



Aging Services Advisory Council (ASAC)

March 17, 2026

Aging, Disability, and Veterans
Services Division

Department of County Human Services

Meeting goals

- Welcome and accessibility
- Land acknowledgement
- Introductions
- Veterans Directed Care (VDC) program
- Medicare Modernization Act (MMA) program
- Break
- Council Elections discussion
- Stipend policy updates
- Public Testimony (public comment)
- Announcements and Reminders



Main features of using Zoom on a computer.

Zoom application features in the works, as requested.

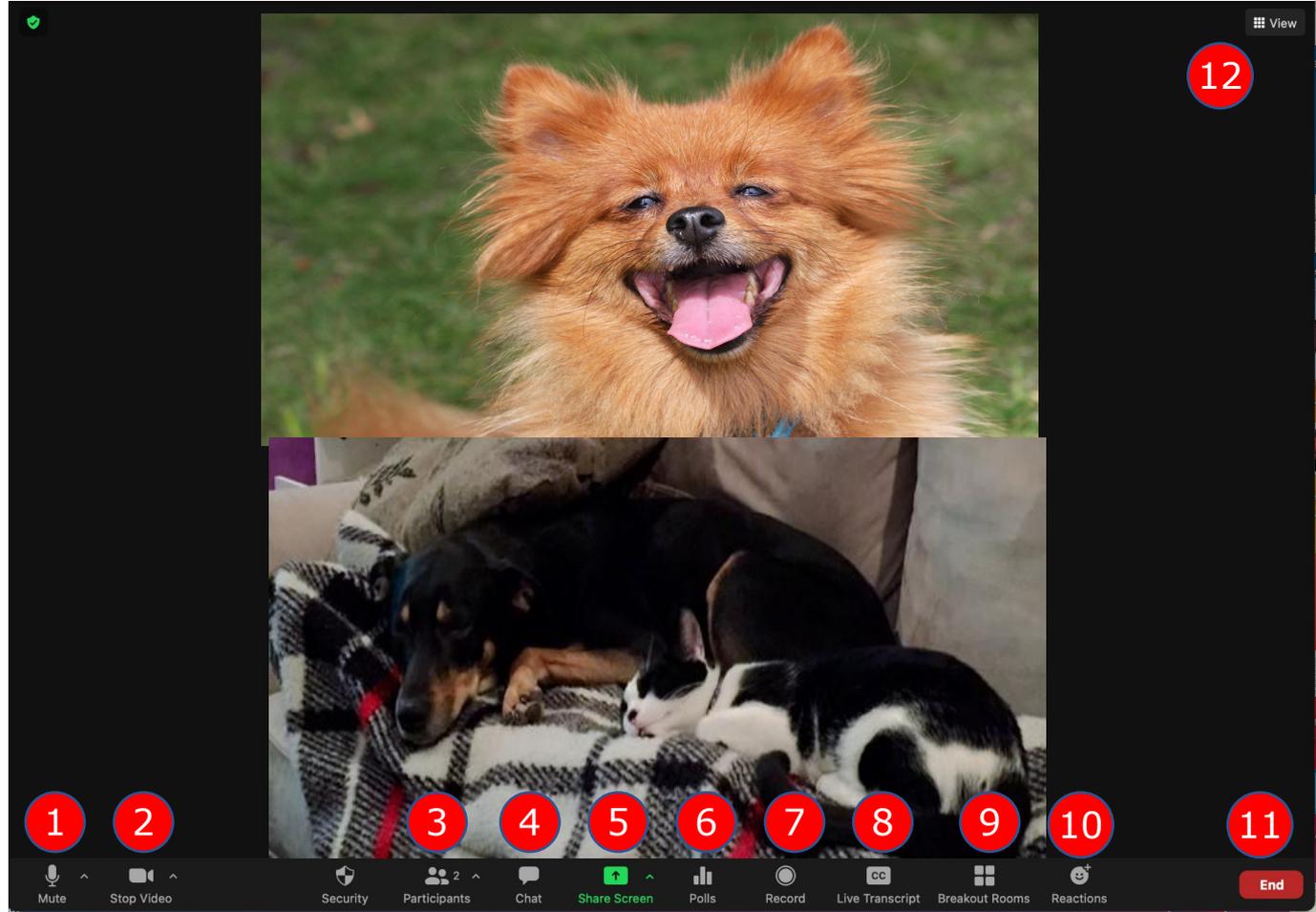
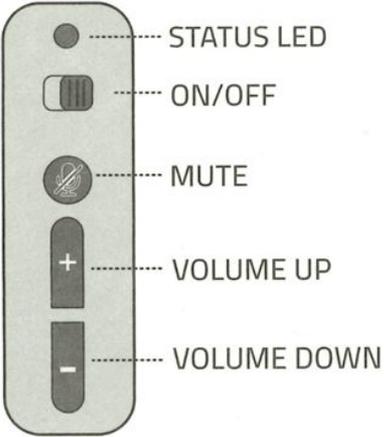
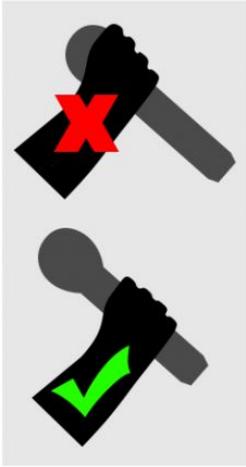


