

**Joint  
Senior Services Advisory Council (SSAC)  
and  
Disability Services Advisory Council (DSAC)  
Meeting  
ALBANY MEETING MINUTES  
Tuesday, February 5, 2019**

**SSAC Members Present - Albany:** Bob Daley, Chair; Saleem Noorani, Vice Chair; Catherine Skiens; Suzanne Lazaro, Issues and Advocacy (IAC) Co-Chair; Robynn Pease, Care Planning Committee (CPC) Chair; and Carolyn Mendez-Luck.

**SSAC Members Present - Toledo:** Bill Turner and Janet Shinner.

**DSAC Members Present - Albany:** Mike Volpe, IAC Co-Chair; Pete Rickey; and Lee Lazaro.

**DSAC Members Present – Toledo:** Jan Molnar-Fitzgerald, Vice Chair and Jann Glenn.

**Aging and Disability Resource Connection (ADRC) Members Present - Albany:** Sandy Potter

**Guests:** Mitzi Naucler; Cathy Savage; Dan Dunham; Tom Giles; Lauren Rose; Cecelia DeAnda; and Anita Bailor.

**Members Absent:** Commissioner Claire Hall, Lincoln County; Anne Brett; Marilyn Winter; Suzette Boydston; Doris Lamb; Lee Strandberg; Mark McNabb; Edythe James; Suzanne Brean, Clark Brean; and Jasper Smith.

**Staff:** Senior and Disability Services (SDS) Director Randi Moore; SDS Program Supervisor Ann Johnson; Older Adult Behavioral Health (OABH) Specialist Marie Laper; PEARLS Coordinator Curtis Miller; and SDS Administrative Assistant Ashley Bogue.

**NOTE:** Due to technological difficulties videoconferencing could not take place between Albany and Toledo. Each location held their own separate meetings.

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

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

SDS Director Randi Moore made an announcement that Community Program Support (CPS) Coordinator Lisa Bennett is out on medical leave and may not return. CPC Chair Robynn Pease suggested she become a Council member in the future if she was no longer working for Oregon Cascades West Council of Governments (OCWCOG). She is very valued and knowledgeable and would make a great contribution to the Councils. Carolyn Mendez-Luck would like for her to attend a meeting so the Councils can show their appreciation for her if she is not returning. IAC Co-Chair Mike Volpe pointed out that with CPS Coordinator Bennett's absence, the IAC will need to make sure Council members reach out to their Legislators. SDS Director Moore reassured everyone that they do have a coverage plan for such important issues.

**2. Approval of Minutes:**

Tabled to the April 2, 2019 Joint SSAC-DSAC meeting due to a lack of a quorum.

**3. Executive Committee Report (SSAC Chair bob Daley):**

- Motion to develop a Joint SSAC-DSAC ad-hoc committee to focus on the budget:  
Tabled to the April 2, 2019 Joint SSAC-DSAC meeting due to a lack of a quorum.
- Communication between Albany and Toledo during meetings.

SSAC Chair Daley went over the many concerns and challenges shared, when integrating Albany members and Toledo members at their meetings, such as Toledo feeling less important when having to mute their side of the conversation and having to buzz in to be acknowledged. There is difficulty in hearing due to outdated technology. Solutions suggested included looking into updating OCWCOG's technology; OCWCOG Executive Director Abousleman is currently researching the topic. Suggestions included: Following guidelines such as acknowledging oneself before speaking, waiting to be acknowledged before speaking, develop a que by texting in or develop a visual cue.

The Executive Committee also discussed the use of Robert's Rules of Order in that they are helpful in adding structure to a meeting but can be limiting by discouraging conversation. DSAC Vice Chair Jan Molnar-Fitzgerald had, at the Executive Committee meeting, suggested looking into using Roberta's Rules of Order that are a bit more loose than Robert's Rules of Order.

Curtis Miller suggested a parliamentarian to guide with parliamentary procedures and to also keep track of who is next in line to speak. SSAC Chair Daley liked the idea. As Chair he likes to take his own notes which removes him from guiding the conversation. A parliamentarian would be very helpful. Ms. Lazaro recommended a staff person to fill this role to ensure all Council members have a voice in the meetings.

SDS Director Moore asked Council members for any other ways of identifying when Toledo needs to talk other than buzzing in. Ms. Mendez Luck suggested a program called WebEx that allows conferencing ability by audio or video. By connecting with a computer, there is the option to text in a question versus speaking, and it may also provide better audio.

