

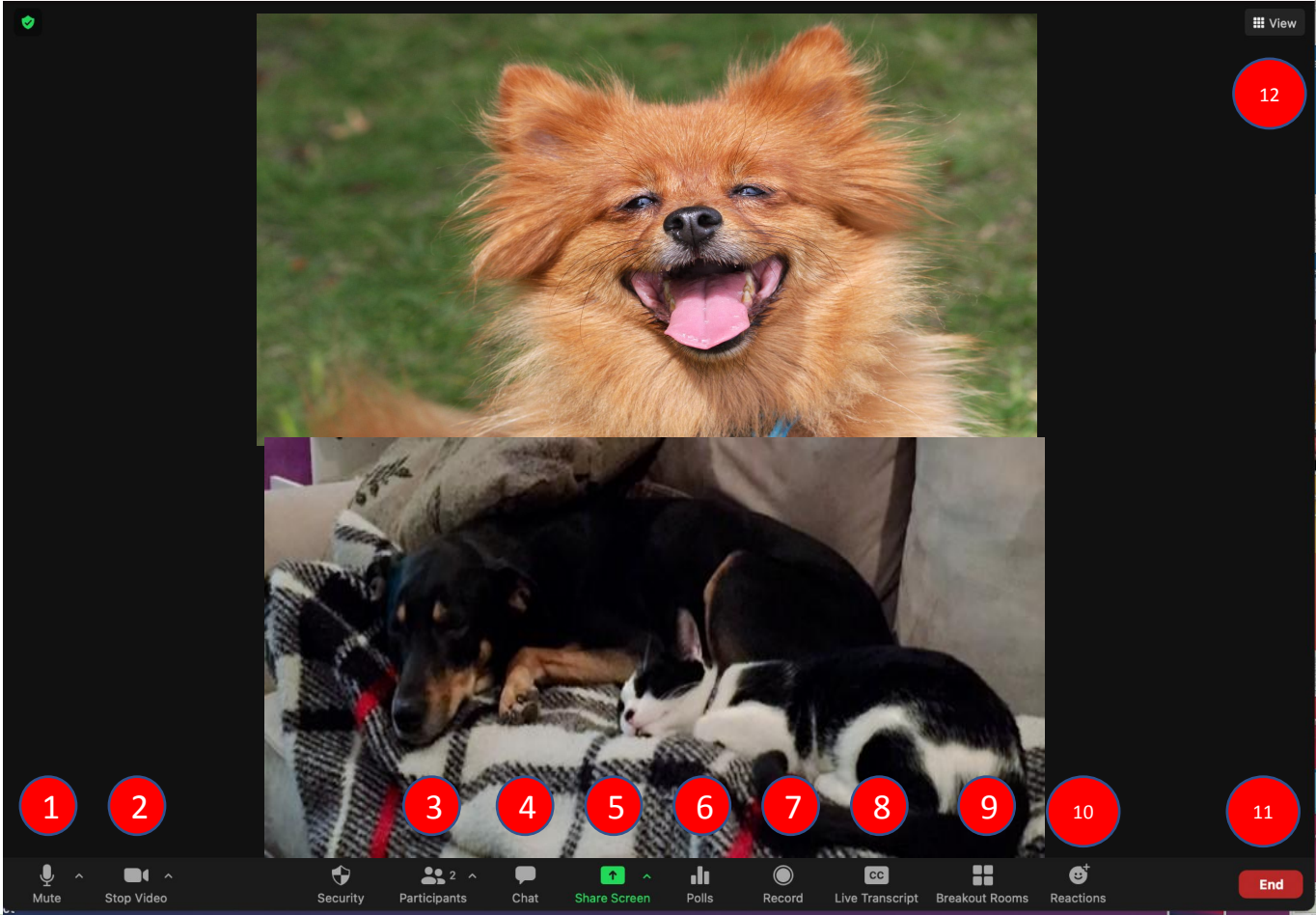


**Disability Services  
Advisory Council  
(ASAC)  
October 29, 2024**

Aging, Disability and Veterans  
Services Division  
Department of County Human Services

Main features of using Zoom on a computer.

Zoom application features in the works, as requested.



[Image description: Image of a Zoom platform screen with two dogs in the participant boxes and red circles with white numbers above each of the Zoom button icons]

# Land Acknowledgement

---

We are located in or near Portland, Oregon in Multnomah County.

Today, we honor the Indigenous people whose traditional and ancestral homelands we stand on, the Multnomah, Kathlamet, Clackamas, Tumwater, Watlala bands of the Chinook, the Tualatin Kalapuya and many other Indigenous nations of the Columbia River.

# Land Acknowledgement

---

It is important to acknowledge the ancestors of this place and to recognize that we are here because of the sacrifices forced upon them.

