Aging, Disability, and Veterans Services Division
Aging Services Advisory Council (ASAC)
Tuesday, July 21 2026, 10:00 am – 12:00 pm
Five Oak Building, 209 SW 4th Ave, Portland, OR 97204
Pine Room, 1st floor

Zoom link: https://multco-us.zoom.us/j/94294725561?pwd=8ZEEiVfu9sCg74q4yUeayQEF5HVKl2.1
Meeting ID: 942 9472 5561 – Passcode: Sac.2025

Time	Agenda Item	Lead

Attendees: Members	John Halfmoon, Dave Daley, Mark Coleman, Maria Monroy-Mota, Scott Moore
ADVSD	Sarah Feldman, Julia Love, Lars Fujisato, Deric Anderson, Marina Khalina, Tessa Schwartz, Emily Uyen Nguyen, Sara Demers, Jeremy Nguyen, Nicole Galport Sheila Balbin, Hayden Farris, jacob Mestman, Jason Normand
Guests	

10:00 am	Meeting open for sign on	All
(10 min)	Agenda review – *call for public comment* Zoom review and accessibility Land acknowledgment Introductions – Please share your name and pronouns *Prompt: What is one thing you like about Oregon summers?*	

10:10 am (50 min)	Area Plan Year 1 Key Accomplishments - Sarah shared updates on focus areas regarding the Area Plan. - Scott asked if Multnomah County has changed the way data is collected due to the changes in federal guidelines, which affect the agency that funds the OAA. Scott wondered if the state and APD also made changes and if those changes took effect for this information. He also clarified the timeline of the information for the update. - Julia said she can check and get back to him on any data collection changes, although it does not affect this information on the Area Plan update and she also mentioned this does not include personal level data collection. - Marina said we have not heard from the state to change our data collection and we are presenting Area Plan data	Sarah

	information about our programs. We will let you know of any changes to data collection if we hear from the state. - Maria asked for clarification of the Area Plan and if it is for the county or the state. - Sarah responded that it is for the county and explained the structure of Area Plans. - Dave said he is interested in hearing about the tracking and collection of data and the pending action regarding ASAC/DSAC. - Sarah provided an overview of I&R and said outreach events for I&R are coordinated by staff. - Dave said the regulated data is only targeted for demographic information and the ADRC should collect quality of service data and not just demographics. - Marina said they are thinking of this and the ADRC is required by the state to collect demographics. When the ADRC became 24/7, it was set up that every call is tracked and recorded for training purposes. Calls are recorded in GetCare for the state and for SOGI information. We can get information on the quality of calls from John Henry and Emily. - Maria said she agrees with Dave, but also thinks we should collect demographic information to see if there are under served populations. - John said we should list the district senior centers that serve Korean, Vietnamese, and Chinese populations so we know which centers are serving those populations. - Dave said for pending actions, we have not made much progress with the YWCA. They have a stop sign and staff are behind glass. There is a difference between the east and west service areas, and he provided the example of the Community for Positive Aging. - Scott asked if the goal is based on an unmet need and research. - Jacob said this is in response to Dave's feedback from a year ago. - Marina shared that we would like more involvement from advocacy. YWCA is the east county provider and we need to know if they are not serving adequately and if we need staff training. We need equitable access and we need to work together and talk about our strategies. - Scott said for the pending action, we were looking for meaningful ways to find unmet needs. He said there	

	should be a way to track unmet needs, such as a survey. - Sarah shared about I&R through the ADRC and Safety Net programs. - Marina said the Safety Net program was saved by advocacy and the program funds were reduced by $100,000. We are monitoring the requests we receive to find needs by seeing what the most requested referral type is. We will provide updates on the information. - Sarah shared on Nutrition Services. - Scott clarified the timeline of the outcomes and confirmed that the budget cuts will not show up in this information. - Sarah said yes, and shared on health promotion. - Dave asked what Care Transitions do. - Marina said they are in collaboration with the Oregon Wellness Network and Multnomah County partnered with the Providence Health network to provide support for people discharged from hospitals. We would connect with them to reduce readmission. This has been affected by the budget reduction and we will not continue. We also tried a different model which did not work either. - Sarah shared on the Family Caregiver Support Program. - Marina said in the past, the case managers and community partners provided case management services and would meet with the consumer who provides care to the family members. Last year, the state created a more formal assessment tool in GetCare. This program was impacted by budget cuts and we are using this tool to track caregiver needs. - Sarah said we will learn more about this program with the logic model. She shared that DSAC asked about legacy clients - they are the clients who were assessed during a certain period of time. - Lars asked what *OCAT* stands for. - Sarah said it stands for *Oregon Caregiver Assessment Tool.* - Sarah shared about legal assistance and elder rights.	

Next Steps and Action Items

- Follow up on any changes to data collection.
- Follow up on the quality of ADRC calls.

