

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, April 6, 2021**

SSAC Members Present: Saleem Noorani, Chair; Doris Lamb, Membership and Nominating Committee (MNC) Chair; Robynn Pease, Care Planning Committee (CPC) Chair; Mitzi Naucler; Richard Montgomery; Bill Turner; and Lee Strandberg.

DSAC Members Present: Jan Molnar-Fitzgerald, Chair; Mike Volpe, IAC Co-Chair/MNC Chair; and Allison Hobgood.

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

Guests: Cathy Savage; Sheila Stiley; Joann Cvar; Michelle Giammona; Lucy Zammarelli; and Kay McDonald.

Members Absent: Commissioner Claire Hall, Lincoln County; Suzanne Lazaro; Carolyn Mendez-Luck; Lee Lazaro; and Mark McNabb.

Staff: Randi Moore, Senior and Disability Services (SDS) Director; Andrea Smith, SDS Program Supervisor/Change Leader; Kim Cooper, SDS Executive Assistant; and Terri Sharpe, SDS Administrative Assistant.

1. Welcome, Roll Call, and Additions to the Agenda (SSAC Chair Saleem Noorani):

The meeting was called to order at 10:06 am. Guest introductions were made.

2. Approval of Minutes:

ACTION: Motion to approve the February 2, 2021 Joint SSAC/DSAC meeting minutes made by Doris Lamb, seconded by Robynn Pease. Motion passed unanimously.

ACTION: Motion to approve the March 9, 2021 Special Joint SSAC/DSAC Area Plan meeting minutes made by Lee Strandberg, seconded by Doris Lamb. Motion passed unanimously.

3. Approval of Marie Laper's SSAC Membership Application (SSAC MNC Chair Doris Lamb):

ACTION: Motion to approve Marie Laper's SSAC membership application and forward it to the Oregon Cascade West Council of Governments (OCWCOG) Board of Directors for their approval made by Doris Lamb, seconded by Lee Strandberg. Motion passed unanimously.

4. Nominations for SSAC (SSAC MNC Chair Doris Lamb):

- Membership Renewals:

SSAC memberships are for a two-year term. Members that are up for renewal are Mitzi Naucler, Mark McNabb, William Turner, Saleem Noorani, and Carolyn Mendez-Luck. To renew one's membership a statement with one's wish to renew needs to be submitted.

Approval for membership renewals will be approved by the SSAC at the June 8, 2021 meeting, then sent to the OCWCOG Board of Directors for their approval at their July 15, 2021 meeting.

ACTION: SDS Administrative Assistant Terri Sharpe will email a request for SSAC membership renewal to all SSAC members whose membership expires this year.

- Nominations for SSAC Chair and Vice Chair:

Elections for the SSAC positions of Chair and Vice Chair will take place at the June 8, 2021 meeting. The SSAC Membership and Nominating Committee recommends the nomination of Mitzi Naucner as SSAC Chair. As of now there is no nomination for SSAC Vice Chair. The floor opened for anyone who wished to nominate themselves for either Chair or Vice Chair or they could reach out to SDS Director Randi Moore or SDS Administrative Assistant Terri Sharpe.

5. Nominations for DSAC (DSAC MNC Chair Mike Volpe):

- Membership Renewals:

DSAC memberships are for a two-year term. Members that are up for renewal are Lee Lazaro, Jan Molnar-Fitzgerald, and Mike Volpe. To renew one's membership a statement with one's wish to renew needs to be submitted. Approval for membership renewals will be approved by the DSAC at the June 8, 2021 meeting, then sent to the OCWCOG Board of Directors for their approval at their July 15, 2021 meeting.

ACTION: SDS Administrative Assistant Terri Sharpe will email a request for DSAC membership renewal to all DSAC members whose membership expires this year.

- Nominations for DSAC Chair and Vice Chair:

Elections for the DSAC positions of Chair and Vice Chair will take place at the June 8, 2021 meeting. The DSAC Membership and Nominating Committee recommends the nominations of Lee Lazaro for Chair and Allison Hobgood for Vice Chair. The floor opened for anyone who wished to nominate themselves or they may reach out to SDS Director Randi Moore or SDS Administrative Assistant Terri Sharpe.

