

# Monitor and Review Summary 2017

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## **Program: Benton Hospice – Powerful Tools for Caregivers Classes**

Monitor and Review attendees: Lisa Bennett, COG staff; Janet Shinner, SSAC Member; Carolyn Mendez-Luck, SSAC Member

Benton County Hospice attendees: Bob Daley

Location of meeting: Benton County Hospice Offices

Date: April 28, 2017

### *Summary (Submitted by Janet Shinner):*

Currently the Powerful Tools for Caregivers grant is staffed sufficiently for the 2 classes per year. If the program were to grow, funding would need to increase to include more staffing. For educational updates, Bob Daley works directly with the Powerful Tools program and does additional training as the program grows or changes. He in turn does the training for his presenters, updates collateral and/ or orders new booklets. After each class, Bob collects a survey for input to increase the effectiveness of the class. To stretch his grant fund Bob is actively using technology and printed presentation sheets that can be reused in each of his classes.

Currently the class is held 2 times per year. To use the grant effectively, they aim to keep the class at 12 attendees or more. However, if fewer than 6 have registered, the class will be rescheduled to a time when more caregivers can attend. He sets up the classes each year at different locations in order to be more accessible to caregivers. The class is promoted mostly by word of mouth and email lists and distribution of flyers at Doctor Offices, Churches, Senior Centers, and to Case Managers, Social workers etc.

Years ago, Bob found that the one class series wasn't enough for participants and that the caregivers were asking "What Next?" Because of that, he started a monthly support group in both Corvallis and Lebanon. Each group meets twice a month with a rotation of about 10 people each week. Because of Grants he is able to keep these "New Friends" connected. The email list has grown to 120 people who continue to keep connected and support each other.

The group discussed the importance of Powerful Tools for Caregivers and with the changes in the budget, how could this program grow to support more people who will be staying home. Bob shared that the biggest challenge that caregivers face is the ability to leave their client and come to the class. The discussion went the direction of technology and could caregivers watch from home on iPads? Should we track the impact of this program thru one of the programs that Carolyn uses with OSU?

Overall, the program grant is being very well used and we support that we continue with this program.

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

Monitor and Review attendees: Bill Turner, SSAC Member; Mark McNabb, SSAC Member; Lisa Bennett, COG staff

LASO attendees: Mitzi Naucler, Director; Rich Montgomery, Staff Attorney

Location of meeting: LASO Albany Regional Office

Date: April 11, 2017

### *Summary (Submitted by Mark McNabb and Bill Turner):*

**Staffing:** Staffing has increased since last year, up from 1.75 to 2 attorneys in Lincoln County and from 3.5 to 5 in Linn and Benton Counties. The number of cases has increased along with that. There were around 54 cases from July-March 2015/16 and around 90 cases from July-March 2016/17. The support staff in the office are also an important part of the process in screening calls and assisting individuals to find resources in the community.

**Outreach and Services:** Much of the outreach of Legal Aid is through the case managers at Senior and Disability Services. There is a strong connection with people being referred to Legal Aid Services by Senior and Disability Services Staff. In addition, Mitzi Naucler regularly attends Senior and Disability Services Advisory Council meetings, VAST meetings, veterans' events, and other community outreach events.

Because of the support from this grant from Cascades West, Legal Aid is actively working on no-fault eviction cases. Due to the housing shortage in the three counties, this has become a big issue, especially for low income families, seniors, and people with disabilities.

Because of the increased staffing over the past year, the Legal Aid office that serves Linn and Benton Counties is able to take on cases that may become more time-intensive. In Lincoln County, most of the cases focus on "counsel and advice," as their time and staffing is more limited.

**Team Evaluation:** We recommend that Cascades West review the current hourly rate paid to Legal Aid Services and determine if an increase is justified.

## **Program: Grace Center for Adult Day Services**

Monitor and Review attendees: Lisa Bennett, COG staff; Carolyn Mendez-Luck, SSAC member; Mark McNabb, SSAC Member

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

Location of meeting: Grace Center

Date: April 28, 2017

### *Summary (Submitted by Carolyn Mendez-Luck):*

Grace Center provides adult day services for both seniors and adults with disabilities. 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 has approximately 60 clients enrolled, currently serving approximately 25 clients per day (includes all day, hourly and half days), the client to direct care employee ratio being 5 to 1. Daily attendance and special services are tracked. Employees receive regular training, and are encouraged and supported in finding new training to provide specialized activities, such as chair yoga. Employee retention rates are high, likely due to the nurturing, supportive environment that management provides.

Grace Center is still in the process of purchasing the building. Final arrangements are being made to satisfy some requirements from the City regarding replatting of the property, and the unused portion of the building has been demolished. Soon, the sale is expected to move forward.

Several changes have been made in the past year. Saturday service is now available once per month. The showering service added last year has been successful and beneficial. A new courtyard is being planned, which was an idea that was brought forth by their client advisory council. A salon with free services is also now available. Lastly, a partnership was made with Pastoral Counseling for a wellness support group – volunteer interns have come to lead group counseling sessions about disabilities/memory issues and the feelings impacting their lives.

Grace Center services are promoted through service club speaking engagements, outreach to churches, and many other avenues. Referrals are made to in-home care services for evening/weekend care, the Arc, hospice agencies, and the ADRC, among many others.

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. The staff estimates that approximately 15% of their clientele has benefited from this funding source.