11:00	**BREAK**	
11:15 (30 min)	Area Plan Year 1 Key Accomplishments - Sarah shared updates on Native American Elders and transportation services. - Dave said he wants LIFT to be certified and that TriMet wants people to take fixed routes. We can prove to TiMet that this is a good idea by getting folks certified. We will need to show them and coach them through the process since older adults minimize their needs. TriMet should be doing this, but the county can show this information and maybe this could be a goal. The Community for Positive Aging does this best and we should see what they are doing for their process. - Marina said we contract with our community partners for this and we probably need research into this from our research team so we can get our community partners to duplicate what the Community for Positive Aging is doing. We will talk later about TriMet and tickets. The funding keeps going away for older adults - Dave said the Community for Positive Aging is the only partner working with the city for the contacted wallet. - Maria said the district centers and advancing equity partners are different in regards to funding and staff. We should be aware of the different visibility for culturally specific organizations. She agrees with Dave on LIFT and that people can minimize their needs. She said coordination can also be a factor. She recommended we make this a priority and a goal to find the level of need. - Dave said if people qualify for OPI-M, they can be certified for TriMet LIFT. - Jacob said for funding, we have funding from TriMet and we use those funds to draw down Medicaid, which factors into OPI-M. The clients are not included in the data to draw down funds and it would cost more because of the match rate. - Dave said if someone is on Medicaid, it might be different than OPI-M. - Jacob said they use Medicaid to draw down transportation funds. - Marina said this is a great idea to use OPI-M and Medicaid transportation funds.	Sarah

	- Jacob said this does not speak to the LIFT and transportation services and they will not be included. We should be specific on the transportation services and the certification for LIFT is not included. - Dave said those matching funds are at risk and we can leverage this match by proving that they will have to pay for more services and not Medicaid. - Sarah asked if we should add TriMet LIFT to the Area Plan. - Dave said the matching funds are at risk and people need to be certified to have legal rights to transportation. - Scott provided an update on Brandy Penner's role and he is also on the board. Brandy is on the Washington County board now. Scott suggested adding the Marie Equi Center to the list on slide 45 and 46. - Sheila provided an update on Veterans Services. - Jason and Nicole provided an update on data, program evaluation and research. - Jacob thanked everyone for their input and feedback over the years.	
Next Steps and Action Items ● TriMet tickets and LIFT.		

11:45 (10 min)	Public comment or testimony (if requested)	
Next Steps and Action Items ●		

11:55 am (5 min)	Quick recap O4AD Summer quarterly meeting; future meetings - Advocacy on housing accessibility and affordability. - Advocating for Senator Merkley to Co-Sponsor the ASAP Act. - Next O4AD quarterly meeting.	Sarah
Next Steps and Action Items ●		

11:55 am (0 min)	Proposed Joint ASAC/DSAC: Wednesday September 16, 2026	Sarah

	- Hold the joint ASAC/DSAC meeting on Wednesday, September 16th. - Dave asked what the purpose of the joint meeting is. - Sarah said because the information will be presented twice, but the meetings can be separate. - Dave feels like the councils have a different focus and work differently toward their actions. He recommended we have joint meetings once in a while, maybe twice a year. - Sarah said we will keep the meetings separate. She also provided an update on voting and encouraged members to vote for chair and co-chair, and provided announcements and reminders.	
Next Steps and Action Items ●		

12:00 pm	**Adjourn!**

Upcoming Meetings:

- Joint ASAC/DSAC: Wednesday September 16, 2026

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

- AAA - Area Agency on Aging
- ADRC - Aging, Disability Resource Connection (Center)
- ADVSD - Aging, Disability and Veterans Services Division, DCHS
- APD - Aging and People with Disabilities, Oregon Department of Human Services
- APS - Adult Protective Services
- ASAC - Aging Services Advisory Council
- BIPOC - Black, Indigenous, and other People of Color
- DCHS - Department of County Human Services (Multnomah)
- DSAC - Disability Services Advisory Council
- HST - Housing Stability Team
- LTSS - Long Term Services and Supports
- NEMT - Non-Emergency Medical Transportation
- O4AD - Oregon Association of Area Agencies on Aging and Disabilities
- OAA - Older Americans Act
- ODHS - Oregon Department of Human Services (also called DHS)
- OPI and OPI-M - Oregon Project Independence (- Medicaid)
- YFS - Youth and Family Services

Aging Services Advisory Council (ASAC)

