



## Disability Services Advisory Council

Minutes

Thursday, May 30, 2019, 12:30 pm - 2:30 pm

Northwest Health Foundation, 221 NW 2nd Ave #300, Portland, OR 97209

**Co-Facilitators:** Michael Thurman-Noche and Robert Thurman-Noche

Time	Agenda Item	Purpose	Lead	Next Steps and Action Items
<b>OPTIONAL:</b> 12:00-12:30pm	Networking and Lunch	Relationship building	All	<ul style="list-style-type: none"> <li>● Intro and ice breaker</li> <li>● Attendees: Barb Rainish, Michael Elston, Michael Thurman-Noche, Rai McKenzie, Robert Thurman-Noche, Ruthie Benjamin, Gathard, Art Rios Sr, Alena Guggenos Quad Inc, Renee Hunziga staff for Commissioner Meiran, Laura and Eddie from NWHF, Kian Messkoub, Commissioner Meieran, Ellen Pinney</li> <li>● Staff Attendees: Cheri Becerra, Erin Grahek, Lee Girard, Robyn Johnson (by phone), Rosemary Schmidt, Saara Hirsi (DCHS Intern)</li> </ul>
12:30-12:45pm	Welcome & Introductions <ul style="list-style-type: none"> <li>● Welcome from Northwest Health Foundation</li> </ul>	Welcome and build relationship	Michael Thurman-Noche (MT) and Robert Thurman-Noche (RN)	<ul style="list-style-type: none"> <li>● Laura and Eddie from NW Health Foundation went over their program. <a href="https://www.northwesthealth.org/">https://www.northwesthealth.org/</a></li> <li>● Rai will now chairing the Legislative Committee.</li> </ul>
12:45-12:50pm	<ul style="list-style-type: none"> <li>● Approve today's agenda</li> <li>● Approve previous minutes</li> </ul>	Administrative	Robert Thurman-Noche	<ul style="list-style-type: none"> <li>● Agenda - We are moving Lee &amp; Erin updates up on the agenda. Approved</li> <li>● Minutes approved.</li> </ul>

Next DSAC Meeting: Monday, June 24, 12:30-2:30pm, 209 SW 4th Avenue (Pine Conference Room)

	<ul style="list-style-type: none"> <li>● Review previous action items, if any. (Robyn)</li> </ul>			
12:50 - 1:10pm	<p>ADVSD Mgmt Update</p> <ul style="list-style-type: none"> <li>● Budget</li> <li>● Legislative</li> </ul>	Inform	Lee Girard & Erin Grahek (RN)	<ul style="list-style-type: none"> <li>● Lee - County Budget was just approved. ADVSD took a \$480,000 budget reduction. This comes down to a reduction of .5 FTE.</li> <li>● Funding was eliminated in some areas such as Metropolitan Family Services which we hope to cover with help from our community partners.</li> <li>● \$52,000 was eliminated to Guardian partners contract - which covered training for private guardians. We did get half of this money back, to help for transition purposes.</li> <li>● Some of the asks we put forward to the commissioners were granted. \$100,000, one time only, to do a demographic analysis and help the culturally specific organizations we work with.</li> <li>● We received a portion of our Admin reduction back, enough to fund three Case Managers and one Office Assistant.</li> <li>● Legislative we are working with</li> </ul>