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

The CPC last met on March 2nd where special guest Dr. Maureen Bruns, who is a certified Geriatrician and Internal Physician, working as a provider through Samaritan Health Services, spoke about the work she is doing. Dr. Bruns oversees the care of Samaritan patients, Nursing Homes, the Veterans Home in Lebanon, the Mennonite Home, and many of our Adult Foster Homes. She and her colleague, Dr. John Hickey, are working towards building a robust Geriatric's program in our region so she is interested in learning about the population SDS serves. Geriatrician Dr. Scotty Church has joined the team in January and a third Geriatrician will join them this summer. Dr. Bruns and Dr. Church are involved in a local Elder Abuse taskforce and are interested in meeting with the CPC, and working with other community providers within our area to address concerns regarding elder abuse.

Other topics discussed included the Oregon Project Independence (OPI) survey results, which were positive, and agenda items for next year. Suggestions for next year's agenda items included:

- Mental health services in our area;

- Public Guardianship Program;
- Stand by Me Program;
- Better understanding of how the COVID distribution went for our area with focus on older adults;
- Emergency disaster preparedness with the development of “go bags” for SDS’s clients using OAA dollars;
- Older adults having ready access to technology they need for good internet connectivity and;
- Transportation in the Lincoln County area.

The next CPC meeting is scheduled for May 4th, 11:00 am.

CPC Robynn Pease suggested inviting Dr. Bruns to the Joint SSAC-DSAC to talk about her services, and expansions of her services, and the role that Geriatric Physicians can play in older adults overall health care.

ACTION: SDS Director Randi Moore will invite Dr. Bruns to speak at the August 3rd, Joint SSAC-DSAC meeting and update the Councils on the work she is doing.

7. Meals on Wheels Advisory Committee (MOWAC) Report (SDS Director Randi Moore):

MOWAC supports the Meals on Wheels (MOW) program at OCWCOG. Normally, the MOWAC would go out and meet at the different meal sites across the region. This provided them the opportunity to taste the food and check that the standards required by the MOW program are adhered to. Because of COVID the meal sites are closed and they are meeting less frequently. With the loss of their Chair, Catherine Skiens, Lee Lazaro has stepped in as the interim Chair but MOW will want a new Chair eventually. SDS Director Randi Moore will be reaching out to Council members to see if they are interested.

Anita Lengacher, MOW Program Supervisor, is retiring and SDS is currently recruiting for the position.

Lee Strandberg said the Corvallis Rotary is still in the process of raising money for MOW. He’ll update the group later when he has more numbers to report.

SDS Director Randi Moore reported that in addition to providing money to the MOW program, all the local Rotary’s in the area were approached about doing service projects. SDS Director Randi Moore will report out about this in the near future.

ACTION: SDS Director Randi Moore will update the Councils on the local Rotary’s performing service projects for the MOW program.

8. Issues and Advocacy Committee (IAC) Report (IAC Co-Chair Mike Volpe):

Aging and People with Disabilities (APD) will be presenting to the Ways and Means Committee on the budget on April 6th, from 1:00 – 2:45 pm. There will be an opportunity for public testimony on April 13th, from 1:00 – 2:45 pm.

O4AD Executive Director Phil Warnock will be invited to an upcoming IAC meeting to discuss the future of advocacy and strategies going forward.

IAC Co-Chair Mike Volpe asked SDS Director Randi Moore if there were any bills that she thought had significant importance for O4AD that she wanted to mention.

SDS Director Randi Moore said she has written updates on the bills that the O4AD are watching and will email them to the Councils. The budgets were stable this year with no anticipated cuts to any of SDS's programs, so there was not a need for a lot of advocacy. The need for inviting O4AD Executive Director Phil Warnock to an IAC meeting is to ensure that advocacy discussions happen sooner, before the legislative session, so the IAC is more prepared to do advocacy in the future.