July 21, 2026

Aging, Disability, and Veterans Services Division



Multnomah County
Department of County Human Services

Please silence your cell phones

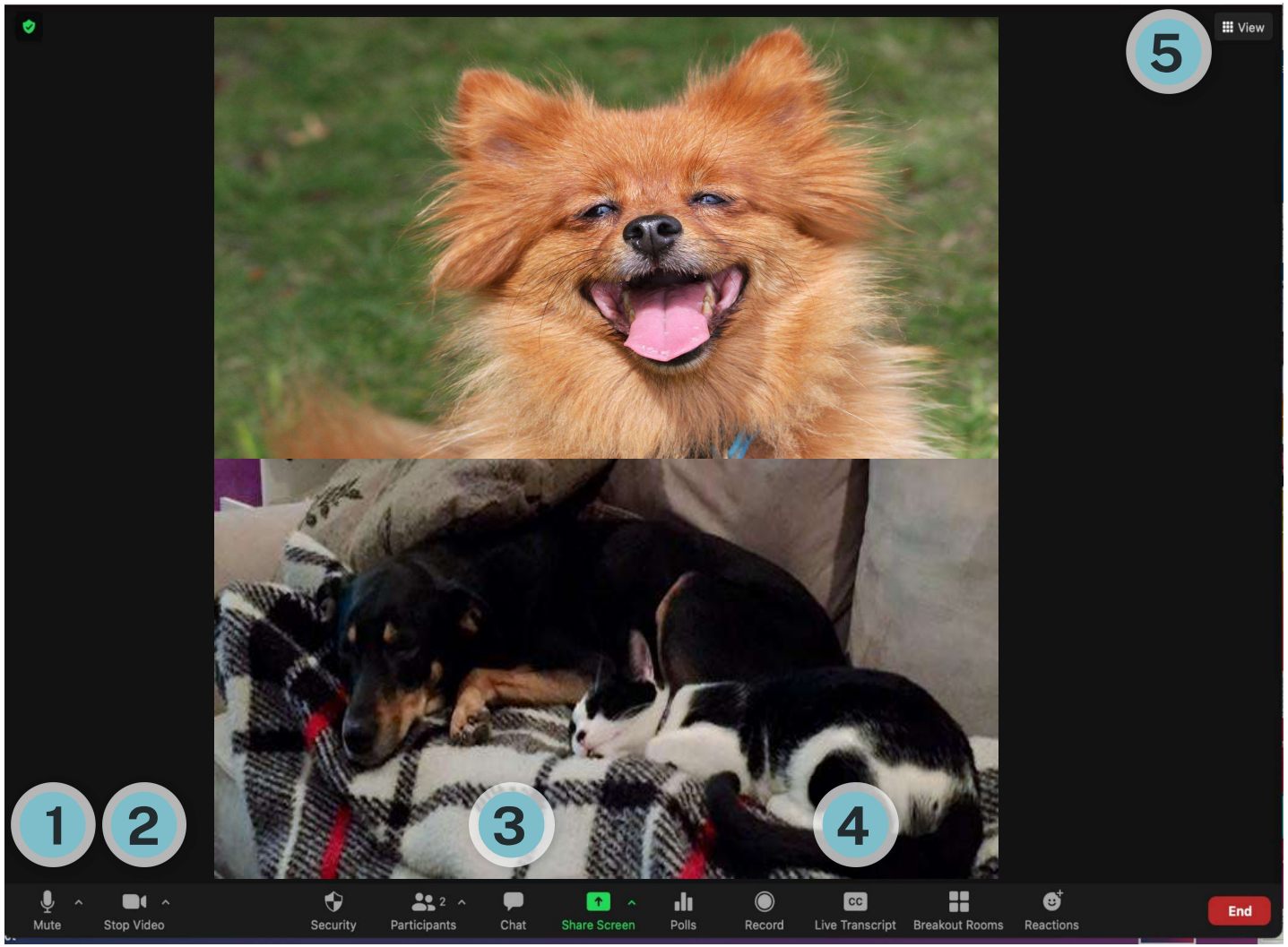


Meeting Goals

1. Welcome and agenda
2. Zoom, mic, accessibility statement
3. Land acknowledgement
4. Introductions
5. Area Plan Year 1 Update
6. Area Plan Year 1 Update (continued)
7. Public Testimony (if requested)
8. O4AD Quarterly Recap
9. Announcements & Reminders

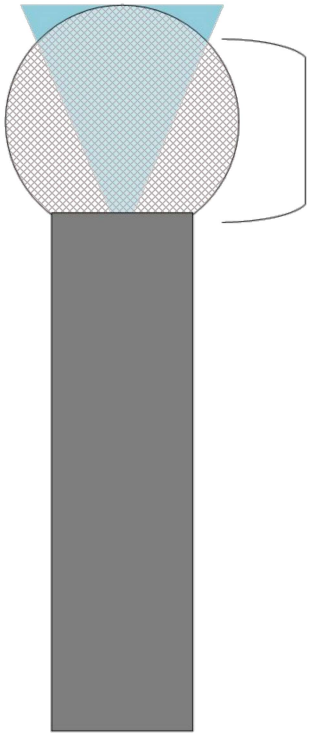
Main features of Zoom to be aware of:

1. Mute or Unmute
2. Stop or start your Video
3. Open and use Chat box
4. Use automatic captioning
5. Change your view



Using the microphone

Shaded area = best sound pick up from microphone



Poor sound pick up from sides



Mute indicator. There is a brief delay to activate the mic.



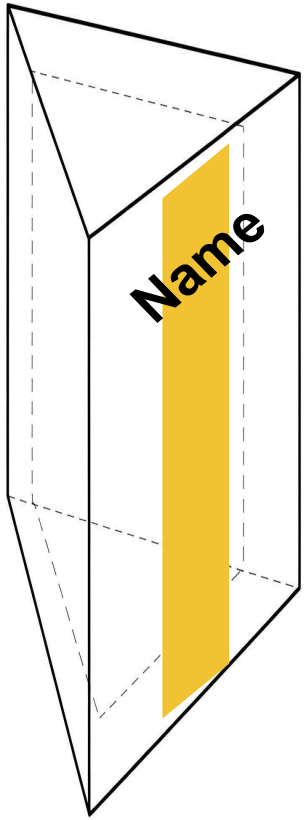
Short press
Toggle mute on/off

Long press “FF” = off



Hold the mic correctly (as shown below), and DO NOT cup the grille.
(Unless you're rapping, but this guide is for clean audio)

How to use your Name tent



Accessibility statement

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

- Using a minimum of 20 point font on slides.
- Limiting reliance on words and images.
- Orally describe visual presentation elements.
- Taking time on slides.
- Ask ahead of time if anyone needs accommodations.

