

AGING SERVICES ADVISORY COUNCIL
December 13, 2023 Meeting Minutes
Meeting held via Zoom
10:00 AM – 12:00 PM

FACILITATOR		Eric Olson			
NOTE TAKER		R.E. Szego			
P	Anne Meader	P	Carol Bernhard	S	Brenda Durbin
P	Eric Olson	P	Sonya Norton	S	R.E. Szego
	Jill Frankie	P	Marge Lorton	S	Jennifer Much Grund
P	Michelle Cassel	P	Dan Hoeschen	S	Jeanie Butler
	Shella Razon-Lumetta	P	Lynne Byrne		
P	Virginia Seitz	P	Dana Lord		
	Peter Zambetti	P	Jim O'Brien		
	Camilla Henderson	P	Scott Stahl		
	Pat Torsen				

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

ITEMS / ISSUES	DISCUSSION	FOLLOW-UP
Meeting Called to Order	Eric Olson , Council Chair, called the meeting to order. A Quorum was present.	
Review and Adoption of Minutes	Minutes were approved for June 2023 and September 2023. November minutes were not included in the invitation or email on Dec 16. Participants did not have time to review these. We will seek approval of the November Minutes during January meeting. October were only available in a draft form. The Council reviewed these as a group and offered additions and corrections.	Add approval of November and October minutes to January meeting agenda. R.E. needs a copy of the PowerPoint to add to the file.

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		<p>R.E.: Send the PowerPoint to the Council</p>
<p>Area Plan Needs Assessment Update</p>	<p>Jennifer Much Grund, Performance and Research Analyst, met with Scott to talk about the Area Plan survey. They made a changes, including removal and addition of questions and formatting. They added a few sentences at the top of the survey about what changed from the last survey (2019).</p> <p>The new survey asks: How do you get your information about programs, services, and resources you need? They took out question about whether respondents are getting a balanced diet and whether they're cooking regularly.</p> <p>As soon as ASAC approves the survey, Jennifer will have it translated into Spanish and Russian and ready to share. The timeline is to conduct the survey in February and March.</p> <p>Group Members shared ideas for distribution of the different versions of the survey: hard copy, online, and postcard-sized with links. Distribution recommendations included: lobbies of senior/community centers and county health centers, inclusion with County customer satisfaction surveys and utilities support mailings, and including links for the electronic version on the county website, county social media sites, and in the County's monthly e-newsletter. In the past ASAC has partnered with Love Inc. (https://www.clackamasloveinc.org/) to send these to faith-based organizations. Other ideas included: handing out at outreach events, sharing with community partners, Members getting them in newsletters, at Social Security offices, in Meals on Wheels deliveries, through the City Councils that run the Senior Centers (e.g., Milwaukie, Gladstone), with bills (e.g., water, gas, electric), pharmacies where immunizations are offered, in</p>	<p>Jennifer: Send information about how to access the electronic version, hard copies of the survey, and the postcard template with text for community newsletters to ASAC Members. She will ask you to email back how many hard copies she should prepare for you, including options in English, Spanish, and Russian.</p> <p>ALL: Send link to people you know, post on social media, ask if the information can be added to the newsletter of organizations you belong to. Let Jennifer know if you need anything to</p>

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	<p>healthcare and Medicare insurance offices, retirement and assisted living homes. Last time the Senior Center with the most returns had ASAC Members visit for a meal and then had surveys available at front desk.</p> <p>Discussion:</p> <p>Dana stated that asking about sidewalks is a valuable health-related question that would get good information to share with the Department of Transportation, public health, and walking groups. As rural community member, walking is very difficult.</p> <p>Sonya noted that in unincorporated Clackamas County the only way to get sidewalks is if people do a major renovation on their house. Michelle shared that some districts don't want them.</p> <p>Dan wondered if on the question about how people tend to get information we could suggest categories. Group suggestions included: newspaper, internet (with specific categories, such as social media), word of mouth, senior/community center, community partners, other (with space to fill in).</p> <p>Jennifer put in a request to meet with Clackamas County's public affairs team, with the option of possibly posting a video on Clackamas County's YouTube channel. Jennifer asked if anyone interested in being a spokesperson if they create a video.</p> <p>Jennifer's social work intern Tina's school project for this winter will be to develop a version of a Community Needs Assessment focused on the LGBTQ community. She's working to find ways to get survey out to that</p>	<p>support this.</p> <p>Jennifer: Add the sidewalk question back to the survey.</p> <p>ALL: Let Jennifer know if you're interested in being in the video.</p> <p>Jennifer: Complete the requested changes to the survey and submit for translation.</p>

