

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, December 4, 2018**

SSAC Members Present: Bob Daley, Chair; Saleem Noorani Vice Chair; Catherine Skiens; Suzanne Lazaro, Issues and Advocacy (IAC) Co-Chair; Robynn Pease, Care Planning Committee (CPC) Chair; Suzette Boydston; Janet Shinner; Lee Strandberg; Carolyn Mendez-Luck; Doris Lamb; and Mark McNabb.

DSAC Members Present: Carolyn Fry, Chair; Jan Molnar-Fitzgerald, Vice Chair; Mike Volpe, IAC Co-Chair; Edythe James; Suzanne Brean; Clark Brean; Pete Rickey; and Jann Glenn.

Aging and Disability Resource Connection (ADRC) Members Present: Dawn Rustrum and Sandy Potter.

Guests: Mitzi Naucler; Curtis Miller; Cecelia DeAnda; Anita Bailor; Dan Dunham; Tom Giles; and Jessica Kubat.

Members Absent: Commissioner Claire Hall, Lincoln County; Anne Brett; Marilyn Winter; Bill Turner; Lee Lazaro; and Jasper Smith.

Staff: Senior and Disability Services (SDS) Director Randi Moore; SDS Program 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; SDS Eligibility Program Supervisor Andrea Smith; and SDS Administrative Assistant Terri Sharpe.

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

SSAC Chair Bob Daley called the meeting to order at 10:03 am. Introductions were made, including guests.

2. Approval of Minutes:

ACTION: Motion to approve the August 7, 2018 meeting minutes made by Catherine Skiens, seconded by Mike Volpe. Motion passed unanimously.

ACTION: Motion to approve the October 2, 2018 meeting minutes made by Ms. Skiens, seconded by Mr. Volpe. Motion passed unanimously.

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

CPC Chair Pease reported that the CPC last met on November 6th with a focus on the Home Care Workers (HCW) Orientation Program. Guest speaker, SDS HCW Coordinator Lisa Sutton, provided an overview on the process of becoming a HCW. Highlights from the CPC's discussion include the duration it takes to do background checks (which often delays the prospective HCW to receive a provider number and provide subsequent care in the home); screening of HCW, the unique relationship between the HCW and the employer; and the role of the Case Manager in helping the consumer.

CPC members were asked to comment on the HCW information on the Home Care Commission (HCC) website as part of the Committee's ongoing review of resources. No comments were made at the time but Chair Pease asked the Council members, who aren't on the Committee, to let her know if they had any comments regarding the HCC's website.

Chair Pease also noted that there was a very robust conversation about the HCW program and the worker's role within the home. They discussed the graying of boundaries, the potential of drug use, and where people go to resolve issues. There was talk on the role the Case Manager plays for both the consumer and the HCW as well as the role of the Union from the HCW's perspective.

Chair Pease also shared demographics regarding the aging population from a National perspective from Dr. Torres Gil's presentation at the Oregon Gerontological Association meeting. Dr. Gil pointed out that we are going through a geographic population shift which will influence policies as they pertain to future aging services, providers, and the distribution of resources.

The next CPC meeting will be held on January 8, 2019 where the CPC will review the consumer survey that will be launched shortly thereafter.

Mr. Volpe shared his concern regarding the new HCW rules and regulations in that it may narrow the pool of HCWs available to consumers. CPC Chair Pease proposed that this be discussed at the next CPC meeting in January.

4. Integrated Eligibility for Oregon Department of Human Services (DHS) (SDS Eligibility Program Supervisor Andrea Smith):

SDS Eligibility Program Supervisor Smith gave an overview of Oregon's plan to streamline the eligibility process of people seeking to obtain medical and service benefits. Currently, SDS's Eligibility Program determines eligibility for medical and food benefits to seniors and people with disabilities, and everyone else goes through DHS's Self-Sufficiency offices. DHS, along with Oregon Health Authority (OHA), are coming together to make it easier for people in the State to apply for any benefits by allowing anyone to go into any office in the State for benefit determination. This is referred to as the Eligibility Transformation piece of the plan.

This will have some impact on people who receive services through SDS, as there will be a separation of the eligibility determination process from the medical benefit. The hope is, by taking the financial eligibility piece off Case Managers, they will have more time to focus on case management. The goal is that anyone applying for services will get better service by not having to send them elsewhere.

