

**Joint
Senior Services Advisory Council (SSAC)
and
Disability Services Advisory Council (DSAC)
Meeting
MEETING MINUTES
Tuesday, August 1, 2023**

SSAC Members Present: Mitzi Naucler, Chair; Robynn Pease, Vice Chair and Care Planning Committee (CPC) Chair; Kay McDonald; Holly Bollman; and Lee Strandberg.

DSAC Members Present: Jan Molnar-Fitzgerald, Chair; Allison Hobgood, Vice Chair; Michelle Giammona, MNC Chair; Suzanne Lazaro, Issues and Advocacy Chair; Richard Montgomery; and Joann Cvar.

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

Guests: Mel Keller, Fair Housing Council of Oregon; Robyn Cole, Housing Authority of Lincoln County (HALC) Housing Program Manager; Phil Warnock, Oregon Associates of Area Agencies on Aging (O4AD) Executive Director.

Members Absent: Bill Turner; Terri Fackrell; and Dennis Epstein.

Staff: Randi Moore, Senior, Disability, and Community Services Program Director; Kim Cooper, Senior and Disability Services (SDS) Executive Assistant; Lauren Fontanarosa, Program Manager; Bernadette Handley, Meals on Wheels (MOW) Supervisor; Beth Lee, SDS Program Supervisor; Cassie Hanson, SDS Housing Coordinator; Chiho Sakamoto-Gunton, SDS Housing Navigator; and Terri Sharpe, SDS Administrative Assistant.

1. Welcome, Introductions, and Additions to the Agenda: *(DSAC Chair Jan Molnar-Fitzgerald)*

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 June 6, 2023, Joint SSAC/DSAC meeting minutes made by Suzanne Lazaro, seconded by Richard Montgomery. Motion passed unanimously.

3. Introduction of New Program Manager, Lauren Fontanarosa: *(Program Director Randi Moore)*

Lauren Fontanarosa was hired for the new SDS Program Manager position which was created to manage the programs that have both Medicaid and Older Americans Act (OAA) funding. Programs that fall under this category include:

- Aging and Disability Resource Connection (ADRC);
- Options Counseling;
- Oregon Project Independence (OPI);
- Family Caregiver;
- Meals on Wheels (MOW); and
- Money Management.



Program Manager Fontanarosa holds a Master's in Public Health and a work history in map setting for OAA programs with focus on LGBT aging issues, working with Older Adult Behavioral Health Initiatives, and program managing around economic stability for people of all ages.

She is excited to be here at OCWCOG and is ready to dive into getting things going.

4. New Housing Positions at Oregon Cascades West Council of Governments (OCW-COG) – Overview and Introductions: *(SDS Program Supervisor Beth Lee, SDS Housing Navigator Chiho Sakamoto-Gunton, and SDS Housing Coordinator Cassie Hanson)*

Part of the Area Plan was to have a bigger interface with housing. With many older adults and people with disabilities struggling with long term sustainable housing, SDS created two new housing positions that cover the gaps that Case Managers cannot cover.

SDS Program Supervisor Beth Lee, who oversees the program, explained that Housing Coordinator Cassie Hanson and Housing Navigator Chiho Sakamoto-Gunton will be working with people who are at risk of losing housing or who need help in getting into housing so they can maintain their in-home Medicaid services.

Housing Navigator Chiho Sakamoto-Gunton's position is State level, funded by Centers for Medicare and Medicaid Services (CMS). She will be serving all three counties helping with applications, taking people to tour available housing, and working with landlords to break down barriers and risk factors to eviction.

Housing Coordinator Cassie Hanson's position is funded by a grant from Samaritan Health Services. She is specific to Albany, working with Albany residents with some larger Linn County services. She will be doing some of the boots on the groundwork in addition to some system level projects, working with local shelters on a direct referral process, and working with outreach organizations.

The housing program is in its infancy and is currently developing a referral process. In the meantime, if anyone is working with someone and feel the housing program would help them, they should direct them back to their Case Manager who can then reach out to the Housing Team.

SSAC Vice Chair Robynn Pease asked Housing Coordinator Hanson to describe the integrated program she worked with in Arizona.

Housing Coordinator Hanson explained that the program consisted of facilities located throughout Arizona, with each facility made up of:

- A crisis unit;
- An inpatient unit;
- An outpatient unit; and
- Observation units.
- They focused on treating the members as a whole. If they have medical concerns, they can have those addressed at the same time they are having mental health issues addressed.
- Patients can be transferred to whichever unit would be the best to receive care.

