

Monitor and Review Summary 2018

Program: Lumina Hospice – Powerful Tools for Caregivers Classes

Monitor and Review attendees: Lee Lazaro, DSAC Member; Suzanne Brean, DSAC Member; Lisa Bennett, COG staff

Lumina Hospice attendees: Bob Daley

Location of meeting: Lumina Hospice

Date: June 25, 2018

Summary (Submitted by Lee Lazaro and Suzanne Brean):

The Powerful Tools for Caregivers contract requires that there are two classes offered per year. Lumina exceeded that and provided 3 classes: one each in Lebanon, Corvallis, and Albany. A total of 30 caregivers were trained in those. Staff has been quite successful in finding local facilities to use free of charge, maximizing the funding.

A total of 5 staff are now trained to facilitate these classes, which is impressive considering that the training is not offered locally. Coordinating this program is over and above their usual work. The classes are promoted in various ways including press releases, care coordinators, social workers, church groups, word of mouth, email lists, flyers, and Chambers of Commerce. The class is free to participants, and the books are also no cost, thanks to a grant from the Family Caregiver Support Program.

Classes function best with around 12 participants, as that builds trust within the group. Around 75-80% of participants complete 4 or more sessions of the series of 6. It's best to register up to 15 individuals, as 2-4 of those tend to fall off for various reasons. However, despite extensive community outreach, not all sessions have had such high registration. Staff does reach out individually to participants who have missed a class, which surely helps with attendance. Feedback from the classes is very positive, and statistics and evaluations are gathered at the end of each class.

Many times, transportation or finding someone to fill in for them on caregiving is difficult. Bob shared that the biggest challenge that caregivers face is the ability to leave their client and come to the class. The Grace Center, which has hosted the Corvallis series, allows participants to have their client stay at the center while attending training. However, most settings don't offer that. The program is so valuable to participants and there is such a large and growing need in the community, it would be great to find ways for more people to participate. We would like to have every seat filled.

In summary, this is an excellent program worth continuing and we recommend that the staff at Senior and Disability Services encourage family caregivers to attend in order to have every seat filled.

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

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

LASO attendees: Mitzi Naucler, Regional Director, Linn and Benton Counties; Blair Bobier, Regional Director, Lincoln County

Location of meeting: LASO Newport Office

Date: June 15, 2018

Summary (Submitted by Janet Shinner and Bill Turner):

Attendees were impressed at the way the Legal Aid offices we work with are operated and the amount of work they accomplish. We always feel they know what to do to maximize the use of their resources.

They are very involved in finding solutions to tenant/landlord issues for individuals but are helping to address the major problem of affordable housing in Lincoln County. Mobile home park issues are a significant problem locally, with such problems as raising rent, no cause evictions, and well or septic issues. Mental health housing is also a problem. We hope they can find the resources to continue to work on this developing housing crisis in this county.

Since Legal Aid has an office in Newport it is important that Legal Aid do as much as they can to outreach the northern, eastern, and southern parts of the county. The meetings they have held in other parts of the county are an important activity. Mitzi Naucler reported that Legal Aid for Linn-Benton is currently engaging in a 1-year outreach plan, which includes food banks, libraries, the Linn-Benton Housing Authority, and local law enforcement.

Of note, Legal Aid recently received a \$60,000 grant from Samaritan Lebanon Foundation, which will enable them to serve many individuals with a variety of needs. Medical offices offer a form for all patients to fill out and one of the questions is if people would like legal assistance. If they mark "yes," then an appointment can be set up for them at the hospital there. Legal Aid is also visiting Lincoln City Hospital to meet with potential clients.

The handout on feedback from clients of Legal Aid (attached) was impressive.

The contract, which was effective from July 2017 through June 2018, was able to support a total of 66 cases. Notably, when examining the total population served, including funding sources in addition to this contract, at least half of the total clients are individuals with disabilities, and 119 individuals were age 60 or older. In addition, some cases are referred through the pro bono system.

In support of Legal Aid becoming very involved in Lincoln County's two biggest issues, housing and medical care, attendees would recommend a significant increase in COG support so that they can apply additional resources to these activities.

Program: Grace Center for Adult Day Services

Monitor and Review attendees: Lisa Bennett, COG staff; Marilyn Winter, SSAC member; Doris Lamb, SSAC Member

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

Location of meeting: Grace Center

Date: June 12, 2018

Summary (Submitted by Marilyn Winter and Doris Lamb):

Co-Directors Tera Stegner and Rene Knight explained the daily schedule of how the center is run and the variety of activities and services. They contract with the local school district to provide lunch. They provide services of both memory care and post-rehabilitation. They also are able to provide care for people on hospice.

Specialized services which are included in the cost include exercise, hair salon services, wood-working, sewing, and art. They offer showers and grooming as well. There is an outdoor gardening area and chickens, which lay eggs. Massage is available at an extra cost of \$1 per minute, 30 minute minimum.