ACTION: SDS Director Randi Moore will send a list of the bills O4AD is tracking this legislative session to the group.

The next IAC meeting will take place on Thursday, April 15th, at 10:00 am. If anyone would like to attend an IAC meeting they should let SDS Administrative Assistant Terri Sharpe know and she'll include them in the meeting invites.

9. Program Updates

a) ONE System (Program Supervisor/Change Leader Andrea Smith)

Eligibility Transformation (ET) is the switching of one computer system to another in order to determine financial eligibility for the Medicaid programs. In addition to using a new system, all Eligibility staff statewide are now determining eligibility for all programs. Previously, they have determined eligibility for their Medicaid aged disabled and blind community members, long-term care services, Medicare savings programs, and SNAP food benefits. Now they will also have to provide eligibility for programs out of the self-sufficiency branches that include employment related daycare programs, temporary assistance for needy families, temporary assistance for domestic violence survivors, and refugee programs. This means the self-sufficiency branches are now determining eligibility for programs that were previously housed out of Aging and People with Disabilities (APD) or an Area Agency on Aging (AAA) offices.

The ONE System has been more of a twofold process in that they not only had to learn new programs but a new computer system as well. Through all of this there was also a requirement to change their business model approach to the work. Before implementing the new system there were two years of preparation.

Success of the ONE System:

- Linn, Benton, and Lincoln Counties went live in the system on November 1st. Prior to that a pilot went out in a Grants Pass office and the Virtual Eligibility Center. What this means is that anyone can walk in to any office to apply for any benefit, with staff statewide that can help. This is one of the biggest success pieces of the ONE System. Usually within an hour and half the person has all the benefits that they have applied and qualified for. ONE has allowed them to have a quicker response time and less voicemail. Statewide, they are still learning the new program but a lot of training is provided.

Concerns and pitfalls of the ONE System:

- The verbal signature, which is the fastest way to get one's benefits, is a concern for many individuals. However, due to the complaints, a signature page can be mailed to them.

Self-sufficiency partners and the virtual eligibility partners are not well versed in SDS's medical programs and the long-term care services. This causes delays, incorrect determinations, and questions being answered incorrectly, which cause cases coming back to SDS locally to resolve. Andrea Smith has been working with SDS's local self-sufficiency partners to provide additional training, but there has been a call statewide to address the issue. The State is providing additional training but there are still problems to resolve.

There are some system defects that come up when there are special cases that weren't taken into consideration with development of the system. This causes delays in getting benefits to people, with a couple of cases that still haven't been resolved since November. This is very impactful to people's lives. However, 80 percent of the time the system works great.

There has been a lot of duplication of correspondence that people are getting as well as the language not being clear. This is causing a lot of confusion for the consumers.

The OPI Program is being impacted, both locally and statewide, by the Eligibility staff opening Medicaid benefits to OPI recipients. This does not go together and is causing billing problems. Andrea Smith wants to advocate to push this up to the project so that there can be some communication statewide in managing this issue appropriately.

Overall, the ONE System is going really well but there is still a lot of training needed for staff, as well as resolving those issues in the system. People are seeing the value of an alternate way to access benefits.

Dawn Rustrum asked if the eligibility staff have been seeing any referrals to ADRC coming through and are they tracking them.

Andrea Smith replied that she believes they are tracking the referrals like they have done in the past.

Richard Montgomery asked if OPI still covers 1 – 15 of the Activities of Daily Living (ADL).

SDS Director Randi Moore said in OCWCOG's area they are, and in other areas they are covering 1 – 18 ADLs. There will be future conversation about standardization of what that looks like. There is an algorithm problem in the assessment software that may not be creating a valid OPI Service Priority Level (SPL). There is a meeting with Oregon Department of Human Services (ODHS) to talk about this and she'll report out after this happens.

ACTION: SDS Director Randi Moore will report back to the Councils on the discussion with ODHS regarding the algorithm problem and the standardization of ADLs.

