and how we work collaboratively around the world. The data that is missing is on the school system which will be collected in the second collection of data. Executive Director Abousleman welcomed everyone to look at the website and give any feedback along with what they would like to see explored on the next generation of data collection.
- Dewey asked what the biggest take away from the report is for the Council. Executive Director Abousleman stated that it isn't necessarily the immediate take away but rather showing how things are moving and how they moved over time and from that data, use what resources are available to reach the intended goal. By looking at the health indicators and the state of the economy you could then serve the people who are most in need.
- Rusty and Lee L. are both interested in more data on the underserved population in our rural areas. Suzette would like a lengthy needs assessment of the three counties. Anne would like to see more on health. Rusty inquired what the assessment for Linn County was. Executive Director Abousleman stated Linn County is the fastest growing county that has some significant health issues. It has the most active and dynamic work going

on. It is much more mobile and diverse which comes with challenges. There is a higher mortality rate and more inequality. Executive Director Abousleman explained how they did not want to break the data down by community because it changes the overall picture and discussion but the data is there for others to do so.

- Mike Volpe questioned the growing need of student housing and the rising cost of housing. Executive Director Abousleman stated that the cost of housing is rising across all the regions which makes any data on housing outdated fast.
- Due to time limitation any other questions can be emailed to Executive Director Abousleman. Suzette assured Rusty that they would look into and pull out the data he requested on the disabled populations within the communities and have it presented at a future meeting.

#### 4. 2016 Meeting Schedule Determination (All)

- Suzanne Brean went over the proposed meeting schedule for 2016.
- **ACTION: Rusty Burton moved to accept the proposed OCWCOG Senior and Disability Services Advisory Councils 2016 Meeting Schedule. Pete Rickey seconded. Motion carried.**

#### 5. Presentation – Older Adult Behavioral Health Initiative Serving Linn, Benton, and Lincoln Counties (Tim Malone and Curtis Miller, Older Adults Behavioral Health Coordinators):

- Tim Malone gave an overview on the Older Adult Behavioral Health Initiative which is a statewide effort to develop a geriatric mental health system aimed at all adults 60 and over and any adults with disabilities. They have been around for about six months and have made some headway in alerting people to the fact that seniors in this region do not get funding for mental health issues. With the senior population rising rapidly they are trying to create senior services for those with mental health or cognitive issues that includes dementia and intellectual disabilities.
- Tim stressed how it will take political advocacy on everyone's part to get new money for this initiative. The current funds come from the 2013 legislature budget note. They also have a two year grant that started this past spring and runs to June of 2017. There are 16 contracts given out across the state. Linn County took fiscal management of the contract with COG being the designated contract holder and orchestrator the program. Tim and Curtis are paid through Linn County Mental Health, but are physically housed at COG.
- As behavior health coordinators, Tim and Curtis cannot perform face to face assessments or any type of therapeutic intervention with an individual but they can do a complex consultation with case managers and make treatment recommendations. Tim and Curtis are trying to develop their relationship with primary care clinics and hospitals who are major players in mental health.

- Anne Brett inquired where one would access an advance directive regarding mental health. Tim stated that there is mental health advance directives at the county health agencies as well as on the AARP website. He encourages clients to have an advance directive as well as having a health care power of attorney. Curtis mentioned that you should also be able to get them from your primary physician and from the hospital. Anne stated that she would like to see the mental health directives more easily accessible and have a voice that carries authority. Catherine Skiens suggested they ask the mental health authorities in each county about it and Tim offered for him and Curtis to put it on their list of items to discuss with the mental health agencies as well as the primary care clinics. Jann Glenn inquired whether this form as well as the power of attorney form could be made available through the ADRC. Lisa will find out.

6) ADRC Update (Randi Moore, Program Manager, Senior):

- Randi gave a brief update on the Aging and Disability Resource Connection (ADRC) on how the processed rolled out over time and why they are making changes with the ADRC Operations Council in their Agency. When the ADRC movement began a few years ago the Federal and State ADRC money was given to the state ADRC with emphasis on developing community partnerships and working with other agencies who served consumers. One of the Standards that was developed was to bring key partners to the table and have an ADRC Operations Council. Over time it became evident that the people that were on the ADRC Operations Council were the same people that the SSAC and DSAC would want on their Councils. They were sharing the same information so Randi went to the state ADRC and received permission to tie them together. Randi is happy to see many of the ADRC Operations Council members present today and hopes that will continue so they can all work together being more productive.
- Tim McQueary, State ADRC Representative, has been involved with COG for 17 years and during that time no one was working together. Nationally they saw this as a problem so they put the Federal dollars into the ADRC as the solution. With the ADRC one could dial one number and get the answer they needed without getting the run around. In Oregon there are 11 regions with nine of them west of Cascades and two on the eastside.
- Randi stated one of the future concerns of the ADRC is the limited funding to maintain the data bases and programs that were developed when the ADRC was first rolled out. Small operations change all the time and keeping the data bases updated is an ongoing issue. At COG they have a staff person that works on updates once a week and they have a regular schedule where they mail out letters to their different resources requesting any changes.
- Suzette inquired how Randi foresaw bringing the two groups together. Randi would like during the Joint Councils' meeting to have someone update the Councils on the ADRC statewide movement of what is happening. This also provides another opportunity to

