

**Joint  
Senior Services Advisory Council (SSAC)  
and  
Disability Services Advisory Council (DSAC)  
Meeting  
MEETING MINUTES  
Tuesday, April 5, 2022**

**SSAC Members Present:** Mitzi Naucler, Chair; Robynn Pease, Care Planning Committee Chair; Suzanne Lazaro; Richard Montgomery, Membership and Nominating Committee (MNC) Chair; and Lee Strandberg.

**DSAC Members Present:** Jan Molnar-Fitzgerald, Past Chair; Mike Volpe; and Joann Cvar.

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

**Guests:** Cathy Savage; Phil Warnock, Oregon Association of Area Agencies on Aging and Disabilities (O4AD) Executive Director; Nicole Palmateer-Hazelbaker, O4AD Lobbyist; Bryn McCornack, Newport 60+ Activity Center Advisory Committee; Terri Fackrell, Corvallis Community Center, Supervisor; Kay McDonald, OABHS LaneCare; Angela Hibbard, Lumina Hospice; Shelia Stiley, NW Coastal Housing; Michelle Giammona, Aging Wisely; Dennis Epstein; and Stephen Howard.

**Members Absent:** Allison Hobgood, DSAC Vice Chair; and Bill Turner.

**Staff:** Randi Moore, Senior and Disability Services (SDS) Director; Kim Cooper, SDS Executive Assistant; and Terri Sharpe, SDS Administrative Assistant.

**1. Welcome, Introductions, and Additions to the Agenda (SSAC Chair Mitzi Naucler):**

SSAC Chair Mitzi Naucler called the meeting to order at 10:04 am. Introductions were made, including guests.

Two new guests to the Councils, Dennis Epstein and Stephen Howard, gave a brief introduction of themselves.

Dennis Epstein is a retired social worker and is interested in serving on the Councils.

Stephen Howard is a retired Program Manager for the Community Service Consortium (CSC). He is attending today's meeting as an interested guest and to learn more about the Councils.

**2. Approval of Minutes:**

**ACTION:** Motion to approve the February 1, 2022 Joint SSAC/DSAC meeting minutes made by Joanne Cvar, seconded by Richard Montgomery. Motion passed unanimously.

**3. Oregon Area Agencies on Aging and Disabilities (O4AD) Update (O4AD Executive Director Phil Warnock and O4AD Lobbyist Nicole Palmateer-Hazelbaker):**

Update on the LGBTQ+ Forum:

O4AD Executive Director Phil Warnock shared that O4AD just recently held the LGBTQ+ forum which provided great conversation and graphics. He is interested in any feedback on the forum itself, content of information, and how it may be helpful and be used at Oregon Cascades West Council of Governments' (OCWCOG).

Angela Hibbard found the data illuminating and brought attention to ways the information impacts their work at Lumina Hospice. If the forum was recorded, she would like the link to share with Lumina's Leadership Team.

ACTION: O4AD Executive Director Phil Warnock will check with the State regarding the recording of the LGBTQ+ forum and send the link out if there is one.

O4AD will use any feedback they receive from the forum, along with the various meeting they have held, to put the data in priority areas then into actionable items.

#### Non-Emergency Medical Transportation (NEMT) Update:

O4AD Executive Director Warnock asked everyone for their current thoughts and ideas regarding NEMT, with the information gathered today to be used when the legislature has their Interim conversation on NEMT.

Mr. Warnock shared that he just got back from Washington DC from a briefing with our Legislators and one of the messages coming out of the pandemic is that the pandemic created some emergency parameters in which there were increased flexibilities. Transportation has had some flexibility around what services can be transported to, or how transportation services can be utilized. Mr. Warnock stressed that retaining flexibilities are things we need to be aware of, and advocate on, as well as highlighting the issues of isolation and loneliness that transportation also addresses. He asked for any specific experiences where the system is either working, or not working well, that he can share as personal stories.

Terri Fackrell said the Corvallis Community Center is experiencing Ride Share not having the capacity now, with staff shortages, to transport their consumers. They ended up using a gift card from Uber to get someone home after an activity. She asked if there was any innovative thinking around using NEMT dollars for using Lyft or Uber for those folks instead of the traditional Ride Share concept.

Mr. Warnock said there are currently some areas and different programs that are using Uber and Lyft as a method of NEMT.

Robynn Pease asked if there were any possibilities of using Federal and local dollars for programs like Sandy Potter's Volunteer Interfaith Caregivers in making it more accessible to members of the community.