In remembering these communities, we honor their legacy, their lives, and their descendants.

# Accessibility Statement

---

We will be (imperfectly!) modeling accessible presentation techniques such as:

- Using a minimum of 20pt font on slides.
- Limiting reliance on words and images.
- Orally describe visual presentation elements.
- Taking time on slides.



# Accessibility Statement

---

- ✓ Asking ahead of time if anyone needs accommodations.
- ✓ Using a virtual platform with auto-generated closed captioning.
- ✓ Include alternate text/image descriptions.

# Accessibility Statement

---

- Accommodation were requested and were met.
- In use today: Voice amplification.
- Not in use today: ASL interpretation, CART services.

# Meeting Goals

---

- Welcome and Accessibility
- Land and Labor Acknowledgements
- Introductions
- Area Plan Survey Results
- SHIBA presentation
- Council Updates and Public Testimony





# Quick introduction

---

Please share:

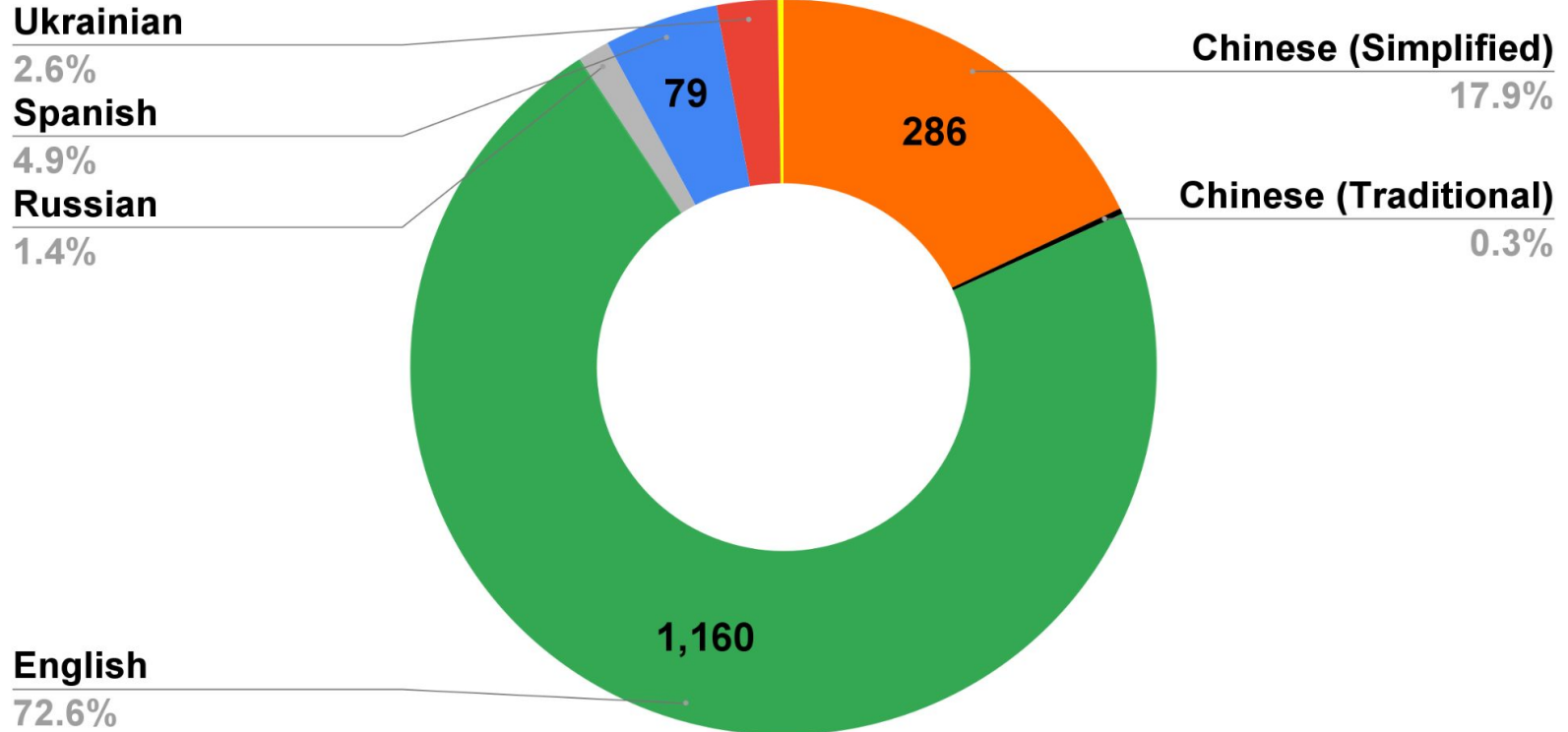
- Your name
- Pronouns
- Prompt: What are is your favourite thing about the holidays?



