

AGING SERVICES ADVISORY COUNCIL
March 20, 2023 Meeting Minutes
Meeting held via Zoom
10:00 AM - 12:00 PM

FACILITATOR		Eric Olson			
NOTE TAKER		Amy Kelsey			
E	Anne Meader	E	Carol Bernhard	S	Brenda Durbin
P	Eric Olson	P	Sonya Norton	S	Amy Kelsey
E	Jill Frankie	P	Marge Lorton	S	Stephanie Coleman
P	Michelle Cassel	P	Dan Hoeschen	V	Annette Johnson
E	Shella Razon-Lumetta	P	Laraine Durham		
P	Virginia Seitz	P	Mira Vowels		
A	Peter Zambetti	E	Cami Henderson		

P-Present A-Absent E-Excused S-Staff V-Visitor

ITEMS / ISSUES	DISCUSSION	FOLLOW-
Meeting Called to Order	Eric Olson called the meeting to order at 10:00 AM. Quorum was established.	
Meeting Minutes	February minutes were moved to approve by Virginia, seconded by Dan and adopted by the Council.	
Service Equity Planning Group	Next Steps on Establishing an Agency-Wide Service Equity Committee as of March 9, 2023 <u>Planning meeting held Feb. 8, 2023</u> Attending: Sonya Norton, Jill Franke, April Bundy, Michelle Cassel, Stephanie Coleman, June Bass, Brooke Gelfand, Kelsey Thomas, Edith Ramirez, Brenda Durbin	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>Agenda included:</p> <ul style="list-style-type: none">• A review of two approved Service Equity Plans, one for the agency’s Older Adult programs and one for the DD Program.• Discussion of members, criteria, compensation, meeting frequency, and length of term• How to make this a meaningful opportunity for committee members• Identify staff support needed to ensure success <p>Discussion</p> <p>There are many areas of alignment between the two plans. Some examples include:</p> <ul style="list-style-type: none">• Client, community and staff feedback• Language access• Service Access• Workforce diversity• Client demographics compared to population demographics• Equity and Inclusion training <p>Initial thoughts on Committee responsibilities</p> <p>When reviewing the two plans, it appears as if the primary role for a Service Equity Committee (SEC) would be to review reports and engage in community outreach. A few examples of reports include:</p> <ul style="list-style-type: none">• Review Client Feedback Reports (semi-annually)• Review reports from Ant Farm’s Latinx outreach• Review Get Care reports on “how people find out about aging services”• Review reports on reasons why people leave services• Review annual report on client demographics, and changes from previous year• Review annual report on staff and applicant demographics	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>Initial thoughts on membership</p> <ul style="list-style-type: none"> • Aging Services Advisory Council • DD Council • Community Action Board • Veterans Advisory Committee • Culturally Specific Organization(s) <ul style="list-style-type: none"> ○ Currently under contract with County, or not? • County residents <ul style="list-style-type: none"> ○ Current clients, or not, or both? ○ Villages member ○ Promotores • Faith/Interfaith communities/organizations • Local Adults and Persons with Disability (APD) office • Social Services Equity Group member(s) <p>Other membership-related questions to answer</p> <ul style="list-style-type: none"> • Criteria to accept members from Advisory Boards. Will likely need to limit to one member each to ensure a manageable sized committee. • Background • Lived Experience • Geography • Skill sets (to be determined) • Compensation • Member expectations • How to create a structure that is non-hierarchical 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>Draft Recommendation</p> <ol style="list-style-type: none"> 1. Launch with members who are current Advisory Council members and staff. <ul style="list-style-type: none"> • The first activities will include finalizing the charter (currently being drafted) and reaching out to the community to complete committee membership. • Identifying one of the seven identified elements to begin with 2. Determine how committee will be staffed. One option is to work with an intern. Current staff capacity is sufficient to launch this effort, but more capacity will be needed to fully realize the potential of the committee. 	