SDS Director Moore asked the Councils their feelings on Robert's Rule of Order. CPC Chair Pease feels Robert's Rules of Order are good when there are a lot of motions, and discussion and contention around the motions. The Councils don't have a lot of motions with contentious issues. They are there to advise and they hold a lot of discussions about topics. However, Robert's Rules of Order is good to keep everyone in line and moving forward. She suggested creating a hybrid of Robert's Rules and Roberta's Rules to ensure they all have a voice. IAC Co-Chair Volpe stated he didn't know the difference between the two. Mitzi Naucner believes that the Councils should develop their own rules, maybe nothing so complex but rather just adding more to their guidelines. SSAC Chair Daley would like to hear Toledo's feedback before developing new guidelines.

SSAC Chair Daley went over the goals for 2019 that the Executive Committee discussed which include:

- SSAC and DSAC advising more in budget making decisions,
- Advise in the development of Consumer Satisfaction and Community Partner Surveys,
- Medicaid eligibility determination done in under 45 days from the day of request,
- All Council members becoming members of the Rules Advisory Committee,
- Growth for *Oregon Project Independence (OPI)* and *OPI for Younger People with Disabilities* Programs.

SDS Director Moore's stated her goal as a Director is to have the Council members more involved in the development of the above goals, as well as understanding the SDS budget and its funding streams. This would enable them to better advise with the budget, specifically with the *Older Americans Act (OAA)*, as their funding is more flexible with the way that they can spend it. Medicaid is not as flexible, for they have specific rules on how the money can be spent. The Executive Committee discussed having a "Budget 101" presentation at the April Joint SSAC-DSAC meeting with all Council members, then later, create an ad-hoc committee to focus more on what community programs they want to focus on, and where they want to spend the money. SDS Director Moore asked the Councils if this is something they were interested in and whether they thought the April meeting is the best time for the presentation since everyone will be meeting in Lincoln County in one room. Attendance is always low when they all meet in one location. IAC Co-Chair Volpe stated that it was hard to get a quorum the two times a year when everyone meets in one room which negates having these meetings. Ms. Mendez-Luck suggested a later start time for those meetings.

SDS Director Moore said they will send out an email once they decide where the meeting is being held to find out the interest level. SSAC Chair Daley suggested that they keep the budget discussion on the agenda for the April meeting regardless.

- Guidelines for communication in meetings
  - Robert's Rules are standard, per by-laws
  - Wait to be acknowledged by Chair
  - Staff will help determine order when Chairs need assistance
  - Acknowledging grace – Chair will remind members
  - Try to stay on subject

#### **4. Committee Reports (DSAC Vice Chair Jan Molnar-Fitzgerald):**

Due to the technology issues, DSAC Vice Chair Molnar-Fitzgerald was not personally able to report on this agenda item to the Albany Council members. However, SDS Director Moore reiterated what DSAC Vice Chair Molnar-Fitzgerald expressed at their Executive Committee meeting, stating her appreciation for the time and dedication the Chairs put into their report and sharing of the information. She finds it very helpful and would like to see Chair reports continue as part of their Joint SSAC-DSAC meetings. SSAC Chair Daley concurred.

Marie Laper asked if there was a plan to replace past DSAC Chair Carolyn Fry who had to resign due to her relocating. SDS Director Moore said, based on the by-laws, DSAC Vice Chair Molnar-Fitzgerald will move into the Chair position, following OCWCOG Board of Directors approval. There was supposed to be an addendum to the agenda to be made by DSAC Members and Nominating Committee Chair Suzanne Brean to vote in a DSAC Vice Chair. However, due to the weather she could not make the meeting so this will be tabled to the April Joint SSAC-DSAC meeting.

#### **5. Care Planning Committee Report (CPC Chair Robynn Pease):**

CPC Chair Pease reported that the CPC last met on January 8th. Highlights from the meeting included:

- Background check processing – SDS Director Moore, who is on the Home Care Commission, recently attended a meeting where Frank Mills, Director of the Background Checks Unit, reported on the processes put in place to reduce the time in getting background checks processed. The goal is for the process to go from taking 45 days for processing to one to two weeks. CPC Chair Pease stated that at the time of the CPC meeting, members were expressing frustration that the background checks were still taking a long time. This could be due to the rollout taking place in November and the backlog of background checks that they were just trying to get caught up on. SDS Director Moore will report back to the CPC in March with updates and improvements on the processes.

CPC Chair Pease noted the Background Unit has filled all of its positions thanks to the Legislative mandate in this overall effort to reduce processing time.

- Consumer Surveys – The CPC will be devoting more time to understanding how they might advise on the upcoming Consumer Satisfaction Survey. The survey is sponsored by SDS with the goal to learn whether SDS is meeting and satisfying people's needs and to inform the four year Area Plan. There are other existing surveys out there such as the Aging and Disability Resource Connection Survey and the In-Home Care Consumer Survey. Once they learn more about those the CPC will hone in on the goals of SDS's survey.
- Senate Bill 1534 Rules Making Process Update – Recently there was a work group comprised of three sub-work groups that were developed to look at testing, certification, and curriculum development and training for Home Care Workers (HCW). The work group advises the Steering Committee which in turns advises the Rules Advisory Committee. The Steering Committee, comprised of the employed staff, is currently finishing up its work. There is agreement that there will be requirement of eight hours of training on various topics within the first 90 days of enrollment, and

no testing out of training. This information will be conveyed to the Rules Advisory Committee when they begin meeting. CPC Chair Pease reminded everyone that the Rules Advisory Committee likes consumer participation so all Council members are encouraged to sign up for notification so they might participate as their time and interest allows.

