

Monitor and Review Summary 2016

Program: Benton Hospice – Powerful Tools for Caregivers Classes

Monitor and Review attendees: Lisa Bennett, COG staff; Chris Barnes, SSAC Member; Suzanne Brean, DSAC Member

Benton County Hospice attendees: Bob Daley, Kelly Beard, Mary Landris

Location of meeting: Benton County Hospice Offices

Date: March 28, 2016

Summary (Submitted by Suzanne Brean):

A meeting with the Benton Hospice group was held on March 28, 2016.

With the grant money provided to Benton Hospice, they have been able to provide a program called “A Matter of Balance,” which teaches methods for fall prevention. This 8 week course looks at how falls impact your life, how to rate your likelihood of a fall, and how you can mitigate some or all of that fall potential by using aids (cane, walker, or other people). It also discusses and promotes exercises which can help reduce the risk of falls by maintaining balance and muscle tone.

They have held several classes thus far and have additional classes scheduled for the future. They currently have a class going on in Lebanon. We were provided with a set of the materials that are provided to the attendees.

The grant made the training of the trainer possible and additional funding paid for materials used in the class.

With the grant money, Benton Hospice was also able to double the number of classes offered for the Powerful Tools for Caregivers and to offer it free of charge. They have an additional grant that is paying for the books utilized in the class. They usually have 10 to 12 participants with 8 to 10 of those completing the class.

It is estimated that one-third of all caregivers die before the person they are caring for does.

The curriculum on the Powerful Tools is evidence-based, so it is very rigid, but it allows for people to provide input on some topics discussed.

Program: Legal Aid Services of Oregon - Linn, Benton, and Lincoln Counties

Monitor and Review attendees: Bill Turner, SSAC Member; Kimberly Kimball, SSAC Member; Janet Shinner, SSAC Member; Lisa Bennett, COG staff

LASO attendees: Linda Gast, Lincoln County LASO Manager and Mitzi Naucler, Linn/Benton County LASO Director (Mitzi participated by phone)

Location of meeting: LASO Newport Regional Office

Date: March 31, 2016

Summary (Submitted by Janet Shinner):

Staffing: Per Mitzi staffing is at capacity. 1.75 in Lincoln County and 3.5 in Linn and Benton Counties, with two additional grant funded attorneys doing domestic violence and fair housing issues in Linn and Benton Counties. Job descriptions are current and job reviews will be conducted in the summer of 2016. Staff attorneys are also required to do 15 hours of continuing education per year and participate in a statewide taskforce per quarter.

Outreach and Services: Legal Aid services are promoted in the community by involvement with the SSAC/DSAC Meetings, VAST meeting and Lincoln County Legal Aid meets with the case managers at the Toledo office. The offices get daily word of mouth referrals from local organizations.

Client Satisfaction: Is important and each client is sent a survey after their case is completed. Grievances are handled through that LSC process. Each is addressed and their grievance record is very low.

Trends in Case Load: Legal Aid is seeing an influx in the following case types. No cause housing evictions, Medical debt that was billed incorrectly and should have been paid by OHP, overpayment in benefits that happened up to 10 years prior. Housing is becoming a big issue as landlords are evicting tenants and then doubling rent prices. Low income families, people with disabilities and seniors are being affected and not able to find adequate housing.

How does our grant affect Legal Aid? Legal Aid is bound by an income cap. The grant monies for AAA is not bound by that restriction and the agency is able to help people who would otherwise fall through the cracks. Legal Aid was able to help an additional 35 people who wouldn't have been able to receive legal services. Currently the agency holds these funds for AAA clients who cannot get assistance through other grants within the agency.

Team Evaluation: As a team we felt that the Legal Aid grant was being used wisely and if possible we would recommend increasing the grant monies.

Program: Grace Center for Adult Day Services

Monitor and Review attendees: Lisa Bennett, COG staff; Chris Barnes, SSAC member; Lee Lazaro, DSAC Member

Grace Center attendees: Tera Stegner, Director of Community Relations; Rene Knight, Director of Operations

Location of meeting: Grace Center

Date: April 21, 2016

Summary (Submitted by Chris Barnes):

Grace Center provides adult day services for both seniors and adults with disabilities. They serve clients on Medicare, Medicaid, and private pay. The contract that Senior and Disability Services has with the Grace Center is to provide these adult day services, utilizing Oregon Project Independence funds, Family Caregiver funds, and Oregon Project Independence funds for younger people with disabilities. The Grace Center provides health services, social services, memory care, and post-rehabilitation. They have approximately 100 clients enrolled, currently serving approximately 25 clients per day (includes all day, hourly and half days), the client to employee ratio being 5 to 1. There has been a shift from the majority of clients being mainly women to now having around equal numbers of men and women. The statistics show 48% with dementia problems.

Grace Center is currently in the process of purchasing the building, and once that is completed, they plan on adding a second dining room and expanding their shower program. They received an ADA-accessible minivan from Benton County to bring clients to the Center, and to take clients to doctor appointments and other activities. Future plans include adding service availability on Saturdays and satellite centers in the three county area. Grace Center is also working on changing their policies to allow staff to work with clients during the employee's off hours for consistent care. This would be private pay costs and isn't associated with the Grace Center's services.

Grace Center is one of 12 adult day service providers in the State, and has been recognized by the State of Oregon and at the federal level as a model for other similar service centers to follow. Areas of concern for Center staff are the increasing number of baby boomers reaching senior status and the early onset of dementia, requiring more availability of services.

Grace Center receives their funding in a variety of ways, including Medicare, Medicaid, Private Pay, Grants, County Health funds, Fund Raisers and Donations. Grace Center is using COG assistance to be able to provide more respite care for caregivers. This includes funding or services from Senior and Disability Services, the Retired Senior Volunteer Program, and the Aging and Disability Resource Center.

In the opinion of the Reviewers, Grace Center provides an excellent value and service level for the SDS contract expenditure.