

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, October 1, 2019**

SSAC Members Present: Carolyn Mendez-Luck, Chair; Robynn Pease, Care Planning Committee (CPC) Chair; Doris Lamb; Suzanne Lazaro; Anne Brett; Mitzi Naucler; Catherine Skiens, *Meals on Wheels* Advisory Committee (MOWAC) Chair.

DSAC Members Present: Jan Molnar-Fitzgerald, Chair; Lee Lazaro, Vice Chair; Mike Volpe; and Tom Giles.

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

Guests: Cathy Savage; Anita Bailor; A.J. Warren; Dan Dunham; Kindra Oliver; Kim Rockwood; Tomas Hernandez; and Richard Montgomery.

Members Absent: Commissioner Claire Hall, Lincoln County; Saleem Noorani, SSAC Vice Chair; Bill Turner; Lee Strandberg; Mark McNabb; Suzanne Brean; Clark Brean; Edythe James; and Jann Glenn.

Staff: Randi Moore, Senior and Disability Services (SDS) Director; Ann Johnson, SDS Program Supervisor; Kim Cooper, SDS Executive Assistant; Marie Laper, Older Adult Behavioral Health Specialist (OABHS); and Terri Sharpe, SDS Administrative Assistant.

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

DSAC Chair Jan Molnar-Fitzgerald called the meeting to order at 10:00 am. Introductions were made, including guests.

2. Approval of Minutes:

ACTION: Motion to approve the August 6, 2019 Joint SSAC/DSAC meeting minutes made by Suzanne Lazaro, seconded by Tom Giles. Motion passed unanimously.

3. CPC Report (CPC Chair Robynn Pease):

CPC Chair Pease reported that the CPC last met on September 10th, where they reviewed the latest draft of the Consumer Satisfaction Survey. The Survey is now in the hands of SDS staff for review and approval. SDS Director Randi Moore has reached out to Western University's Gerontology program for an intern to administer the survey.

Jennifer Andrews, SDS Employer Resource Connection (ERC) Coordinator, presented to the CPC on the ERC program. Ms. Andrews is the link to the consumer who is in charge of their own in-home care and securing their own Home Care Worker (HCW). She conducts home visits, free of charge, where she advises on the screening and interview process; helps the consumer navigate the HCW registry; goes over boundaries between the consumer and the HCW; consults on backup planning; provides communication skills; educates the consumer on what is acceptable and what is not regarding signs of abuse, potential exploitation, and household safety. Most of her referrals come from SDS case management, but the public is also welcome to contact her.

The CPC also went over general program updates, Legislative outcomes, the *Supplemental Nutritional Assistance Program (SNAP)*, management evaluation, and changes in preparation

for the Eligibility Transformation. All updates are available in the CPC September 10th meeting minutes.

The CPC meeting concluded with the mention of the departure of Representative Dan Rayfield from the State Legislature, and a desire on SDS's part of sending him a letter of appreciation for all of his efforts and advocacy on behalf of SDS's programs.

4. MOWAC Report (MOWAC Chair Catherine Skiens):

MOWAC Chair Skiens reported that the MOWAC did not meet this past month, but informed the Councils that the Girl Scouts donated cookies to all seniors in the *MOW* program again this year. It was very well received by both the seniors and the *MOW* program.

The *Tapas and Treasures* fundraiser for *MOW* raised a total of \$7,481. The money goes toward purchasing meals for the program (each meal costs approximately \$9.00). Meals are free to consumers in the program, but donations are always accepted.

MOWAC Chair Skiens reminded everyone *CelebrateLBL* is taking place on October 24th, at the Albany Carousal. SDS Director Moore said this will be the third annual *CelebrateLBL* event where they celebrate the successes of the tri-County Region in all areas represented by Oregon Cascades West Council of Governments (OCWCOG). Various awards will be given out at the event.

Other updates include: Albany's meal center has a new site manager, Julie Tatum. Judy Stefl, MOWAC member, has resigned from MOWAC after serving on the Committee for over five years. MOWAC is in need of a couple of new members and if anyone is interested, or knows of anyone that is interested, to please let MOWAC Chair Skiens know. The next MOWAC meeting will be held in Brownsville on October 24th. If anyone is interested in attending please let MOWAC Chair Skiens know, so lunch can be ordered for them.