The next CPC meeting will be March 5th where they will work on their agenda with two areas of focus being the Consumer Satisfaction Survey and the ongoing monitoring of Senate Bill 1534.

Mr. Volpe shared that the first Rules Advisory Committee meeting for Senate Bill 1534 is being held this Friday from 9:00 am – 12:00 pm at the Cherry Avenue Building in Salem.

**6. Meals on Wheels Advisory Committee (MOWAC) Report (MOWAC Chair Catherine Skiens):**

MOWAC Chair Catherine Skiens reported to the Councils that they put out a Food Production and Delivery Request for Proposal (RFP) for a new contract. Three companies, Trinity Food Services, GA Foods, and Bateman Community Living, submitted applications but Trinity Food Services and GA Foods dropped out at the last minute leaving Bateman Community Living receiving the contract.

MOWAC Chair Skiens stated Bateman has been good to them in the past. When renewing the past contract, because they were ordering more food, the cost went down. When she gets the new contract she will bring it to the Councils and then it will be sent to the OCWCOG Board of Directors for their final approval.

Total meals (delivered and dining room) served from July 1, 2018 - January 31, 2019 - 101,529 for all three counties.

- Benton County served 15,747
- Linn County served 60,004
- Lincoln County served 25,778

Total donations for *MOW* program - \$55,702.

Total Supplemental Nutrition Assistance Program (SNAP) dollars used for purchase of meals - \$542

MOWAC Chair Skiens will provide the total dollars received in donations from the *MOW* fundraising letter at the April Joint SSAC-DSAC meeting. If there is any other information anyone would like they should email her and she'll provide that as well.

**7. Issues and Advocacy Committee (IAC) Report (IAC Co-Chairs Mike Volpe and Suzanne Lazaro):**

IAC Co-Chair Lazaro reported that the IAC has had a few informal meetings to discuss what to advocate for funding this year. They are very dependent on CPS Coordinator Bennett, historically, for making their connections with Legislators for meetings, as well as for trainings. Their goal is to meet with the new Representative in Linn County and to continue to meet with their other Representatives in all three Counties. The IAC's focus is on 100% funding for Case Management staff, which is also supported by the Department's budget but not included in the Governor's budget.

Dates to remember:

- The Oregon Association of Area Agencies on Aging and Disabilities (O4AD) quarterly meeting is taking place today. The meeting had taken place on Wednesdays in the past and did not conflict with the Joint SSAC-DSAC meetings. IAC Co-Chair Lazaro voiced her concern to them in this regard.
- Legislative Conference Calls - O4AD is hosting Legislative Conference calls every Friday, at 10:30 am during session (there may be some dates that will be canceled and O4AD will send out notice ahead of time.) Join them for a quick update on the week in the Capitol, upcoming events or opportunities for advocacy and issues for engagement.

Fridays, 10:30 am

Call in: 1-888-788-0099

Meeting ID: 617 015 825

You may also join via computer via Join Zoom Meeting

<https://zoom.us/j/617015825>

Legislative Emails - O4AD will be publishing weekly email updates during the 2019 Session. If you are not on their list, go to <http://www.o4ad.org> and enter your information on the front page. The Oregon Legislative process is a process that allows for citizen involvement. Get involved and make your voice heard! Ongoing Friday conference call, coordinated by Nicole Palmateer Hazelbaker

- Informational hearings with the Department of Human Services taking place all this week.
- Review of the Provider Tax will take place on February 7th.
- The next IAC meeting will be held on February 12th, at 10:30 am.
- APD budget hearings are on February 13th.
- The State-wide Advocacy meeting is on May 9th.

IAC Co-Chair Lazaro said the advocacy group at the O4AD is very concerned about mental health and there is continued interest to see Medicare expand to covering licensed professional counselors and marriage and family therapists as Medicare beneficiaries. House Bill 32 and Senate Bill 1879 would remedy this. Federal advocates would like State and local advocates to get involved with this advocacy.

IAC Co-Chair Volpe reminded Council members that they can connect with Legislators via email or in person at the Capitol. He stressed the importance in staying in contact with Legislators in their area because they put more of an emphasis on their constituents. IAC Co-Chair Volpe has recently been in contact with Representative Dan Rayfield and Senator Sara Gelser and attended a town hall meeting last week.

