

Joint SSAC-DSAC Meeting

MEETING MINUTES

Tuesday, January 5, 2016

SSAC Members Present: Suzette Boydston, Chair; Catherine Skiens, Vice Chair; Mark McNabb, Doris Lamb, Dewey Konopa, Bill Turner, Curtis Miller, Bob Daley, Janet Shinner and Margaret Wells.

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

Guests: Mitzi Naucler, Dani Marlow, Tim Malone, Suzanne Lazaro, Carolyn Mendez-Luck, Tanya Thompson, Sandy Potter, Jenna Bates, Ken Salisbury, Suanne Jackson, Teri Jefferson and Cathy Savage.

Members Absent: Bill Hall, Commissioner; Lee Strandberg, Anne Brett, Chris Barnes, Kimberly Kimball, Pete Rickey, Mark Frederic, Sherry Rocha and Fawn Metcalf.

Staff: Fred Abousleman, Lisa Bennett, Ann Johnson, Mary Kay Fitzmorris, Alicia Lucke, Diane Harvey, Randi Moore and Terri Sharpe.

1. Suzette Boydston called the meeting to order at 12:00 p.m.
 - Introductions were made including guests.
2. Approval of the revised Joint SSAC-DSAC October 6, 2015 Minutes:
 - **ACTION: Rusty Burton moved to approve the October 6, 2015 SSAC/DSAC Joint minutes as written. Suzanne Brean seconded. Motion carried.**

Approval of the Joint SSAC-DSAC November 3, 2015 Minutes:

- **ACTION: Rusty Burton moved to approve the November 3, 2015 SSAC/DSAC Joint minutes as written. Suzanne Brean seconded. Motion carried.**
3. Aging and Disability Resource Connection (ADRC) Overview (Suanne Jackson, ADRC Program Analyst, State Unit on Aging):
 - Suanne Jackson, state ADRC liaison for this area, gave a presentation to the Councils on the Aging and Disability Resource Connection (ADRC). The vision of the ADRC is “no wrong door” which means when a consumer comes into the facility everyone works behind the scenes to make sure the consumer gets everywhere they need to go.

- ADRC was started back in 2003 but did not come to Oregon until 2008 with COG being one of the early implementers of the program. The ADRC expanded statewide with nine ADRC regions that are up and going at this time.
- ADRC is a central source of information where consumers can turn to find resources on aging and disability services for themselves, family or caregivers. The ADRC's mandated partners consist of the AAA's, Centers for Independent Living, Aging and People and Disabilities, Development and Intellectual Disability, Veterans and Mental Health. The idea is to get all these institutions networking and working together to better serve the consumer. The ADRC is linked to private and public resources and is available to everyone regardless of income.
- Mike inquired if the ADRC can do anything for regions that aren't served by a Center for Independent Living. Suanne explained that they are working with the Centers for Independent Living on making sure that all of Oregon is covered.
- Carolyn Mendez-Luck inquired to whether the ADRC works with hospital discharge planners. Suanne stated that they do ask them to and through the COG, there is also the Hospital to Home program in place.
- 97% of Oregonians will not access public benefits such as Medicaid and 63% will look to their health care providers for long term care information which emphasizes the need to get the ADRC name out and get people to contact them. They want to move away from the focus on eligibility and toward a person-centered and directed way of working. They want to know who the person is and what their goals are so they can give them the resources to enable them to pick their own plan.
- Services that the ADRC should be offering are information, referrals and awareness of programs that are available through option counseling.
- The ADRC consumer website www.ADRCofofOregon.org, has about 6000 resources in the data base at this time. Each ADRC has a person that is designated to keep the resource up to date. Randi Moore stated that COG contracted last year with NW Senior and Disability Services to update COG's resources and this year they have one part-time staff person to handle this. Suanne suggested if anyone comes across a resource that needs updating they should contact Randi.
- Information Referral and Awareness Specialists are AIR certified which is a national certification for information and referral. They are professional staff that know the resources and what is available to consumers. They help the consumer find things as well as being trained to ask questions. They can help connect the consumer with an Options Counselor if the person needs more than just a few minutes with somebody on the phone. An Options Counselor usually meets with the consumer in the home and provides follow up visits as well.
- Suanne stressed that marketing and outreach is everyone's job. There are brochures and other material available for handing out. The State's marketing and outreach person is Kristy Murphy.