The second piece of the plan is Integrated Eligibility, which involves a new technology system for determining eligibility for multiple benefits. The good news: the system has been used successfully in other states, thus allowing Eligibility Specialists (ES) to more efficiently determine eligibility and focus their energy on seeing and working with people.

The pilot will roll out in waves starting in September, 2019. Linn, Benton, and Lincoln Counties will not roll out until February, 2020. However, workers will receive training starting in September, 2019.

Mr. Volpe asked how many people does a typical ES have in their case load and how often do they have contact with them. SDS Eligibility Program Supervisor Smith explained that ES has a shared caseload model where no one is assigned to one individual worker, but if they did, it would average to about 600 consumers per worker. In regards to the number of times they are in contact, this is dependent on how often a consumer reaches out to them. A consumer is contacted at least annually by a worker to do their recertification for benefits.

SSAC Chair Daley asked if there was data from the states that have already rolled out the program. SDS Eligibility Program Supervisor Smith said she has heard nothing but success in terms of meeting Federal and State guidelines.

Dan Dunham asked what the timeline goal was. SDS Eligibility Program Supervisor Smith said each program has different timelines. For the medical program it's 45 days, food benefits it's 30. The plan's goal is to have people be able to come into the office and have services the same or next day.

Clark Brean asked, with the ability of consumers' files to be accessed around the State, will files be accessible Nationwide? SDS Eligibility Program Supervisor Smith is unsure but will find out and bring the answer back at another meeting.

***ACTION:** SDS Eligibility Program Supervisor Smith will let the Councils know if consumers' files can be accessed around the State and bring the answer back at another meeting.*

CPS Coordinator Lisa Bennett shared that at the Oregon Association of Area Agencies on Aging and Disabilities (O4AD) meeting the advocates in the room were unhappy and frustrated because the advocate's voice had not been requested in regards to the process of this plan. Not all the stakeholders on the email list were notified. They wrote a letter stating their frustration to the State and to the DHS and OHA Directors. They expressed their concerns on the effect this will have on the consumers. Ms. Lazaro stated they used the model of the letter from NorthWest Senior and Disability Services and sent it out immediately stating the process of the plan was incomplete and they need to get input from the advocates. CPS Coordinator Bennett asked if anyone else had any concerns because there are ongoing communication with the other groups. SDS Eligibility Program Supervisor Smith said there are also ongoing work groups, comprised of management and staff, to get a wider perspective on this plan to help improve the process before it goes into effect.

Janet Shinner stated she sees both pros and cons with the new plan. It will be beneficial for families that live out of State and are trying to get eligibility for a family member, but she can also see the coordination of care issues too.

Mr. Volpe said this new system was tried a number of years ago. SDS Eligibility Program Supervisor Smith said they did have it separated out before where ES did the financial determination and then decided, as an agency, to combine them because of logistical things that had come up. They are now interested in seeing what the plan is and how they will get through the hurdles and make it a fit process.

Suzanne Brean asked if they are looking at what worked and didn't work in the past. SDS Eligibility Program Supervisor Smith said this is why they are having the work groups, to see what was successful and what wasn't so they won't repeat the same mistakes.

Mr. Brean asked about the safety and security of consumer files if they can be accessed around the State. SDS Eligibility Program Supervisor Smith said it will be a digital, secure, encrypted system and only people who need to have access will have access.

- 5. Issues and Advocacy Committee (IAC) Report (IAC Co-Chairs Mike Volpe and Suzanne Lazaro):** IAC Co-Chair Lazaro reported the IAC visited Lincoln County's State Representative David Gomberg informing him of the IAC's focus on 100% funding for Case Management, and the training and safety of HCW without impeding the HCW work pool. The IAC is also looking at the accountability of the Department in processing the HCW's background checks in a timely manner as previously promised. IAC Co-Chair Volpe said that he felt Representative Gomberg seemed supportive of their issues. The IAC will also be reaching out to the new Legislators, as well as to reelected individuals, after the holidays.

IAC Co-Chair Lazaro also reported SSAC Chair Daley sent a non-controversial letter to the editor recommending support to seniors and people with disabilities, which was published in papers across the three Counties. The IAC would like to publish more letters in the future on specific issues.

The Legislative Session will begin in January and as things come up the IAC will reach out to the Councils. IAC Co-Chair Lazaro informed the Councils that they do not have to be active in the IAC in an ongoing basis but could be active in an ad hoc situation and still get value from it.