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	<p>community.</p> <p>Marge reminded the group that no in-person visits to Senior Centers are scheduled until mid-March</p> <p>Jennifer will set the timeline for return of the surveys based on PGA's (Public and Government Affairs Division's) availability to support materials development.</p> <p>Jennifer asked the group to trust her in making the requested changes and approve the survey so she can get it translated and have hard copies out in January. This was approved.</p> <p>A question was asked about how participants will return the surveys. Jennifer shared that a lot of people will complete the survey online. Some will mail them on their own. The County's Customer Satisfaction survey includes an envelope. The paper surveys have information about how to send them back and include live Jennifer's contact information.</p> <p>Brenda noted that the County does not put stamped envelopes in mailings because the return rate is low. We will give each of the Senior Centers an envelope to collect responses. If you would have ideas about groups to target and prioritize, let Jennifer know.</p> <p>Jennifer confirmed that participants can take photos of the surveys on their phones and send them. R.E. suggested including a QR code. Jennifer will also test to be sure the survey can be completed on a phone.</p> <p>Jim (in chat) shared that in a quick Google search of the population of senior citizens (65+) in Clackamas Co, there are approximately 87,700. He</p>	

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	<p>wondered: What would be an acceptable return rate? Brenda answered that statistical significance is not a goal we have been able to achieve due to associated cost; however, we have seen an increase in responses year over year. One year the County hired a firm to make phone calls.</p> <p>Brenda also shared that the survey isn't the only tool we use to collect data. After the initial data, we'll ask about subpopulations to dive deeper into. A study by the State that showed significant disparities in quality of life and access to services for lesbian, gay, and bisexual seniors (https://www.oregon.gov/oha/HSD/OHP/Contractor%20Workgroups%20CMS%20State%20Alignment%20Meeting/LGBTQ-Older-Adult-Survey.pdf).</p> <p>Email Jennifer (JMuchGrund@clackamas.us) any additional thoughts you have on the survey.</p>	
Website Update	<p>Brenda, Dan, Michelle, and Scott met and agreed that the information on the website is way out of date. After the 1st of the year, they will start updates with ASAC, including key links, updated information about current activities, and future goals.</p> <p>The Social Services website needs an overhaul. In a future meeting, let's walk through it as a group focusing on where it relates to older adults and share feedback. Then Brenda will work with the County to have the site updated.</p>	<p>Next agenda – review CCSSD website from older adults' perspective</p>
Recruitment Strategies	<p>The opening is listed here: https://www.clackamas.us/community/abc. Sonya wondered about the notification process once someone's application is closed. Brenda invites applicants to come to a meeting. We can also</p>	<p>R.E.: Check on Sonya's application and the notification process.</p>

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	remind everyone that these are open meetings and they can attend at any time. The recruitment is open until the end of January.	
Program Updates / OPI M	<p>Jeanie Butler, Aging Services Program Manager, provided Program Updates and an Oregon Project Independence – Medicaid (OPI M) Update. She began with a high level overview of the ADRC programs (https://www.adrcforegon.org/consumersite/index.php):</p> <p style="text-align: center;">Key Services and Programs</p>  <p>ADRC is the front door to aging and disabilities programs statewide.</p>	

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	<div data-bbox="898 191 1251 529" data-label="Image"> <p>The logo for ADRC (Aging and Disability Resource Connection) of Oregon. It features the letters 'ADRC' in a large, bold, blue font. Below this, the words 'Aging and Disability Resource Connection' are written in a smaller, blue, sans-serif font. Underneath that, 'of OREGON' is written in a green, sans-serif font, flanked by two horizontal green lines. At the bottom of the logo, the website 'www.ADRCoforegon.org' and the phone number '1-855-673-2372' are listed in a blue, sans-serif font.</p> </div> <p data-bbox="779 558 1360 634">The ADRC is a statewide resource that provides information about local public and private programs that focus on meeting the needs of older adults and those with disabilities.</p> <ul data-bbox="491 672 1675 1455" style="list-style-type: none"> • Options Counseling staff talk to consumers and their families about their options and provide home visits. • The Family Caregiver Support Program assists unpaid caregivers. • SHIBA (Senior Health Insurance Benefits Assistance) Program offers Medicare Counseling for anyone eligible for Medicare. • The Money Management Program includes Bill Pay Service and Representative Payee Service. • Meal Program and Nutrition services are provided through home delivery and at meal sites. • Volunteer Opportunities are available with ASAC, SHIBA, and Money Management. • OPI (Oregon Project Independence), which is currently state funded, offers a limited allocation of hours for in-home supports for hands-on personal care needs. • OPI – Medicaid Expansion: The State has been negotiating with the federal Medicaid programs to expand with Medicaid funding for OPI 	