- There are teams that are specific to the needs of the member dependent on the acuity and what the needs are.

The facilities are a provider of all services.

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

The Care Planning Committee did not meet in July. The next meeting will be September 12th, the second Tuesday of the month due to the Labor Day holiday.

6. **Issues and Advocacy Committee (IAC) Report:** *(O4AD Executive Director Phil Warnock)*

O4AD Executive Director Phil Warnock gave an update on this year's legislative session.

- The 2023 legislation session had both a record-breaking revenue to work with and a record-breaking walkout to deal with.
- There were approximately 3,000 bills introduced with many that were processed through at the end once the floor sessions were fully resumed.
- O4AD did not specifically have any bills that were introduced for legislation. Their focus was on the ongoing services programs of Oregon Department of Human Services (ODHS).
- O4AD is following the Oregon Project Independence (OPI) federal demonstration waiver and the Family Caregiver Assistance Program demonstration waiver. Unfortunately, the Public Health Emergency Unwinding took precedence for Centers for Medicaid Services (CMS) over it.
- ODHS introduced the LGBTQ+ Older Adults Survey Report that then led to a concept for legislation for a Bill of Rights. This did not move forward as an agency legislative item. However, O4AD used a placeholder bill that they used to repurpose the LGBTQ+ Bill of Rights which became Senate Bill 99 which was passed.
 - This will be a subcommittee within the Governor's Commission on senior services to look at the needs of the LGBTQ+ older adults to ensure their needs are being met in the long-term care settings.
- O4AD used another placeholder bill for the Multisector Plan on Aging which became House Bill 2869. Unfortunately, this did not make it through the legislature process but will be carried forward. O4AD is working with AARP on this with more to come.
- O4AD has been following and advocating on the issues with the ONE System (access, how it's functioning, and correct determination), that determines eligibility for SDS services.
 - O4AD Executive Director Warnock recommended reaching out to Program Director Moore and her team if anyone has heard of or experienced problems with the ONE System. This can then be passed on to O4AD to be funneled into the collective voice throughout the State.

Richard Montgomery, Legal Aid Attorney questioned whether the ONE System automatically informs applicants of all programs they are eligible for when submitting an application. Legal Aid has had some of their clients unaware of their eligibility for Employment Related Day Care (ERDC).

ACTION: Program Director Moore will talk to the Eligibility Supervisors about Mr. Montgomery's concern with the ONE System regarding the System determining all programs the applicant qualifies for.

O4AD Executive Director Warnock asked Mr. Montgomery to get more on the specificity and forward it to Director Moore so O4AD can report this to the Legislators.

ACTION: Mr. Montgomery will get more specifics on Legal Aid clients who are experiencing issues with the ONE System and send it to Program Director Moore.

The ONE System has also been the source of low morale with staff due to the false approvals or false denials of service which causes additional workload.

Program Director Moore stated the ONE System is great for many Oregonians, however, not for the most vulnerable. They are starting to see some movement around this.

ACTION: Program Director Moore will have an Eligibility Supervisor walk through the ONE System intake process and share how the ONE System has had an effect on staff morale at a future Joint SSAC-DSAC meeting.

O4AD Quarterly Meetings

- Meetings will continue to be held quarterly.
- The Summer and Winter meetings will be virtual.
- The Spring and Fall meetings will be hybrid.
- The next meeting is scheduled for October 24th – 25th at the Salem Convention Center and will be a hybrid. The major topic to be discussed will be housing.

ACTION: If anyone is interested in attending the O4AD Quarterly Meeting being held on October 24th and 25th, they should contact SDS Administrative Assistant Terri Sharpe. SDS will register and pay for the registration.

The Older Americans Act (OAA) rules are up for renewal and review. The last time this took place was in 1980. There will be emphasis on new provisions such as emergency preparedness.

- They will be looking at the OAA's greatest economic need and the greatest social need and its impact on race, sexual orientation, gender identity, urban, rural, financial, and caregiver.
- There will be a lot of different engagement on the State's role and the AAAs' role in the OAA updates.
- O4AD is currently working on draft comments for feedback with the submission date of August 15th. O4AD Executive Director encouraged the Councils and Community partners to put the comments on their own letterhead and send it out.

