



# ASAC Worksession

## November 21, 2023

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

# 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

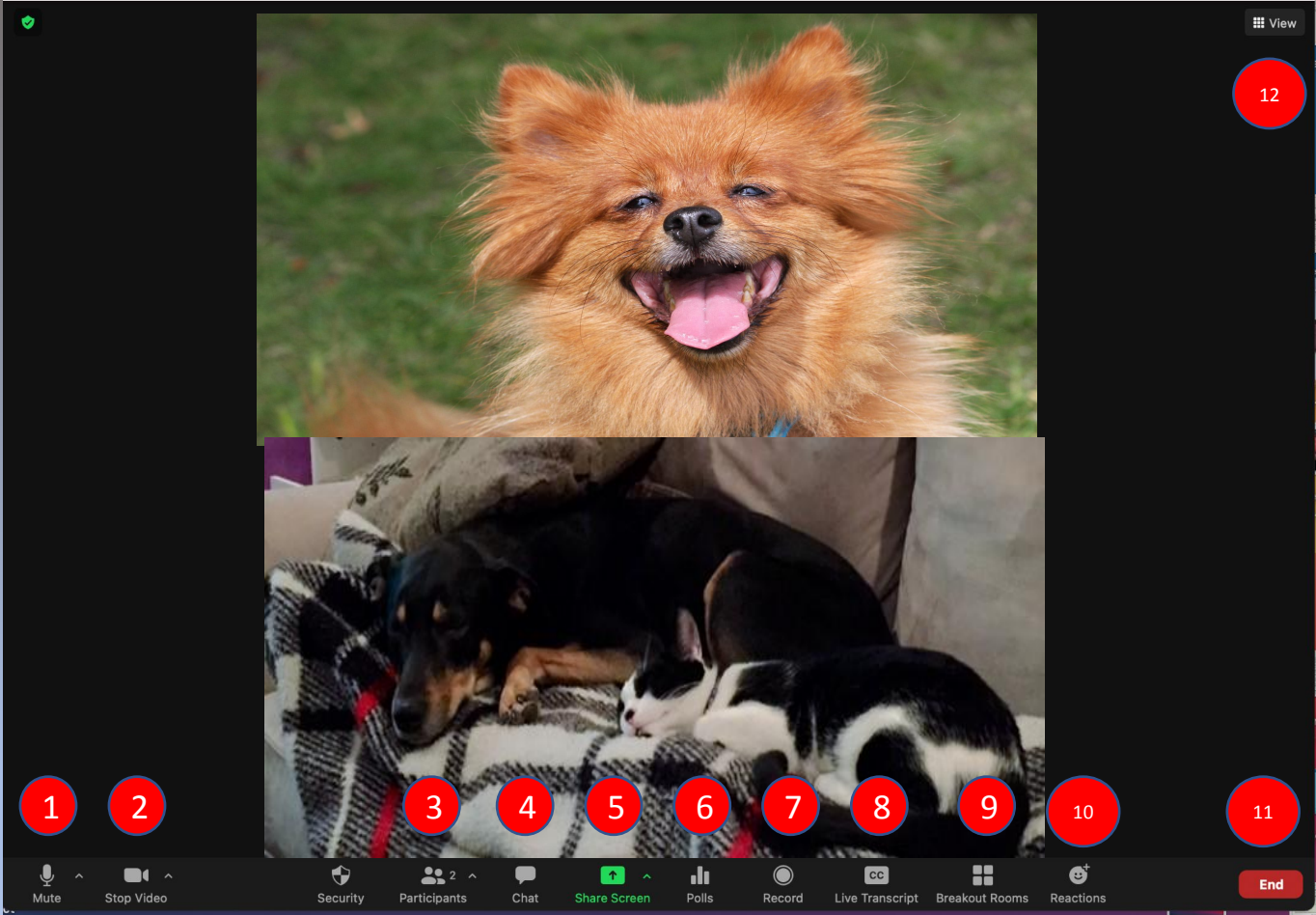
# Accessibility Statement

No accommodations were requested for this meeting.

Not in use today: ASL interpretation, CART 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]

**The end!  
Questions?**



[Image description: Image of a Zoom platform screen with two dogs in the participant boxes with a white box in the center announcing a Zoom breakout room with a red arrow pointing to the blue button that says "Join."]

# Land Acknowledgement

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Multnomah County rests on the Indigenous homelands of the Multnomah, Kathlamet, Clackamas, bands of Chinook, Tualatin Kalapuya, Molalla and many others along the Columbia River.

