

AGING SERVICES ADVISORY COUNCIL
April 15, 2024 Meeting Minutes
Hybrid Meeting DSB 120 or Zoom
10:00 AM – 12:00 PM

FACILITATOR		Eric Olson			
NOTETAKER		R.E. Szego			
P	Anne Meader	P	Carol Bernhard	S	Brenda Durbin
P	Eric Olson	P	Sonya Norton	S	R.E. Szego
P	Jill Frankie	P	Marge Lorton		Jennifer Much Grund
E	Michelle Cassel	P	Dan Hoeschen	S	Jeanie Butler
P	Virginia Seitz	P	Lynne Byrne		
A	Peter Zambetti	A	Dana Lord	S	Kristina Babcock
P	Pat Torsen	P	Jim O'Brien	S	Kim Whitely
		P	Scott Stahl	V	Steven Bushman
A	Steve May	P	Joyce Caramella	V	Pamela Pressel

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

ITEMS / ISSUES	DISCUSSION	FOLLOW-UP
Meeting Called to Order Quorum is majority.	Eric Olson , Council Chair, called the meeting to order at 10:11am. A Quorum was present.	
Transportation Services	Transportation Services Overview – Kristina Babcock, Human Services Supervisor Transportation Services operate five program areas: <ul style="list-style-type: none"> • Mt. Hood Express and Village Shuttle • Last Mile Shuttles 	

ITEMS / ISSUES	DISCUSSION	FOLLOW-UP
	<ul style="list-style-type: none"> • Transportation Reaching People (TRP – pronounced “trip”) • Senior Companion Program • Senior / Adult Community Centers <p>Mt. Hood Express / Village Shuttle</p> <ul style="list-style-type: none"> ▶ Public transportation and fare is required ▶ Operates 7 days / week out of the City of Sandy ▶ Route to Timberline Lodge (MHX) and Route to Rhododendron ▶ 44,184 rides so far this year (through March) <p>Last Mile Shuttles</p>	

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	<ul style="list-style-type: none"> ▶ Free public transit service ▶ 4 routes <ul style="list-style-type: none"> ▶ Oregon City ▶ Clackamas Industrial ▶ CCC Xpress ▶ Estacada (new) ▶ Operates out of Clackamas County Offices ▶ 25,009 rides so far this year (through March) Transportation Reaching People (TRP) and Senior Companions (SCP) <ul style="list-style-type: none"> ▶ TRP <ul style="list-style-type: none"> ▶ 8 part time paid drivers ▶ Volunteers ▶ 65+ and/or experiencing a disability ▶ SCP <ul style="list-style-type: none"> ▶ Provide companionship and transportation to older adults ▶ Volunteers ▶ 16,643 Rides provided since last March / 8,251 by volunteers ▶ 463 Clients receiving transportation services ▶ 15,097 volunteer hours Local Community Centers 	

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	<ul style="list-style-type: none"> ▶ 9 Local Centers <ul style="list-style-type: none"> ▶ Canby, Estacada, Gladstone, Hoodland, Lake Oswego, Milwaukie, Pioneer, and Sandy ▶ 18,530 rides this year (through Feb) ▶ Paid and volunteer drivers ▶ Free rides to clients <p>Add Molalla to the list.</p> <p>Hoodland Senior Center does not provide transportation services</p> <p>Jim asked: How does the information get out there about these services?</p> <ul style="list-style-type: none"> • Kristina answered through these websites: <ul style="list-style-type: none"> ▶ https://www.clackamas.us/socialservices/transportation or ▶ www.rideclackamas.org. The County website highlights all the transportation systems in Clackamas County as a whole. We have worked with the City of Oregon City, for example, to get the information out with utilities fliers. Getting information out about the services is difficult. The demand for demand-response services far outpaces the ability to provide rides. We are always looking to improve. 	