7. Meals on Wheels Advisory Committee (MOWAC) Report: *(MOW Supervisor Bernadette Handley)*

MOW Supervisor Bernadett Handley reported that there have been a lot of challenges with the volunteers and staff in the MOW program, but meals are continuing to be delivered and everyone is being fed.

- There is a new meal site manager in Corvallis.
- The Lincoln City meal site manager retired after five years, and her replacement was short-lived. They are trying to get the meal service consistent, so they are looking at revising the operating procedures and streamlining the process.
- The Toledo and Siletz meal sites managers are helping out with Lincoln City.
- The next step is to have all community dining and meal sites open by October 1st.
- Some of the community dining programs have started to reopen but at a slow, post COVID, roll out due to volunteer shortages.
- Albany is not serving community dining due to renovation remodeling that is taking place with their parking lot.
- Waldport has suspended Wednesday congregate dining during the Farmer's Market season due to lack of accessible parking. They will reopen in the Fall.
- Newport is doing well with their community dining. They are bringing in folks by doing fun events to keep the people in the community engaged.
- Lincoln City, Toledo, and Siletz have not resumed their community dining yet.

- Siletz has had challenges with staffing and their senior services, so the program is on hold.
- Brownsville is hoping to open up their community dining by October 1st.
- Corvallis is hoping to open up their community dining, at the Elks, by October 1st.

The Community Dining program put on a 'naming' contest to bring awareness to the fact that the program is a separate process/event from the MOW program. The name has not been released yet. They are hoping to brand the name and create a logo to use as an outreach tool to reach out to the communities to better engage folks.

MOW was awarded a pet grant which will sustain their efforts that they already had with Heartland Humane Society, SafeHaven Humane Society, and Lincon County Animal Shelter, who have been supporting the MOW pet food program. MOW will continue with that collaboration and also be creating a brand and logo with some outreach tools with a videographer and photographer.

Trio, MOW's food provider, will start offering vegetarian meal options in addition to the standard regular frozen meals. They are also moving away from Styrofoam by updating and converting trays to cold packs. The goal is to do away with Styrofoam completely.

A Meals on Wheels Advisory Committee (MOWAC) meeting will be held soon.

8. SDS Program Updates: *(Program Director Randi Moore)*

SSAC and DSAC Committee Membership:

- Membership terms to the various Advisory Council committees run from September 1st – August 31st. Council members were advised to look over the 2023 – 2024 Advisory Council Committee Membership doc (click [here](#) to view) and if they were placed on a committee that will not work for them then they should contact SDS Administrative Assistant Terri Sharpe.

Joint SSAC – DSAC Meetings:

- Proposal of having the Fall and Spring Joint SSAC-DSAC meetings in person with a hybrid option (would provide the best weather to travel).
- The meetings would alternate between the valley and the coast.
- Leaning toward the October 3rd meeting being the first hybrid meeting.
- More information to come.

National Area Agency on Aging (N4A) Conference:

- Roundtable Topics:
 - The Workforce:
 - U.S. Aging – How and what the workforce issues are and how they can help with it. The top two priorities were:
 - 1) Language used for the professional and personal family caregiver workforce:
 - ✓ The title of "Caregiver" is an issue.
 - ✓ Leads to stereotyping.
 - ✓ Need language that makes caregiving a career path that someone would like to enter, with benefits, and is sustainable.
 - 2) Safety of the direct care workforce when going out to the home for assessments or caregiving:
 - ✓ There are more consumers with dual diagnosis of mental health conditions;
 - ✓ Family members living in the home;
 - ✓ Drug abuse in the home.
 - ✓ Abuse is escalating with the direct care workers.
 - ✓ There are no safety nets for social workers who are injured in the line of duty.

ACTION: Programs Director Moore would like to see advocacy for provisions for social workers who are injured in the line of duty.

- ✓ Older Adult Behavioral Health Specialist Chris Eilers did escalation training with staff.
- Inner-Generational Programing:
 - Would like to see the MOW Program become an Inner-Generational based program.
 - There is a conference held annually that is specific in supporting Inner-Generational development.
- Housing:
 - Housing was a main topic of focus at last year's conference and has been carried over to this year.
- Native American Consumers:
 - Engaging tribes and doing more outreach.
- Reauthorization of the Older Americans Act.

9. Other Business and Announcements:

N/A

10. Adjournment:

The meeting was adjourned at 11:20 am.

The next meeting will be on Tuesday, October 3, 2023.

Meeting Minutes was recorded by Terri Sharpe.