<p>Adult Center Liaison Committee (ACL)</p>	<p>Adult Center Liaison Committee (ACL) Relaunch Final Proposal</p> <p>March 15, 2023</p> <p>The Older Americans Act requires that each service provider will establish a means of soliciting participant input on appropriate matters relating to Congregate and Home-Delivered Nutrition Program services. See below for the actual language from the Older Americans Act.</p> <p>Social Services and ASAC have paused these activities due to pandemic restrictions. We are now ready to restart these activities. This document builds upon the document reviewed by ASAC in February, with updates that reflects the decisions made by the ACL Chair Marge, ASAC Chair Eric, Kati Tilton and Brenda Durbin at their March 15th meeting.</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p><u>Membership and Activities</u> Members include Marge Lorton, Eric Olsen, Shiella Razon-Lumetta, and Jill Franke. Kati Tilton will provide staff support to the committee.</p> <p>The committee will meet by the end of March, or first week in April, as schedules allow.</p> <p><u>Committee member responsibilities</u> The Adult Center Liaison Committee will convene as needed to organize the work of the committee.</p> <p><u>All ASAC member responsibilities</u> Visits to Senior Center congregate meal programs comprise the majority of the Committee’s work. All ASAC members are strongly encouraged to participate in at least one visit to a Senior Center meal site each year as part of the ASAC monitoring process. Teams of 3 to 5 members gather at a Center, eat lunch, talk to the Center Director and attendees, and then complete an evaluation form.</p> <p>ASAC members also participate in ride-alongs with Home Delivered Meal drivers to evaluate the effectiveness of the Home Delivered Meal Program. The current plan is to re-start ride-alongs in the Spring of 2023.</p> <p><u>County staff responsibility</u> County staff compile the reports from each member and creates a summary report for ASAC review.</p> <p>Proposed Timeline ACL has an initial meeting by mid-March Goals</p>	


ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<ul style="list-style-type: none"> • Develop a training that all ASAC members will attend prior to participating in these activities on appropriate boundaries when interacting with meal site participants in your capacity as an ASAC member <ul style="list-style-type: none"> ○ Current proposal is to provide a Gatekeeper training to all ASAC members so that they are more aware of the signs of abuse or neglect, along with a training on maintaining professional boundaries. Visits can proceed prior to all training being in place. • Determine if an on-line survey tool would be beneficial <ul style="list-style-type: none"> ○ Staff will work to develop an on-line survey tool that can be used by program participants who would prefer to use an anonymous method for providing feedback. Staff will create a short handout that will be provided to all participants that will include important info, like the ADRC number and website, along with a link to the on-line survey. ADRC staff will be available to help complete the survey for participants who do not have access to a computer. • Determine feedback mechanism to address issues that arise during conversations • Re-establish ride along program <ul style="list-style-type: none"> ○ We will revisit this in the Fall of 2023. • Determine “question of the year” • ACL is welcome to schedule visits over the summertime months when ASAC does not meet, in order to catch up after our pandemic hiatus. <p><u>Other</u> Per a suggestion as ASAC, ACL would like to identify ASAC members who would act as a liaison to each Center. The liaison’s primary role will be to visit the Center regularly, participate in activities, make connections with staff and volunteers, and act as a conduit of information between the county and the Center.</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>After further discussion, Brenda is not supportive of this idea since it may cause some confusion on the part of Center staff. All members are invited to regularly attend Center activities and report back to ASAC, but we will not be designating official liaisons for each Center.</p> <p style="text-align: center;">Participant Input</p> <p>Each service provider will establish a means of soliciting participant input on appropriate matters relating to Congregate and Home-Delivered Nutrition Program services. Information may be obtained through focus groups, advisory councils, suggestion boxes, or surveys. Suggestions may also come from food production staff, site managers, home-delivered meal drivers, and food purveyors.</p> <p style="text-align: center;">Nutrition Advisory Council</p> <ol style="list-style-type: none"> 1. Each AAA is encouraged to establish a nutrition advisory council. The nutrition advisory council may be a sub-committee of an existing advisory council. The nutrition program may also set up a separate advisory council for home-delivered meals representation, if feasible. 2. Suggested Council role and Responsibilities <ol style="list-style-type: none"> a. Make recommendations to the nutrition director regarding the food preference of participants; b. Make recommendations to the nutrition director and the aging unit regarding days and hours of meal site operations and site locations; c. Make recommendations to the nutrition director regarding meal site furnishings with regard to the disabled or physically challenged participants; d. Conduct at a minimum, annual on-site review of each meal site to ensure 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>compliance in the program;</p> <ul style="list-style-type: none"> e. Advise and make recommendations to the nutrition director and aging unit regarding supportive social services to be conducted at meal sites; f. As an organized group, give support and assistance to the ongoing development of the nutrition program; g. Represent and speak on behalf of nutrition participants and program; and h. As a liaison group, act as a communication clearinghouse between the nutrition program and the public. 	
