



**Aging, Disability, and Veterans Services Division
Aging Services Advisory Council (ASAC)**

In Person Meeting / Zoom optional

Tuesday, October 29th 2024, 11:00 am - 1:00 pm

209 SW 4th Ave, Portland, OR 97204

Pine Room

Zoom Info:

<https://multco-us.zoom.us/j/96157906854?pwd=eWNOcG4aDU3MkN4NHJvQUJLRlRlc4Zz09#success>

Meeting ID: 961 5790 6854 Passcode: ASAC2024!

Time	Agenda Item	Purpose	Lead
11:00 am	Meeting Room Open <ul style="list-style-type: none"> ● Coffee ● Policies and Procedures Review and Acknowledgments ● Welcome ● Land and labor acknowledgements 	Fellowship, Connection, and Community building	Alex
	Zoom Meeting Open - Accessibility, Connectivity and Connection Check!	Meeting access	ADVSD Staff
Attendees: (In Person) Nicole Galport, Jeremy Nguyen, Dave Daley, Marina Khalina, Irma Jimenez, Kristin Riley, Deric Anderson, Cheri Becerra, Lars Fujisato, Emily Berndt, Brandy Penner (Virtual) <i>Alex Garcia Lugo, Jason Normand, Bri Eck, Anne Lindsay, John Henry Crippen</i>			
11:10am 5 min	Introductions <ul style="list-style-type: none"> ● Name ● Pronouns ● What is your favorite thing about the holidays 	Introduce new members	Alex/All
11:15 20 min	Area Plan Survey Update	Meeting access and shared understanding	Alex/Anne/Marina

- Discussed survey results that were pulled on 10.21.24
- Languages received: 72% English with Chinese Simplified, Ukrainian, Spanish and Russian coming in next. There have been surveys completed in 8 out of the 13 languages we offer
- Big thanks to Charmaine for helping us with our Native American community surveys. We have 130 surveys from this community, so far.
- Survey by Race/Ethnicity in the following order: White, Black, Native American, Self Described, Hispanic and Asian.

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- Surveys by age: 18-49 about 25% with 50% being 50 and above.
- Surveys by Gender: Woman 506, Men 329, Non Binary 32, with smaller numbers seen for Transgender, Genderfluid, Two Spirit, Questioning and Self Described.
- 52.1 identify as having a disability.
- 52% help as a caregiver.
- Last Area Plan we had about 1200 responses, this year we will reach over 2000.
- **Focus Areas for service related goals:**
 - **Required Focus Areas from Area Plan instructions*
 - *Information and Referral (ADRC)
 - *Nutrition
 - *Health Promotion
 - *Family/Unpaid Caregiver Support
 - *Legal Assistance and Elder Rights Protection
 - *Older Native Americans
 - Transportation
 - **Priority populations of older adults:**
 - **Populations/groups/identities/experiences that may cause people to have greater need and/or additional barriers to access, utilize, and benefit from services due to past and/or current Policies.*
 - Native Americans
 - Low-income
 - Communities of Color
 - Multilingual with limited English proficiency
 - At risk for placement in a nursing facility (due to a restricted ability to perform normal/routine daily tasks and/or threatened ability to live independently)
 - LGBTQIA2S+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, and Two-spirit)
 - Immigrant communities
 - Physical & mental disabilities
 - Chronic health conditions (including people living with HIV and AIDS) HIV status & chronic conditions
 - Housing instability
 - Food insecurity

Veterans

- Native Americans
- Low-income
- Communities of Color
- Multilingual with limited English proficiency
- At risk for placement in a nursing facility (due to a restricted ability to perform normal/routine daily tasks and/or threatened ability to live independently)
- LGBTQIA2S+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, and Two-spirit)
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- Chronic health conditions (including people living with HIV and AIDS) HIV status & chronic conditions
- Housing instability
- Food insecurity
- Veterans