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	<p>Steven asked: How could there be more of a public presence? What about putting something in the Community Centers? Do people need to go through information and referral services at the Community Centers?</p> <ul style="list-style-type: none"> • Kristina took notes on suggestions. • Steven recommended a media campaign with a flier that easily encapsulates the services. There is a bifurcation between people who have internet access and those who just have phone access. • Sonya suggested adding something to the Clackamas County News (available here: https://www.clackamas.us/; scroll to the green bar that says "Sign Up for our Newsletters"). This comes to a lot of people. Not all of the older people go to the Community Centers. The newsletter is virtual only and only includes County-specific information. <p>Lynne asked: What do the people who don't get the rides do? How do you choose who gets a ride?</p> <ul style="list-style-type: none"> • Brenda answered that there are some constraints for some of the services. Mt Hood Express and the Shuttle are not full. Volunteer-run programs are the ones with constraints. There are eligibility requirements for TRP ridership. We also have current efforts to increase ridership. • Kristina shared that for TRP people can call, email, or send a paper request. These go into the dispatch system where every ride is treated the same. The dispatching system takes all of the rides for a given day and then creates routes that provide the most rides to the most people depending on the drivers available. We group people 	

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	<p>together as much as possible.</p> <p>For those who don't get rides, there are other options. Those within a quarter mile of the Trimet system can access LIFT (https://trimet.org/lift/). We are also looking at fare assistance for LIFT riders. Sometimes we can hook people up with volunteers. There are times when people can't get a ride.</p> <p>Volunteers were strong before COVID but then decreased. We are actively recruiting volunteers at fairs, senior centers, festivals, community events, and other places. Volunteers don't provide the volume of rides that paid drivers do. We need more volunteers to make up for one paid driver.</p> <ul style="list-style-type: none"> • Kristina added that we often get push back that medical should take priority over everything else. Different people have different needs for different reasons. Sometimes they can get a ride to medical appointment, but not to the grocery store. <ul style="list-style-type: none"> ○ Jill shared that living in the rural community, it's unfortunate that Hoodland Center contracted out to a private service and funding is limited. They have had to triage individuals wanting rides. Folks are not able to get rides for socializing – e.g. bowling. Basically they're just doing rides for medical appointments. In a rural community, it's really difficult sometimes. There are not enough volunteers. Older adults needing socialization. It's a really different situation. It has been really rough on our seniors to make those connections. ○ Kristina has been working with Hoodland to see what we can do, including coming out to the center and giving training. 	

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	<p>Lynne = farms??? Lynne wondered: What's the criteria for being a volunteer vs. paid staff member? It would be nice to have an activity bus up on the mountain.</p> <p>Scott noted that there are legal issues with bus barn drivers. They are considered commercial drivers, which created legal issues related to other driving, whether or not you're actually on the road driving.</p> <p>Pat talked about several issues where people have wanted to come to the Senior Center or do an activity who are disabled enough that they are required to have someone with them to take care of them on an excursion, but there's no one to take care of them.</p> <p>Kristina noted that this should be arranged through the Senior Center. She will do some follow up on this. Within TRP certain people are required to have an escort for a variety of reasons. This is related to the ability of people to get where they need to go and do what they need to do. For example, there are people who ride in the programs who can't remember where they're going. There can be a higher level of service needed.</p> <p>Brenda thanked Kristina for all of her work. TRP was one of the first programs launched by Clackamas County Social Services over 30 years ago. The Mount Hood Express was a relatively small project that has expanded. The Last Mile Shuttles serve a lot of community and increase mobility across the County.</p>	
Review and	Dan made a motion to approve the minutes from 03/18/24. Anne	

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Adoption of Minutes	seconded the motion. March 2024 minutes were approved.	
Hybrid Meeting Group Agreements	<p>Draft items were:</p> <ul style="list-style-type: none"> • Ask someone to monitor the chat • Brenda could act as a room monitor • State name when motioning • Raise hand whether in room or online <p>Participants added these other ideas:</p> <ul style="list-style-type: none"> • Turn up your name tag if you're in the room. • Limit cross talk 	
Adult Center Liaison Committee	<p>Marge stated that we are on our way to being organized for the Spring visits to Senior Centers. Of ten Senior Centers in the county, eight serve congregate meals. Marge has reached out to all of the Centers that offer congregate meals and received almost immediate responses from three of them.</p> <p>Brenda will pick from the list of date options that the Centers offered for our visit. Current and Prospective Members and will receive a link to a Sign-Up Genius. As more centers respond, they will be added and new survey links will be sent. Marge will let the Senior Centers know the dates that have been selected.</p> <ul style="list-style-type: none"> • Dan asked to have the time included with the date. <p>Marge shared that of the eight Centers that offer congregate meals, four cook in-house, creating the meals themselves: Milwaukie, Lake Oswego, Canby, and Wilsonville. Other Centers bid out through TRIO in Salem.</p>	