				<p>O4AD to explore a pre-medicaid eligibility waiver.</p> <ul style="list-style-type: none"><li>● We were not successful in getting the review on work load issues for case managers into the budget.</li><li>● House Bill 2908 - asks DHS for a study to analyze OR Project Independence(OPI) so it is sustainable for all across the state. This bill has been sent to Ways and Means. <b>Robyn will get info to you how you can help get approval for this bill.</b></li><li>● Erin - Thank you ASAC and DSAC for your participation in O4ad Quarterly and Lobby Day. Robyn thank you for all the attention to detail.</li><li>● Innovator Jan McManus is now officially retired and done working with the county. Annie Wallace has stepped into this position. This position connects APD's or AAA's with our CCO's. This position also does a Memorandum of Understanding with our CCO's.</li><li>● JoAnne Herrigal, with Elders in Action will be retiring and also stepping down from the ASAC committee. We wish her well.</li></ul>
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1:10 - 1:50pm	NEMT Discussion and next steps on advocacy	Information sharing and decision making	Barb Rainish and all (RN)	<ul style="list-style-type: none"><li>● Gridworks took over last year. We are still looking at long phone wait times, long ride pickup times as well as other issues.</li><li>● Three weeks ago there was a meeting of the chairs of multiple DSACS here at the Five Oak Building.</li><li>● Today we want to discuss what questions we have for Gridworks and Health Share.</li><li>● Barb asked Erin about an email about the Federal level affecting the state level of NEMT. Erin said this came from Justice and Aging and she has seen no updates. Ellen Pinney also has not heard anything is happening on that level. Lee did state that the Federal government may elect to make NEMT optional. We think OR Health Authority would still make this issue a big deal.</li><li>● Ellen Pinney thanked us for sending our complaints in. She says she would recommend complaints go to Healthshare. Legally CCO has five days to reply to complaints and 45 days to send a resolution. CCO 2.0, new contract, has new contract language that will spell out rules and</li></ul>
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				<p>process more thoroughly. Ellen believes the OR Health Authority must hold the CCO more accountable. This new contract will become public record in the future. Ellen also suggests we ask for a list of the complaints, broken out by the CCO. <b>She also mentioned a website, she will email Robyn and Michael, showing public requests.</b> The rulemaking process will start in June or July.</p> <ul style="list-style-type: none"><li>● Commissioner Meieran appreciates the info and wants to know who will make the request for the listing of complaints from the CCO from last year. Robyn and Erin will craft the language and go over with members who will send. <b>Kian will send the RFA and request for info on the CCO 2.0 and we will attach to these minutes.</b></li><li>● Mike asked about getting the previous company, Ride to Care, statistics.</li><li>● Ellen stated all CCO's are getting better at tracking complaints, but Michael wants to know how are they going to fix the issues.</li></ul>
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				<ul style="list-style-type: none"><li>● Barb what questions should we give Gridworks? How do we hold Healthshare accountable? How do we get the word out to our NEMT users? Is the confirmation # important?</li><li>● Art SR wants to know why it takes 45 days to get an answer to a complaint. He thinks a community forum with Gridworks and Healthshare could help. Ellen strongly encourages this.</li><li>● Robyn talked about Lee suggesting a letter be developed to send outlining the issues.</li><li>● Erin believes going straight to the contract holder is the way to go. They can hold the people who work for them accountable.</li><li>● DSAC members seem to agree that going directly to Healthshare is the way to go.</li><li>● Commissioner Meieran had to leave, but stated she would be very happy to co sign a letter to Healthshare on the issues. It was mentioned to CC Gridworks and OHA. It was also mentioned that it would be nice if this was a collaborative letter</li></ul>
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				<p>including AMSAC and ASAC.</p> <ul style="list-style-type: none"> <li>● We need to get the letter composed, get signatures and get it to the powers at Healthshare. Once they have that letter and we have a date to meet, we gather the questions we want answered.</li> <li>● <b>Robyn will come up with a letter. Let's get this letter to all the committees and our support people. Once signed get it sent out.</b></li> <li>● Ellen recommended we ask Healthshare to do a survey of facilities where NEMT is used by residents. <b>Erin will think of a strategy for this survey. Alena suggested these questions: phone accessibility, last time a NEMT ride was requested, who made the call, what was your experience? How long did you wait? If you are not using NEMT why?</b></li> </ul>
1:50-2:00pm	Report Back from O4AD Meeting and the Lobby day	Information Sharing	Rai McKenzie and all (MT)	<ul style="list-style-type: none"> <li>● Rai gave a short report on Lobby day.</li> </ul>
2:00-2:10pm	DSAC Bylaws review, discussion and adoption	Information	Michael Thurman-Noche	<ul style="list-style-type: none"> <li>● Article two under member, only wording changed. Current DSAC members in attendance agreed and</li> </ul>

				passed change. Policies and procedures are coming soon.
2:10-2:20pm	New business; public comment; announcements	Public to address DSAC or share other information	Michael Thurman-Noche	<ul style="list-style-type: none"> <li>● Next TAC meeting, with public comment, July 3rd 2019.</li> </ul>
2:20 - 2:30pm	June agenda and next step	Review items for clarity and accountability	Cheri Becerra and Robyn Johnson (RN)	<ul style="list-style-type: none"> <li>● NEMT - Review Letter</li> <li>● Policies and Procedures <b>Robyn to do a survey monkey</b></li> <li>● Discuss May &amp; November meeting times</li> <li>● Roles of DSAC</li> <li>● Update Brochure</li> <li>● <b>Updated list of members and when they started</b></li> <li>● Recruitment review</li> <li>● Elections in September</li> </ul>
2:30pm	Adjourn		Michael Thurman-Noche	

The purpose of the Disability Services Advisory Council (DSAC) is to advise Multnomah County Aging, Disability, & Veterans Services Division (ADVSD), a division of the Multnomah County Department of County Human Services, on basic policy guidelines for those clients receiving disability services, on reviewing and evaluating the effectiveness of the services, and other related topics.