These Indigenous communities and their cultures have resisted and survived despite the intentional and ongoing attempts to destroy them. This country was built on occupied and stolen Indigenous land.

African people were stolen by government supported White settlers. Let's take a moment to acknowledge this largely unspoken history in White dominated spaces, reflect on our own family and personal journey to be here in this place, and to honor the ancestors and their descendants, past, present, and future.

# Opening Connections

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Please share:

- Your name,
- Pronouns, and
- Check-in: What is your favorite thing about autumn?





# Agenda Review & Call for Public Comment

Topic	Action
Member updates and Public Comment	Centering Community
Reflective debrief	Understanding and Accountability
Break	Rest and Refresh
Current State Overview	Information and Questions
Brainstorm	Potential Advocacy

# Reflective Debrief

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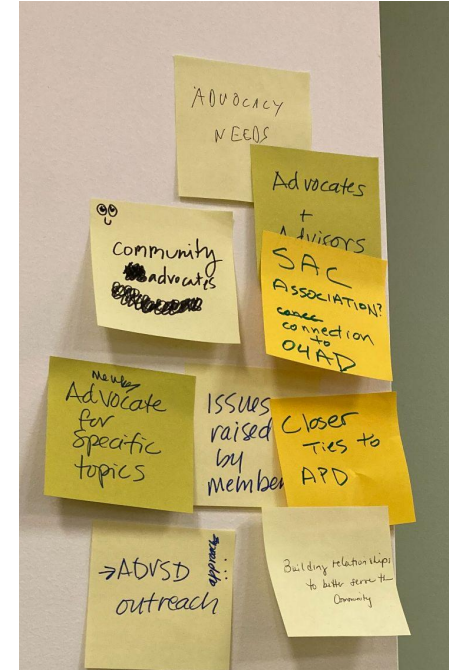
- Review activity notes, themes and synthesis



# Themes from the discussion

## Theme #1: Advocacy Needs/SAC Roles

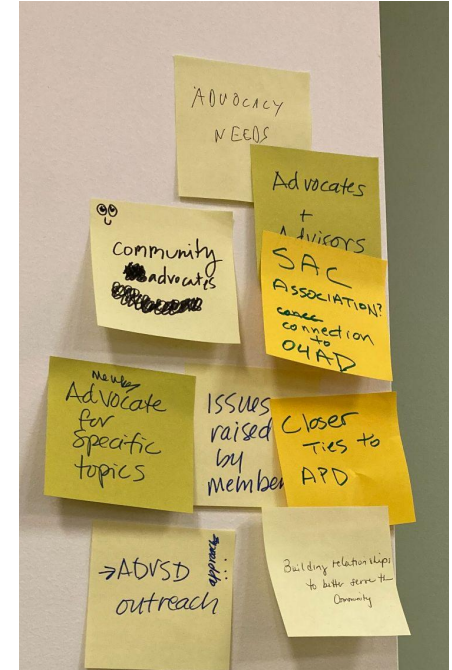
- ASAC and DSAC as Advocates and Advisors
- Community Advocates
- SAC Association and connection to O4AD
- Advocate for specific topics
- Issues raised by members



# Themes from the discussion

## Theme #1: Advocacy Needs/SAC Roles

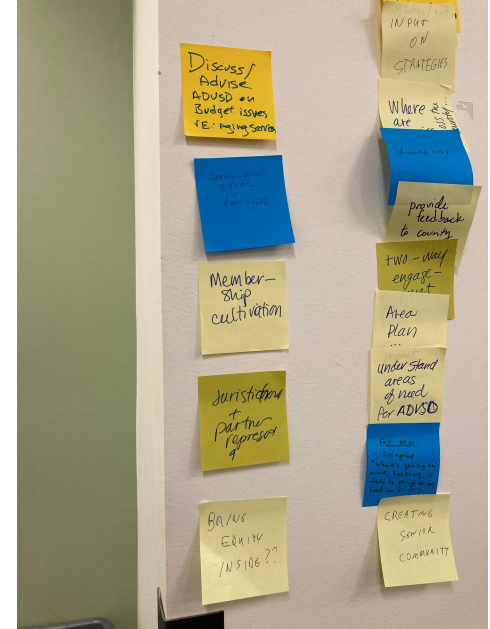
- Closer Ties to APD
- ADVSD Outreach
- Benchmarking
- Participation on projects
- Clear annual agenda
- Space to pivot



