

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, August 7, 2018**

SSAC Members Present: Bob Daley, Chair; Saleem Noorani, Vice Chair; Catherine Skiens, *Meals on Wheels* Advisory Committee (MOWAC) Chair; Suzanne Lazaro; Curtis Miller; Robynn Pease, Care Planning Committee (CPC) Chair; Lee Strandberg; Carolyn Mendez-Luck; Doris Lamb; Suzette Boydston; Jasper Smith; Mark McNabb; Pat Shirley; and Janet Shinner.

DSAC Members Present: Jan Molnar-Fitzgerald, Vice Chair; Mike Volpe; Clark Brean; Pete Rickey; Edythe James; Jann Glenn; and Lee Lazaro.

Aging and Disability Resource Connection (ADRC) Members Present: Pat Shirley.

Guests: Mitzi Naucler; Kath Schonau; Don Taylor; Sonia Graham; and Heidi Fisher.

Members Absent: Commissioner Claire Hall, Lincoln County; Anne Brett; Marilyn Winter; Bill Turner; Carolyn Fry; Suzanne Brean; and Sandy Potter.

Staff: Oregon Cascades West Council of Governments' (OCWCOG) Deputy Director Rachael Maddock-Hughes; Senior and Disability Services (SDS) Director Randi Moore; SDS Program Support Supervisor Ann Johnson; Community Program Support (CPS) Coordinator Lisa Bennett; Community Services Program (CSP) Director Jennifer Moore; Older Adult Behavioral Health (OABH) Specialist Marie Laper; and SDS Administrative Assistant Terri Sharpe.

1. Welcome, Introductions, and Additions to the Agenda:

DSAC Chair Jan Molnar-Fitzgerald called the meeting to order at 10:03 am. Introductions were made, including guests. SDS Director Randi Moore introduced OCWCOG's new Deputy Director, Rachael Maddock-Hughes. OCWCOG Deputy Director Maddock-Hughes has been with OCWCOG just shy of three months. She comes to OCWCOG from the humanitarian and tech world running programs around the world, as well as in the United States. She is originally from Corvallis and is happy to be back serving the communities where she grew up.

2. Approval of Minutes:

ACTION: Motion to approve the June 5, 2018 Joint SSAC-DSAC meeting minutes made by Lee Strandberg, seconded by Edythe James. Motion passed unanimously.

3. Senior and Disability Services/Community Services Program Restructuring and Updates (CPS Director Jennifer Moore):

CSP Director Moore updated the Councils on the restructuring of SDS and CSP. Over the course of the past year she and SDS Director Moore have been working closely to identify SDS programs and services, and separating them into two different departments (see handout). CSP are the social services that are embedded in the community a bit differently than the SDS Medicaid services. The common theme that runs throughout all CPS programs is ensuring people can remain in their homes of their own choosing, as long and as independently as possible, but still with the social and emotional connections back to their community. Programs that now fall under CSP are:

- Evidence Based Health Promotion – funds that are available to help support work that has been tested with proven outcomes;
- *Meals on Wheels* and *Meals on Wheels* Advisory Committee (MOWAC);
- *Money Management Program (MMP)* – serves people 60 or older or those with a disability. There are two levels of service; one where people get help in budgeting their finances and paying their bills; and the other, *Rep Payee*, where the program becomes the fiscal agent for the client;

- *Senior Corps Programs* –
 - *Retired and Senior Volunteer Program (RSVP)* – engages people 55 years and older to keep them active within the community in volunteer positions;
 - *Senior Health Insurance Benefits Assistance (SHIBA)* – coordinates appointments with people in Medicare cost classes;
 - *Foster Grandparent Program (FGP)* – matches volunteers with schools and head start programs where a child is in need of one-on-one help with reading. Geared around children to be on grade reading level with specific emphasis for English language learners. In addition to Federal Grants, funding comes from Early Learning Hub of Linn, Benton, and Lincoln Counties. This is a double service program, where the volunteer receives a stipend for their service, which in return helps supplement their fixed income;
 - *Senior Companion Program (SCP)* – has recently been awarded to OCWCOG as of July 1st. The program pairs senior volunteers with other seniors who need assistance with light housekeeping, grocery shopping, etc. with the goals of reducing isolation and enabling seniors to stay as independent as possible. This is also a double service program, where the volunteer receives a small stipend for their service;
- Veterans Service Office (VSO) – Benton County – helps veterans walk through the process of submitting claims and connecting them to services; and
- *Older Adult Behavioral Health Initiative (OABHI)* – OABH Specialist Marie Laper serves Lincoln County and OABH Specialist Helen Beaman serves Linn and Benton Counties. The three goals of OABHI are:
 - Work force development – trainings and education for individuals that are serving older adults;
 - Care coordination – working with various agencies around services; more of an information and referral activity;
 - Complex case management activity – planned and unplanned connections with folks to discuss people with complex needs, with the goal of getting their needs met, and following them on a short term basis to make sure they get what they need.

