

**Care Planning Committee
Meeting
MEETING MINUTES
Tuesday, May 2, 2023**

SSAC/DSAC/ADRC Operations Council Members Present: Robynn Pease, Care Planning Committee (CPC) Chair; Allison Hobgood; Richard Montgomery; Kay McDonald; Suzanne Lazaro; Michelle Giammona; Jasper Smith; and Sandy Potter.

Guests: Holly Bollman, Lumina Hospice and Palliative Care.

Members Absent: Dennis Epstein; Jan Molnar-Fitzgerald; Terri Fackrell; and Joanne Cvar.

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

1. Welcome and Introductions: *(Chair Robynn Pease)*

Chair Robynn Pease called the meeting to order at 11:02 am. Introductions were made, including guests.

ACTION: Chair Pease suggested returning to in-person meetings.

2. Approval of the March 7, 2023 CPC Meeting Minutes: *(Chair Robynn Pease)*

ACTION: Motion to approve the March 7, 2023 CPC meeting minutes made by Suzanne Lazaro, seconded by Allison Hobgood. Motion passed unanimously.

3. Chair's Report: *(Chair Robynn Pease)*

N/A

4. Case Managers' Morales and Public Health Emergency Update: *(SDS Program Manager Rachel Sine)*

Case Management Morale – The Case Management Unit met with the Senior Leadership Team to discuss concerns they are experiencing post COVID.

- Issues of Concern:
 - The unit is understaffed, resulting in a higher workload.
 - Safety concerns:
 - Lack of clear procedures in addressing safety concerns while providing services.
 - Lack of a reporting response.
 - Training Concerns:
 - Would like to see additional training resources.
 - Would like to see consistent training across the region.
 - Lack of a process of what coverage will look like for paid time off.
 - Lack of a clear process in reaching someone when in need of an immediate response for support.
 - Would like to be more connected to the advocacy in what SDS is doing to support them and help them share their concerns at a higher level.
 - Would like a better way to provide response to a cell phone need when out in the field (currently using their own cell phones).
- Leadership Team's Response:
 - Formed two workgroups comprised of Supervisors and Case Managers.
 - The first work group will meet on May 9th to work on safety concerns.

- The second work group will meet on May 11th to address the workload and develop a clear coverage plan and clear expectations for what will be put in place to support someone when taking paid time off.
- Reached out to Case Managers to identify individuals who they have a safety concern with or a concern on how to provide the best support.
- Met with the Case Managers to discuss how the cases are assigned and will start sending monthly reports of the new cases, referrals, who they are assigned to, and what is being covered.
- Researching ways Case Managers can feel more engaged and connected with each other and the agency.
- The Leadership Team meets weekly to talk about coverage plans.

Case Management is the biggest unit within the SDS department. Currently, there are 47 Case Managers with recruitment for an additional seven to eight more. Applications are coming in with four new Case Managers starting within the next few months. However, it takes four to six months of training to be fully trained with one's own case load.

- The Toledo office - Lincoln County
 - Fully staffed.
 - Has approximately 66 cases on average per worker.
 - Workers are assigned approximately 3.5 new referrals per month.
 - There are approximately 700 consumers.
- The Albany office - Linn and Benton Counties
 - Needs six to eight more staff members.
 - Has approximately 78-80 cases per worker.
 - Workers are assigned approximately 4.5 new referrals per month.
 - There are approximately 1900 consumers.
- The State does not currently have a good workload model for Case Management, but it is currently being addressed.

ACTION: A demo of SDS's workload model will be put on a future agenda as well as updates on Case Managements morale.

Public Health Emergency Ending

SDS Program Manager Sine updated the CPC on how SDS prepared their consumers for the end of the public health emergency benefits provided by the Federal Government during the pandemic.

- Emergency Supplemental Nutrition Assistance Program (SNAP)
 - The allotment of emergency SNAP benefits increased a household's benefits by a minimum of \$94 a month with some receiving over \$700 a month in addition to their regular benefits.
 - This affected not only households, but retailers and businesses as a whole.
 - Emergency allotments ended on February 28, 2023.
 - SDS provided resources to community members and consumers to prepare them for this change.
 - Reached out to local food retailers of the change and who to refer consumers to if they needed help.
 - Reached out to community partners letting them know there might be an increase in concerns or needs coming from consumers they mutually serve.
 - The State provided mailings to all consumers.
 - SDS hired extra training and staff for support.

Because of advanced preparedness, SDS was able to support consumers through the initial change successfully.
- Medical Cases
 - In April, medical cases are no longer under the Medical Emergency policies.
 - Returning to normal processing of verification.
 - The State mapped out the recertification process for all the medical cases.
 - During the pandemic medical cases could not be closed.

- The State has outlined the renewal dates for each consumer, thus allowing the consumer to receive benefits as long as possible, as well as providing more time for staff to get all the recertifications completed within the timeframe.
- There was a formal training plan that was offered and completed by the Eligibility Team.
- The State extended the time for someone to respond to their renewal by an additional 30 days, now giving them a total of 60 days.
- If there is a closure, there is a time process where the consumer will receive timely notice before there is any closure or reduction of benefits.
- SDS is monitoring what the workload looks like to be responsive to additional changes.
- The State is sending Case Managers lists of cases that look like there is a concern with a consumer's eligibility for the Case Manager to be able to provide advanced preparation and support to remain eligible.



