

Area Plan Meeting
MEETING MINUTES
Monday, April 18, 2016

SSAC/DSAC/ADRC Members Present: Mike Volpe, Lee Strandberg, Anne Brett, Bob Daley, Chris Barnes, Mary Scott, Suzanne Lazaro, Tim Malone and Jann Glenn.

Guests: Carolyn Fry and Cathy Savage.

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

1) Welcome and Introductions:

- Lisa Bennett called the meeting to order at 10:07 a.m. Introductions were made including guests.

2) Review of Area Plan Survey Results:

- At the last Ad Hoc Area Plan Committee meeting the Committee formulated questions for the survey which the agency emailed to over 290 community partners with a return rate of 61%. The basic results of the survey were distributed with the ability to cross-reference any of the questions to obtain additional information if the Committee sees fit. Also covered were the State's instructions and mandates for the Area Plan. The Needs Assessment part of the Plan is near completion with a timeline of April 15th. There are plans to meet with two focus groups, the LBGT community and the Siletz Tribe, with the potential of a third focus group, the Spanish speaking population. Mental health issues will not have their own focus group but will be weaved in throughout the Plan.
- The focus of today's meeting is to synthesize and prioritize the information from the survey, with a deadline of May 1st.
 1. Survey Question 1 gauged who is aware of the ADRC with results showing, even with heavy use, many others are not aware of the resource. The Committee agreed, knowing who uses the ADRC (nonprofits, government...), would be useful information.
 - Lee Strandberg asked if there is a plan in place linking SDS to clinic managers in the area, to enable them to educate the health care facilities on connecting patients they cannot serve to SDS. Lee will provide the name of the person in charge of overseeing all the Samaritan clinics in the three counties to Dave and look into setting up a meeting between them and Dave. Dave agreed.

- Anne Brett's concern is the patient's follow up in contacting the ADRC once the information is handed to them. She feels they need a person to help them through the process of contacting the agency.
 - Mike Volpe asked if the survey addresses whether the seniors are seniors with disabilities. Randi said no but reports could be pulled from the ADRC call center, however, the data is from consumers where the survey was directed at community partners. Mike feels this is important information to be addressed.
 - Bob Daley suggested rather than addressing clinic managers they should address the RN Care Coordinators in the clinics who are the ones focusing on the difficult over burden cases. Lee agreed that this would be the way to go. Bob will find out the name of the lead RN Care Coordinator and find out when their monthly meetings will take place.
 - Lee also suggested distributing brochures through the Meals on Wheels program for medical supplies. Dave stated that there is a question of proprietary. Carolyn Fry suggested having an assessment in their home might be better for them and they can then tell the person what it is they need.
 - Carolyn inquired whether SDS does presentations on their services to case managers so they have the information when making referrals. Randi stated that they did a lot of marketing and outreach when they started the program but they do have to work on doing it regularly and consistently for ongoing success. Lee suggested having someone from the agency go out to all service clubs in the three counties and giving a canned presentation every year. Dave said this would be expensive; they need to find a balance between oral presentations and written materials and know who to get the written materials to. Mike inquired whether a SSAC or DSAC person could do the presentation. Dave said that it could be done with the right person.
2. In regards to Question 2 there were no surprises from the response. Anne asked why they don't hear about Options Counseling anymore. A few years ago there was a big push and wonders why it's not sustained to get the most out of it. She would like to see an overall organizational strategy of when something is started then it gets carried through with a note of accomplishments. There should be a program advocate that continues to do outreach. Dave stated that Options Counseling is still being funded at \$50,000 annually which pays for two part-time staff people for the three counties. They could not meet the demand if they did a full blown education campaign marketing the program. Suzanne suggested changing the name of the program since it is so generic or putting a description of the program in parenthesis. Dave said the name is branded by the State but they could do more education.
- Dave thinks they need to do a better job in targeting the information to their community partners and breaking down the information to find out who and