OABH Specialist Laper is coordinating a conference on October 25th and 26th, at Salishan Resort on the Oregon Coast. The keynote speaker will speak on the topic of polypharmacy, with other speakers covering topics of hoarding, diabetes management, cognitive behavioral therapy, rational motor behavioral therapy, planning for a family conference and end of life discussions, and pain management. The intended audience is anyone who serves older adults. There is no cost. As they get more information it will be sent out to the Council members. Space is limited.

CSP Director Moore stated many of the services under the CSP umbrella are predicated on a volunteer service delivery model (work in the programs is done through volunteers). One of CSP's largest challenges is continually keeping their volunteer pipeline staffed. *MOW*, alone, has approximately a pool of 375 volunteers across the Region, the average age of which is 75. As volunteers age up (and some of them into service) some of the things they are grappling with is the validity of the volunteer delivery model. If the model is valid, how do they age down their volunteer pool, and if it isn't, what other supports do they need to put in place to ensure the sustainability of the program? CSP Director Moore is currently working on outreach for volunteers.

ACTION: CSP Director Moore will provide a document with a short synopsis of each program for the Council members.

CPC Chair Robynn Pease made the recommendation of having CSP Director Moore come back to talk more about recruiting volunteers, and the alternative models she is looking at in supporting *MOW* and other programs. Doris Lamb would like the Councils to take on as a project, ideas in outreach for volunteers.

ACTION: CPS Coordinator Lisa Bennett asked the Councils if they were interested in having CSP Director Moore come back at a future meeting to update them on volunteer outreach as well as the Councils helping with outreach in recruiting volunteers. DSAC Vice Chair Molnar-Fitzgerald asked for a show of hands. The vote was unanimous.

SDS Director Randi Moore reminded everyone that, with the exception of the *Senior Companion Program*, none of these programs is new to OCWCOG. The restructuring that has happened within OCWCOG moved these programs into a newly-created, separate department. The goal was to give more attention to these smaller, developing programs.

4. Care Planning Committee Report (CPC Chair Robynn Pease):

CPC Chair Pease gave a brief update on the CPC to the Councils. Information on the CPC May 4th meeting can be found in the Joint SSAC-DSAC June 5th minutes. The next CPC meeting will be held September 4th, starting at 11:00 am. Mike McCormick, Deputy Director of Aging and People with Disabilities, will be sharing ways on how to be involved in the process for creating and providing input in standards of care. The meeting is open to anyone wishing to attend.

The CPC is in the process of collecting information on the availability of existing pamphlets and other types of communications, regarding aging services and elder abuse in our Region, to enable them to identify any gaps in existing resources, and make recommendations for closing those gaps if needed. If anyone has any information they can send it to either CPC Chair Pease or CPS Coordinator Bennett.

5. Chair's Report (SSAC Chair Bob Dailey):

SSAC Chair Daley reported that SSAC Vice Chair Saleem Noorani has agreed to attend the OCWCOG Finance meetings. It is a goal of the Executive Committee to follow the SDS budgeting process more closely. SSAC Vice Chair Noorani comes with great business acumen and experience, as well as interest in Senior Services.

SSAC Chair Daley reported that changing the language of the SSAC and DSAC bylaws to reflect some Committees becoming Joint Committees, was going to require an overall language change and reformatting. It was suggested that an ad hoc committee, made up of one or two members from each Council and staff, would come up with a draft.

ACTION: Motion to create an ad hoc committee made by Mike Volpe, seconded by Suzanne Lazaro. Motion passed unanimously.

Volunteers for the ad hoc committee included: SSAC members Ms. Lamb and Carolyn Mendez-Luck; and DSAC members Pete Rickey, Edythe James, and Jann Glenn.

6. Monitor and Review Summary and Recommendations for 2018-2019:

CPS Coordinator Bennett explained that SDS has money through the *Older Americans Act (OAA)* that allows them to contract with other community agencies for services that SDS does not provide. It is the responsibility of the Monitor and Review Committee (MRC) to conduct annual contract reviews with these agencies and make recommendations to the Councils, which then go to the OCWCOG Full Board.

The three agencies with which SDS currently contracts are: Grace Center for Adult Day Services; Lumina Hospice – Powerful Tools for Caregivers Classes; and Legal Aid Services of Oregon – Linn, Benton, and Lincoln Counties. The Monitor and Review Summary and Recommendations were approved by the Councils through email. CPS Coordinator Bennett opened up the floor to those that went out and conducted the reviews to provide more detailed information on their visit.