Sandy Potter expanded that Volunteer Interfaith Caregivers have been providing transportation to medical and non-medical rides for 35 years. They are available but they need days prior to the transport to line up a volunteer to do the driving, and to expand they would need more volunteers.

Ms. Pease asked if there has been any discussion in Washington on programs like Independent Transportation Network (ITN) America who utilizes volunteers and private cars to take people door to door, not just medical and groceries but social outings as well, at any time of the day.

Mr. Warnock said there are many examples of those programs across the country but the need for volunteers is great. They are like an expansion of a covered service, part of the flexibility that he had discussed earlier. You would need an overarching system that coordinates the accesses available in any number of ways. Innovative grants and technology grants are a part of that mix.

Stephen Howard shared that he experienced a jurisdiction barrier when he was discharged from rehabilitation in the hospital and coming home in a wheelchair. He lives in Linn County but only two miles from downtown Corvallis in Benton County. The Veteran's transportation system refused to transport him because their service ended at the Benton County border. He had to piece together transportation through Dial-a-bus, and Ride Share. He would like to see coordination between service areas.

ACTION: SDS Director Randi Moore and Stephen Howard will talk on how to get his story written down and to O4AD Executive Director Phil Warnock.

Joanne Cvar shared that she is legally blind and cannot drive. She has been a hermit because she can't get out. In south Lincoln County they only have a bus service that comes through with stops about a mile from where she lives, which she cannot access because of her disability. They used to come to the house, but they have since stopped.

SDS Director Moore asked Ms. Cvar to please write her story down for Mr. Warnock as well.

Ms. Cvar shared that there is a grant out there that could be used for transportation called RAISE.

Mr. Montgomery asked if there has been discussion on using Coordinated Care Organization (CCO) flexible service money to pay for any NEMT.

Mr. Warnock said that in CCO 2 (future CCO's) they put in more contractual language that requires greater coordination on transportation services during the pandemic (another example of where the flexibility came in).

O4AD Lobbyist Nicole Palmateer- Hazelbaker said under the current CCO structure and Medicaid waiver, the State will let the CCOs decide what they want to do. They are in the process of making changes to add more power to the regional structure and the local areas to determine what would be best for those areas. When and if this gets approved, it will go into effect next year.

ACTION: SDS Director Randi Moore will invite Ride Line Supervisor Danny Magaña to a Joint Council meeting to give an informational talk.

#### O4AD Legislative Update:

O4AD Lobbyist Nicole Palmateer- Hazelbaker said the Legislative session finished at the beginning of March. This was the last session where the State had an extraordinary amount of relief dollars to spend (they spent around five billion dollars). In unfinished business, in the last session as well as new items such as the Governor's Workforce Initiative, they provided post pandemic relief for people who are in the Income Tax Credit program.

For older adults and people with disabilities, O4AD did not have a specific agenda but they had several things they were weighing in on. They were successful in attaining a budget note to look at what did and did not go well with the Provider Time Capture roll out, and to look at a future strategy and what the recommendations are to improve the processes.

O4AD also weighed in on the topic of Community Information Exchanges which is a technology entity that helps direct people to social services. The Health Authority has started a work group on this. O4AD is invested in watching how they interact with the system and how they make sure people have access, and what it means to the social services sector if more people are being referred to it. More to come on this.

The Department of Human Services (DHS) had some different budget requests. The big focus was on the establishment of the Oregon Bridge program. During the pandemic and public emergency declaration, which is still in place, but once it expires, all the individuals who are currently receiving health care through the Oregon Health Plan (OHP) will have to go under reassessment. For those who are no longer eligible for OHP, the Oregon Bridge program will provide services that will give them access to health care. Both the DHS and the Health Authority received funding for this. This will impact Area Agencies on Aging, including OCWCOG.

The DHS is in the middle of their legislative concept development and their budget development for the next biennium. The legislative concept development is due in a couple of weeks, and their budget development is due in either June or July.

The conversation in D.C. is around what will happen to services when the Federal funds come to an end. There will be a lot of attention at both State and Federal level.

**4. Approval of Kay McDonald's SSAC Membership Application (SSAC Membership and Nominating Committee Chair Richard Montgomery)**

ACTION: Motion to approve the SSAC membership application of Kay McDonald and send it to Oregon Cascades West Council of Governments' (OCWCOG) Board of Directors for their approval made by MNC Chair Richard Montgomery, seconded by Lee Strandberg. Motion passed unanimously.