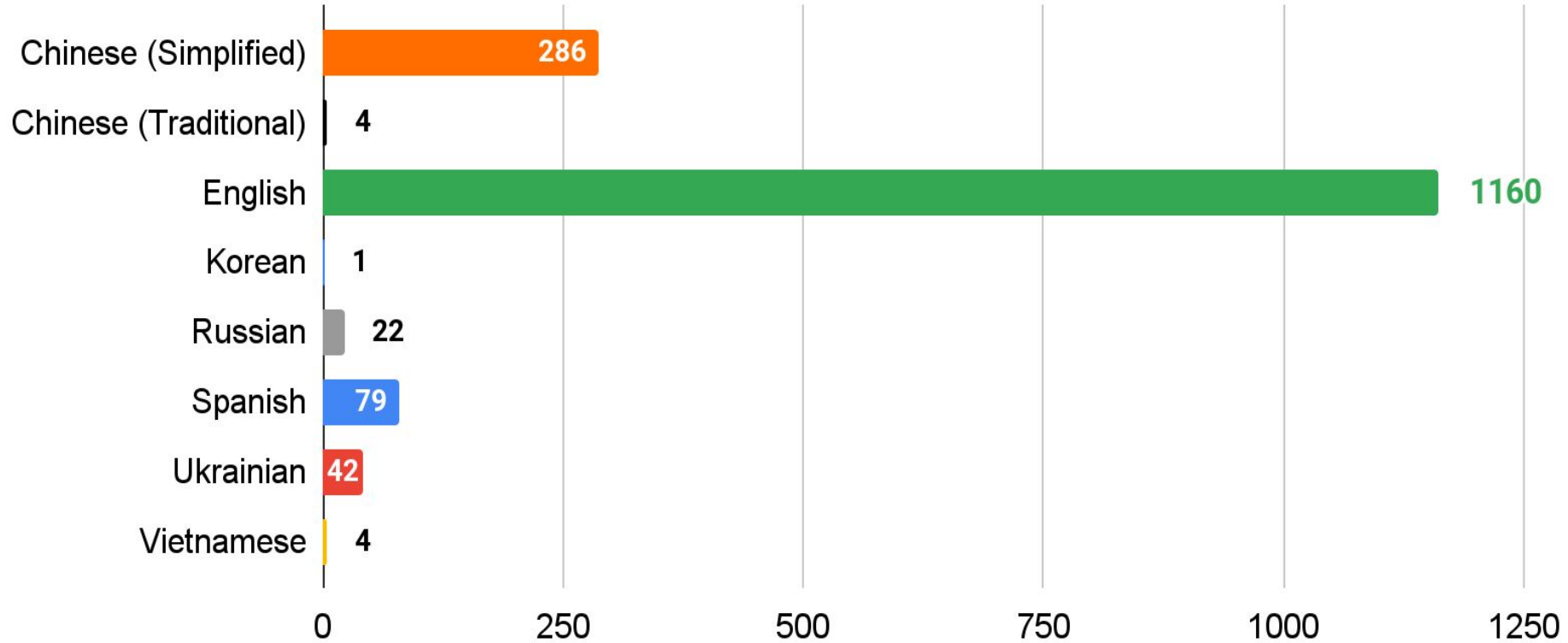
**New FY 25-29 Area Plan**  
**Survey Results 10/21/2024**  
**Survey closing 10/25/2024**