# Themes from the discussion

Theme #2: Discuss/Advise ADVSD on budget issues re: aging services

- Coordination of ASAC and DSAC efforts
- Membership cultivation
- Representation of Jurisdictional partnerships
- Bring equity inside



# Themes from the discussion

## Theme #3 : Real Engagement

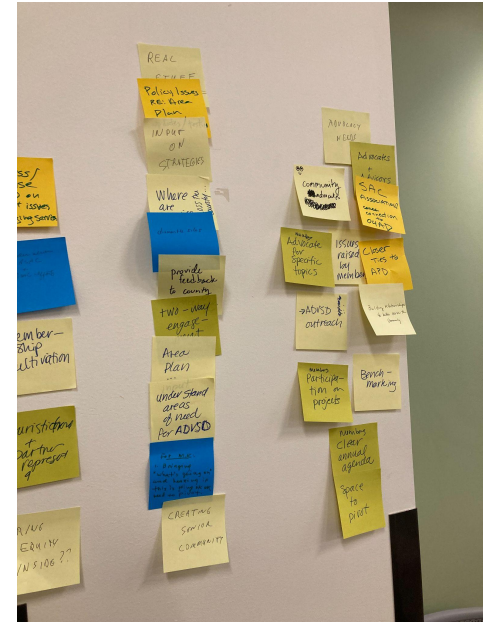
- Provide input on strategies
- Policy Issues Re: Area Plan Updates
- Dismantle silos
- Creating Senior Community
- What are the needs across the community?



# Themes from the discussion

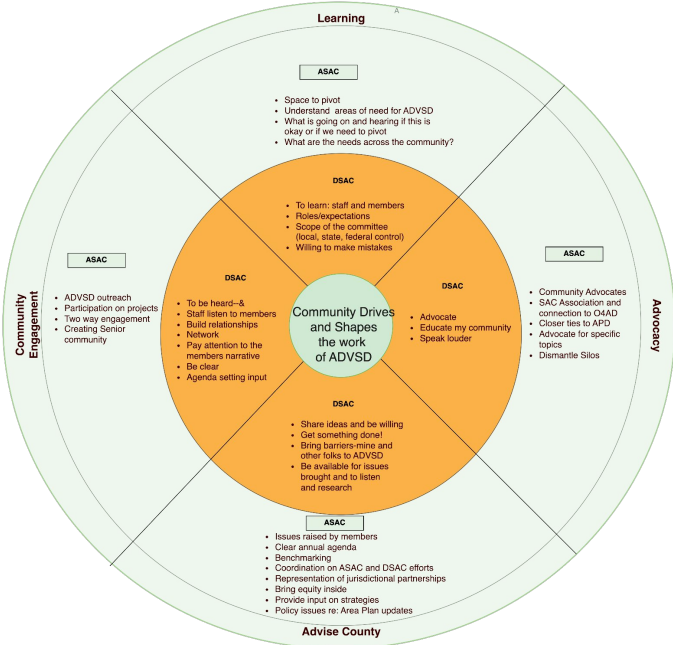
## Theme #3 : Real Engagement

- Provide feedback to the ADVSD leadership [County]
- Two way engagement
- Understand areas of need for ADVSD
- What is going on and hearing if this is going okay or if we need to pivot?

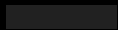


# Summary of Collective Input!

## ADVSD is Accountable to Community (reframing "Holding ADVSD Accountable")







**I'M TAKING  
A BREAK**

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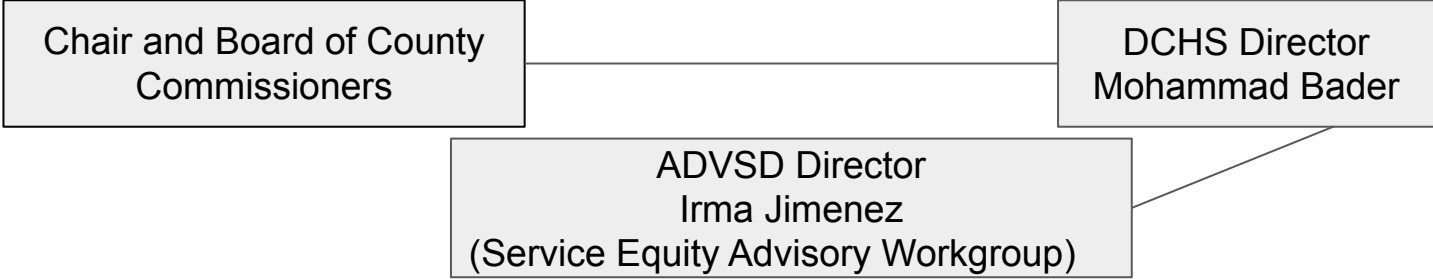
5-minute break



