

**Care Planning Committee
Meeting
MEETING MINUTES
Tuesday, November 5, 2019**

SSAC/DSAC/ADRC Operations Council Members Present: Robynn Pease, Care Planning Committee (CPC) Chair; Catherine Skiens; Doris Lamb; Suzanne Lazaro; Mitzi Naucler; Mike Volpe; Sandy Potter; and Jasper Smith.

Guests: Richard Montgomery; Curtis Miller; Cath Savage; and Kath Schonau.

Staff: Randi Moore, Senior and Disability Services (SDS) Director; Ann Johnson, SDS Program Supervisor; Kara Beck, Transportation Health Support Specialist; Kim Cooper, SDS Executive Assistant; Marie Laper, Older Adult Behavioral Health (OABH) Specialist; Christy Fitch, SDS Contract Employee; and Terri Sharpe, SDS Administrative Assistant.

Due to the malfunction of the videoconferencing equipment, the meeting was not teleconferenced in Toledo.

1) Welcome and Additions to the Agenda (Chair Robynn Pease):

Chair Robynn Pease called the meeting to order at 11:06 am. Introductions were made including guests.

SDS Director Randi Moore thanked all CPC members and guests who drove over from Toledo to attend the CPC meeting due to the tech problems with the videoconference equipment.

Additions to the Agenda:

SDS Director Moore informed the CPC that the PEARLS presentation was being replaced with a presentation on Ride Line.

SDS Contract Employee, Christy Fitch will be updating the CPC on the Consumer Satisfaction Survey.

2) Approval of the March 6, 2019 Meeting Minutes (Chair Robynn Pease):

Due to a lack of a quorum, the minutes were tabled to the January 7, 2020 CPC meeting. The CPC was asked for any comments or corrections, of which there were none.

3) Approval of the 2020 Care Planning Meeting Schedule (Chair Pease):

Due to a lack of a quorum, the approval of the 2020 Care Planning Meeting Schedule was tabled to the January 7, 2020 CPC meeting.

4) Chair's Report (Chair Robynn Pease):

Chair Pease shared with the CPC that Senior Services Advisory Council CPC member Mark McNabb underwent surgery and was now undergoing rehab. He will be at the Mennonite Rehab facility for the next couple of weeks. A card was sent around for people to sign.

Chair Pease shared that she attended *CelebrateLBL*, an Oregon Cascades Council of Governments awards ceremony that was held at the Historical Carousal in Albany. The *Meals on Wheels* Volunteer of the Year award went to Corvallis meal site volunteer, Bill Goslow, who has been volunteering for *MOW* for 12 years.

The SSAC-DSAC Executive Committee will meet on November 19th. At this time, Chair Pease will be sharing ideas and topics of the CPC. She asked CPC members if they had any information that they would

like to be shared with the Executive Committee. Chair Pease would like to plan the 2020 CPC agenda after the Executive Committee meeting.

5) Presentation on Ride Line Transportation Programs and Services (Kara Beck, Transportation Health Support Specialist):

Transportation Health Support Specialist Kara Beck gave an overview of Ride Line's programs and services to the CPC. Ride Line is a service of the Oregon Health Plan (OHP). When a client is new to Ride Line, their Medicaid eligibility is first verified, they then go through an intake process with a specialist where Ride Line's programs and services are explained. Ride Line has four programs that include:

- Non-Emergent Medical Transportation - provides door-to-door, non-emergency medical transportation to Medicaid members who are residents of Linn, Benton, or Lincoln Counties. All medical services must be covered by Medicaid to be authorized for a transport.

Doris Lamb and Kath Schonau, both Homecare Provider Agencies in Lincoln County, are concerned about the cancelations their clients experience, especially specialty appointments into the valley. Transportation Health Support Specialist Beck noted Lincoln County has fewer providers and fewer wheelchair transports than the valley so Medicaid members are asked to give 2-3 weeks' notice for appointments vs. Linn and Benton Counties where they are asked to give 2-3 days. If Lincoln County residents call for an earlier appointment they will be put on standby. The least amount of time given for an appointment, the less likely they are guaranteed a ride. Other reasons an appointment may be canceled would be due to a disabled transport vehicle. Transportation Health Support Specialist Beck said she would look into any specialty appointment that was canceled without an explanation if she is notified.

SDS Director Moore asked if Ride Line was tracking data on issues or trends, such as people having their rides canceled. Transportation Health Support Specialist Beck said they have the capability and it is something they are looking into.

Ride Line is able to take residents of Linn, Benton, and Lincoln Counties outside of the tri-County area if that provider is the closest provider for that specific service.

