

## Department of County Human Services

Worksession #2 October 5, 2021

Board Questions and Follow-up

**Please respond by Tuesday Oct 12, 2021**

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### District 1 Commissioner Meieran

1. ADVSD meals for older adults increased by 104k meals in FY 2022, for a total of 222,427 meals: **How does this compare to actual need? Can you provide a broader community analysis for meals/need?**

**The charge** of the OAA nutrition program is to

- reduce hunger and food insecurity,
- promote socialization,
- promote health and well being and
- delay adverse health conditions.

The intent is to make community based nutrition services available to older adults at risk of losing their independence and ability to remain in the community. The OAA nutrition program in Multnomah County *does not* have a waiting list.

#### **Community Need:**

The 21-25 Older Adult Area Plan for Multnomah County needs assessment showed access to food among the top four needs prioritized by older adults surveyed.

It is estimated that 13.8 percent of people in Multnomah County experience food insecurity. Most recent data from the Oregon Department of Human Services estimates that about 21,500 people ages 60 and over use the SNAP program, which is a strong indicator of household food insecurity. Recent population data provided by the PSU Population Research Center estimates that 33,890 people 60+ have incomes at or below 185 percent of the federal poverty level, which is another strong indicator of food insecurity and threshold for SNAP eligibility in Oregon.

#### **COVID-19**

The need for meals increased significantly during the COVID-19 pandemic because the model shifted to serve any older adult and their co-located family members that demonstrated need. As the pandemic continues and meal sites

continue to be shuttered for health and safety reasons, requests to providers for meals remain higher than pre-pandemic levels.

2. YFS energy assistance and weatherization: What is the need? Households served vs. need? Do we have this type of information?

**Energy Assistance Bill Payment**, according to a recent program evaluation report issued by APPRISE, in FY19 69,366 households in MULTCO's service territory were considered "program eligible" for energy assistance programs, based on income eligibility criteria. Of these, 12,295 households participated in the program. In other words, 18% of the households in Multnomah County who were eligible for energy assistance applied and received benefits. This is slightly lower than the statewide participation rate of 19%.

Assessing the need for **weatherization** is a little different than for energy assistance. In Multnomah County, the percent of energy burden households (<200% FPL) is 23.5%. We are weatherizing only a fraction of these energy burdened households. In addition, 74% of the housing units in Multnomah County are pre-1990 (which is presumed in need of weatherization).

3. YFS SUN Reallocation to Symptom Space: No additional information to share at this time.

### **District 2 Commissioner Jayapal**

1. ADVSD: How do shifts in workload impact service and client outcomes?

### **Long Term Services and Supports:**

Our bilingual and bi-cultural consumers will benefit from the KSA positions ADVSD has identified as a need with the population we serve and will recruit for, by interacting with someone that speaks their language and/or are from the same cultural background rather than an interpreter.

- Increased consumer satisfaction
- Increased trust in our services
- Better person centered service plans
- Increased consumer choice
- Reduction of risk in the community
- Increased access to community resources

Having a case manager who truly understands the consumer's background and values will increase overall consumer satisfaction of the services we provide. Interpretation services are an important tool in information gathering, however it can be a barrier to building trust between the consumer and their case manager. The reduction of reliance on interpreter services, combined with increased cultural knowledge of the case manager will result in better outcomes for the population we serve.

The State has shifted to a new database for Oregonians to apply for Medicaid and SNAP services. This shift has increased, not only the workload for staff, but also increased the amount of time it takes for an applicant to navigate through the application process.

With additional case management staff, outcomes will improve in the following areas:

- wait times for consumers to apply for benefits and services will decrease
- consumers will have more time with staff to navigate through the application process and receive other needed support and resources

### **Adult Protective Services**

FY21 data shows:

- APS investigations were initiated with a timely response 99% of the time.
- 99% of Alleged Victims did not have a repeat investigation.

A reduction in caseload size and overall workload provides investigators additional time to spend on each particular investigation, specifically connecting our clients to needed protective services. Having additional time for thorough assessment, investigation, intervention and connection to services will help ensure the health and safety of our clients and that reabuse does not occur.