# Current State Overview

Department of  
County Human Services

# Organizational Structure



Community Services  
Sr. Manager  
Marina Khalina (ASAC)

Quality and Business  
Manager  
Jacob Mestman

Adult Care Home  
Program  
Sr. Manager  
Steven Esser

Long Term Services and  
Supports  
Sr. Manager  
Joe Valtierra (DSAC)

I&R/ADRC,  
OPI/OPIM, FCSP, SHIBA,  
Care Transitions,  
Veteran Services/VDC,  
OMMP, Safety Net,  
OABHI, Store to Door,  
Nutrition, Evidence  
Based Health Promotion,  
Focal Point, NMT  
Contract Management

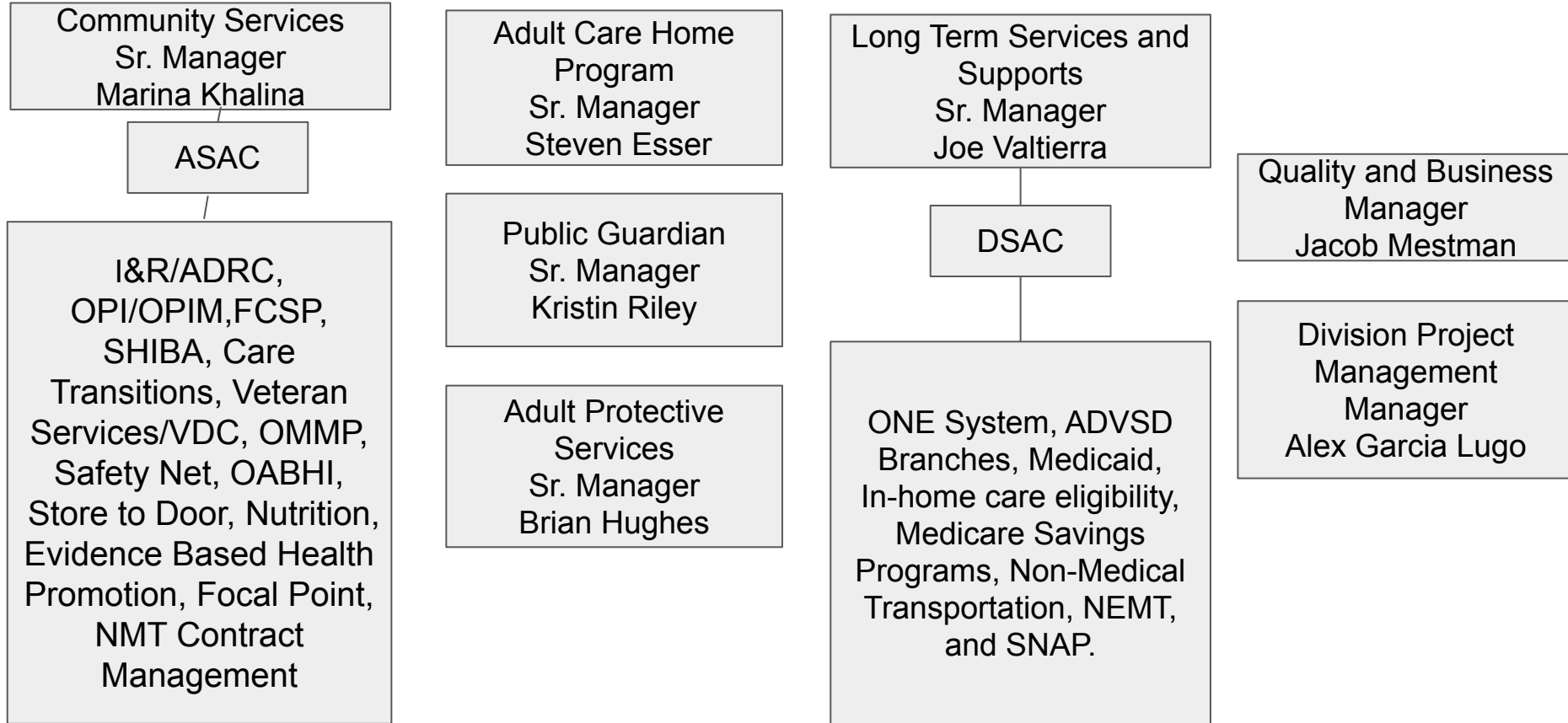
Division Project  
Management  
Manager  
Alex Garcia Lugo