Image of a Zoom platform screen with two dogs in the participant boxes and red circles with white numbers above each of the Zoom button icons.

Using the microphone



Hold the mic about 5cm/2" from your mouth...



and don't cup it!
(unless you're rapping)



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, continued

- 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.



Quick introductions

Please share:

- Your name
- Pronouns
- Prompt — *What is one thing you're looking forward to doing this Spring?*





Aging, Disability and Veterans Services Division

VETERAN DIRECTED CARE PROGRAM

Presented by Sheila Balbin, Veterans Services and Veteran Directed Care Program Supervisor



U.S. Dep
of Veter



WHAT IS VETERAN DIRECTED CARE?

- The Veteran Directed Care program provides personalized care for Veterans while allowing them to maintain independence.
- It is designed for US Veterans needing assistance with daily living activities.
- The program enables care in homes or communities instead of nursing homes or institutions.
- Eligibility requires Veteran to be enrolled in the Department of Veterans Affairs health care system.

HUB & SPOKE MODEL

SERVICE AREAS

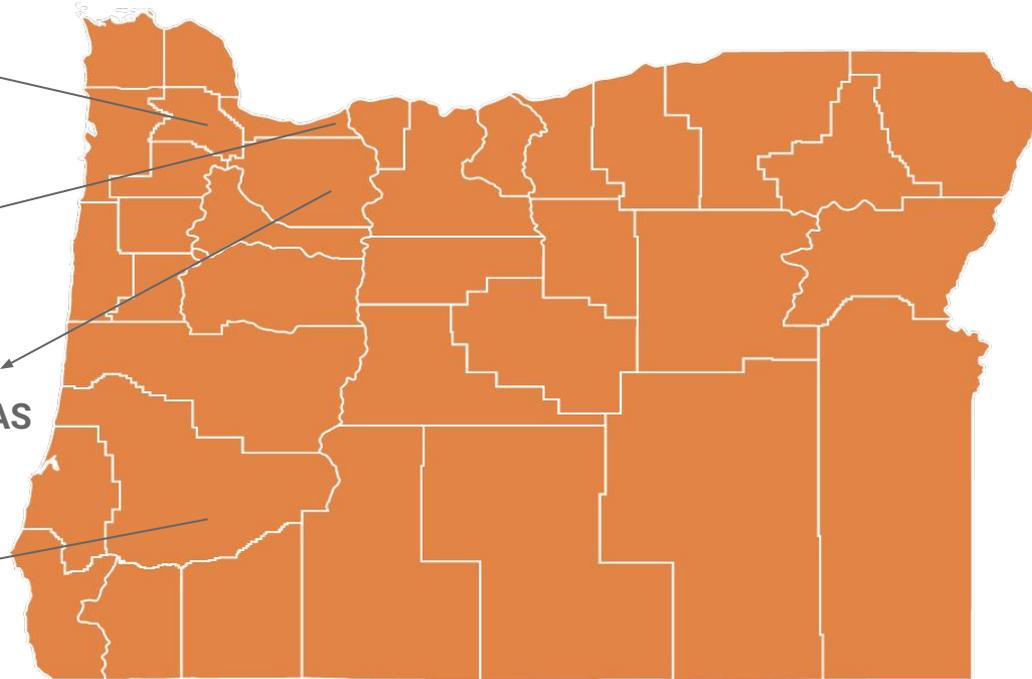
OREGON

WASHINGTON

MULTNOMAH

CLACKAMAS

DOUGLAS



**OTHER SERVICE
AREAS IN OREGON:**

**SOUTH COAST
BUSINESS
EMPLOYMENT
CORPORATION
(COOS/CURRY)**

**ROGUE VALLEY
COUNCIL OF
GOVERNMENT
(JACKSON/
JOSEPHINE)**

**KLAMATH & LAKE
COUNTIES
COUNCIL ON AGING**

PARTNERS

- VA Health Administration
- Lewin Group Consultants
- VA Medical Centers (VAMCs)
 - Portland VAMC
 - Roseburg VAMC
- Spokes
 - Clackamas County Social Services Division
 - Douglas County Senior Services
 - Multnomah County Aging, Disability, & Veteran Services
 - Washington County Disability, Aging, & Veteran Services
- Financial Management Services (FMS)
 - Resilient SD