OCWCOG SDS provides contracted funding to the Grace Center in the amount of \$25,000 for this fiscal year. The funding comes from OPI and Family Caregiver. This includes all services such as ambulation, toileting, therapy, lunch and snacks, and a nursing evaluation. At the Grace Center, 20-25% of individuals utilizing services receive some level of assistance through this particular funding.

The 2017 annual Grace Center Report is attached.

Activities and services are promoted through various ways, including social media and public outreach. As we were leaving, the participants were loading onto the bus for a luncheon at the Elks Lodge.

New happenings include that the Grace Center has officially purchased the building through a short-term bridge financing arrangement with Samaritan Health Services, which previously owned the building. Parking has been added, accessibility improved, and a reception area has been added. There is a wonderful memorial garden surrounded by flora, fauna, and benches.

It was noted that the State ADRC website doesn't have adequate information about adult day services. This could be a potential action item for SSAC-DSAC.

Day centers have recently proposed to the State that payments be made using a tiered system: social; health-social with a nurse; and specialty, which would include all of the above in addition to offering dementia care and/or post-rehabilitation care. This proposal has been made to ensure adequate compensation for services rendered, and encourages more services to be added in the day center.

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS

Contract July 2017 – June 2018

Questionnaire Summary

-20 Returned questionnaires-

	Yes, very	Somewhat	No	
Did your attorney prompt and reliable in keeping the appointment?	17	1	2	
Did your attorney complete work in a timely fashion?	17	1	1	
Was your attorney sympathetic to your problem?	14	1	3	
Did your attorney seem to know how to handle your legal problem?	14	1	3	
Did the attorney explain things to you so that you understood them?	16		3	
Did the attorney's advice help you make choices about your case?	15	2	2	
Overall, how good of a job do you feel Legal Aid did for you?	Very good 13	Good 3	Fair 2	Poor 3

TYPE OF CASES: Social Security, HUD Housing, Landlord/Tenant, Reverse Mortgage, Debt Collection, Medicaid Income Cap Trust, Consumer, Senior Housing, Medical Service Denial, Mobile Home Park, Eviction, Reduction of In-Home Assistance,

ANY OTHER COMMENTS OR SUGGESTIONS:

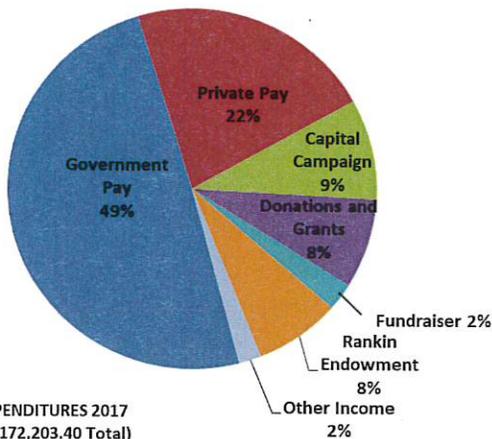
- What I as a tenant wanted to know, was my legal rights. I know what rights my landlord had. Her attitude was, I don't have to listen to you. Once she found out I

had gone to Legal Aid, she listened while I explained why I was late with my rent. Now we are working together and I am able to get caught up with my rent along with other utilities. I want to thank Legal Aid.

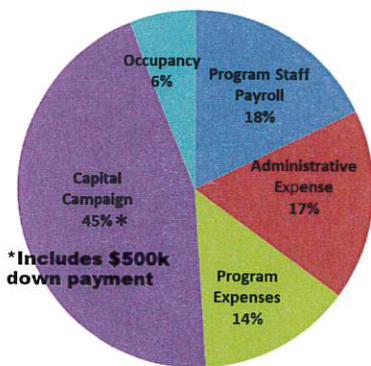
- I would hope other sick, old, injured veterans could have an obvious error adjudicated. The V.A. has spent hundreds of thousands of dollars fixing my feet and legs so I can walk. I have a \$1,000. VA ramp, an electric scooter, PT treatment, medication for years all provided by the VA. My foot and leg injuries occurred at Hawaii Volcano Park while I was permanently employed there. The VA is "still paying" for my internal medical treatment from my 1992 injury at the park. How can the Dept of Labor ask me for money? It makes no sense.
- (Attorney) was very helpful and professional. He was attentive to my concerns and offered very helpful advise. He explained the legal process involved simply and concisely. I have followed his advise with very favorable results. Thanks for the assistance. It is very much appreciated.
- Needs to study no cause eviction before sending Landlord notice. He failed me? Very disappointed.
- I'm in a very difficult financial position and (attorney) was not only frank and realistic as well as providing options in a polite manner.
- I am still waiting to see what will come of it.
- I don't know (?) of you sept for Kathy and I feel like I've yet to know all and (?) your friends and I would tell everyone how good a job you did for me and I would recommend you to everyone.
- Words cannot express my gratefulness and couldn't have been more blessed. (Attorney) was so diligent...and persistent.
- You may be able to tell the level of intelligence of a person's intelligence by the way the persons treatment of you show how dumb he thinks you are. I had to ask him whose lawyer he was, "the property manager's or mine?" This is my last contact.
- (attorney) was very knowledgeable, professional, and helpful.
- I have yet to decide how to react to my landlords request for the deposit of \$600, when my rent goes up in November. I've been here 2 years and made a deposit when I moved in.
- Thank you for your suggestions and help. It definitely helped my peace of mind. Thank you for being available to us all.
- Conflict at time of appt scheduled had to get new appt. The ladies at desk gave me more attention and help than, "attorney" did. They gave me a booklet on tenant/landlord law. (Attorney) was very blunt and verbally unavailable. His people skills are sadly lacking. I would not hire him even if I had a lot of money. Why is he a lawyer anyway?
- I was very grateful for all the help and the results of the case.
- No appointment-he called, I assume, when he had a chance. [Complete work timely?] Once started, yes. [Sympathetic?] Not particularly; but then I didn't have a problem; only a list of questions. Didn't have a case. (Attorney) needs a broader range of experience than what he has been exposed - probably holds true for most of us. Add a thank you.