6. Recap of Visit with Representative Gomberg (SSAC Member Janet Shinner and DSAC Members Jan Molnar-Fitzgerald and Mike Volpe):

DSAC Vice Chair Jan Molar-Fitzgerald shared that Representative Gomberg stated there needed to be a larger senior presence at the Capitol. She feels, that besides the advocates, they should work on getting seniors up to the Capitol on a regular basis. Seniors are a large population now and Representative Gomberg is not seeing that presence in Salem. Suzette Boydston said she took a group of seniors to the Capitol in the past and it did make a difference but it was hard on them. She suggested videotaping a group of seniors and send that to the Legislators. Clark Brean suggested setting up a videoconference between Legislators and a group of seniors to eliminate the transportation and physical issues of getting to, and around, the Capitol.

Janet Shinner said Representative Gomberg informed her that there would be six bills going out, three of which he is currently working on. She suggested staying connected with him so they can advocate as the bills come out. CPS Coordinator Lisa Bennett clarified the bills were just concepts as of now, derived from concerns brought to him by his constituents. These concepts are also concerns of the Councils, so she suggested that this would be something they could advocate for. She also suggested reaching out to their other Senators and Representatives and encouraging them to sign-on to the bills as well. Ms. Shinner said the meeting was productive and she looks forward to meeting with him again.

Mr. Volpe said Representative Gomberg encouraged him to stop by his office at the Capitol once the Legislative session starts.

CPS Coordinator Bennett stressed the value Representative Gomberg places on his constituents. She encourages anyone from Lincoln County to go meet with him once the Legislative session begins. If someone does not wish to meet with him alone, then they can join her and IAC Co-Chairs Lazaro and Volpe.

Carolyn Mendez-Luck suggested having maps of the congressional districts along with the names of the Senators and Representatives from each district. SSAC Vice Chair Saleem Noorani said it was available online. IAC Co-Chair Lazaro would like to see the towns from which they are from as well as the Counties. CPS Coordinator Bennett said she could set up an appointment with a Legislator for anyone from Linn, Benton, or Lincoln County, and she and one or two others will go with them. She can also look up who their Legislators are.

Lee Strandberg suggested identifying talking points for the various bills the Councils will be supporting. CPS Coordinator Bennett agreed and as they get closer to session, and they know which bills will proceed, they then will develop a list of priorities. She reiterated that the IAC has already identified as their number one priority the 100% funding for Case Management staff, which is also the number one priority identified by the Secretary of State Audit and O4AD. Along with talking points, there will also be handouts for each Legislator. Mr. Strandberg volunteered to talk with Senator Sara Gelser.

IAC Co-Chair Lazaro noted that besides advocating for State bills, she would like to advocate at the local level and for administrative processes.

7. Volunteerism in OCWCOG Community Services Programs (Community Services Program Director Jennifer Moore):

CSP Director Jennifer Moore, previously, had given the Councils an overview of the Community Service Programs and the impact they have within the communities. There were a couple of questions on opportunities to which CSP Director Moore asked the Councils, as advocates, to send any potential volunteers they may encounter to her. Today, she provided, in the agenda packet, a short description of what each Community Services Program does and additional ways an individual can volunteer within those programs.

CSP Director Moore, in pointing out the importance of volunteerism, reported that currently, Community Services Programs have approximately 603 individuals actively engaged in Linn, Benton, and Lincoln Counties. This is an average of about 8,324 hours of volunteerism per month. A volunteer hour is currently accessed at \$24.69 per hour, averaging \$205,516 of value of service to just Community Services Programs per month, which comes to \$2.4 million per year.

DSAC Chair Carolyn Fry asked if any of the Community Services Programs were lacking in volunteers. CSP Director Moore said it depends on the activity. Some programs are strong in particular areas and not as strong in others. For example, currently they are recruiting heavily for volunteer *Meals on Wheels (MOW)* drivers in Lebanon and Lincoln City. They are in need of two or three more *Senior Companion* volunteers to serve rural Benton County and all along the coast. The *Money Management* Program currently has a waitlist of approximately 25 clients, who can only be brought into service as they are able to recruit *Money Management* volunteers. They are actively looking for five *Money Management* volunteers in each County.