5-2-23 Preparing
for the End of Emerg

For the PowerPoint presentation please double click

5. Area Plan's Area of Focus Update – Health Promotion: (SDS Director Randi Moore)

The Area Plan's written updates for the year are due to the State in July. Health Promotion will be included in this and will be shared with the CPC.

6. Program Updates: (SDS Director Randi Moore)

- SDS hired a new Program Manager, who will start in June, to manage the programs that straddle the Community Services programs and the Medicaid programs. SDS Director Moore will have the new Program Manager come to a meeting to introduce themselves and give the CPC a history of the work they have done across the State.

ACTION: The newly hired Program Manager will be put on a future agenda for introduction and a recap of the work they have done throughout the State.

- Bargaining will start tomorrow between Oregon Cascades West Council of Governments (OCWCOG) and the staff who are represented by the State Employees International Union (SEIU). The contract needs to be resolved by the end of September for an October 1, 2023 contract date.
- SDS Director Moore attended the National Public Employee Labor Relation Association Conference last week.
 - Topics covered included:
 - Leadership.
 - Employee support.
 - Navigating the Americans with Disability Act accommodation allowance.
 - Bargaining trends.
 - Engagement and what it looks like in the workforce.

For the slideshow of *An Exploration of Employee Engagement: Evaluating the Continued Purpose and Worth of a Key Workforce Metric* please control click [Slideshow on Employee Engagement.pdf](#).

Next year the meeting will be held in Savannah, Georgia.

- Fiscal budget 2023-24.
 - SDS funds are stable.
 - There are COVID funds that will carry over into 2024 (mostly supporting Meals on Wheels).

- There are not a lot of budget changes.
- Older Americans Month:
 - SDS is doing radio and theater advertisements as outreach to promote the Older Americans Act programs and increase volunteerism (in the past outreach was done through print advertising).
- Meals on Wheels (MOW)
 - The Corvallis MOW meal site has delayed their opening until the new meal site location has been secured. They have been in the Elks Lodge but are in communication with Cornerstone and the Corvallis Community Center in partnering with MOW.
- 2023 Forum on Aging in Rural Oregon
 - May 15 – 17, 2023 in Seaside, Oregon.
 - SDS Director Moore and Older Adult Behavioral Health Supervisor Lucy Zammarelli will be presenting information from the October 2022 Housing Symposium.

ACTION: SDS Director Moore will send information on the 2023 Forum on Aging in Rural Oregon to the CPC.

- Thoughts on a 2023 Fall Housing Symposium:
 - SDS Director Moore would like to investigate partnering with the Linn-Benton Housing Authority by utilizing OCWCOG's Housing Navigator with voucher eligible seniors and people with disabilities in locating housing.
 - SDS Director Moore would like to hear ideas from the CPC for the next iteration of the Housing Symposium.
 - Mitzi Naucler shared that the Community Services Consortium (CSC) Advisory Councils would like to organize a meeting with the SDS Advisory Councils to discuss the future Housing Symposium.
- Adult Foster Homes:
 - There has been a loss of Adult Foster Homes.
 - OCWCOG Communication's Coordinator Meg Walker has visited some Foster Homes to do some outreach on how to become a foster home provider.
 - There is a Senate Bill asking for increased funding for foster care and this is something the Councils could advocate on.

ACTION: Chair Pease suggested having a presentation on the status of adult foster care for a future meeting.

7. Other Business and Announcements:

Holly Bollman shared:

- Lumina Hospice and Palliative Care will be having their annual May Open Heart Community Memorial on May 20th at Starker Park in Corvallis from 10:00 am – 1:00 pm. Everyone is invited to come to remember and honor those loved ones that have passed.
- The annual Oregon State University Gerontology Conference will take place on Friday, June 2nd. Registration is now open.

Kay McDonald shared that Portland State University Institute on Aging and Oregon Health Authority Older Adult Behavioral Health Services will be hosting a virtual two-day conference on Supporting Older Adults Complex Behavioral Health Needs: The Intersections of Medical, Mental Health, Social, and Cognition Across Multiple Sectors. The conference is on June 7th from 9:00 am – 2:30 pm, and June 8th, from 9:00 am – 1:30 pm. You may register for one or both days. There is no charge, and she encourages everyone to register. She will send the registration information to SDS Administrative Assistant Terri Sharpe to forward to everyone.

ACTION: OABHS Kay McDonald will send the registration link for the virtual two-day conference on Supporting Older Adults Complex Behavioral Health Needs to SDS Administrative Assistant Terri Sharpe to forward to everyone.

8. Adjournment:

The meeting was adjourned at 12:30 pm.

Next Meeting: September 12, 2023, 11:00 am. (2nd Tuesday of the month due to the Labor Day Holiday)

Meeting Minutes were recorded by Terri Sharpe