

To: Randi Moore, Terri Sharpe, Senior Services Advisory Council and Disability Services Advisory Council
From: Robynn Pease, Chair, Care Planning Committee

Care Planning Committee Meeting Summary

The Care Planning Committee met on March 5. The meeting agenda included a farewell tribute to Bob Daley, who stepped down as SSAC chair on account of the demands of his new position as the Advance Planning Coordinator with Peace Health in Eugene, and an initial review and discussion of existing consumer satisfaction surveys in preparation for revising the consumer satisfaction survey administered by our agency.

The following surveys were reviewed:

- 2014 OCWCOG Senior and Disability Services Consumer Satisfaction Survey
- 2017 Northwest Senior and Disability Services Consumer Satisfaction Survey
- 2015 Oregon State Unit on Aging ADRC Consumer Satisfaction Survey
- Fall 2019 Aging & Disability In-Home Consumer Survey

The OCWCOG and Northwest Senior Disability Services surveys focus on general consumer satisfaction of callers and clients seeking agency services while the ADRC and In-Home surveys are much more comprehensive in scope and purpose; in contrast to the first two surveys, these surveys identify gaps in service needs and make recommendations to improve care delivery. Interestingly, the committee asked about surveying residents in residential and long-term care settings in our area and decided that they want more information about these surveys as part of our comprehensive survey review process.

Given the breadth of survey content, the committee decided that the creation of a table of survey information to aid in the review process would be helpful (Note: Robynn and Carolyn Mendez-Luck will be working on the design). Also, a motion to form an ad hoc work group to draft an OCWCOG Consumer Satisfaction survey design for the care planning committee and Council's subsequent approval was passed. In addition to the chair, Carolyn, Dan Dunham, Suzanne Bean, Janet Shinner and Doris Lamb have agreed to contribute to this work group.

Additional agenda items included an informative update from SDS Program Supervisor Dawn John, who spoke about House Bill 3189 that would require DHS, under APD, to complete a workload analysis identifying the number of case managers needed in AAA regional offices and the means to incrementally meet this demand. Currently in-home case managers assist, on average, 95-110 consumers, which is high, according to Dawn. The ideal case load is 85-90.

Lastly, an update on Senate Bill 1534 was provided by Mike Volpe, who stated that the discussion regarding new training requirements for Home Care Workers and Personal Support Workers continue.

The next meeting will be Tuesday, May 7.