<p>Older Adults All Hazards Preparedness Committee</p>	<p>An invitation was presented to members of the Aging Services Advisory Council to serve on an Older Adults All Hazards Planning Group. The Older Adults All Hazards Planning Group will be an ongoing committee led by Stephanie Coleman, Management Analyst 2 and Disaster Management Coordinator. The following ASAC members have requested to serve on the Planning Committee – Carol Bernhard, Sonya Norton, Michelle Cassel, Anne Meader, Annette Johnson, Mira Vowels, Shella Razon-Lumetta, Laraine Durham</p> <p>First Draft - Older Adults All Hazards Plan Scope shared with the Council.</p> <p><u>Purpose</u></p> <p>The purpose of the Older Adult All Hazards Community Planning Framework is to equitably and timely create a plan that helps prepare Clackamas County’s older adult population for all hazards. Planning participants will assist in accomplishing this by providing expertise and feedback that directs the planning and implementation process in regards to community partnerships, donations and sponsorships, dissemination of information, and direct population engagement and feedback.</p> <p>Public information campaigns:</p> <ul style="list-style-type: none"> - What existing literature and previous campaigns can this plan be informed by? 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<ul style="list-style-type: none"> - How do older adults receive information? - Special considerations (AFN, BIPOC, LGBTQIA+, etc.) <p>Community Engagement Strategy:</p> <ul style="list-style-type: none"> - Types of surveys? - Qualitative and quantitative data that directs the planning and literature process. What is most important to know? What questions to ask? - Crossover on data collection for overlapping projects in the County? Add questions on their behalf/ use data they have collected - How can published disaster literature aid us in understanding the needs of older adults in all hazards? <p>Event Needs and Resources:</p> <ul style="list-style-type: none"> - Funding for supplies (food, drinks, swag, kit supplies) - Grants or projects related to extreme heat or cold events (fans, ac units). - Venue ideas (senior centers, etc.) - Number of events or events for specific populations or communities <p><u>Considerations</u></p> <p>Demographic Data 2020 Census data stating that Clackamas County consists of a population of 19.1% older adult population, ages 65 and up. The county's population is 88% white, 9.5% Hispanic, 5.2% Asian. Persons in poverty is 6.8%. 12.3%</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>of Clackamas County's population speak a language other than English in their home.</p> <p>Recent Events: Extreme Heat Consideration</p> <p>During the 2021 heat dome, Oregon Medical Examiners declared 96 people died due to hypothermia. Clackamas County reported 14 of those heat related deaths. Multnomah County reported of those who died, 78% were 60 or older; 71% lived alone</p> <p>The type of housing people lived in was also a clear factor in the danger posed by the heat: more than half of the people who died lived in apartments or multifamily units. Eight of the fatalities were people living in mobile home parks, and two were homeless, living in cars.</p> <p>Only 14% of decedents had any mention of air conditioning in the investigator's narrative. Of those 10 people, at least 7 had units that were unplugged or not working properly. 50% of decedents had fans, but using a fan when temperatures are in the upper 90's only move hot air around. The air produced must be cooler than body temperature to cool the body.</p> <p>Building Preparedness and Resilience</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	 <p data-bbox="894 266 1178 293">RESILIENT COMMUNITIES</p> <p data-bbox="730 345 1318 373">There are strong relationships between organizations</p> <p data-bbox="789 440 1205 496">Organizations are ready and prepared to respond and recover</p> <p data-bbox="699 563 1241 591">There are enough volunteers to help in a disaster</p> <p data-bbox="646 673 1230 701">People can rely on each other (neighbor to neighbor)</p> <p data-bbox="667 768 1150 824">Individuals and families have the knowledge to prepare for and respond to disaster</p> <p data-bbox="558 842 1062 881">Image from RAND Corporation</p> <p data-bbox="558 932 1570 1016">https://www.cdc.gov/aging/publications/features/older-adult-emergency.html</p> <p data-bbox="558 1066 1791 1151">https://www.redcross.org/get-help/how-to-prepare-for-emergencies/older-adults.html</p> <p data-bbox="558 1201 1150 1240">https://www.ready.gov/older-adults</p> <p data-bbox="558 1291 1824 1417">https://www.cdc.gov/aging/publications/mental-health.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Faging%2Fagingdata%2Fdata-portal%2Fmental-health.html</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>Heat.gov</p> <p>https://www.rand.org/pubs/tools/TL282/step-01.html</p> <p>https://www.rand.org/pubs/tools/TL282/step-04.html</p> <ul style="list-style-type: none"> - Older adult preparedness questions - Types of surveys and scenarios <p>https://www.census.gov/quickfacts/fact/table/clackamascountyoregon/HSG650221#HSG650221</p> <p>Draft Survey Questions: Broken into sections</p> <p>Current preparedness</p> <ol style="list-style-type: none"> 1. Do you rely on medical devices that require externally provided electricity? Do you have a plan if the power is shut off for an extended period of time? 2. Do you have a 3 day supply of non-perishable food, water, and medication at your home? <ol style="list-style-type: none"> A. Yes, I have a 3 day supply of all three. B. No, but I have a _____ day supply of _____. C. No, I do not have a 3 day supply of any of these items. 