Doris Lamb inquired about the current agency OPI rate for Home Care Workers (HCW).

ACTION: SDS Director Randi Moore will send the current OPI agency rate for HCW to Doris Lamb.

b) Vaccine Calls and Support (Program Director Randi Moore)

The OCWCOG's Case Managers are reaching out to all service consumers to talk to them about the COVID vaccines and answer any questions they may have. They are there to help them through any barriers that may come up in scheduling or getting the vaccine, and help them navigate the vaccine process. The Aging and Disability Resource Connection Call Center (ADRC) is taking calls from people who aren't working with OCWCOG SDS to help them navigate the vaccine process as well. ODHS reported that 70% of all adults over the age of 65 that wanted a vaccine has received it.

Lee Strandberg shared that Reser Stadium is giving vaccines four days a week now and there is a mobile medical van that goes out to those that have transportation issues.

Sandi Potter said the Volunteer Interfaith Caregivers are available to give rides to vaccination sites and the ADRC can add them to the list as a transportation provider.

ACTION: SDS Director Randi Moore will let the ADRC know that they can add Volunteer Interfaith Caregivers as a resource for available transportation to vaccination sites.

OCWCOG provided a list and GIS map to Lincoln County, of where all SDS consumers were in Lincoln County, so they could cluster people together and be more efficient in delivering the vaccines out to the different County areas.

OCWCOG is looking forward to continuing their partnership with the County health organizations and if anyone has any questions they can reach out to SDS Director Randi Moore.

10. Older Americans Month (OAM) 2021 Planning (SDS Program Director Randi Moore):

May is OAM, the celebration of the month that the OAA was signed into law. In the past, to celebrate OAM, SDS has asked the OCWCOG Board of Directors to do a Proclamation to support older Americans. SDS has also reached out to their member governments to do proclamations to support OAM as well. Last year, SDS put out ads in the three Counties local newspapers talking about the programs that the OAA funds support. Each week there was a different theme: volunteerism, elder justice, nutrition, health promotion, and caregivers. This was a great outreach tool in letting people know who SDS is.

SDS is planning on doing an OMA Proclamation again this year and SDS Director Randi Moore would like input from the Council on how they would like to celebrate the month.

ACTION: Dawn Rustrum will check with her team to see what is happening with OAM and get back to SDS Director Randi Moore.

ACTION: Kay McDonald will let SDS Director Randi Moore know if anyone in Lane County is doing anything for OMA.

Saleem Noorani reminded everyone that a couple of years ago, at one of the Corvallis Council meetings, a few SSAC and DSAC members took part in a Proclamation reading. SDS Director Randi Moore said if Council members were interested in doing that again, she can talk with the City Council members and Commissions for the three Counties about sending SDS's advocates to do those readings.

ACTION: Continued conversation of the OAM 2021 planning will be added to the May Care Planning Committee agenda.

11. Other Business and Announcements:

Saleem Noorani announced that starting yesterday, all retail workers are eligible for the COVID vaccine regardless of age.

Richard Montgomery shared that his friends have showed up at Reser stadium around 3:30 pm for the overflow vaccines. There is usually an average of 70 – 80 vaccines available.

Lee Strandberg confirmed this, noting that they are now getting 11 doses out of a vial where they only schedule for 10 doses. If one should show up around 3:30 or 4:00 pm the extra doses should be available.

Mitzi Naucler reminded SDS Director Randi Moore that the Monitor and Review Committee needs to set up a meeting to reevaluate the contracts SDS has with our community partners.

SDS Director Randi Moore agreed and would also like to hear back from the RFP recipients at the same meeting.

ACTION: A Monitor and Review Committee Meeting needs to be scheduled in the very near future.

12. Adjournment:

The meeting was adjourned at 11:15 am.

The next meeting will be on Tuesday, June 8, 2021 (*This is the **2nd** Tuesday of the month due to the Memorial Day Holiday*).

Meeting Minutes were recorded by Terri Sharpe.