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	<p>Centers receive the meals mostly cooked, prepare them, and then serve. We want to assure that the meals are palatable, follow the menus, and that the Centers are getting input from the guests on how the meals are.</p> <p>Marge passed around Canby's month schedule. She noted that we will gather at each Center about 30min prior to joining lunch. At that time, Marge will hand out the forms to evaluate and give input on. It's impossible to do this while you're having lunch. People tend to gather and hover while meals are being served. It's a good time to find a table. They'll let you know if you pick the wrong table. Then each of you will go to a table and chat with folks and get input as to how the experience is eating at this particular Center. She encouraged us not to go to your Center. Go to a Center that you've not been to before. Fill out the form – or hang onto them to add more info. Give them back to Marge who will give them to Jeanie. Jeanie will consolidate the information.</p> <ul style="list-style-type: none"> • Lynne asked if a committee pulls the data together. Marge answered that, no, it's Jeanie. <p>Marge added that it's a social visit to gather input. Centers who do in-house cooking have done immensely better. Usually this is directly related to the economics of the area.</p> <ul style="list-style-type: none"> • Sonya wondered why Canby is not serving meals. Marge did not know. • Gladstone is going through transitions. Sonya noted that they have not gotten a new manager. Marge added that they have been unable to supply dates at this time. 	

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	<ul style="list-style-type: none"> • Jill asked if Marge was able to contact Hoodland? They are having a few congregate meals up here. Marge stated that she did not contact them. Jill clarified that it's not on a daily or weekly basis. Two meals have been provided so far, but it would be nice if we could coordinate a visit up there. • Marge noted that she did contact Sandy, but has had no movement. She will contact Hoodland. <p>Please sign up for multiple visits!</p> <p>Anne shared that it's not a chore. It's fun! She really encourages the new people on the Council to do this! See how the people are getting out and socialize with them. It's really important for us to see that this is working. Dan agrees. We benefit a lot in terms of our knowledge of some of the issues that people in the County are facing. Is there anything else you would like to see the Centers doing that would be helpful to you? How many people do you want to sign up?</p> <p>Marge has committed that no more than five ASAC representatives will join for lunch and no more than three will participate in the meeting afterward. She also committed that the length of the meeting afterward would not be more than 20-30min. Brenda will set a limit of five on the Sign Up Genius.</p> <p>Marge added that she will call and let them know how many people are coming. Last year it petered out and she was the only one at the end. This made us look bad. When things do happen that will prevent you from going, please email or call her.</p>	

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	<p>Jeanie asked about the suggested donation per meal. Marge answered that it's between \$3-5.</p> <ul style="list-style-type: none"> • Sonya added that sometimes they ask you to sign their sheet. <p>Jeanie noted that palatability on the TRIO meals is really important in case they reapply to provide meals. Marge noted that prepared meals uniformly got pretty bad marks last year.</p> <ul style="list-style-type: none"> • Lynne asked if it's a yearly contract? Jeanie answered that the contracts can go up to five years. We can end the contract at any time. We can invite Tonia Hunt as we get closer to opening the solicitation for meal vendors. She's the contracts administrator. • Brenda noted that she will include one or more members of ASAC as part of the application review. We only have a couple of providers in the area traditionally: Meals on Wheels and TRIO. • Sonya shared that Meals on Wheels is building a new production facility on 82nd. <p>Lynne – so info gathering and then turn it over. It goes to somebody . Is there work in motion encouraging those without congregate to become a server of congregate meals?</p> <p>BD have not relaunched home delivery since the pandemic. Hx Hoodland used a local restaurant. Sandy situ is more short-term issues with their kitchen.</p>	
Community Outreach	Community Outreach for Social Services Advisory Boards: Listening to Community Members' Input – R.E. ("Ari") Szego, Community Action	

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	Contracts Specialist	
Ad Hoc Committee on Website Revision	<ul style="list-style-type: none"> Public & Government Affairs (PGA) Advisory Boards and Commissions page (https://www.clackamas.us/community/abc) now links to the Social Services ASAC site (https://www.clackamas.us/socialservices/committee_aaa.html). PGA requested updates on the overview of each Advisory Board. These should show for ASAC soon. Start discussion on the rest of the public Social Services website as it relates to Aging Services 	NEXT month
Recruitment Updates	<p>ASAC Recruitment Scott – it’s open BD: A few years ago – characteristics we’re looking for. We have pretty good geographic representation.</p> <p>New Liaison, Sean will start in 2 weeks.</p> <p>Carol – Officer opportunities coming up. Chat:</p> <ul style="list-style-type: none"> Chair- Eric Olsen (served 2 terms) 1st Vice Chair - Michelle Cassel (less than 12 months) 2nd Vice Chair Carol Bernhard (ending 1st term) Secretary Dan Hoeschen (has served 2 terms in this position) 	<p>R.E. – send out bylaws re: characteristics</p> <p>Carol – In May slate</p> <p>R.E. – send Steven and Joyce the bylaws</p>