3. Do you have an emergency plan? 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p style="text-align: center;">Receiving information</p> <p>4. Are you currently signed up to receive emergency alerts and notifications from the county? If not, would you like to be?</p> <p>A. Yes I am signed up to receive emergency alerts.</p> <p>B. No, I am not signed up and I am interested in signing up.</p> <p>C. No, I am not signed up and I am NOT interested in signing up.</p> <p>D. I need more information.</p> <p>5. If there was an emergency that required immediate attention like a wild fire evacuation notice, how would you prefer to receive that information? Pick all that apply.</p> <p>A. Phone call on my landline</p> <p>B. Phone call on my cell pone</p> <p>C. Text message</p> <p>6. If you were to receive emergency preparedness information, how would you prefer to receive that information?</p> <p>A. A mailer</p> <p>B. An email</p> <p>C. An in person event of fair</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>D. An online presentation</p> <p>Community Where would you stay during an evacuation?</p> <p>Who would check in on you during an emergency?</p> <p>Who would you reach out to for assistance and how?</p> <p>Experience 7. We want to learn from you! Do you have experiences with past disasters and emergencies? If so, what did you learn and how could help others prepare for similar events?</p>	
<p>Information and Referral through an Equity Lens</p>	<p>Brenda Durbin, Director, Clackamas County Social Services shared with the Council a Call Summary and Needs Summary Report 7-01-2022 to 2-28-2023 Report Description: The Call Summary tracks the number of calls. Needs Summary Report will keep track of the needs selected during a call in the Information and Assistance section of a call.</p> <p>CCSS-ADRC Client Feedback Form shared with Council.</p>	
<p>Mentorship Plan</p>	<p>Mira and Shella will review ASAC mentorship plan and provide feedback during the April meeting around what's working and provide suggestions to Council during the March meeting. At this time Eric and Anne are the Councils Mentors.</p> <p>ASAC Member Mentorship Plan under review. Every year at the April meeting, ASAC members, who have been on the Committee for</p>	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>at least a year, will be asked to volunteer to be a potential mentor for new members.</p> <p>Mentor volunteers will be asked to submit a short bio, based on a template, including their contact info, location, reasons for joining, what they are passionate about, goals for their membership, etc. Mentor volunteers could also indicate if they are willing to mentor more than one member in their bio, or once paired they could request to be taken off the list.</p> <p>A list of potential mentors will be maintained.</p> <p>Once a new member is approved by the County, they will receive the list of mentors and their bio's, as part of the new member welcome package. New members will be asked to choose a mentor from the list and reach out to them, if they think it would be helpful. The Second Vice-Chair will reach out to the new member to encourage they reach out to a mentor.</p> <p>These are some suggestions for the new member and mentor to consider:</p> <ul style="list-style-type: none"> • Initial welcome call or email to get to know each other, and to learn about the new member's preferred form of communication (phone call, email, text or in-person). • Make sure the new member received the ASAC binder, and go over any questions they may have. • Discuss the Adult Center Liaison and Age Friendly Communities opportunities. • Review the acronyms and Oregon Public Meeting Laws that are used. • Discuss how ASAC relates to the County, the Senior Centers and the other committees/groups. • Review the Area Plan. • Set up meetings or calls, a few days prior to the next 3 monthly ASAC meetings to: 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-
	<p>Review the agenda.</p> <ul style="list-style-type: none"> -Discuss how the meeting is run, including everyone's roles. - Make sure their Zoom account is ready to go. - Note that people should mute themselves when they're not talking on Zoom. - Mentors could send a reminder to the new member an hour before the meeting to make sure they have the Zoom link and can connect successfully. - Mentors could set up a Zoom call for all interested new members to check in with any question that they might have. - After meetings, mentors could check in with the new member to answer any questions or review what was discussed. <p>Once a year prior to the April Executive Committee meeting, the Second Vice-Chairperson shall check in with the mentor and new member, noting suggestions for how the mentorship process can be improved.</p>	
Mandatory Reporting	Brenda Durbin, Director, Clackamas County Social Services shared with the Council an update around the topic of mandated reporting. Brenda spoke with County Counsel. County Counsel clarified the mandated reporter role does not pertain to Advisory Councils members.	
Member Updates	Eric requested information on the upcoming O4AD meeting.	
Public Comment	No Public Comments	
Next Meeting	April 17, 2022 10:00AM - 12:00PM Hybrid	