**5. Nominations for SSAC (SSAC Membership and Nominating Committee (MNC) Chair Richard Montgomery)**

- Membership Renewal - Membership is for a two-year term. Members that are up for renewal are Lee Strandberg and Suzanne Lazaro.
- Chair and Vice Chair – Elections for the positions of Chair and Vice Chair will take place at the June 7, 2022 meeting. SSAC Chair Mitzi Naucler has agreed to serve another year as SSAC Chair and SSAC Vice Chair Robyn Pease has agreed to serve another year as SSAC Vice Chair. The SSAC MNC recommends the nominations of Mitzi Naucler for SSAC Chair and Robynn Pease for SSAC Vice Chair. The floor was opened for any other nominations. If anyone else wishes to run, they should email SDS Director Randi Moore with their nominations.

**6. Nominations for DSAC (DSAC Acting Chair Jan Molnar-Fitzgerald):**

Nominations for DSAC Chair and Vice Chair will be tabled to the June 2022 meeting due to the availability of DSAC members.

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

CPC Chair Robynn Pease informed the Councils that the CPC met on March 1st, where the committee heard from Lumina Hospice on their different care support programs, the Powerful Tools for Caregivers (PTC) in particular. Lumina is always looking for ways to promote their PTC program. There was talk on having organizations such as the Rotary Club having Lumina present and talk more about the availability of these programs as part of the regular ongoing outreach to the community.

The CPC also heard from Lumina on how they do outreach to the unhoused population in our communities and the barriers they experience while giving service to those that do not have a home, particularly in the later stages of their life. Some of the barriers include:

- Those that need the care are hesitant to move into placement due to a loss of independence and autonomy.
- Facilities are reluctant to house the homeless due to preconceived notions such as a criminal background history or mental illness.
- It is difficult to plan ahead, particularly if a person cannot be placed in a facility. There are respite beds in some of the local shelters, but they are very few and very full.

Given these barriers to services and with the growing need to provide these services the CPC proposed forming a workgroup to learn more about this and to explore ways, as an Advisory Council, to address this growing concern. The first Homelessness Symposium Workgroup meeting has been scheduled for Monday, April 25th, from 10:00 am to 12:00 pm. If anyone is interested, they should contact SDS Administrative Assistant Terri Sharpe, and she will send them the Zoom invite information.

The CPC also heard more about the difference between palliative care and hospice from Lumina, and SDS program updates from SDS Director Randi Moore.

Sheila Stiley, from NW Coastal Housing, asked what Lumina's definition of respite was and where they were taking their respite beds referrals from.

Lumina Hospice's Director of Development, Marketing, and Outreach Angela Hibbard said the term respite could be used in a couple of ways. Sometimes they have Hospice patients with an acute type of situation where they need to go into a respite situation for a couple of days. Then there are respite beds in facilities that can be available for Lumina Hospice for individuals who need hospice care. Lumina's process is that they may have patients that are housed but do not have their basic needs to enjoy the end-of-life care. Lumina's social workers will collaborate with different organizations to identify services available. There are times where they have stop-gap situations before a person can get service and their patients do not have that time. The conversation was in improving the communication. They sometime use donor and grant support for some of the stop-gap situations which might entail paying for a motel for a night while transitional housing is being identified.

SDS Director Randi Moore explained that homelessness is a big area but there is a certain population that crosses SDS boundaries. The Homelessness Symposium is to bring everyone together that has a piece of the puzzle of the homelessness.

#### **8. Monitor and Review Committee (MRC) Report (SSAC Chair Mitzi Naucler and SD Executive Assistant Kim Cooper):**

MRC Chair Mitzi Naucler said the MRC met and reviewed 15 Request for Qualification (RFQ) applications for Older Americans Act (OAA) grant money for the fiscal year 2022-23. The MRC ended up choosing 11 RFQs to fund which came to approximately \$107,000 which was slightly more than the dollar amount they were aiming for. Those who were awarded OAA funds received mostly the dollar amount they asked for. The MRC were looking at programs that encouraged more social interaction, a bridge to becoming more self-sufficient, and to rural programs.

SDS Director Randi Moore explained that the purpose of OAA is to support community programs that support older Americans. When SDS has extra available funding they like to support some innovative healthy aging programs in our communities. That is when SDS went out for the Request for Proposal (RFP) for RFQs. SDS Director Moore is excited to get this money out into the communities.