## Completed Surveys as of 10/21



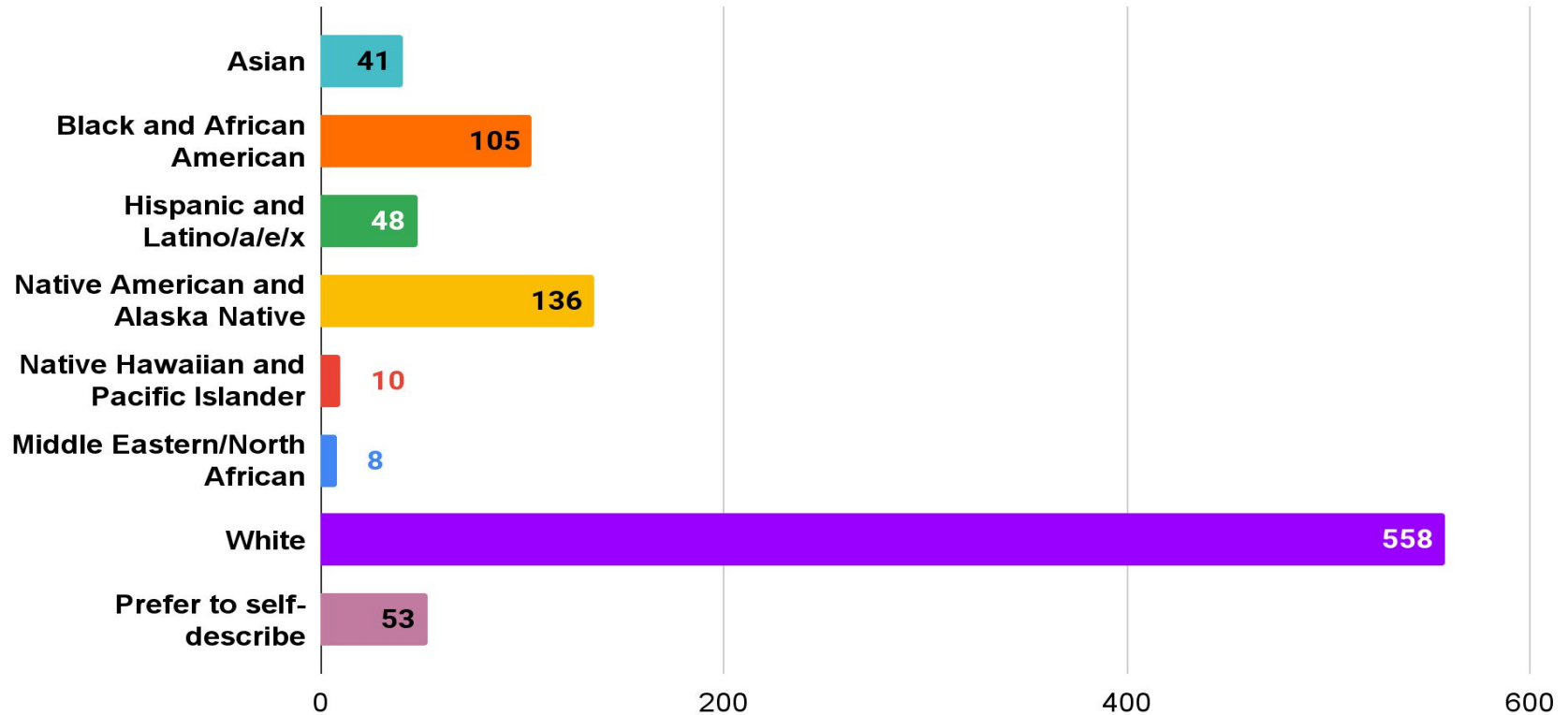
# 1,598 Completed Surveys as of 10/21



**Special Thanks to you all and Charmaine K.  
Participation increased from ~40 to over  
~130 persons identifying as Native American  
and Alaskan Native**