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	<p>Read from bylaws the terms and the responsibilities. Michelle has been in her position less than 12 months. Dan and Eric cannot re-run for their current office; but can run for a different run.</p> <p>JF: Could Eric go back to being chair if he went off o fit for a period? CB: Would have to serve in another position before running for Chair again.</p> <p>BD: Next step – I interested in nominating self or someone else, let Carol know. Will vote in June meeting. clbernhard@hotmail.com</p> <p>RE: Send to both of us. Because Liaison transition. BD: will send a follow-up email.</p> <p>Jill: Does an individual have to be on the Council for a period of time before they are able to hold office. EO: Do not have to sit on the council for a year to be eligible. Must be a full Member of the council to hold office. Anne: Carol may be caling you because it is her job to put the slate together. She has to present a slate in may.</p>	
Aging Services Program Updates	<p>Jeanie Butler, Aging Services Program Manager</p> <p>State General Funded OPI</p> <p>Medicaid expansion will allow us to serve even more older folks ant people</p>	

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	<p>with disabilities. Larger care plan for indivs who are eligible. People will get to choose which program if they are eligible for both.</p> <p>About 4-5 hours per month on the state-funded. Vs. up to 40 hours per pay period (2 weeks). Some might need oversight or medication admin or other services that aren't covered by OPI.</p> <p>Level 1 = on a ventilator vs. Level 18 maybe oversight or medication management</p> <p>Can still qualify even with quite a bit of assets</p> <p>Estate recovery – OPI and Medication Expansion. When consumer passes a state can reclaim cost of care. But with OPI and Medicaid expansion there is no recovery – assets can go to their heirs.</p> <p>ADL = Activities of Daily Living.</p> <p>Medicaid offices will do intake and physical needs assessment. Some consumers will be served by our office and others by the Medicaid office. Roll out June. Implementation Plan is due by the end of this month – how we will partner with Medicaid offices, ..., communicate. Targeting the wait list first. Then look at high needs consumers who are already on OPI transition to Medicaid. December-ish transition to public. Tight deadline.</p> <p>Eric: When you say assets. House I own is exempt?</p>	

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	<p>JB: one automobile and your home are exempt. Assets are generally looked at as liquid assets or “available assets”.</p> <p>Steven: Hard work. No estate... Makes it a little wider for the target market. People who come to Sr Cetner in W-vill who need a health care navigator – high needs. Might not be able to do paperwork or navigate the complexity of today’s healthcare environment and fall behind. Second set of ears, finding PT OT ST, intellectual or developmental disabilities...Does this come into play?</p> <p>JB: People with disabilities – geared toward physical disability. Intellectual, developmental, mental health disabilities related may not qualify; may need to be served by behavioral health.</p> <p>Steven: if they have both? Ambulatory, transportation, housekeeping, med management... Mental Health and physical disabilities</p> <p>JB: Have to look at case by case basis. Provide options counseling that looks at total needs. Usually geared toward care needs. Help making sure they’re finding a doctor. Some CCOs provide healthcare navigation.</p> <p>Steven: present some of what you shared, what is being proposed, how people can access that.</p> <p>JB: at end of the year, when we’re ready for the public launch... will be doing a lot of outreach, will re-present.</p> <p>Lynne – is this statewide?</p> <p>JB: offered in every AAA in every area in the state. Just one of the criteria in 1 through 18</p>	

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Executive Committee Updates	EO: June – in person only meeting. 10 to 12pm. Lunch provided. Liaison will email your choices. June 17, 3 rd Monday.	
Member Updates	Jill – need to re-fill the Service Equity Committee rep.	Vote on Service Equity Committee Rep
Adjourn	The meeting was adjourned at 12:12pm.	
Next Meeting	May 20, 10am-12pm Hybrid: In Person at DSB 120 OR https://clackamascounty.zoom.us/j/88417813313	