- *Grace Center for Adult Day Services* – Ms. Lamb, Marilyn Winter, and CPS Coordinator Bennett conducted this review. Ms. Lamb was impressed by the number of programs and activities available for seniors and people with disabilities. The Center has a van that also extends activities out into the community. There is an exercise room with state of the arts exercise equipment and instructor. She found everyone looking very peaceful. The Grace Center is open to anyone.
- *Lumina Hospice – Powerful Tools for Caregivers Classes* – Lee Lazaro, Suzanne Brean, and CPS Coordinator Bennett conducted this review. Mr. Lazaro stated Lumina Hospice was contracted to

hold two classes and has exceeded the contract by offering three. There are five trained staff members that teach the classes that are offered in Albany, Corvallis, and Lebanon. The class, book, and workbook is provided at no charge. It's a very interactive class where the participants learn from each other, as well as from the instructor. There are a total of six sessions with some fall out. Mr. Lazaro feels this could be due to the caregiver not being able to find someone to watch the person they care for. He pointed out that the Grace Center will provide this service but, unfortunately, this respite service is not offered in Lebanon or Albany. Ms. Lamb suggested providing a room and caregiver at the facility where the class is being held. Mr. Strandberg suggested contacting Samaritan's Home Health Nurse Program. SDS Director Moore reminded them that respite is offered through the Family Caregivers Support Program. Suzette Boydston reminded everyone that the *Senior Campaign Program* can provide respite as well.

Lumina does reach out to those who do miss a session. Ratings were high from those that graduated from the class and Mr. Lazaro feels OCWCOG is getting their money's worth. His recommendation is finding a way to get more people to take class.

SSAC Chair Daley pointed out that Lumina Hospice does not differentiate between someone with a disability. However, they do differentiate between home caregivers vs. professionals. Also, there is a separate curriculum for children for which they are not trained.

- *Legal Aid Services of Oregon – Linn, Benton, and Lincoln Counties* – Janet Shinner, Bill Turner, and CPS Coordinator Bennett conducted this review in Lincoln County. Ms. Shinner was fascinated with the work Legal Aid does with the limited resources they have. Housing and landlord issues for seniors are critical issues they are dealing with. This year they are working with mobile home park issues. Landlords are selling to new owners that put in new regulations causing the senior to have to sell their home or upgrade to newer homes. Legal Aid is holding public meetings to help seniors understand how they can purchase their own mobile home and form co-ops. Ms. Shinner is very appreciative of everything Legal Aid is doing for our seniors.

Mr. Volpe said that people with disabilities face the same challenges as seniors regarding housing. Mr. Rickey pointed out there is not enough housing for people with fixed incomes, and as long as there aren't any rent controls or mechanisms put in place, this market will demand a higher dollar because the need is there. He stressed the need for more contractors and tax credits to bring in decent, lower income housing, which should eliminate a lot of the disputes Legal Aid and himself deal with on a daily basis. Until there is a commitment to building, these issues will continue.

7. Governor's Commission on Senior Services Action and Council Involvement (Suzette Boydston):

Ms. Boydston stated that both she and MOWAC Chair Catherine Skiens have served on the Governor's Commission for two terms, herself, as the Governor's Chair in her last term. Every year, the Commission sends Governor Brown a letter highlighting the Commission's priorities and what the Governor should pay particular attention to during the legislative session. This year, there are eight priorities which are:

1. Full funding of Aging and People with Disabilities;
2. Continue the successful tradition of *Oregon's Long-Term Services and Supports*;
3. Promote the idea of aging as our State's asset;
4. Cost of housing and availability;
5. Prevent age discrimination in the workforce;
6. Expand creative efforts for outside funding, especially for those that are not Medicaid eligible, but need services and support;
7. Find creative ways for Certified Nursing Assistants in rural and Eastern Oregon to get their hours in training; and
8. Expand funding and improve delivery of behavioral health services.

SSAC Chair Daley asked how the Councils could help with the work that Ms. Boydston and the Commission does. Ms. Boydston stated the Commission's work is guided by Oregon Association of

Area Agencies on Aging and Disabilities (O4AD) that have their own priorities. Her goal, as Chair, was to have a broad diverse membership rather than members that were focused on the I-5 corridor. She invited all to apply to be on the Governor's Commission. They have a robust roster and they meet twice a year with the Disability Commission. The Governor's Commission started aligning themselves with the White House Conference on Aging focused areas.

ACTION: Ms. Boydston will email CPS Coordinator Bennett the letter to Governor Brown from the Governor's Commission on their eight priorities to share with the Councils.

8. Break for Lunch

9. **Meals on Wheels Advisory Committee (MOWAC) Report (MOWAC Chair Catherine Skiens):** MOWAC Chair Skiens reported to the Councils that MOWAC last met in Corvallis in July. To date, MOW has served 196,985 meals in the tri-County Region, of which 164,374 were home-delivered, and 32,251 were dining room meals (see report in the agenda packet).