- Mike inquired if there was any way to track calls. Randi stated that locally, the COG's ADRC receives between 800 – 1,200 calls per month along with a lot of walk-ins. Suanne will bring the call numbers for the state to the next meeting.
- People that request Options Counseling or are referred, and it is determined that there is a need for Options Counseling, will receive a home visit by an Options Counselor. Between the three counties there are about 12 – 20 Options Counseling visits per month. There are two Options Counselors for the three counties; one in Lincoln County and the other that covers Linn and Benton Counties.
- Suanne distributed a handout of the ADRC consumer based standards. The standards are developed by the Consumer Satisfaction Survey that they conduct once a year. The bullets signify the standards and the other material includes recommendations.

4. *The Lund Report Article* (Catherine Skiens):

- The Lund Report was discussed at the SSAC meeting, however, Catherine reiterated the importance of the Council members being aware of what is going on in the work they do for the Councils and take it upon themselves to ask questions when something does not feel right.

5. Foster Grandparent Program (Alicia Lucke, Foster Grandparent Program Supervisor):

- Alicia Lucke oversees the Retired and Senior Volunteer Program (RSVP). RSVP recruits volunteers 55 and older and focus their grants on helping seniors age in place. Alicia also supervises the SHIBA (Senior Health Insurance Benefits Assistance) program. All programs that Alicia oversees have volunteers 55 and over which helps tackle problems with limited resources and in return keep the seniors engaged in the community.
- Three months ago, Alicia took over the Foster Grandparent program from the City of Albany's Parks and Recreation Department. The program was created in 1965 under the Lyndon B. Johnson Poverty Initiative. There are three main ways that the Foster Grandparent Program is different from the others:
 - The first is that the program offers a small tax exempt stipend at \$2.65 per hour. On average they earn from \$200 - \$550 per month. They must be at poverty level to qualify with the average income of the volunteers ranging from \$1,000 - \$1,200 per month (which mostly is social security money). They offer mileage and meal reimbursements. Alicia does the majority of her fundraising and grant writing for those expenses. For this reason, there is a wide range in the area of volunteers.
 - The second difference and what makes this program unique is that the volunteers are in schools working with youth resulting in intergenerational beneficial gains.

Currently there are 26 volunteers but the grant for the program will accommodate up to 31 volunteers. The grant was extended to cover Lincoln County as well as Linn and Benton. Typically volunteers are placed in low income schools where children need more attention which tend to take place in rural areas. Schools near the foster grandparents are also recruited. They must volunteer at least 15 hours per week, thus giving the students consistency.

- The third difference is the program focuses on English language learners from kindergarten to third grade. The reason this age range was chosen was due to research showing that if a child is still struggling to read after third grade they were unlikely to graduate.
 - There are currently 23 volunteers in the program with five more new recruitments in Lincoln County. Alicia would like to see five to seven more in Albany. She is always trying to recruit and is hosting an event on February 12th at Elmer's in Albany. Interested people are invited to come drink coffee and learn about the Foster Grandparent program. Alicia will be putting flyers out and she welcomed any ideas on recruiting.
6. Meals Program Update (Diane Harvey, Meals Program Manager, Senior and Disability Services):
- Diane Harvey, Meals Program Manager, gave an overview and update to the Councils on the Meals program. Oregon Cascades West Council of Governments (OCWCOG) has 11 meal sites throughout the three county area. They rent two kitchens for meal productions; one from NW Senior and Disability Services in Salem and the other from the City of Newport in Newport. Bateman Food and Nutrition is the food contractor and they are halfway into a five year contract with them.
 - The agency is in a three agency consortium with NW Senior and Disability Services and Lane Council of Governments in Eugene to achieve more cost effectiveness (in price per meal). Currently they are paying \$4.26 for hot meals and \$4.31 for frozen meals.
 - OCWCOG owns three delivery trucks; two in the valley, one over in Lincoln County. The trucks transport the meals from the two kitchens to the 11 meal sites. From there the volunteers package meals to go out and prepare meals to be served at the meal site.
 - The Meals Program is much more than a meal. For many, the drivers may be the only person that the consumer sees throughout the day, along with allowing the drivers to do a quick check-in with the consumers. If there are any problems it is reported with the meal site manager and followed up on immediately.