5. Identifying a Brand – Kick-off from the Senior Center Joint SSAC-DSAC Meeting

SDS Director Moore is concerned about SDS's branding and whether people know who SDS is and the services they provide. There is not a clear mission statement for SDS at this point in time, in part because of being part of a bigger agency. It was at the National Association of Area Agencies on Aging (N4A) conference where it was brought to SDS Director Moore's attention that branding is more than a logo, but also a feeling and the experience people get when they walk through one's door.

SDS Director Moore feels that the overarching purpose of what SDS does is not clear. She proposed an exercise that would identify what those around the table feel are the most important features and functions of who SDS is. She would like to take the results of the exercise to the Executive Committee meeting in November where they will establish the focus of the Joint SSAC-DSAC meetings for 2020. The exercise consisted of taking five minutes for everyone to write down their response to the question – *What do we want community members to immediately think of when they hear the name Senior and Disability Services?* Everyone then shared their statements with the group as Executive Assistant Kim Cooper typed them into *Word Cloud* to identify recurrent themes and key words used, which will then be used in SDS's branding.

After lunch everyone reconvened, but before reviewing the results of the exercise, SDS Director Moore asked for input on the information shared. Responses included, but were not limited to, statements showing a lot of caring, statements using the term disability rather than people of different abilities, focus on aging, replacing needs with solutions and possibly fears, and more use of the term aging vs seniors. It was suggested to conduct this exercise with other stakeholders.

Anne Brett expanded SDS Director Moore's thoughts, saying that the more they get inclusive and recognize diversity, then the more of what they say will be relevant when speaking to those they are serving. She feels SDS's relevance is suffering because of the language being used.

SDS Director Moore summed up that staff will take the results and consolidate them, getting rid of clear verb tense repetitive words. If anyone would like to send new sentences back to her, she would be interested in seeing them. Copies of the original results, along with the edited version, will be sent out to everyone a couple of weeks before the next meeting. Any input is welcomed on how to move forward with this. SDS Director Moore would like to see on every future agenda a small conversation moving SDS in the direction of trying to figure out who SDS is, what they do, and how they serve their community members, with a little more clarity.

6. Area Plan Updates (SDS Executive Assistant Kim Cooper):

SDS Executive Assistant Cooper gave a brief synopsis of what the *Area Plan* is, the focus areas of what SDS will be looking at, and why SDS is working on an *Area Plan*.

The *Older Americans Act (OAA)* requires every Area Agency on Aging (AAA) to develop an *Area Plan* which needs to be renewed every four years, with the next *Plan* going from 2021-2024. SDS's outcome is to develop a strategic (written) plan identifying needs and services for their demographic area and establish a plan on how their agency will deliver these services. SDS Executive Assistant Cooper directed the Councils to the transmittals, sent out by the State, located in the agenda packet. Councils can get involved by participating in work groups, helping SDS develop and distribute surveys, participate in community forums, provide input identifying service needs and priorities, and assist in developing goals and activities over the coming years.

The 2021 – 2024 *Area Plan* areas of focus:

1. Information and Referral Services and *Aging and Disability Resource Connection (ADRC)*;
2. Nutritional Services;
3. Health Promotion;
4. Family Caregivers;
5. Legal Assistance and Elder Rights Protection Activities;
6. Older Native Americans;
7. *Oregon Project Independence (OPI)*; and
8. Other Focus Areas – Areas SDS might identify with known community needs, not addressed in the areas above.

SDS Director Moore feels SDS has not been as proactive in working with the Councils in the past in getting input on SDS's goals and objectives for the State directed focus areas that include areas 1 – 7. In regard to focus area 8, SDS Director Moore does not recall SDS ever adding any additional focus areas. In the development of the last *Area Plan* there was discussion of addressing transportation, but nothing came of it. SDS Director Moore does not know how much they can affect transportation, but believes they should start developing small goals toward it.

SDS Director Moore would like to have the *Area Plan* on the Joint SSAC-DSAC agenda for the next nine months, before it has to be approved by the SSAC and DSAC as well as the OCWCOG Full Board of Directors. This would entail looking at areas of concern and developing goals.

Ms. Skiens feels it would be helpful if everyone could see the last *Area Plan*. SDS Director Moore agreed, but stated that the document is over 180 pages. She recommended sharing the pages with the goals and objectives metrics in which they have the most input on, as well as the link to the *Area Plan* online for those that cared to read the plan in its entirety.