Accessibility statement (cont.)

- Use a virtual platform with auto-generated closed captioning.
- Include alternate text or image descriptions.
- Accommodations were requested and met.
- In use — voice amplification.
- Not in use — ASL interpretation, CART services.

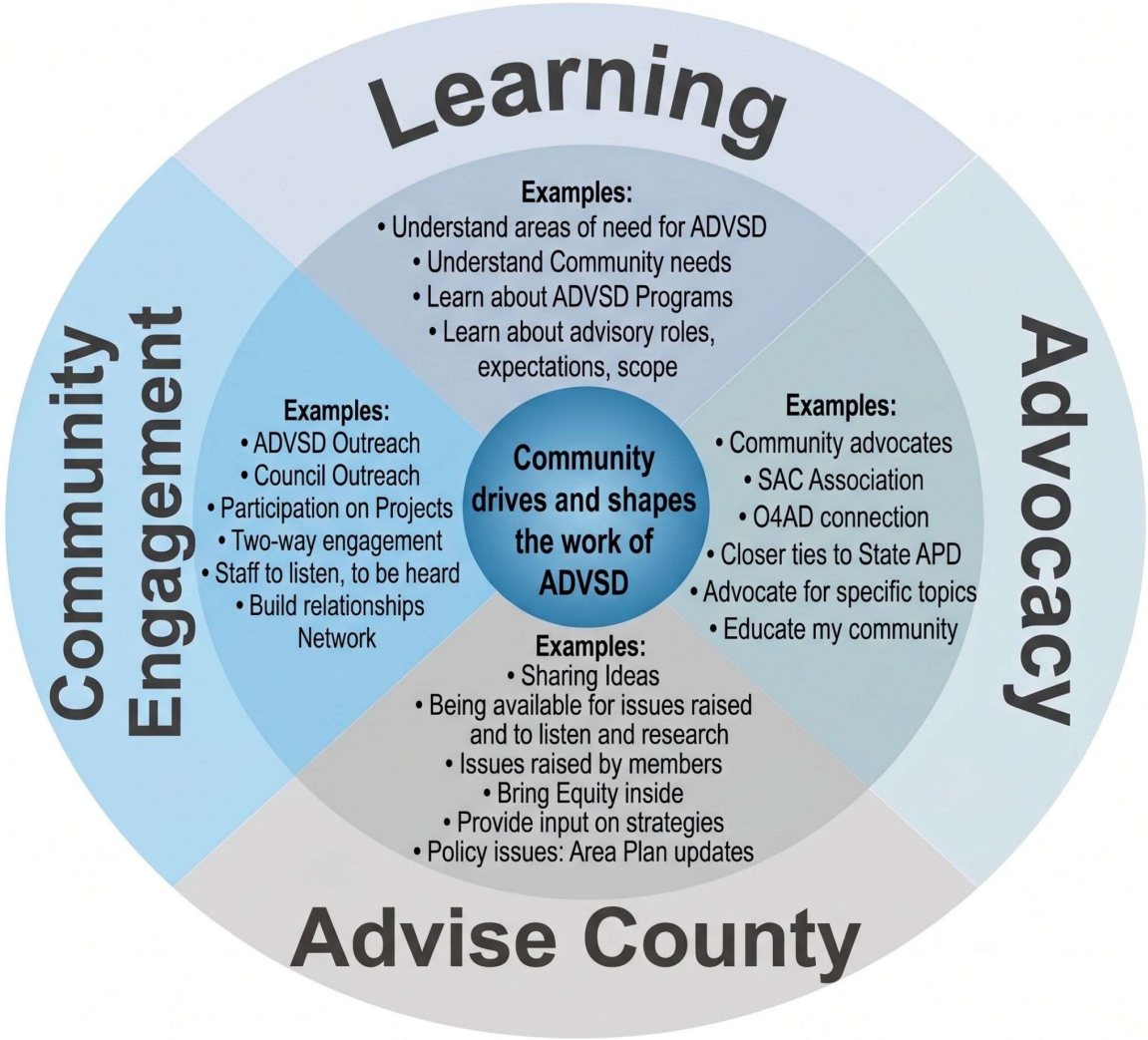
Land Acknowledgement

We are located in Portland, Oregon, 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.

It is important we 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.


Learning
Examples:
• Understand areas of need for ADVSD
• Understand Community needs
• Learn about ADVSD Programs
• Learn about advisory roles, expectations, scope
Community Engagement
Examples:
• ADVSD Outreach
• Council Outreach
• Participation on Projects
• Two-way engagement
• Staff to listen, to be heard
• Build relationships Network
Community drives and shapes the work of ADVSD
Advocacy
Examples:
• Community advocates
• SAC Association
• O4AD connection
• Closer ties to State APD
• Advocate for specific topics
• Educate my community
Examples:
• Sharing Ideas
• Being available for issues raised and to listen and research
• Issues raised by members
• Bring Equity inside
• Provide input on strategies
• Policy issues: Area Plan updates
Advise County

Brief Introductions

Please share:

- Your name
- Pronouns
- *Prompt — What is one thing you like about Oregon summers?*

Multnomah County

Aging, Disability, and Veterans Services Division

2025-29 Area Plan on Aging

Year 1 Area Plan Update

Area Plan on Aging Focus Areas



Information & Referral



Nutrition Services



Health Promotion



Family Caregivers



Legal assistance & Elder rights



Native American Elders



Transportation Services



Trans, Nonbinary and Two Spirit Elders



Veterans Services



Data, program evaluation and research

Information and referral services and the Aging, Disability and Resource Connection line (ARDC)



Information and referral & ARDC: Key accomplishments

Goal 1: ADRC Awareness and Access

Objective: Increasing visibility and accessibility of the ADRC Helpline and website for older adults, people with disabilities, and caregivers.