- Mileage Reimbursement Program - this program offers a travel allowance to members that may have a vehicle but not enough money for gas, or may have a friend or family member that can transport them to their preauthorized appointments. To sign-up for the program, the Medicaid member fills out the paperwork and then a debit card is issued to them. Reimbursement for any preauthorized transports are issued directly onto the debit card. Mileage is reimbursed at 25 cents a mile and when the member signs up they can request the card be issued in their name or the name of their caregiver.
- Travel Training Program – this program is for people who can use the public transit system but are unsure how. The program provides a travel planning specialist who goes to a person's home and helps them with a personalized public transportation plan making them more independent. There is one travel planning specialist that covers the tri-County area. Bus tickets are free for travel to preauthorized appointments.
- Well Care Program – this is a pilot program to address the things that impact people's medical situations. The program provides transport to special services that will have a big impact on that member's health and overall wellness, such as access to healthy foods if they should have a dietary issue, or access to social support if the client is isolated. The client would need a referral from a

health care navigator and meet certain criteria to be eligible for paid transport. The program is funded through non-emergent medical transportation funding and is dependent on the budget and the success of the pilot. They can get a referral for any age individual but Ride Line cannot transport anyone under 12 years of age. Transportation Health Support Specialist Beck has seen an increase in homeless individuals utilizing the program but most referrals are from cancer centers.

Chair Pease asked what gaps are in the transportation services and what transportation would Transportation Health Support Specialist Beck like to see in our communities. Transportation Health Support Specialist Beck said she is most excited about the Well Care Program because it is more upstream and allows for creativity to address things that can cause people's medical situations. She would like to see more collaboration of services to make the program more successful.

SDS Director Moore reminded the CPC that in the development of the *Area Plan* they have talked about focusing on transportation as one of their areas of focus. In the past they have never had the language, goals, nor objectives to address it. If they are seriously thinking about putting transportation in the *Plan* this cycle she would like to reach out to Community and Economic Development Director Phil Warnock.

6) Update on the Consumer Satisfaction Survey (SDS Director Moore and SDS Contract Employee Christy Fitch):

SDS Director Moore introduced Christy Fitch, who has been contracted to work on the Consumer Satisfaction Survey. The survey is a small piece of how SDS will do their needs assessment for the *Area Plan* for the next four years. The draft of the *Plan* was developed by the CPC and now staff is trying to develop timelines in getting the survey out to consumers in order to get the information back in time to include it in the *Area Plan* development. They are looking at mailing out the Survey at the beginning of the new year (after the holidays) so it will be in consumers mailboxes the first week in January.

SDS Director Moore and Ms. Fitch looked over the draft survey to ensure the questions lined up with what they wanted to know and gain from the survey. SDS Director Moore tasked the SDS Supervisors on what they would want to know from the survey, and developed a list of guiding questions they will compare to the draft (see handout). SDS Director Moore would like to bring an updated draft to the December Joint SSAC-DSAC meeting for approval.

Mitzi Naucler is concerned about the length of the survey which would diminish the quality of information they would receive. She suggested, when redrafting, to focus on questions they really want to know the answers to and edit out the rest. The survey should be no longer than a page. She also reminded everyone that the consensus forms will be going out at the same time.

Suzanne Lazaro suggested to add a question at the end of the page if they want more content. Ms. Naucler suggested calling people, as well, to get in-depth information.

The survey will be mailed out with a self-addressed stamped envelope but there will be an option and a link to where they can go online to take it. SDS Director Moore also stated they are strongly thinking of sending the survey to their Medicaid consumers.

Marie Laper suggested being careful when asking yes and no questions and to focus on more qualitative questions.

SDS Director Moore asked the CPC to take home the "What do we want to know" Survey, and if anyone can come up with questions that would result in measureable answers to please contact her. Chair Pease

suggested working directly with Carolyn Mendez-Luck who is an expert on surveys. SDS Director Moore agreed but would also like to hear from anyone else that may have ideas.

Mike Volpe asked what percent of return they are hoping for and is the return rate linked to the length of the survey. SDS Director Moore said the last survey they got an 18 percent return and would like to see that again. Ms. Fitch said there were eight questions in the 2016 Survey with 18% return and the 2011 survey had 10 questions with only a 10% return rate.

7) Program Updates (SDS Director Randi Moore):

SDS Director Moore stated she sent out an email to SSAC and DSAC about advocacy for the Older Americans Act (OAA). It is presently sitting in the Senate and needs to be moved to the floor for approval. When it moved out of the House it was a bipartisan bill with a lot of support. She asked everyone to reach out to Senator Ron Wyden or Senator Jeff Merkley to keep the bill moving forward.

Ms. Naucler asked if there is a committee working on the *Area Plan*. SDS Director Moore said not currently but they will determine, at the Executive Committee, to which Committee would be the best group to send individual focus items to.

8) Other Business and Announcements:

No other business now announcements.

9) Adjournment/Lunch:

Meeting was adjourned at 12:28 pm.

The next meeting will be on January 7, 2020

Meeting Minutes were recorded by Terri Sharpe