Ms. Rustrum, one of the State reviewers, stated the *Plan* is for SDS's community members. It's the public's view into what SDS is committed to doing to move things forward in the local community for the next four years. It is a Federal requirement, and as a State agency that provides the funding of a pass through agency to the AAA, it is their job to review and approve the area plans and to monitor their progress.

Ms. Lazaro feels reviews from the *Area Plan* could be used for funding through grants or through legislation on community needs assessment. Mr. Lazaro suggested that once the *Plan* is out to have a one page summary that could be used by the Issues and Advocacy Committee as well as the Councils toward SDS's branding, with the summary explaining who SDS is and their goals.

Ms. Rustrum is with the Community Services and Supports Program and is a liaison for two AAAs as well as SDS's representative from the State. She encouraged the Councils, as they move into the new *Area Plan*, to add into their agenda every six months, a summarization of where SDS is at in regards to their goals and objectives. Every year when goals and objectives get edited the steps that were taken are replaced by the new steps and goals so there is no cumulative action over the course of the life of the *Area Plan*. It is hard to see everything the agency has done to work toward achieving the goal over time. This is a formatting issue.

Ms. Brett is concerned on the lack of a summary of the goals and objectives that were accomplished from 2016 – 2020. SDS Director Moore said every year they do an update and they can consolidate that into one report about all the things done in moving toward goals. Ms. Rustrum stated there are accomplishments to be proud of from the updates she was a part of.

SDS Director Moore said to expect to see the *Area Plan* as an ongoing agenda item in which the Executive Committee will help define, and by June they will need to have it wrapped up.

Mr. Volpe asked how they were going to access the needs of Native Americans. SDS Director Moore said they were going to engage the help of Ms. Bailor and Mr. Warren, Tribal representatives, to help guide that conversation. Ms. Bailor said they have just conducted a health and welfare needs assessment with their elders and will be getting results back soon. They've been doing the study every funding cycle for over 25 years and the results are not only for Siletz Tribal members, but it compares it to Tribal members nationwide for ages 55 and over. With permission she'll share the data with the Councils.

Ms. Rustrum stated they were having their Statewide meet and greet with the Tribes coming up this month. A topic of discussion at the meeting is on *Area Plan* development with all the AAAs and Title VI coordinators.

7. Other Business:

Reschedule the December 3rd Joint SSAC-DSAC meeting (*SDS Director Randi Moore*)
ACTION: Motion to approve moving the December 3rd Joint SSAC-DSAC meeting to the following Tuesday, December 10th, 10:00 am – 12:30 pm, due to the Thanksgiving holiday made by Mr. Lazaro, seconded by Ms. Brett. Motion passed unanimously.

Dan Dunham announced that Benton County has a small group of HCWs that meet at the Corvallis United Methodist Church on the second and fourth Monday, in the mornings for one hour. This is a self-help group and his role is to facilitate the group. Anyone is welcome.

Marie Laper announced the Department of Justice is conducting an Elder Abuse Conference at the Salishan Resort on October 29th – 30th. They are still looking for additional folks from the

medical group such as first responders. She will send additional information to SDS Administrative Assistant Sharpe to email to the Councils.

SDS Director Moore announced the National Association of Area Agencies on Aging (N4A) 2020 Annual Conference and Tradeshow will take place at the Oregon Convention Center in Portland on July 11-15, 2020. They will be looking for volunteers and she hopes there will be a large representation of Council members attending. Hotel reservation information will be available late 2019.

SDS Director Moore announced Executive Director Fred Abousleman is resigning. His last day will be December 6th. There is a transition plan with two of OCWCOG's Board members, Mayor Biff Traber of Corvallis and Mayor Dann Cutter of Waldport, in combination with OCWCOG's Deputy Director and Finance Director, with the Deputy Director and Finance Director being the ongoing support of the agency through the period of a national recruitment for the position.

SSAC Chair Mendez-Luck announced that the 44th annual Oregon State University Gerontology Conference is taking place on April 1-2, 2020. *Informed Aging* is the theme for the conference.

8. Adjournment:

The meeting was adjourned at 12:31 pm.

The next meeting will be on Tuesday, December 10th.

Meeting Minutes were recorded by Terri Sharpe.