- There are two meal coordinator positions. One serves Lincoln County and the other serves Linn and Benton Counties. The coordinators setup home visits with possible consumers and determine eligibility.
 - Staffing is currently stable at all meal sites. There are several new Senior Meals Advisory Council (SMAC) members. They will be helping Diane in March in monitoring the new contract with Bateman Food and Nutrition. At the April SSAC/DSAC Joint meeting Diane will be bringing price proposals from Bateman for the next fiscal year (which starts July 1, 2016). Diane expects a price increase.
 - Last year OCWCOG served 232,942 meals of which 84% were delivered meals and 16% were meals served in the dining room.
 - The two biggest challenges for the Senior Meals program is the gap in the funding (spending more than what they are taking in) and the constant need for additional volunteers. Diane will be submitting grants from now until April to try to generate funding for the program.
 - The pet food distribution is going well. This is a pilot program, in all three counties, where consumers can request pet food for their dogs or cats. Linn County is partnered with Safe Haven Humane Society, Lincoln County is partnered Lincoln County Humane Society and Benton County is partnered with a private individual. This is done once a month by a special group of volunteers that take this on.
 - Once a year each meal site holds a party to recognize and honor their volunteers. The Albany meal site is holding their annual recognition and appreciation event this Friday, January 8th, in the large upstairs conference room at OCWCOG from 3:00 – 5:00. There will be food and door prizes. Everyone is invited.
 - Lee Lazaro wanted to convey that when he was at senior center in Corvallis the folks there were really happy with their new manager, Julie.
 - Diane stated that the number of request for meals is slowly increasing but it depends on the area. Lebanon and Albany are increasing as well as Lincoln City. Some of the smaller meal sites like Brownsville and Mill City are stable so overall they are climbing slowly.
 - Rusty Burton inquired to what percentage the price per meal will go up. Diane stated it is usually a 3% increase but she'll know more in March when she meets with Bateman. To remind everyone, there is no cost to the consumer. Some consumers to donate some money, if they are able to.
7. Lee L inquired about the last presentation Diane gave to the Councils regarding the reduction in the frozen meals served. Diane stated that last year the request for meals were going up and they didn't have the funding so they had to reduce the weekend frozen meals for the Older Americans Act consumers as well as cut the volunteers' mileage reimbursement by half. Diane is trying to balance the budget now and waiting to see what the grant writing season holds.

8. Area Plan (Randi Moore, Program Manager, Senior and Disability Services):
- Randi Moore, Program Manager for Senior and Disability Services gave an update to the Councils on the Area Plan. Historically, Senior and Disability Services uses an intern to help write the plan but unfortunately the intern that Randi had lined up fell through. She reached out to the Council members to give her anyone's name that they knew who might like to do some University classwork working with her in writing the Plan.
 - Carolyn Mendez Luck suggested Randi contact Faith Vawter, MPH Internship Coordinator at OSU, Karen Elliott, Undergraduate Internship Coordinator at OSU and Julie Graves, Internship Program Instructor at OSU.
 - Randi hopes by February or March they will be having community forums. Randi would like feedback on dates and times. This will be discussed next month.

9. Announcements:

10. Adjournment:

- The SSAC/DSAC Joint Meeting was adjourned at 1:30 p.m.
- The Meeting Minutes were recorded by Terri Sharpe.
- The next meeting will be on Tuesday, February 2, 2016.