

Joint SSAC-DSAC Meeting

MEETING MINUTES

Tuesday, March 1, 2016

SSAC Members Present: Suzette Boydston, Chair; Catherine Skiens, Vice Chair; Bill Hall, Commissioner; Mark McNabb, Doris Lamb, Bill Turner, Kimberly Kimball, Curtis Miller, Bob Daley, Janet Shinner, Chris Barnes, Margaret Wells, and Suzanne Lazaro.

DSAC Members Present: Mike Volpe, Chair; Suzanne Brean, Vice Chair; Lee Lazaro, Rusty Burton, Edythe James, Tim Malone, Jann Glenn and Jan Molnar-Fitzgerald.

Guests: Jenna Bates, Mary Scott, Mitzi Naucler, Adrienne Crookes, Barbara Turrill, Janet Judd, Suanne Jackson, Teri Jefferson and Cathy Savage.

Members Absent: Anne Brett, Dewey Konopa, Doris Lamb, Pete Rickey, Lee Strandberg, and Fawn Metcalf.

Staff: Dave Toler, Ann Johnson, Lisa Bennett, Mary Kay Fitzmorris and Terri Sharpe.

1. Mike Volpe called the meeting to order at 12:10 p.m.
 - Introductions were made including guests.
2. Approval of the Joint SSAC-DSAC February 2, 2016 Minutes:
 - **ACTION:** Rusty Burton moved to approve the February 2, 2016 SSAC/DSAC Joint Minutes as written. Suzanne Brean seconded. Motion carried.
3. Aging and Disability Resource Connection - (ADRC) Update (Mary Kay Fitzmorris, Program Supervisor, Senior and Disability Services):
 - Mary Kay Fitzmorris updated the Councils on the ADRC and the Call Summary report. The ADRC just received a call module where staff can go in and enter information and in return they will be able to pull better reports.
 - Call volumes before February were high with the majority of the calls coming in for Medicaid referrals. The preference is to have consumers talk with an Options Counselor before they go on Medicaid but this does not always work out.
 - The Call Summary Reports for November-February show that that they were running steady with an average of 800-850 calls per month. When Mary Kay pulled reports for the summer months the call volume was up over 1000 per month which was due to them taking the state ADRC calls that came in. There are nine ADRC's across the state and the state is now starting to rotate who takes the overflow calls so there should not be such a large discrepancy in numbers in the future.

- The goal for the ADRC is to talk to the consumer when they first phone in. The staff is still working on finishing up the calls in a timelier manner while still providing good customer service. They try to have three staff members answering calls at all times. Data can be skewed by callers that phone in and hang up and call again. Calls come into the ADRC either through the state ADRC number or through the main number in Albany or Toledo.
- Lisa Bennett explained that the ADRC is a call center similar to a 211 for services in the community, not just services that the COG provides. The ADRC tries to provide information for all services and referrals.
- Dave Toler stated that they are revamping the definition on what the ADRC is. They are moving toward identifying ADRC staff by their function; information and assistance. The ADRC will not be identified as a separate program but rather the face in the community with one phone number and one website.
- Suanne Jackson clarified that incomplete calls mean that the call data was not completed; they are unfinished calls.
- Agency calls include nursing home and assisted living calls.
- Suanne suggested the ADRC should also run a report on where they make referrals too.
- Dave pointed out that only 25% of the calls come from aging consumers and people with disabilities and the other 75% is coming from others, including friends and family. This shows that there are many others out there that are being impacted by issues with seniors and people with disabilities.
- Mike was concerned with those in the community who are still unaware of the ADRC. Dave explained that the resources aren't there to handle many more calls. Rusty Burton suggested bringing in volunteers. Suzette stated she would rather know how many people out there are asking for help and then address getting them help rather than people not knowing that there is an agency out there that they can phone for assistance. According to Suzette, hard data is necessary so we can then go to the Legislators and show them numbers when asking for more resources.

4. Project Homeless Connect Update - (Jann Glenn, DSAC Member):

- Tabled due to technical difficulties.