Public Guardian  
Sr. Manager  
Kristin Riley

Adult Protective  
Services  
Sr. Manager  
Brian Hughes

ONE System, ADVSD  
Branches, Medicaid,  
In-home care eligibility,  
Medicare Savings  
Programs, Non-Medical  
Transportation, NEMT,  
and SNAP.

# Organizational Structure: Closer View



# ADVSD Guiding Documents

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- Strategic Work Portfolio
- 21-25 Area Plan
- Service Equity Plan



# Strategic Work Portfolio

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Purpose :

The overarching strategy for achieving our vision and mission is the continued implementation of division-wide performance management through a prioritized portfolio of value aligned strategic projects.



# Strategic Portfolio - Planning Pillars

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Inclusively  
Leading  
with Race

Participant  
and  
Community  
Focused

Organizational  
Growth,  
Efficiency,  
and  
Effectiveness

Long-term  
Investments  
(pre-  
condition to  
future work)

Ensure that  
the Division  
meets  
regulations  
and  
requirements



# Strategic Portfolio

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## Highlighted projects

RFPQ: Equity in contractor procurement, services provision, budget allocation.

Community Services Process Mapping for Each Program: capacity, workflow, efficiency.

OPI-M: Implementation and Operationalization of Family Caregiver Support Programs and In-home support services

Family Caregiver Community Engagement Project.





# 21-25 Area Plan

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## Purpose:

The Area Plan describes the AAA's future activities over the coming four years. In it, the AAA describes its efforts to identify the needs of older adults, adults with disabilities, and their caregivers.



# 21-25 Area Plan

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Purpose (Continued):

The AAA, with the active involvement of its Advisory Council(s) and utilization of public input, then describes its plan for developing coordinated and accessible systems of care to address community needs and prioritize and develop services for older adults, adults with disabilities, and their caregivers.



# 21-25 Area Plan

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## Current Focus: Alignment

Align area plan with the program offers: equity lens, community engagement, evaluative metrics

Program offers align the steps to actualize shifts that support aspirational goals in the current plan



# 21-25 Area Plan

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## Current State Highlights: ADRC

ADRC fully  
staffed

New tool  
supports  
answering  
nearly all calls  
live, process  
improvement

SHIBA - new  
volunteer  
training  
approach



# Service Equity Plan

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Purpose:

The plan will serve to increase:

- Equitable access to and delivery of programs and services funded by ADVSD and those provided by the network of community-based organizations that partner with ADVSD;
- Workforce representation reflective of the communities served and languages accessed in ADVSD branch offices;
- Understanding of the strengths and weaknesses of our data to provide consistent and reliable understanding of the community, people we serve, and our workforce.



# Service Equity Plan

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## Purpose:

The Service Equity Plan process will, over time, assess, plan, and continue to realign ADVSD services, programs, contracts, workforce and approach to focus on representation, access and provision of services to older adults, people with disabilities, and those who care for them.



# Service Equity Plan

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## Highlighted Projects

Establish the  
Service Equity  
Advisory  
Workgroup

Lived  
Experience  
and Expertise  
Compensation  
Model

UCR REALD  
Implementation



# Service Equity Plan

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## Current State Highlights

New outreach materials for SEAW outreach (plus ASAC and DSAC, too!)

Data Source Inventory - Completion!

Understand consumer experience in the Transportation Assistance Program and Family Caregiver Support Program





# Brainstorm Activities

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- [Link to Jam Board!](#)
  - New Area Plan
  - Participate in Program Offer Review



# Next Steps and Meeting Topics

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- Look at ASAC Governance and Bylaws documents
- Explore areas for participation by ASAC members
- Present advocacy and advising opportunities for ASAC members



# Upcoming Meetings

- December Work Session?
- January volunteer celebration and member raising event?

# Check-out!

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Thank you for all you do!

In the chat, please share -

- One thing you appreciated about this meeting
- One thing you would change

OR

Share out 1-2 words describing how you feel as you leave the meeting.