11:35 pm (15 min)	Break - Get Lunch, Take a Break, Stretch, Connect!	Rest and Refresh	All
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11:50 pm (40 Minutes)	SHIBA's team Medicare Open Enrollment	Inform and Train	SHIBA team and Marina
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- ADRC Presentation
- The ADRC is a single point number to navigate how to get services.
- ADRC and 211 work side by side.
- 503-988-3646 is the phone and there is a great website: <https://adrcoforegon.org>. The website info has been vetted, and it is a great resource for our consumers.
- The ADRC is now live 24/7 - we no longer contract with 211 to take our after hours and weekend calls. This is a great thing, because our internal staff has access to all our databases.
- New staff train for about a month before going live on taking calls.
- We help take calls for Adult Protective Services, Public Guardian, Screening, Support for hospital calls, support for emergency services, and Emergency Preparedness Activations.
- Many of the calls we take relate to in home care, housing concerns, medicare issues, rent and utility, food, transportation, and many more more.
- In the last year we have provided 136,634 referrals.
- In three months we received 7130 calls and 2115 emails.
- Specialty programs:
 - SHIBA (Medicare Counseling, performed primarily by highly trained volunteers) Provides free and unbiased counseling regarding medicare benefits. 1-800-722-4134
 - Medicare Fraud help: 503-988-3646
 - Medicare Savings Connect - saving on Part D prescription costs.
 - Outreach - to get the information on our programs to our consumers. Billboards, radio ads, press releases, newspaper ads, Wednesday Wire articles, social media, USPS mailings, partner agency mailings, as well as in person outreach.
- Dave asked - it seems as if the hispanic population is being underserved. Emily answered we need to work on this. We are trying to attend more events for underserved populations. We are also working with our partner agencies and we need to make sure they are collecting the correct information.
- Scott - How are we training staff to help our LGBTQ communities? Emily answered - we are really trying to get our REALD and SOGI demographic info completed from our calls. REALD and SOGI are sets of standardized questions and data about a person's: Race, Ethnicity, and Language, Disability (REALD) and Sexual Orientation, Gender Identity (SOGI)

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Scott mentioned that the Fenway Institute has a great training on Data Collection - Emily will look into this. Marina also mentioned that meeting the standards for REAL ID and SOJI are in our Area Plan as a goal.

- Dave: We over rely on culturally specific community partners. He feels they are not reaching the general population, they are in pockets, and these communities are all over the county.
- Anne: I gave fliers out to the group I do tax prep with. They asked for the fliers in Spanish as well. I feel like there are lots of groups who we could give fliers to so they could get more viewing by the community.
- [SHIBA in Multiple Languages](#)
- [State of OR multiple Languages SHIBA info](#)
- [OMSC info and flyers in Multiple Languages](#)
- Emily wanted us to know, we have different levels of data collection for different types of calls, you are welcome to see this data.
- Nicole asked what Unmet Needs were on one of the slides. Emily - this is when we get a call, we have no funds, and we do not have any referral we can give this caller.

12:30pm 15 min	Council Updates - Bylaws follow up Proposed change of time for council meetings (9am;10am?)		Marina/Alex
12:45 pm (15 Minutes)	Public Testimony Closing <ul style="list-style-type: none"> ● How did the meeting go? ● Thank you for your time and advocacy 		Alex

- Marina - we are gathering all this great information so we can create great goals for our Area Plan.
- Marina - When shall we finish up our Bylaws work? November 19th 11-1PM. We will also be moving the next regular ASAC meeting to November 26th from 10-12.

1:00 pm	Adjourn!		All
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Upcoming Meetings:

November 26th 10-12pm regular ASAC Meeting

November 19th 11-1pm for the DSAC bylaws committee meeting

Common acronyms used in ASAC Meetings - While we strive to avoid acronyms and jargon here are some you may hear in ASAC meetings

- ADVSD - *Aging, Disability and Veterans Services Division* - a division of Multnomah County Department of Human Services
- APD - *Aging and People with Disabilities* - a work unit of the Oregon Department of Human Services
- BIPOC - *Black, Indigenous, and other People of Color*

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- DCHS - *Department of County Human Services*
- DSAC - *Disability Services Advisory Council*
- LTSS - *Long Term Services and Supports*
- NEMT - *Non-Emergent Medical Transportation*
- O4AD - *Oregon Association of Area Agencies on Aging and Disabilities*
- ODHS - *Oregon Department of Human Services (also called DHS)*
- OPI and OPI-M - *Oregon Project Independence and Oregon Project Independence - Medicaid*

Notes:

Focus Areas for service related goals:

**Required Focus Areas from Area Plan instructions*

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Priority populations* of older adults:

**Populations/groups/identities/experiences that may cause people to have greater need and/or additional barriers to access, utilize, and benefit from services due to past and/or current policies and practices of systemic exclusion and institutional repression.*

- Native Americans
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