Outreach & Engagement:

Media & Campaigns: Conducted extensive outreach, including "Every Door Direct" mailings to 20,000+ households, radio/audio ads, print ads in diverse publications, and digital outreach on social platforms.

Community Events: Staff participated in 61 events, held recurring "roadshow" presentations, and collaborated with medical/clinical partners.

Information and referral & ARDC: Key accomplishments (cont.)

Materials: Distributed translated materials (Korean, Vietnamese, Chinese) and engaged with community groups and health clinics.

Operations & Training:

Implemented 24/7 support for LTSS & OPI-M and SHIBA appointment scheduling.

Staff receive ongoing monthly training on REALD/SOGI standards.

Regular data reporting is used to identify gaps in service access and guide outreach.

Pending Actions: Launching an advocacy group with ASAC/DSAC to ensure equitable access to District Senior Center providers.

Information and referral & ARDC: Key accomplishments

Goal 2: Housing Stabilization & Safety Net Program

Objective: Preventing homelessness by increasing the use of Community Services Safety Net program funds among marginalized communities.

Partnership Development:
NAYA and NARA: Successfully connected at quarterly meetings, presented program resources, and completed a formal presentation in November 2025.

Information and referral & ARDC: Key accomplishments (cont.)

- **Partnership Development (cont.):** El Programa Hispano Católico: ADRC staff provided resources and 300 hand-delivered materials. In March 2026, the ASAC/DSAC Coordinator presented on programs to Elder Congregate meal consumers in both Spanish and English.
- **Safety Net Program Call Assistance & Referral Tracking:**
  - ADRC staff track referrals and application assistance monthly to measure impact.
  - Performance: Achieved a total of 770 referrals between July 2025 and June 2026, with consistent monthly volume (peaking at 82 in February 2026).

Nutrition Services



Nutrition Services: Key accomplishments

Goal 1: Accessible & Culturally Appropriate Nutrition

- **Policy Standardization:** Actively participated in state-level workgroups to address and refine OAA rules for Congregate Carryout meals.
- **Policy Implementation:** Finalized a draft policy for new OAA Congregate Carryout meal requirements, with implementation scheduled to begin October 1, 2026.
- **Operational Support:** Conducted quarterly nutrition partner meetings and explored new site expansion opportunities to improve service delivery and address underspending.

Nutrition Services: Key accomplishments

Goal 2: Support community-led efforts to increase food access for older adults and people with disabilities, with emphasis on Black, Indigenous and other People of Color.

- **Strategic Partnerships:** Maintained ongoing collaboration with local providers, including Meals on Wheels People (MOWP), Stone Soup, IRCO, NAYA, El Programa and Asian Health to provide culturally specific meals.
- **Nutrition Education:** Delivered consistent, dietitian-led, and bilingual workshops on topics including budget-friendly menu planning, inflammation reduction, and brain/gut health.
- **Community Engagement:** Provided support for seasonal, culturally specific gatherings, including the weekly Pi Nee Waus Elders potluck.

Health Promotion



Health Promotion: Key accomplishments

Goal 1: Strengthen connections with healthcare systems

- **Partnership & Advocacy:** Maintained active participation in weekly Oregon Wellness Network (OWN) meetings and attended the USAging Conference Center for Excellence session to support capacity building for Medicare/Medicaid claims.
- **Resource Sharing:** Facilitated Cross-County Health Promotion Collaboration meetings (Sept. and Dec. 2025) to boost referrals and resource sharing for Evidence-Based Health Promotion (EBHP).
- **Care Transitions Program Status:** Successfully maintained Providence partnerships through June 2026; however, the program will conclude on June 30, 2026, due to budget constraints, despite efforts to restructure the model through a statewide hub.

Health Promotion: Key accomplishments

Goal 2: Support community healthy living and chronic disease self-management

- **Class & Partner Support:** Monitored EBHP class delivery through quarterly partner meetings and successfully collaborated to fill the CDSMP Pain Management leader training class.
- **Memory Café Events:** Continued monthly offerings, including a successful transition of the Gresham Memory Café to the East County Library in May 2026.
- **Financial Sustainability:** While ARPA funds were exhausted in Sept. 2025, program activities are continuing within current budget allocations.

Family Caregivers



Family Caregivers: Key accomplishments

Goal 1: Incorporate OPI-M benefits into FCSP service authorization and train case managers on unpaid caregiver options.

- **Training & Operational Transition**
  - Successfully pivoted the OPI-M case management training to the CS Client Management team following the program reassignment in July 2025.
  - Maintained consistent monthly training sessions from August 2025 through June 2026 to ensure team readiness.
- **Performance Metrics**
  - Achieved a 95% or higher completion rate for all partner and CS program team training.
  - Established tracking systems to monitor staff proficiency, ensuring all case managers are equipped to authorize services for OPI-M consumers and their caregivers.