2017 Annual Report

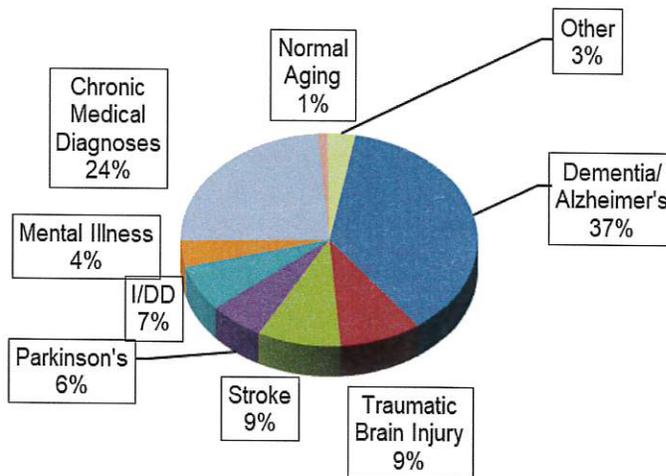
Revenue 2017
(\$760,883.53 Total)



EXPENDITURES 2017
(\$1,172,203.40 Total)



PRIMARY HEALTH PROBLEMS
OF GRACE CENTER
PARTICIPANTS: 2017

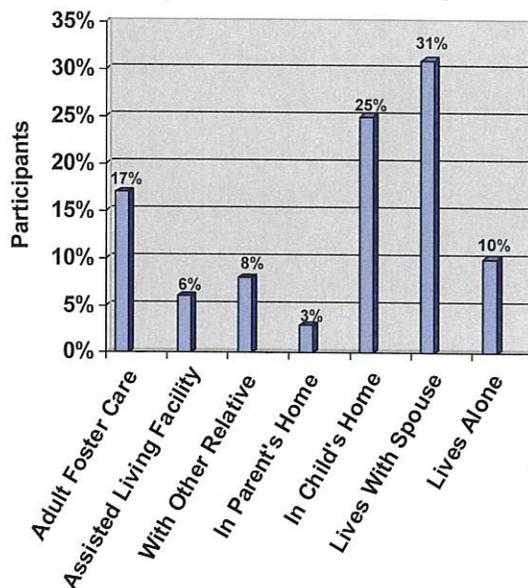


- Dementia/Alzheimer's
- Stroke
- I/DD
- Chronic Medical Diagnoses
- Other
- Traumatic Brain Injury
- Parkinson's
- Mental Illness
- Normal Aging

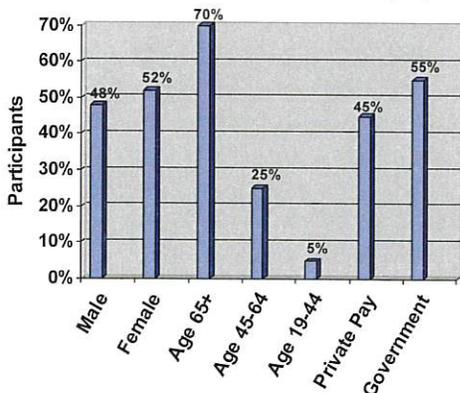
Total number of participants served: 99

Services	Actual	Budgeted
Average # of participants served per day	24.78	25.76
private pay	8.14	11.05
government funded	16.64	14.71

Living Situation of Participants



Grace Center Participant Demographics



Grace Center's mission is to provide day services that optimize the cognitive and physical abilities of seniors and adults with disabilities so they can remain as independent as possible and in their homes.