# Race/Ethnicity



# Age

85 or above

1.3%

75-84

10.8%

65-74

20.2%

60-64

11.5%

18-49

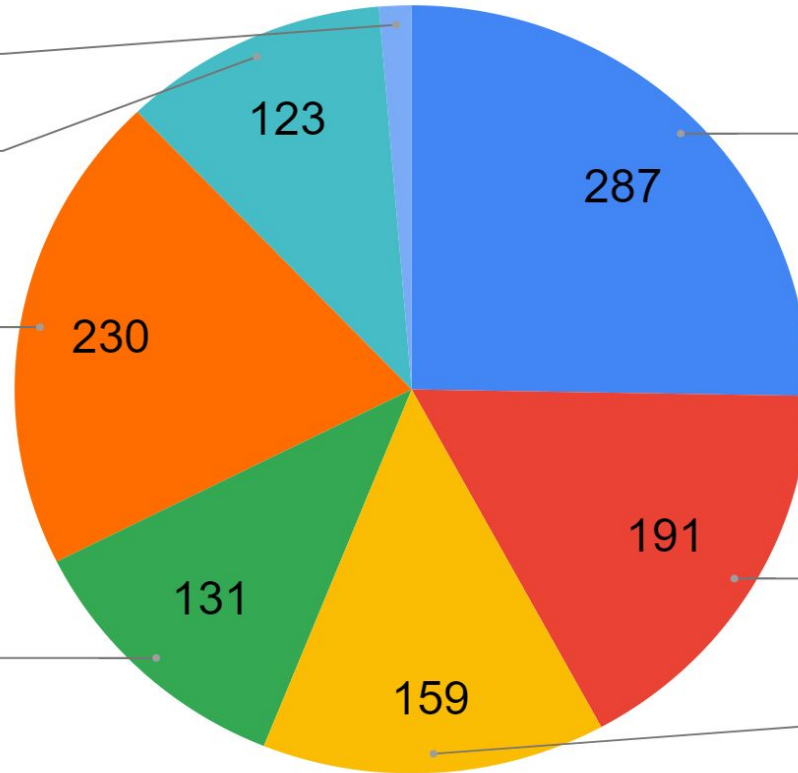
25.3%

50-54

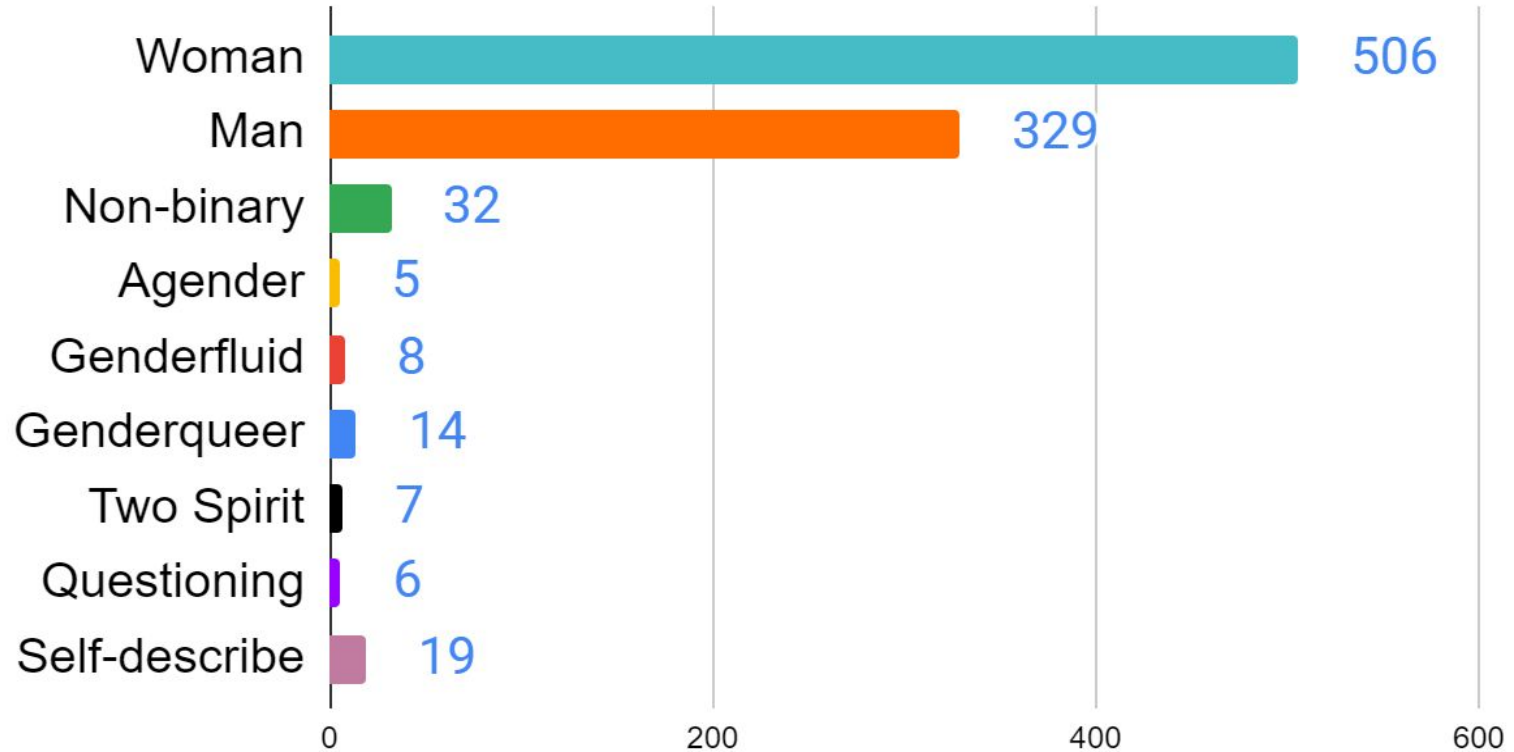
16.8%

55-59

14.0%

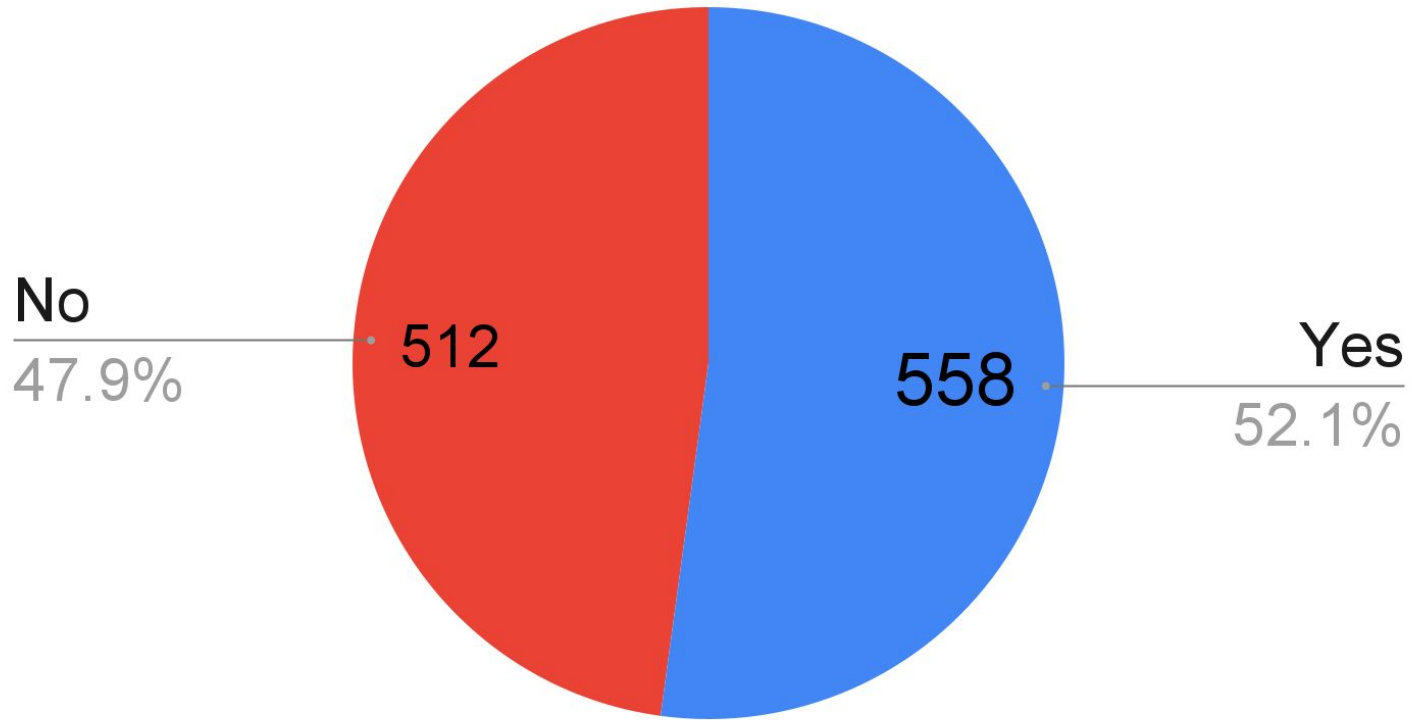


# Gender

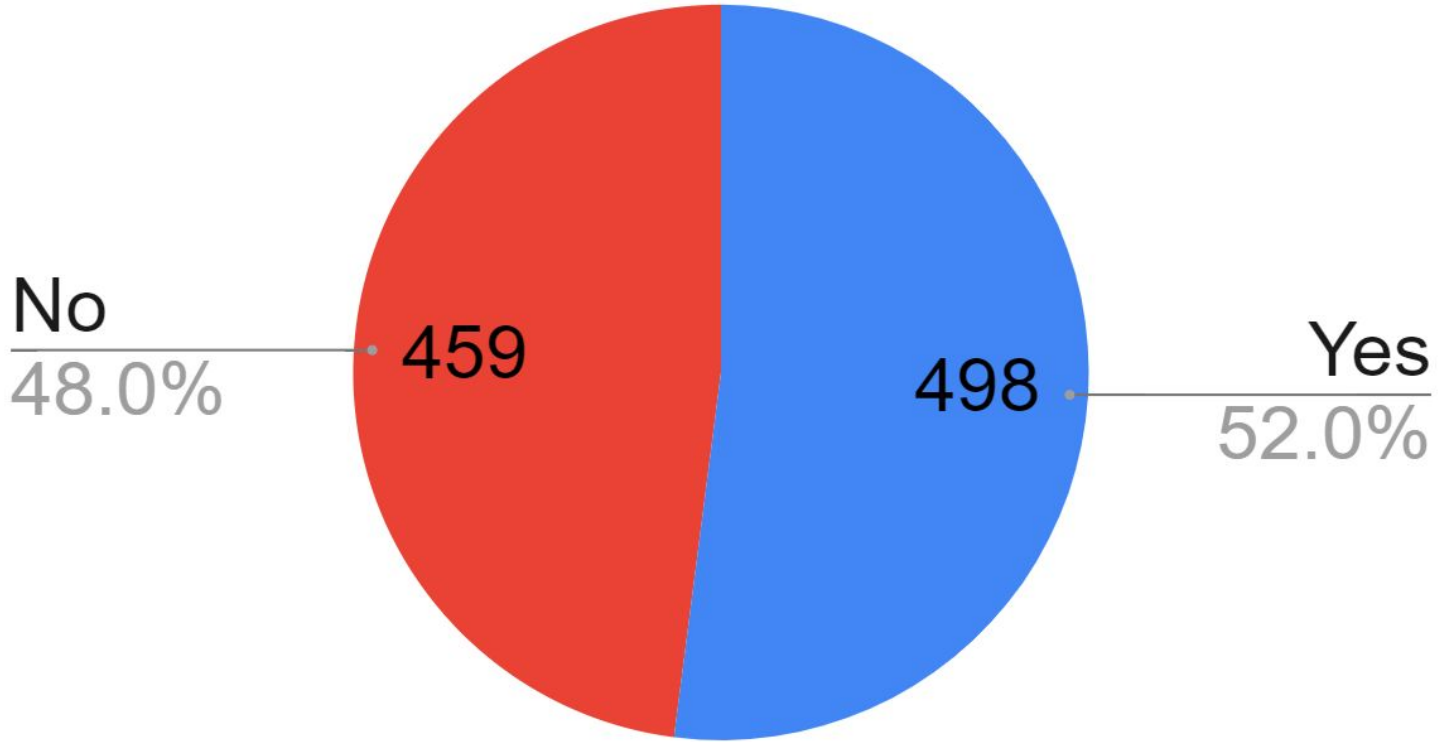




# Do you identify as having a disability?



# Do you provide help or caregiving?





**I'M TAKING  
A BREAK**

---

15-minute break

# **SHIBA's Team Presentation**



# The ADRC Helpline

- Provides central access to all ADVSD/APD programs and services
- Multnomah County: 503-988-3646
- Statewide: 1-855-673-2372
- [www.ADRCofofOregon.org](http://www.ADRCofofOregon.org)



# The ADRC Website

## adrcoforegon.org



Select Language | A A A

**Get connected** to local information and services for seniors and people with disabilities.



**Explore** your options



Learn about resources, services and facilities in Oregon.

[CONNECT NOW](#)



**Search** for resources



ZIP or county

Keyword

[Go](#)