Family Caregivers: Key accomplishments

Goal 2: Equity-Centered Assessment & Community Support

Objective: Ensure the FCSP assessment process is centered on family caregiver needs, particularly for marginalized or culturally diverse populations.

- Assessment Tool (OCAT) Improvements
  - Conducted ongoing monthly huddles to refine OCAT utilization and address discrepancies between tool scores and client experiences. Gathered and addressed culturally specific concerns on OCAT.
  - Successfully standardized the completion process, enforcing a 12/31/2025 deadline for all legacy FCSP clients.

Family Caregivers: Key accomplishments (cont.)

Goal 2: Equity-Centered Assessment & Community Support

- Cultural Responsiveness & Community Engagement
  - **Accessibility:** Translated all Welcome Letters and Program Offering sheets into languages represented by partner agencies to better serve diverse populations.
  - **Community Resources:** Launched two new Memory Cafes (Gresham library and Providence Elderplace Cully) and sustained two monthly support groups (for Elders raising children and Dementia caregivers).
  - **Outreach:** Hosted a caregiver appreciation celebration and a proclamation event for National Family Caregivers Month (November 2025).

Legal Assistance and Elder Rights



Legal Assistance & Elder Rights: Key accomplishments

Goal: Older adults and people with disabilities have protection against abuse and financial exploitation, and neglect.

Representative Payee Services

- **Operational Overhaul:** Initiated a Process Improvement (PI) project in July 2025 to manage budget impacts, staffing changes, and role redesign.
- **Workflow Optimization:**
  - Improved data entry and reporting within the RPM database.
  - Established a dedicated team for scheduled bill payments.
  - Implemented Asana for enhanced communication between payment and case management teams.
- **Current Status:** Successfully managed a waitlist through June 2026 and is currently assessing capacity to resume accepting new consumers.

Legal Assistance & Elder Rights (cont.)

Financial & Legal Education

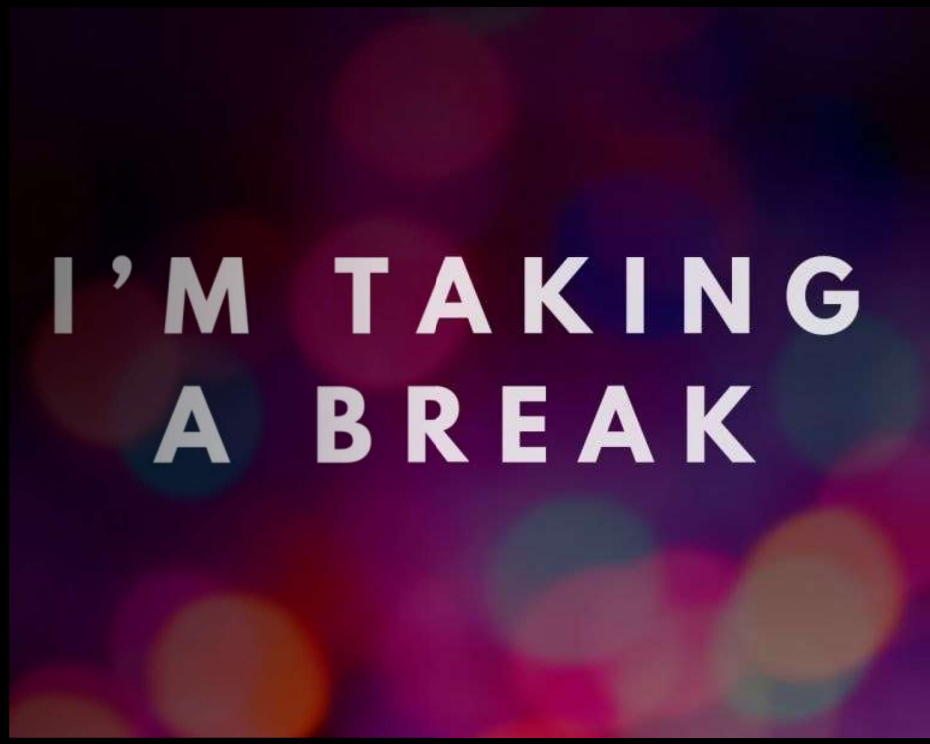
Strategic Pivot: Transitioned from the original quarterly education model to a more intensive, personalized approach.

Enhanced Support: Following the program redesign, the addition of Case Managers now allows for consistent, monthly one-on-one contact with consumers.

Impact: Education on financial topics (such as fraud risk) and legal services is now delivered directly through monthly budget planning and expenditure discussions between Case Managers and consumers.

Break

15-minute break



Native American Elders



Native American Elders: Key accomplishments

Building Strong Foundations for Service - Objective: Reducing barriers to county services and ensuring culturally specific support for Native American Elders.

- **Policy Success:** Successfully collaborated with Grand Ronde and Siletz tribal representatives to draft and finalize the Title III/VI Coordination policy (draft approved June 2026).
- **Statewide Alignment:** Attended the annual Title VI Statewide Meet and Greet (November 2025) to align Older Americans Act (OAA) resources, share best practices, and build meaningful relationships with Tribal Navigators and leadership.
- **Continuous Improvement:** Maintained a dedicated focus on policy coordination through monthly office hours and leadership meetings throughout early 2026.