Reminders were given of MOW's fundraisers which are approaching.

- *Tapas and Treasures* will take place this Thursday, at Garland Nursery. Tickets are available at the door for \$50 and raffle tickets for \$20. Mr. Strandberg added that they have already sold 100 plus tickets. Valley Catering will be catering the event, Eola Hills will be providing the wine, and Dial-a-Bus the transportation, with many other sponsors. There are around 30 items to be raffled or auctioned off. They hope to raise \$5,000 – \$10,000 with the goal of bringing more public awareness to MOW in the community. This event will take place again next year with commitments from the Pastega Foundation and Duerksen Rentals.
- *CelebrateLBL*, OCWCOG's celebration of the Region and MOW fundraiser, is scheduled for September 13th, at the Oregon Coast Aquarium in Newport. Tickets are \$40 which includes admission to the Aquarium. The event starts at 6:00 pm with the awards ceremony taking place toward the end of the evening. To purchase tickets go to CelebrateLBL.org.

Bateman conducted a customer satisfaction survey in which MOWAC Chair Skiens will report on at the next Joint SSAC-DSAC meeting after she receives the results.

The next MOWAC meeting is September 25th, in Lincoln City.

10. Budget and 2019-2021 Outlook (SDS Director Randi Moore):

SDS Director Moore just returned from the National Association of Area Agencies on Aging (n4a) Conference that was held in Chicago. The mandate of the Conference was to try to solve loneliness and isolation with seniors and people with disabilities. She stressed how MOW is much more than a meal. One can go to a dining site to socialize, or talk with the volunteer who delivers their meal (who may be the only person they have contact with). The study cited at the Conference, claimed people who are lonely have as high as mortality rate as a person who smokes 15 cigarettes a day. There are pilot studies out there on how to deal with this problem and SDS Director Moore would like the Councils, in the future, to talk about this.

The n4a Conference talked about budget updates and priorities which also overlays with Oregon's State budget running from July 1st to June 30th, biannually. The concern on the State level is making sure, come July, funding stays stable and goes forward from there. The upcoming elections, and the candidates who come into office, can play a huge difference on what the tone is at the National and State level, which SDS needs to be conscientious of when setting priorities.

O4AD's priority is maintaining *Oregon Project Independence (OPI)*, and the pilot for OPI in order to keep Medicaid services whole. Those two programs should continue. However, whenever there is a budget shortfall (which is predicted for the 2019 – 2021 biennium) those programs are always at risk. The other O4AD priority is funding *Long-Term Care and Services (LTCS)* through Medicaid and keeping it as stable as possible.

The National budget goes from October 1st to September 30th. In February, this year, the President gave out his proposed budget for Fiscal Year 2018-2019. With the midterm elections coming up, there is not a lot of conversation on budgets. SDS Director Moore foresees Congress working on a continuing resolution to keep programs funded and going until after the elections, then ramping up quickly and going forward. Major issues being looked at, at the Federal level are, reauthorization of the OAA and keeping Medicaid stable. Come January and February, advocacy will be very important in getting SDS's message out about *OPI*, the pilot for *OPI*, home care worker training, safety, and an increase in case managers for consumers. On the Federal level, advocating for continual funding for OAA and making sure Medicaid stays stable.

For more information regarding the n4a Conference go to: <http://www.n4aconference.org/agenda>.

CPS Coordinator Bennett said the Issues and Advocacy Committee (IAC) will be ramping up soon in preparation of the legislative sessions and would like to see a few more people involved in IAC.

11. Other Business:

Ms. Mendez-Luck announced the research proposal she submitted, in collaboration with OCWCOG, to *Oregon Tax Check Off for Alzheimer's Research Fund* was funded for \$20,000. This is a one year grant and will start in September. The research involves the understanding of the needs of dementia caregivers from a range of different caregiver groups, in how they see they see the disease and what some of the challengers are. They will be looking at Latino, White, Tribal, and Sexual Gender Minorities. She'll involve and update the Councils as she moves forward.

Lee Lazaro announced that he and Jasper Smith took to the Benton County Board of Supervisors a joint celebration of *Americans with Disabilities Act* week and day, July 26th. There was a statement read and a proclamation made to the Board of Commissioners.

MOWAC Chair Skiens announced that the Lebanon housing project that the Housing Authority has been working on approval for, for the past three years, has been approved and is now waiting for a lender. Mr. Rickey heard groundbreaking could possibly happen in September. This is a 45-unit housing development that is similar to Riverview in Albany.

CPS Coordinator Bennett announced the next Joint SSAC-DSAC meeting will be on October 2nd at the Veteran's Home in Lebanon.

12. Adjournment:

Meeting was adjourned at 12:50 pm.

The next meeting will be on Tuesday, October 2, 2018.

Meeting Minutes were recorded by Terri Sharpe.