get more partners around the table. Randi thanked the ADRC Operations Council members for coming to see what the SSAC and DSAC Councils were about and hopes they will continue to attend.

- Suzette announced that in January Kristy Murphy from the state ADRC will be giving a presentation on the ADRC, what it is and what we want it to look like.
6. Announcements/Questions Regarding Senior and Disability Services Updates:
- Lisa announced that on Thursday, January 21<sup>st</sup> they are working with O4AD on having an information sharing time between the Legislators of Linn, Benton and Lincoln Counties, the COG Board and the Advisory Council members. The event will take place at COG in the large upstairs conference room. Lisa would like all Council members to attend and take part in the information sharing time. Lisa will get back to the Councils with the exact time but she thinks it will be from 12:00 – 2:00 pm with lunch being served.
  - Lisa also announced that there is a Health & Transportation Event that is taking place on December 8-9 which is being coordinated by the COG. The floor was turned over to Lee Lazaro.
  - Lee L is part of work group that is composed of people in health and transportation professions in Linn and Benton Counties. They received a grant to put on a workshop to look at the links between health and public transportation. On December 8<sup>th</sup> from 6:30-8:00 p.m. Mark Fenton, a National Consultant on fitness, walking and sustainable cities will be speaking on healthier communities. This is open to the public at OSU La Sells Stewart Center. On December 9<sup>th</sup> there is a Practitioners' Workshop to learn the skills and set priorities in moving the community forward in establishing a healthier community. The workshop goes from 9:00 am to 12:00 pm and is also at the La Sells Stewart Center. Lee encouraged everyone to participate so there will be representation for seniors and people with disabilities present. Both events are free but the workshop does require registration. Any questions can be directed to Lee L. Lisa will send an electronic flyer out to Carolyn Mendez Luck.
  - Lisa invited Marci Howard to talk about the changes with the Eligibility Program and the staff and how they do business. Currently there are 15 eligibility workers in the Albany office serving Linn and Benton Counties, carrying about 500 caseloads per person with a total of 7100 consumers. COG is working with sister agencies in moving toward a shared caseload model which means that all 15 eligibility workers will work with all 7100 consumers. Two major benefits of the shared caseload model is the increased response time with phone calls and walk-ins in determining benefits and the reduction of stress in staff. As the number of consumers rise and the number of staff stay the same they have to come up with new and innovative ways to serve the consumers. They would like to implement by December 1<sup>st</sup> but that may be a little too ambitious. Multnomah County sampled a small number of their consumers and what they found was the consumer preferred having their needs met the first time they came in or called

over having one worker serve them. Suzanne is concerned about accountability and things getting dropped if they have shared workers. Suzette acknowledged that and emphasized the importance of having guidelines. Marci stated that they are looking at building essential functional duties where someone will be answering phones and someone else will be seeing walk-ins allowing them to do more sudden service than they have had in the past.

Rusty was concerned that in the past, with budget cuts, he was shifted from one case worker to another. Marci said that with the shared model that this would be eliminated since they would not have individualized workers to call.

Suzanne recommended that benchmarks to provide measurement on whether or not this model is being effective. Marci asked for feedback on any quality measures anyone would like to see looked at now then again after six months. Suzanne asked if there was a quantitative measure. Marci replied that they were talking about having a survey for staff to be openly honest on how long it was for them to return a call. Another way is to look at the narration in the file which is date stamped. Mark McNabb suggested staffing around the busier call times, going from five eight hour days to four ten hour days. Marci stated that this is a great suggestion and something to look at but right now they are still gathering data on how to establish their staffing patterns. They are in the early stages and Marci wanted the Council's feedback on what they should be looking at as they move forward.

#### 7. Adjournment:

- The SSAC/DSAC Joint Meeting was adjourned at 1:45 p.m.
- The Meeting Minutes were recorded by Terri Sharpe.
- The next meeting will be on Tuesday, December 8, 2015.