DSAC Chair Fry asked how CSP is recruiting and is there any way the Councils can assist. CSP Director Moore said she recruits, by having similar conversations as she is having with the Councils, with other groups in the community. For those wishing to assist, she asked Council members to share the information provided to them in the agenda packet with any service or faith groups they may belong to, professional networking, or anyone they interact with. She has found that people that already volunteer are more likely to expand what they volunteer in. CSP Director Moore pointed out that volunteering for Community Services Programs require a long time commitment, it's not a onetime deal. The volunteers develop relationships with the consumers providing stability and a sense of security.

DSAC Chair Fry said she sees volunteerism shrinking and asked if there is anything, within one's County, they can do to incite younger people into volunteering. Doris Lamb said she works with students in the Interact Club at Newport High School, who say they are interested in volunteering. She will talk with the Club members, as well as to her Rotary, about the programs. Suzette Boydston pointed out that the Senior Corps sponsored programs have a senior age requirement for volunteering. However, *MOW* has a requirement of being at least 18 years of age. Mr. Brean said with the State requirement that students have to have so many hours of volunteerism, and service clubs within the high schools looking to volunteer, they need to ask the administration to make the opportunity known to the students. Carolyn Mendez-Luck said college students also need to be tapped into.

Ms. Mendez-Luck asked if there are different requirements for volunteering for the *Money Management* Program. CSP Director Moore said there are different requirements, different service requests, and different levels of training for each of the individual programs. The minimum requirement for everyone is to complete a background check to protect the consumer against potential fraud and abuse. Within the Senior Corps Programs there are age requirements. Within the *Foster Parent* and *Senior Companion* programs there are age and income requirements due to stipends received, which also puts a requirement in the number of hours served in a particular period. For *Money Management* there is a one year commitment, but the time will vary dependent upon the client. For *MOW* there is the requirement of being available at a certain time during the day which leads to complications in getting

high school students to volunteer since they are in school during these hours. *MOW* requires more of a commitment since it's more than a meal, but also a connection back to community.

CSP Director Moore would love to brainstorm with anyone on how to reach into the younger generation in the times the programs are serving. She is open to ideas.

SSAC Chair Daley suggested to CSP Director Moore spelling the acronyms out on her handout to make them more user friendly.

8. SSAC Chair's Report (SSAC Chair Bob Daley):

SSAC Chair Daley reported that the idea for the letter to the editor came from O4AD's Director Nicole Palmateer Hazelbaker as a way of letting Legislators know that we care about the budget, and that services for older adults and persons with disabilities are fully funded. SSAC Chair Daley was pleased the letter made it through the process and published in a number of newspapers. He acknowledged everyone's work (staff and the IAC) who helped in getting the letter written and published.

SSAC Chair Daley shared the Executive Committee meeting that was to take place on November 15th, was canceled. They will try to reschedule in January 2019. CSP Coordinator Bennett will notify the Executive Committee when she has a date.

9. Break for Lunch

10. Director's Report (SDS Director Randi Moore):

SDS Director Randi Moore, referring to the walk-on-doc *An Advocate's Guide to the 2019-21 Governor's Recommended Budget*, gave an overview of the three prong approach to the creation of the State budget. The first part of the process is the release of DHS's budget, whose number one priority being 100% funding of Case Management staff for Developmental Disabilities (DD) and Aging and People with Disabilities (APD). The second part of the process is the release of the Governor's Recommended Budget (GRB). The GRB is a positive budget for SDS in that funding levels remain the same. There are no threats of cuts to *Oregon Project Independence (OPI)*, or *OPI to Serve Younger People with Disabilities*, and a lot of continued funding for SDS programs. However, the GRB did not include 100% funding for Case Management staff. The third part of the process is for the Legislators to come up with the final budget by considering reports and information from all the Departments, the GRB, and what advocates have to say. SDS Director Moore expressed the importance of advocacy during this process. There will be a lot of competition for limited resources so they will want to make sure their voices are heard.