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	<p>services. State funds would assist consumers who are not eligible for Medicaid programs. It's still not entirely certain what this will look like. It was supposed to launch in December, but has not yet been approved by Centers for Medicare and Medicaid Services.</p> <p>Questions & Answers</p> <p>Michelle wondered if OPI has funding for new people right now. Jeanie answered that with the current funding there is a prioritized wait list. The hope is that the Medicaid expansion will free up some funds allowing some additional consumers to be supported by OPI M.</p> <p>Sonya would like to send to her membership of Rivers East Village. She asked for change to the Meals page to Gladstone Community Center and Milwaukie Community Center. The name change is important to both sites.</p> <p>Sonya would like to share the updated slides as a good reference. Although Jeanie noted that County staff deliver presentations in the community Sonya shared that those on assistance may not get out much to be able to attend an onsite presentation.</p>	
<p>Member Updates</p>	<p>Discussion on Cost of Living:</p> <p>Virginia raised the issue that many people seem to be having a hard time this year paying their property taxes which are higher than they've ever been. She read in AARP about a program where people in some states can work for the government and offset their property tax. Does Oregon have a program like that? Brenda is not aware of this program in Oregon.</p> <p>Scott noted that states with Homestead laws freeze property taxes when you retire. He sits on Estacada's planning committee. They are looking at a potential doubling of water and sewer rates because they have to update</p>	<p>R.E.: Add standing agenda item for Service Equity Committee updates.</p>

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	<p>those systems. There are also school bond measures. Residents are looking at a threefold increase on service costs.</p> <p>Virginia stated that this is making it difficult for people to stay in their homes. Seniors in middle income bracket need some kind of assistance. If you could volunteer and have that offset some of your property tax that would be a win-win for a lot of people. Where do we begin to advocate for that? Do the surveys address something like this that's really an issue for a lot of people?</p> <p>Brenda shared information on tax deferral for disabled and senior citizens (https://www.clackamas.us/at/seniordeferral.html). She noted that the last Area Plan talked about cost of maintaining homes. Clackamas County may not be able to help with property taxes, but maybe other pieces, such as energy bills or SNAP (Supplemental Nutrition Assistance Program) benefits.</p> <p>Scott agrees with the challenges. He was in a conversation with local banks and learned that the annualized inflation rate is more like 14.7% across everything we currently buy (vs. the federal government rate). Sonya added that the estimated life span on all new appliances is only 6-10 years.</p> <p>Michelle shared that at an event the other night County Commissioner Mark Shull said there is talk about Homestead in Oregon, but its not getting a lot of traction.</p> <p>Carol's email was hacked over the weekend. Do not open or respond to an email asking for an Amazon gift card. She's still trying to get her email fixed and can't receive emails.</p> <p>Do we have something in our community centers or bag of tricks to talk to older and disabled communities about scams and hacking? Eric noted that AARP is constantly updating their list of current scams. Scott suggested</p>	

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	<p>tools like two-factor authentication and VPN (Virtual Private Network).</p> <p>Michelle wondered if Meals on Wheels serves disabled people or only those over age 65. Jeanie noted that OAA (Older Americans Act) funding serves those ages 60+. Others may receive meals through Medicaid funds.</p> <p>Earlier in the meeting Michelle mentioned that there was confusion about who was offering Christmas baskets that ended in about 100 seniors being put on wait list because of miscommunication. Some folks mistakenly thought that Clackamas County Social Services was providing these.</p> <p>Brenda shared that they had the second full meeting of the Service Equity Committee. Participants included Sonya for Villages and Carol for VAC (Veterans Advisory Council), and Jill unable to attend. They reviewed the equity plan for the County's Developmental Disabilities program, which is one of best equity plans Brenda has ever seen.</p> <p>Brenda will add a standing agenda item for Service Equity Committee updates. The H3S (Health, Housing, and Human Services) Department is seeing how we can scale up the plan, which includes the diversity of staff, training, and the accessibility of programs.</p> <p>Sonya wondered if there is a way to make note of service equity committee when updating the website. Brenda made a note to raise the profile of equity work on website.</p> <p>Brenda added that the plan includes training opportunities for this group. We want you all to feel comfortable being your full authentic selves in this meeting. It may be a good agenda topic to brainstorm what training or experience committee members might want and how can Clackamas</p>	

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	<p>County help us proceed on journey to be fully welcoming to all community members.</p> <p>Brenda shared that the Emergency Preparedness Committee will be restarting soon. Members should have received an invitation from Stephanie Coleman about a meeting in January. Stephanie will be on January ASAC agenda to provide an update.</p>	
Adjourn	The meeting was adjourned at 11:49am	
Next Meeting	<p>January 22, 2024 (DATE CHANGE), 10am-12pm</p> <p>https://clackamascounty.zoom.us/j/88417813313</p>	