#### **8. By-laws Revisions (SDS Director Randi Moore):**

SSAC Chair Daley and SDS Director Moore updated the Councils on the discussion the Executive Committee had on the by-laws. In order to make committees all-inclusive to both SSAC and DSAC members the by-laws needed to be updated. This talk inspired a lot of conversation about by-laws in general from OCWCOG. There is a feeling they need to update and somewhat unify the by-laws of the Councils and other areas of OCWCOG. A motion was passed at the Executive Committee to form a sub-committee to streamline the SSAC and DSAC by-laws.

Ms. Mendez-Luck asked what the timeline was for completing this work. SDS Director Moore said she would like to start soon with a couple of 1 hour meetings, with hope of taking it back to the Full Councils by May or June.

Volunteers included: Mitzi Naucler, Robynn Pease, Mike Volpe, and Lee Lazaro. Any volunteers from Toledo will be added to the list.

SSAC Chair Daley would like to schedule a meeting for the sub-committee after he hears back from Toledo. He asked that the volunteers keep an eye out for an invitation to the meeting.

#### **9. SDS Update (SDS Director Randi Moore):**

SDS Director Moore reported to the Councils that consumers are being contacted by scammers asking for their social security number and other information. SDS immediately sent out over 12,000 fraud alert postcards reminding consumers that SDS will not directly contact them asking for this information. One of the goals in the budget this year is to do more outreach and education about scams, fraud, and elder abuse in general.

SDS Director Moore announced she will be attending the National Association of Area Agencies on Aging (n4a) policy briefings in early March, in Washington D.C. She'll report back to the Councils with information from the DC meeting.

Nicole Palmateer Hazelbaker sent out a placeholder invitation for a tentative hearing by Representative Alissa Keny-Guyer, for bills related to senior programs, including *OPI*, on February 27th. If this hearing does take place SDS Director Moore will let the Councils know.

IAC is making sure they have good handouts for Legislatures as well as updated Client Profiles.

## **10. Break for Lunch**

## **11. Annual Area Plan Updates and Review (SDS Director Randi Moore):**

SDS Director Moore reminded the Councils that part of being an Area Agency on Aging is the requirement to complete an Area Plan every four years. OCWCOG SDS Area Plan ends at the end of this year. A template of the areas that the Agencies need to work on is provided by the State with the Agency setting goals within those boundaries. Agencies are required to provide updates every year on how they are reaching those goals.

SDS Director Moore provided a handout to members that describes how they are keeping up with their goals.

The Councils were to make a motion for approval of the updates to be sent to the State, but due to the lack of quorum, SDS Director Moore may ask for a motion to approve the Area Plan updates via email. She will respond back to members at a later time.

Mr. Dunham suggested including numbers in order to keep it a "measurable objective" keeping the numbers small. This would keep the plan useful and able to obtain goals. He volunteered to help. SDS Director Moore reminded everyone that this current Area Plan was created three to four years ago, by her predecessor Director Dave Toler.

Ms. Mendez Luck wanted to know how the issue areas in the Area Plan were developed. SDS Director Moore said OAA language states that we need to help serve underserved consumers (minorities). It also states that we can always add more issue areas to the Area Plan. She mentioned that she would like advice from the SSAC/DSAC members to provide their input for the Area Plan.

IAC Co-Chair Volpe wants to include the seniors and LGBTQ population in the "measurable objectives". You can set a goal and slightly increase it.

CPC Chair Pease asked if there are any projections in demographic shifts. SDS Director Moore said GIS mapping from Community and Economic Development would be very helpful to pull this information. CPC Chair Pease feels this would be helpful for a presentation so members can advise.

Lee Lazaro said a disappointment for him was the lack of transportation in the Area Plan. Transportation is a vital component within the community.

Ms. Mendez-Luck suggested holding a town hall in each of the three Counties to gather information for the Area Plan.

Mitzi Naucner noticed that the meals served in *MOW* dining rooms had a decrease but the Area Plan shows a goal of a 20% increase.

MOWAC Chair Skiens pointed out that the State required five issue areas and transportation was not initially on the list that the State provided. They did note in their comments in the Area Plan that transportation and housing are important in the community. She noted that the last time the Area Plan was due, the State was in a rush to get the topics out to agencies so they felt rushed. She hopes that they include more topics for the next Area Plan.

SDS Director Moore reiterated that they do have to work within the framework that the State provides to them.

**12. Other Business:**

SSAC Chair Daley announced Lumina Hospice is running a Powerful Tools for Caregivers class for family caregivers in Lebanon. They have plenty of room for people to attend and would like to make sure that they can provide training for as many people as possible.

**13. Adjournment:**

Meeting was adjourned at 12:31 pm.

The next meeting will be on Tuesday, April 2, 2019.

*Meeting Minutes were recorded by Ashely Bogue*