SDS Director Moore updated the Councils on Senate Bill 1534, which requires more training for HCW. In order to come up with the specifics and rules of what the required training would entail, the HCC developed three sub-groups to look at testing, certification, and the curriculum. SDS Director Moore just recently received a report on what the three groups came out with, which she will email to the Councils. She stressed the need to listen to people like Mr. Volpe and our community partners working with HCW to hear what they have to say on how this affects long-term care consumers. She also stressed the importance in finding a balance of the affect to long-term care consumers and the Secretary of State's Audit for safety for consumers (SDS Director Moore will resend the Audit to the Councils). Ms. Pease asked if they could put together some recommendations and feedback on the reports from the HCC work groups to give to the HCC. SDS Director Moore said, this was an excellent idea and as a Home Care Commissioner, she will have a voice at the table and will take it back to them.

***ACTION:** SDS Director Moore will email to the Councils the HCC sub-groups report on HCW training and she will resend the Secretary of State's Audit).*

In relation to SDS Eligibility Program Supervisor Smith's earlier presentation, SDS Director Moore emphasized how Eligibility Transformation and Intergraded Eligibility will probably be the next biggest thing that will affect SDS consumers, so over the course of the next year she will be seeking the Councils input. The idea of all people being able to go online, or call a phone number to talk to a worker for immediate access to services and benefits, is one that their stakeholders, and the State population, will support and be strong advocates for. However, when a State rolls out a program there are usually obstacles and she wants to make sure the new scenarios will be right for SDS's consumers. There will be more stakeholder meetings and she would like to see the Councils at the table being proactive and vocal. SDS Director Moore is unsure on how this affects allocation. The State will be creating virtual eligibility centers, with focus on bringing jobs to rural communities, throughout the State. Whether this will cut funding and staff for SDS, she is unsure. She is also concerned if supports will be dropped. Will someone across the State be able to direct someone from Linn County on where to go for local services; for example, who to call for firewood? SDS Director Moore has a bar graph on the timeline of how and when this will roll out. She emphasized to the Councils to be prepare for more talk on this subject and be knowledgeable on Eligibility Transformation and Intergraded Eligibility because they will be the ones to advocate for those that need the support in applying for these programs.

Mr. Brean stated he would like to advocate for seniors, and other delicate groups, for more rapid solution for approval for food benefits and housing. Waiting 30 - 45 days for food stamps or one to two years for housing is not acceptable. Mr. Rickey said lack of resources is what holds up the process for housing.

11. DSAC Chair's Report (DSAC Chair Carolyn Fry):

DSAC Chair Fry gave highlights from the RGB for Developmental Disability Services (DDS). In the RGB there is an 8.6% total fund increase and DHS has a fund increase of about 7.8%. What this means for DDS is the Governor is recommending funding equity for all DD programs from the brokerage and from the County-run DD programs. Both will be equable across the board. They are looking at protecting the eligibility criteria and service levels and maintaining the existing rates for Personal Support Workers (PSW) as well as putting aside money for an increase in those rates. There is a continued focus on prevention and community based care. They will be expanding the residential group home for children in need of those services. They are looking at expanding the capacity of their waiver programs to support children who have intensive medical needs as well as in the family homes.

DSAC Chair Fry asked the Councils, if they are at the Capitol speaking to a Legislator, to include in their advocating the items that DDS want to see supported.

Lee Strandberg said the State is going to limit the rate of medical inflation for CCO's at 3.4% where it is generally at 6%. There will be some unintended consequences in terms of the capacity of health care systems to deliver. DSAC Chair Fry agreed and said the consequences will be seen in the release of DD patients from hospitals much earlier, resulting in them coming back to the community sicker and in need of more services than the community can provide.

12. Announcements:

Mitzi Naucler, from Legal Aid, shared she is seeing more people getting kicked out of their job as a HCW because their name came up on a report on a background check regardless of whether they did anything wrong. She wants everyone to be aware that when this happens, the HCW is ordered to immediately stop seeing the consumer, leaving them without a caretaker. DSAC Chair Fry said they should call the Governor's advocacy office directly and make sure they are informed of the situation. She has seen things change very quickly once she has made the call.

Jann Glenn shared Lincoln County Veterans Stand Down will be held at Newport Shilo Inn on Friday, December 8th from 9:00 am – 3:00 pm. There will be vendors and supplies for the Veterans. Lincoln County Oregon Project Homeless Connect will be held Friday, January 25th from 10:00 am – 3:00 pm at the Northwest Nazarene Church, Newport, OR.

13. Adjournment:

Meeting was adjourned at 12:35 pm.

The next meeting will be on Tuesday, February 5, 2019.

Meeting Minutes were recorded by Terri Sharpe.