Find resources and services available in your local area.

[LEARN MORE](#)

### Planning Toolkit

Find information, resources and tools to help you start planning.

[DOWNLOAD](#)

### Give feedback

We want to hear from you. Tell us what you think about the website.

[TAKE A SURVEY](#)

### Training for caregivers

Oregon Care Partners offers free training for caregivers online and in person across Oregon.

[LEARN MORE](#)



# ADRC 24/7

- Adult Protective Services
- Public Guardian
- screening for programs during after hours
- support for hospital
- support for emergency services
- Emergency Preparedness Activation

\*\* efficient processes for multiple ADVSD teams -  
internal and external partners



# Calls to the ADRC

46,000 consumers served in Oregon in last 12 months



- In-home care needs
- Housing concerns
- Medicare issues
- Rent and utility assistance
- Food
- Transportation





# ADRC Referrals About Food

136,634 referrals provided

- 8,700 food-related referrals
  - 3,700 for home delivered meals
  - 2,200 for food stamps/SNAP
  - 1,500 for food pantries
  - 600 for congregate meals/nutrition sites
  - 300 for food banks/food warehouses
  - 100 for commodity supplemental food programs
  - 100 for grocery ordering/delivery
  - 200 other



## ADVSD Community Resource Team

Jul 2024 - Sep 2024

**Incoming Calls**

Helpline	7,130
PG by ADRC	1,158
Public Guardian	1,113
ADRC Emails Received	2,115

**Outbound Calls (CS)**

ADRC Emails Sent	2,676
------------------	-------

**Helpline Voicemail**

Total	1,253
Returned	1,104
↔ Returned Same-Day	63%
↔ Returned within one day	98%

**SHIBA Voicemail**

Total	489
Returned	460
↔ Returned Same-Day	25%
↔ Returned within one day	54%

**LTSS Voicemail**

Transcribed by ADRC	1,140
Assigned to Helpline	137
Initial Contact for LTSS	452
↔ Referred for LTC	125

The ADRC team transcribes voicemail for LTSS, handles all calls for resources other than Long Term Care (LTC), and self-assigns some LTC calls for follow-up and an initial conversation prior to referral for LTC. From Jul 2024 - Sep 2024 the team handled 52% of all incoming calls for LTSS.