Sandy Potter would like a list of the RFQ.

ACTION: SDS Administrative Assistant Terri Sharpe will send the FY22-23 OAA RFQ Award Determinations to everyone at the meeting.

MNC Chair Naucler read off the organizations and the amount they were awarded.

SDS Director Moore said that she reached out to the four organizations that were not awarded money letting them know that she will be in touch to talk about their applications and how they might make any future proposals more successful.

ACTION: Motion to approve the Monitor and Review Committee's recommendations on the awarded RFQ's for OAA funding for FY 2022-23 made by MNC Chair Mitzi Naucler, seconded by Lee Strandberg. Motion passed unanimously.

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

SDS Update:

SDS is in the process of working on the next fiscal year's budget. OCWCOG Executive Director Ryan Vogt and OCWCOG Finance Director Marit Nelson would like the Board, as well as the Councils, to understand the budget and have input in the process. They will be having future budget meetings to discuss what their goals and desires are for the next fiscal year. SDS Director Moore would like to see representation from the Councils at those meetings and she will be reaching out to those people who should be in attendance. She will also invite OCWCOG Finance Director Nelson to come update the Councils as the budget is being developed.

ACTION: SDS Director Randi Moore will invite OCWCOG Finance Director Marit Nelson to give an update on the next fiscal year's budget at a future Joint Council meeting.

SDS operates under the biannual State budget, and with this being the second year of the biannual budget, means SDS's fiscal year is looking very stable in that they know what their revenue will be. The only thing they are a bit unsure about is Oregon Project Independence (OPI) which is going to have the Medicaid match piece added on. SDS Director Moore is hoping they will be able to bring on more OPI consumers with more funding for the program. It still in the planning phase but she hopes she will have more information as time goes on.

ACTION: SDS Director Moore will invite State Representative Jane Ellen Weidanz to a Joint SSAC-DSAC meeting to inform the Councils on the OPI program with the Medicaid match.

There is a review of SDS's Medicaid case managed consumers currently taking place. The State conducts a Home and Community-based Services Quality Assurance review every two years. This entails an audit team from the State reaching out to a certain percent of SDS's consumers to perform an assessment of SDS's team. This year they pulled about 106 cases from the service area. The audit results should be available in three months, in which SDS Director Moore will share them with the Councils.

ACTION: SDS Director Randi Moore will share the Home and Community-based Services Quality Assurance review results with the Councils when they come in.

Area Plan:

The Area Plan's annual goal updates are due soon.

ACTION: SDS Director Randi Moore will be sharing the Area Plan goal updates with the Councils before sending them to the State.

**Older Americans Month 2022 Planning:**

Older Americans Month is in May and due to the pandemic, the last couple of years were difficult to plan anything. SDS Director Moore asked if anyone has any ideas on how to support Older Americans Month this year. In the past few years, SDS has put advertisements in the local newspapers listing all SDS's programs and services. Also, in the past, SDS has done a proclamation with all OCWCOG member governments where SDS sends them a proclamation to read at their meetings. Representatives from the Councils use to be present at those meetings but with COVID, and meeting virtually, this has not been happening. SDS Director Moore suggested this being something they could consider going back to.

SDS Director Moore said she does not have a big ask for Older Americans Month unless anyone has ideas on how to spend that funding. They may reach out to SDS Director Moore with any ideas.

Andrea Hibbard thinks there is still a lack of awareness of SDS's programs and services and suggested SDS repeat what they have done in the past, in placing advertisements in the paper, and then Luminal Hospice can take the list and include it in their outreach and newsletters as well.

Ms. Cvar shared that she has a list of 400 subscribers for a newsletter that goes out every Wednesday in Lincoln County and she would be happy to include the proclamation and advertisements as well.

ACTION: SDS Director Randi Moore will reach out to Joanne Cvar with the Older Americans Month proclamation and advertisements, once it is written, for Ms. Cvar's newsletter.

**Recruitment:**

Recruitment is a constant challenge, but SDS Director Moore hopes in a few months they will be stabilized in the Case Management department. Currently, SDS is also recruiting for a couple of Supervisor positions that include the Support Staff Supervisor and the Meals on Wheels Supervisor.

**10. Other Business and Announcements:**

N/A

**11. Adjournment:**

The meeting was adjourned at 11:26 am.

The next meeting will be on Tuesday, June 7, 2022.

*Meeting Minutes were recorded by Terri Sharpe.*