Native American Elders: Key accomplishments

Expanding Access and Referral Pathways - Objective: Connecting tribal members to critical health, nutrition, and veteran services.

- **Integrated Support:** Established ongoing meetings (held every other month) with Tribal Navigators and the ADVSD CS Contract Navigator to ensure consistent collaboration on nutrition and support services.
- **Housing & Health Partnerships:** Partnered with NARA and NAYA to establish clearer referral pathways to help connect homeless tribal members to essential services.
- **Veterans Outreach:** Actively working to connect tribal veterans with eligible services through coordination with the District Tribal Navigator and VSO Outreach Coordinators.

Native American Elders: Key accomplishments

Community Presence & Outreach: Maintaining a consistent, visible presence to engage directly with the community.

- **Active Engagement:** Participated in 5 major community-based outreach and tabling events to ensure we are accessible to the community.
  - 9/6/25: Tabled at NAYA Neerchokikoo Powwow.
  - 11/17/25: Presented at NARA Northwest Elders Luncheon.
  - 12/31/25: Tabled at NARA New Year's Eve Sobriety Powwow.
  - 4/4/26: Tabled at Pi Nee Waus Elders Powwow.
  - 6/20/26: Tabled at Delta Park Powwow.
- **Ongoing Dialogue:** Regular participation in Native American Community Outreach meetings ensures our programs remain responsive to community needs and feedback.

Transportation Services



Transportation Services: Key accomplishments

Goal 1: Innovating Non-Medical Transportation (NMT) Options

Objective: Expand safe, cost-effective, and efficient transportation options for ADVSD consumers.

- **Service Expansion:** Successfully executed a new contract with Kaizen Health in June 2026. This partnership provides increased flexibility, including a wider variety of vehicle types and multiple request methods (online, phone, and text).

Transportation Services: Key accomplishments (cont.)

Goal 1: Innovating Non-Medical Transportation (NMT) Options

- **Advocacy Efforts:** The Advisory Council on Aging and Disabilities (ASAC) engaged actively with regional transit provider TriMet in May 2026 regarding funding cuts. The team successfully formalized advocacy through an official letter and direct testimony at public meetings to protect NMT funding for older adults and people with disabilities.
- **Next Steps:** Developing a pilot program to test new service parameters remains a priority for the upcoming period.

Transportation Services: Key accomplishments

Goal 2: OPI-M Program Integration & Awareness

Objective: Ensure 100% of OPI-M case managers are trained and authorized to utilize NMT services for their consumers.

- **Operational Pivot & Training:** Following the July 2025 reassignment of OPI-M case management tasks from partner organizations to the CS program team, the focus successfully shifted to training the new internal team.
- Task Update: Due to the state match amount and reporting requirements for the OPI-M program, the transportation services will not be included into OPI-M service package in Multnomah County.

Transportation Services: Key accomplishments (cont.)

Goal 2: OPI-M Program Integration & Awareness

- **Performance Metrics:** Between August 2025 and June 2026, training compliance for new CS program case managers was tracked consistently, maintaining a 95% or higher completion rate.

- **Unified Advocacy:** The program aligned with Goal 1 advocacy efforts, with the ASAC leading presentations and public testimony to ensure the continued operation and funding of the NMT program.

Care of Trans, nonbinary and Two Spirit Elders



Care of Transgender, nonbinary and Two Spirit Elders

Goal 1: Improving Access and Outreach for Trans, nonbinary, and Two Spirit Elders

- Expanded Outreach & Presence:
  - Increased visibility at community-focused events, including the Portland Pride Festival (July 2025) and the End of Life conference (January 2026).
  - Sponsored and tabled at the 2026 Meaningful Care Conference to promote advocacy and culturally responsive care.

Care of Transgender, nonbinary and Two Spirit Elders (cont.)

Goal 1: Improving Access and Outreach for Trans, nonbinary and Two Spirit Elders

- Capacity Building:
  - Training initiatives for ADVSD staff regarding Transgender, nonbinary, and Two Spirit identities are currently in the planning and development stage for the 2025–2026 fiscal year.

Care of Transgender, nonbinary and Two Spirit Elders

Goal 2: Community-Centered Processes and Representation

- Advisory Council Representation:
  - Actively recruiting for ADVSD advisory councils (ASAC/DSAC) to ensure diverse representation. As of June 2026, LGBTQIA+ representation among seated council members has reached 33%.
- Informing Service Recommendations:
  - Collaborated with the Behavioral Health team to begin processing insights from community interviews. 2026 summer interns are currently reviewing transcripts and previous analyses to determine actionable next steps for service improvements.

Care of Transgender, nonbinary and Two Spirit Elders (cont.)

Goal 2: Community-Centered Processes and Representation

- Operational Development:
  - Research into LGBTQIA+ Knowledge, Skills, and Abilities (KSA) within ADVSD staffing models is ongoing, with work currently in the planning and development phase.

Veterans Services



Veterans Services: Goals

Goal 1: Veterans and their families are aware and able to access potential VA benefits such as VA pension, disability and health benefits.

Goal 2: Align with the National VA Health Administration goals to enhance and expand Veteran-Directed Care (VDC) services across the state.