5. Area Plan – (All Ad Hoc Committee Members):

- Suzanne Lazaro gave an update on the Ad Hoc Area Plan Committee meeting. She pointed out that contact information is still not all up to date. Suzette felt that some diversity for the LGBT Community was missing from the Area Plan which is something that should be addressed. Lisa mentioned that the Siletz Tribe is another focus group that they would like to include in the Plan as well.

Dave stated that there are six issue areas defined by the state that needs to be covered in the Area Plan which include: information assistance (ADRC), nutrition services, health promotions, family caregiving, elder rights and legal assistance, and older Native Americans. Dave would like to send out to the Ad Hoc Committee a synopsis of each of the six issues and get feedback on any areas of concern that they would like to incorporate into the next Area Plan. Mike would like to also address young people with disabilities. Suzanne Lazaro would like to also incorporate the mental health dimension. Lisa will be setting up another Ad Hoc Committee meeting and sending out an email with the date. All are welcome.

Lisa will get a copy of the old Area Plan for Rusty.

6. Director's Report (Dave Toler, Director, Senior and Disability Services):

- Jenna Bates inquired about the function of the Mental Health Coordinator Specialist. Dave explained that out of the Legislature came a budget item to develop around 27 of these positions statewide. Their purpose would be to help educate community partners and the work force about seniors and people with disabilities' mental health related issues. They would also be responsible for trying to develop a more coordinated delivery system for mental health services for seniors and people with disabilities and be responsible for training as well.

Curtis Miller and Tim Malone are the two Mental Health Coordinator Specialists for our three-County area.

- Mike inquired if COG has heard from in-home care workers on the new voucher system. Dave stated that they have heard from many and it's been frustrating for the COG as well as for the homecare workers with the change in the system. Not only are there problems with the vouchers being filled out incorrectly but there are problems with the payment center in Salem too.
- Mike is concerned with the shortage of homecare workers. He has been advertising for homecare workers for 20 years and now when he puts out an ad on Craig's List he is not getting any responses. Dave thinks part is due to an improving economy and also to the wages they are paid. On a positive note, homecare workers did see an increase in their wages in February.

7. Advising the Director - (Dave Toler, Senior and Disability Services Director):

- Dave stated that there was a budget note that was passed to rebalance this current biennium's budget. Dave gave an overview of items in the note that are pertinent to the Lewin Report. They were asked by the Legislators to refine and extend the Lewin Report, filling in what the Legislature perceives as holes in the report. They have an agreement from DHS to form a work task force of AAAs and DHS managers to find out what some of the items might be. Dave feels that most everything in the report he and the Councils are opposed to, so he would like to get together and choose the cuts that

would be implemented, should the Legislature decide that cuts need to be made, rather than the Legislators making this decision.

- Mike asked Dave to look into the consequences of the elimination of the K-Plan. Dave stated that one of the things in the second edition of the Lewin Report will be the price of costing out the K-Plan. What motivated the implementation of the K-Plan was the 6% match in Federal dollars but unfortunately the net cost was way above the 6% match. Catherine Skiens stated that they have to be aware of unintended consequences if they pull out of the K-Plan and we would have to renegotiate with the CCO's.
- Lisa suggested that they take this topic to the Issues and Advocacy meeting she is arranging on March 24th at 1:00 pm in the large conference room at the COG. Dave will also talk about what is happening in the Oregon Legislature. The meeting will last about an hour. Lisa will send out an email and if enough people respond they will go forth with the meeting.

8. Announcements:

- Lisa reminded the Councils that they had agreed for everyone to meet in Lincoln County for the month of April. The potential meeting place would be at the Siletz Tribal offices with the possibility of hearing from Tribal members on the services they offer. There was consensus that it will work for most members.

Lisa will send out directions as soon as the location has been confirmed. Anyone needing mileage reimbursement should see Terri Sharpe for the form.

9. Adjournment:

- The SSAC/DSAC Joint Meeting was adjourned at 1:34 p.m.
- The Meeting Minutes were recorded by Terri Sharpe.
- The next meeting will be on Tuesday, April 5, 2016 (Lincoln County).