### **Adult Care Home Program:**

The reduction in caseload will impact the following outcomes:

- a return to the annual licensing timeline
- faster response times for items requiring ACHP approval such as hospital discharges and exception requests, and
- overall greater support and technical assistance to the providers which has increased in need due to the decrease in training. Newer providers in particular are requiring more support and monitoring.

ACHP caseloads include numerous detailed and time consuming processes. A workload shift for this team would result in greater support to the provider ensuring a higher likelihood of compliance and safety as well as greater monitoring of resident well-being. Challenges related to the pandemic have included:

- 1) a pause on licensing early in the pandemic creating a number of homes that are beyond their one year license renewal window.,
  - 2) increased demand from discharge planners as hospitals struggle with decompression (our licensers often need to approve these discharges which is a complex multi-step review)
  - 3) a changing regulatory environment which demands a greater workload and increased communication and follow up with providers - sprinkler regulations for new operators, vaccination and mask mandates, visitation protocols, COVID reporting and tracking.
  - 4) a reduction in training offered
2. YFS Weatherization: Number displaced due to weatherization? How many people get displaced from their homes because their homes are not adequately weatherized for the weather (i.e. flooding, heat events, etc.).

When a home is being weatherized, the household is not displaced. DCHS does not currently know the number of households that may be displaced annually due to their homes being inadequately weatherized or due to weather events.

3. YFS Weatherization: The proportion of Black and African Americans receiving Wx services seems low in comparison to percent of the population. Can we explain and what are some of the outreach strategies to increase services for this population?

Weatherization Outreach Strategies:

- a. WX partners with culturally specific community agencies both to distribute energy education materials and outreach for WX applications. This has been difficult during the pandemic when these agencies are not seeing people in person.
- b. WX has targeted areas of Portland with higher percentages of African Americans in North and NorthEast Portland. These areas are served mostly by Pacific Power and we have done direct mailings to Pacific Power customers receiving energy assistance to let them know about the Weatherization Program.
- c. WX is translating their WX brochure into Somali in order to outreach to the growing African Immigrant community.

### **District 3 Commissioner Vega Pederson**

1. ADVSD: The Latinx population served is less than in IDSD. What kind of outreach is ADVSD doing?

The population of clients presented at the board meeting did not include those clients who are eligible for Medicaid & public benefits but are not receiving long term care services (eligibility clients). If we include all clients (Medicaid service and eligibility), the percentage of clients who identify as hispanic / latino is **6.8%** (a bit higher than the 4% of Medicaid service-only clients). 11.6% of the Multco's total population identifies as Latino, Latinx, or Hispanic, but only 3.3% of Multco's 60+ population identifies as Latino, Latinx, or Hispanic. So ADVSD is serving a significantly higher percentage of the hispanic population of older adults.

### **Community Outreach**

- Community Services Network Social Service Fair outreach event the past two year, at this years event, most of the attendees were Spanish speakers and all of our spanish language outreach materials were taken by participants
- We translate all of our outreach materials into 10 different languages, including Spanish, at any outreach event we attend, which has been very very few during COVID-19, we bring materials in Spanish.
- We had staff attend and virtually table at the Latino Health Equity Conference

### **Future Planning**

- ADVSD translated Area Plan community needs assessment surveys into 17 different languages, including Spanish. We received 1392 responses that we were able to use, 460 people took the survey in a language other than English.
- 71 survey respondents identified as Latino or Hispanic, which was the third highest cultural minority demographic group, behind Asian and African American.
- Survey responses used to inform planning and development of services and procurements over the next 5 years

### **Direct Service Contract**

- In our RFPQ for Services for Older Adults, Latinx is one of the identified populations identified for culturally specific services. In the last procurement we awarded a contract to El Programa Hispano.

### **Health and Safety / Disaster Response**

- We did cooling kit and fan outreach in partnership with El Programa, Bienestar De Familia and Catholic Charities

**Culturally Specific Resource Linkage**

- We have one Spanish speaking KSA position on the ADRC Helpline