Veterans Services: Key accomplishments

- Expanded Reach & Impact:
  - Conducted 45+ outreach engagements from July 2025 to June 2026, including fairs, orientations, and union/community partner presentations.
  - Added 6 new outreach opportunities to the service calendar, contributing to a 49% increase in individuals informed through program outreach efforts.

Veterans Services: Key accomplishments (cont.)

- Key Program Developments:
  - Veteran Treatment Court (VTC): Successfully became fully operational as of November 2025.
  - Native Community Engagement: Initiated ongoing collaboration with the District Tribal Navigator, including consistent monthly networking and outreach efforts with partners like NARA and NAYA.
- Strategic Partnerships: Strengthened collaborations with cornerstone partners (ODVA, PVAMC, PSU, PCC) while establishing 4+ new key relationships within the county and community, including IBEW, Helmet to Hard Hats, and Easter Seals.

Veterans Services: Key accomplishments

- Process & Capacity Improvements:
  - Recertification: Completed the Readiness Review Recertification, securing program validity for three years.
  - FMS Transition: Managed the strategic shift to Acumen FMS to stabilize billing processes and address overspending challenges, ensuring program sustainability.
  - Manual Development: Ongoing refinement of the statewide VDC Operations Manual to maintain alignment with Administration for Community Living (ACL) guidelines.

Veterans Services: Key accomplishments (cont.)

- Data-Driven Quality Assurance:
  - Feedback Loops: Successfully implemented a dual-survey model, conducting regular 3-month onboarding and 12-month satisfaction surveys for VDC participants.
  - Performance Reporting: Completed the final 12-month satisfaction survey report in November 2025, providing actionable data to improve service outcomes.
- Systemic Optimization: Launched the VDC Performance Management Baseline Project (December 2025) to streamline workflows and define program success metrics.

Data, program evaluation and research



Data, program evaluation and research

Goal: Improve program outreach and performance using community feedback and data gathered through program evaluation and research activities.

Data, program evaluation and research: Key accomplishments

Improving Outreach & Data-Driven Services

Focus: Enhancing population understanding to improve service access and equity.

- **Population Data Strategy:** Partnered with PSU to secure district-level population data. Reformatting is underway to build comprehensive district profiles, which will be finalized by College to Career (C2C) interns in Summer 2026.
- **Outreach Innovation:** A new 4-Year Outreach and Engagement Plan proposal was presented in January 2026. This highlights potential strategic partnerships with community health services, local libraries, and school-based programs to better reach underserved populations.

Data, program evaluation and research: Key accomplishments

Improving Outreach & Data-Driven Services (cont.)

- **Next Steps:** Active planning is underway to estimate service eligibility vs. actual participation, helping identify and address potential disparities in access to ADVSD services.

Data, program evaluation and research: Key accomplishments

Community-Centered Evaluation & Feedback

Focus: Strengthening programs through meaningful community evaluation and participation.

- Contracting Process: Successfully completed the evaluation of the 2023 Community Services contracting process (RFPQ). Collaborative panels included ADVSD staff, key partners, and ASAC members, ensuring community voice in contractor selection.

Data, program evaluation and research: Key accomplishments

Community-Centered Evaluation & Feedback (cont.)

- **Feedback Loops:** The Participant Experience Project (PEP) continues to gather regular feedback from SHIBA, Veteran Services, and OMSC. This ensures programs remain responsive to the lived experiences of participants.
- **Future Evaluations:** Future cycles are mapped for Transportation (2027) and Family Caregiver Support (2028), ensuring long-term accountability.

Data, program evaluation and research: Key accomplishments

Building Capacity & Advancing Theory of Change

Focus: Enhancing the internal data capacity of our programs and partners.

- **Needs Assessment:** Completed deep analysis of the 2024 Needs Assessment. Findings are being used to create community-friendly summaries, which will facilitate upcoming listening sessions with Older Native Americans, Trans, nonbinary, and Two Spirit elders.

Data, program evaluation and research: Key accomplishments

Building Capacity & Advancing Theory of Change (cont.)

- **Theory of Change Models:** Established rigorous logic models and KPIs for key programs, including Nutrition, Veterans Directed Care, and Adult Protective Services. Ongoing work continues for LTSS and Family Caregiver programs.
- **Advocacy & Learning:** Conducted training for ASAC/DSAC on logic models and KPIs. These sessions directly increased council advocacy skills and enabled deeper, data-informed engagement with our program outcomes.

Call for public comment, open testimony

(10 minutes)

Quarterly O4AD recap

- Allen Hines from Community Vision – Advocacy on Housing Accessibility and Affordability
- Advocating for Senator Merkley to Co-Sponsor the ASAP Act (Medicare to cover cost of early Alzheimer's Detection testing)
- Next O4AD Quarterly Meetings:
  - Fall: October 8th, Salem Convention Center
  - Winter: January 13th, Virtual
  - Spring: April 13th/14th, Salem Convention Center
  - Summer: July 14th, Virtual

Announcements & Reminders

- Next meeting joint ASAC/DSAC 10am-12pm on Wednesday, September 16, 2026 (*unless otherwise decided in today's meeting*)
- Involvement Opportunities:
  - 2027-28 County Charter Review Committee
  - Community Budget Advisory Committee
  - Oregon Historical Society Levy Oversight Committee

Thank you for attending!