**Safety Net**

Referrals <sup>1</sup>	82
↔ Approved	60
↔ Pending	18

**Outreach**

In-person Contacts <sup>2</sup>	4,444
Mail Outreach <sup>2</sup>	21,200

**OMSC**

Phone Contacts	250
Referral & Enrollment <sup>2</sup>	60

**SHIBA**

Appointments <sup>2</sup>	171
Emails Received	367
Emails Sent	346

<sup>1</sup> Safety Net data does not include UCR.

<sup>2</sup> Preliminary - MultCo SHIBA/MIPPA staff and volunteers have until the end of the following month to complete STARS entries.

**Get Care Records**

Information	2,260
Referral	1974
Assistance	1015

**Referrals**

ADVSD Medicaid Service Scree...	818
MultCo ADRC	545
MultCo SHIBA	474
MultCo APS	293
Northwest Pilot Project	204
Oregon Medicare Savings Conn...	185
ADVSD Safety Net	174
LIHEAP	171
ADVSD North/Northeast Branch	161
Papa Pals	154

**Others Programs (721)**

	8,374
--	-------

**Unmet Needs**

	50
--	----

**Callers**

Senior Consumer	2,789
Consumer with disability	743
Family Member	678
Agency	571
Other	299
Friend/Neighbor	102
Caregiver	56
Veteran	5

**Unique Consumers**      **2,414****Demographics**

## Race &amp; Ethnicity

Asian	6%
Black	14%
Hispanic	4%
Other	1%
PI	2%
White	52%

**Language**

English	89%
Spanish	2%
Unknown/Declined To State	2%
Vietnamese	1%
Russian	1%

**Age**

0 - 19	1%
20s	2%
30s	5%
40s	7%
50s	13%
60s	31%
70s	26%
80s	11%
90s	3%
100+	0%

**Consumer Needs**

Community Support and Recreati...	972
Crisis Support, Legal Services...	885
Disability Services and Suppor...	82
Employment and Education	65
Family Caregivers and In-Home ...	656
Financial Assistance	1077
Food	263
Health and Wellness	1683
Housing	1929
Medicare, Medicaid and Other I...	1090
No Need	24
Transportation	137
Veterans	30

# Specialty programs



# SHIBA Counselors

- Complete extensive Medicare training
  - Provide free, unbiased Medicare counseling
  - Explain health and drug plan options
  - Can help beneficiaries save a lot of money
  - Assist with Medicare appeals and complaints
  - Meet one on one (virtually, phone, or in-person)
- Call **1-800-722-4134** to schedule an appointment





# Oregon Medicare Savings Connect (OMSC)

Federally funded, statewide program

Provides information for the

- Medicare Savings Program (MSP)
- and assists with enrollment for
- Extra Help/Low Income Subsidy (LIS)





# Oregon Medicare Savings Connect (OMSC)

## Medicare Savings Program (MSP)

- Assistance with Part B premium costs
  - \$174.70 per month in 2024
- May also assist with Part A premiums, copays, coinsurance, and deductibles
- Income limits apply
- No resource limits in Oregon

31





# Oregon Medicare Savings Connect (OMSC)

## Extra Help/Low Income Subsidy (LIS)

- Help with Part D prescription drug costs
- Estimated annual savings of \$5,900
- Level of assistance depends on income and resources

Call **1-855-447-0155** for application assistance or guidance on how to apply.

Interpretation services are available.





# Senior Medicare Patrol (SMP)

Medicare fraud prevention education:

- Protect from
- Detect and
- Report



Medicare errors, fraud, and abuse

Call 503-988-3646 or 1-855-673-2372



# Marketing Outreach

County-wide media outreach for SHIBA and SMP and statewide media outreach for OMSC Program

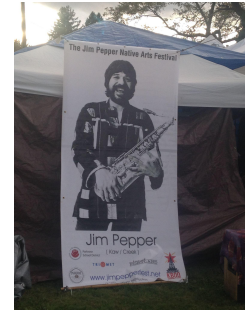
- Billboards
- Radio ads
- Press releases
- Newspaper ads
- Wednesday Wire articles
- Social media ads and posts
- USPS Every Door Direct Mailings
- Mailings to statewide partner agencies



# Tabling at Events

Promote programs at community events

- Culturally specific
  - Arab Festival, NAYA Powwow, El Grito Festival, etc.
- LGBTQ+
  - Pride Festival, LGBTQ+ Meaningful Care Conference
- Limited income
  - Home Forward fairs, social service fairs, etc
- Older Adults
  - Senior center events, aging expos, senior housing, etc
- Younger adults with disabilities and condition-specific
  - Disability resource fairs, ESRD fair, Alzheimer's Conf, etc



# Thank you! Questions?



# Public Testimony



# **Public Testimony**

Please feel free to provide comments



# Wrap-up

---

- Thanks for attending!

