



Senior and Disability Services

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Area Agency on Aging

MEMORANDUM

DATE: January 22, 2018
TO: SSAC and DSAC
FROM: Randi Moore, Senior and Disability Services (SDS) Director and
Jennifer Moore, Community Services Program (CSP) Manager
RE: **SDS and Community Services Program (CSP) Report**

Community Services Program (CSP)

CSP Manager Jennifer Moore

Meals on Wheels (MOW)

In a previous update, we reported on semi-annual kitchen monitoring and the outcome of recent site visits. Our consortium food service provider, Bateman Community Living, uses the Eco Sure Monitoring Tool; the frequency for site review is set by their QA department at every six months. Local health inspections are conducted annually. Bateman will share full results with the consortium after every review period, along with an action plan for any noted issues.

The consortium is beginning to conduct strategic planning sessions with Bateman, in advance of the next request for proposal (RFP) cycle. Agenda items for the first discussion include: a) vehicle options (with / without maintenance included), b) alternative delivery models, and c) customizing menus (such as breakfast, salad bar, etc.).

Early returns from the year-end direct mail solicitation show it has been successful. We've recently implemented online giving and have received our first monthly recurring contribution. Additional information on the donor stewardship and cultivation program will be outlined over the next several months.

Retired & Senior Volunteer Program (RSVP) and Foster Grandparent Program (FGP)

OCWCOG's Senior Corps program supervisor participated in a nationwide focus group in Washington D.C. January 10-11th 2017 to help identify solutions for Senior Corps' ongoing policy and grants management planning processes. OCWCOG's *Retired and Senior Volunteer Program and Foster Grandparent Program (RSVP)* provided representation for the Pacific Northwest region, stipend and non-stipend volunteers, and both urban and rural project areas.

The results of the focus group were released December 2017 and highlighted five areas of improvement for grants operation to include: performance measurement, recruitment with retention, incentives, innovation and expanding partnerships. This input from local stakeholders

will be used in the refinement of Corporation for National and Community Services' restructuring in the next five years to include the deregulation of several administrative requirements for Senior Corps grantees.

Veteran's Services Office (VSO)

In previous updates we reported the addition of two Assistant Veterans Service Officers (AVSO) to the team. Linda McMillan is an Accredited Veteran Service Officer coming to our team by way of the Oregon Department of Veterans Affairs (ODVA). James Jarrell previously served as a work study in the VSO office. Because of his previous experience, his training is progressing quickly and we anticipate his accreditation inside the average two years it typically takes. AVSO Jarrell will be attending VSO training in Salem this month, which is one of the accreditation requirements.