- who doesn't know who they are. Bob said there is a fine balance in knowing how much outreach the program and budget can sustain.
- Lee suggested reaching out to law enforcement to enable them to target people who would benefit from our services. They could go through the County Commissioners and the Mayors to access the Chief of Police and the Sheriffs in each of the counties. Mary Kay stated that in Lincoln County one of her APS investigators will go in at shift change and conduct training. Lee would like to do a trial run and set up a meeting with Commissioner Anne Schuster, Mayor Biff Traber, Sheriff Scott Jackson, the police chief, COG's Executive Director Fred Abousleman and Dave to discuss what the agency does and what everyone's needs are. Dave agreed.
 - Discussion revolved around different organizations and people that should be contacted for outreach. Dave suggested everyone sending him a prioritized list of who to address for presentations that will be of most value. Presentations will be by invitation only and list should be of manageable size where it's realistic so they can do it within the next year.
3. Question 3 addressed the most common asked-about programs: Long term care, Financial Assistance and Medical benefits. Carolyn inquired whether people are asking for mental health since it shows in Question 5 that there is a gap in mental health. Randi stated that they know it's a gap so they don't ask for it. Tim Malone stated it is well beyond a gap, geriatric mental health is not available. Discussion revolved around the mental health issue so Lisa suggested setting up an Issues and Advocacy meeting within the next couple of months to continue the discussion on mental health. She'll work with Tim on the agenda. Lee suggested inviting Kim Whitley, Operating Officer from Samaritan Health Plans and Dr. Mike May, Vice President of Samaritan Mental Health.
4. Question 4. Anne is interested in who responded to Question 4 and specificity to Comment 5 under "other". It was also suggested softening the way questions are asked. Bob feels after the first choice the remaining choices are something an Options Counselor could help them with. Randi explained when a caller talks about multiple issues with in depth need then an Options Counselor will reach out to them. They usually respond the same day and conduct a home visit within a week.
5. Question 5 asked what the largest issues of gaps regarding resources or supports in our region were with the largest response being access to mental health. At the Issues and Advocacy (I & A) meeting on mental health, Bob would like to know what the role of SDS is in addressing mental health needs, what's within the

scope of this agency and what will be referred out. Suzanne would also like to know where they advocate for funding for mental health. She would like Lisa to invite a staff person from the office Senator Jeff Merkley to the I & A meeting.

6. Question 6 asked what the most important way the ADRC and SDS can help alleviate the gaps that were identified in question 5 with the leading answer being collaborate and partnership. Carolyn asked if SDS has the cost figures of not providing their services. She feels if we can show the Legislators hard numbers proving it is less costly to the system in the long run by providing SDS services it would have a stronger pull. Dave agreed but said it is hard to quantify intervention. Lee told Carolyn if she identifies the research topic and writes five to ten research questions he will do the Pub Med research. Anne believes there is less emphasis on numbers and more on the philosophy behind what we do and we need to appeal to the philosophy in getting the legislators and executives to rise to the challenge of being social leaders. Dave said they will be testing that hypothesis with the Meals on Wheels program over the next year.
 7. Question 7-9; how would you categorize the organization you work for; what area does your organization serve; and how many consumers do you serve monthly, were mainly to find out who is answering the survey and the different populations.
- Dave is interested in targeting outreach from the data gathered. Anne asked if they can find any organization, over a 100 people, which did not respond to the survey. Dave said they can find out how many organizations did not respond but cannot tell who they are; they are anonymous.
 - *Action: the Ad Hoc Area Plan Committee will provide to Lisa a prioritized list for targeted outreach for the promotion of the ADRC for the 2017 Area Plan. They will either provide contact information or make the initial contact themselves.*
 - *Action: Bob will find out the name of the lead RN Care Coordinator and find out when their monthly meetings will take place.*
 - *Action: Lee will present the concept of a meeting between Commissioner Anne Schuster, Mayor Biff Traber, Sherriff Scott Jackson, Lieutenant Cord Wood, COG's Executive Director Fred Abousleman and Dave to those mentioned above. Dave will send to Lee a paragraph of what the meeting will entail and if there is consensus, Lee will facilitate a meeting.*

- *Action: Lisa will set up an Issues and Advocacy (I & A) meeting within the next couple of months to continue the discussion on mental health. She'll work with Tim on the agenda. Lee suggested inviting Kim Whitley, Operating Officer from Samaritan Health Plans and Dr. Mike May, Vice President of Samaritan Mental Health. Bob would like to know what the role of SDS is in addressing mental health needs, what's within the scope of this agency and what will be referred out. Suzanne would also like to know where they advocate for funding for mental health. She would like Lisa to invite a staff person from the office of Senator Jeff Merkley to the meeting.*
- Dave summed up that they had a good outcome in looking at the survey. At the next meeting he will go over the focus areas, past accomplishments and new goals. Dave will be looking for feedback on new proposed goals or goals they are missing. Anne suggested sending feedback when they send in their contributions to the prioritized target list but would like to see comments that anyone else may have. Dave will send as attachment as a reminder.

3) Adjournment

- The Area Plan Meeting was adjourned at 11:47 pm.
- The Meeting Minutes were recorded by Terri Sharpe.