ELIGIBILITY

1. Administrative eligibility, all the following must be met:
 - a. Veterans must be enrolled in VA for their health care.
 - b. Veterans must meet community care eligibility criteria.
 - c. VDC services must be ordered by a VA or VA-paid provider.

ELIGIBILITY (cont.)

2. Clinical eligibility, one of the following must be met:
 - a. Veteran, through an interdisciplinary assessment, has been determined to meet nursing home level of care as demonstrated by:
 - i. Three or more activity of daily living (ADL) dependencies, or
 - ii. Significant cognitive impairment as evidence by a deficit in execution decision making or memory, or
 - iii. Need for VDC services as adjunct care to community hospice services, or
 - iv. Two ADL dependencies, and two or more of the following conditions:
 1. Has dependency in three or more instrumental activities of daily living (IADLs).
 2. Has been discharged recently from a nursing facility or has an upcoming nursing home discharge plan contingent on receipt of home and community-based services.
 3. Is seventy-five years old, or older.
 4. Has had high use of medical services defined as three or more hospitalizations in the past year or has utilized outpatient clinics or emergency evaluation units twelve or more times in the past year.
 5. Has been diagnosed with clinical depression.
 6. Lives alone in the community.

ELIGIBILITY (cont.)

2. Clinical eligibility, one of the following must be met:
 - a. Veteran, through an interdisciplinary assessment, has been determined to meet nursing home level of care as demonstrated by:
(i.- iv. from previous slide)
 - b. Veteran does not strictly meet the criteria outlined above (2a) but is determined by the clinical care team to need VDC services and the clinical justification is documented in the electronic medical record.

HOW DOES IT WORK?

1. Eligibility Determination
2. Referral and Assessment
3. Budget and Spending Plan
4. Self-Direction and Hiring
5. Ongoing Support

BENEFIT OF THE VETERAN DIRECTED CARE PROGRAM:

Veterans

- Increased Control and Choice
- Personalized Care
- Maintain Independence
- Flexibility
- Family Involvement

VA Medical Centers and VA Health Administration

- Increased Access for Veterans with Complex Needs.
- Community Partnerships
- Cost Savings
- Reduced Emergency Department Visits
- Reduced Nursing Home Utilization

ADNAs

- Support Veterans in Community Living
- Person-Centered Counseling
- Receive Reimbursement for Provision of Care
- Serving Veterans in VDC

-----THANK YOU-----

ANY QUESTIONS ??

MMA?

What does it mean?

Medicare Modernization Act

2003 Act of Congress that established

Medicare Part D

Implemented in 2006

There are 3 MMAs in Multnomah County

Name	Phone	email
Michael Graham	503-988-6535	<u>michael.graham@multco.us</u>
Beth Rutledge	503-988-6494	<u>dawn.e.rutledge@multco.us</u>
Pavel Yuzko	503-988-6538	<u>pavel.yuzko@multco.us</u>

**50 years of combined experience with
Aging, Disability, and Veterans Services**

What does an MMA do?

- coordination of insurance
- resolving prescription access issues
- helping our Medicaid clients transition to **Medicare**
- helping our **Medicare** clients transition onto Medicaid
 - and much more!

Coordination of Insurance

Each Medic**aid** plan has a network of doctors and hospitals they work with.

Each Medi**care** plan also has a network they work with.

Which combination will allow the client to keep their current and preferred doctors?



Resolving Prescription Access Issues

- Medicare/Medicaid plan enrollments and changes create confusion for our vulnerable populations
- MMA staff intervene and provide necessary billing information to a clients pharmacy
- MMAs determine if and when urgent coverage interventions are needed i.e., LINET (transitional Part D coverage) and Medicaid overrides when appropriate
- We also help our clients navigate access issues including plan formularies, prior authorizations, quantity limits, etc to eliminate barriers to care

Medicaid starting Medicare



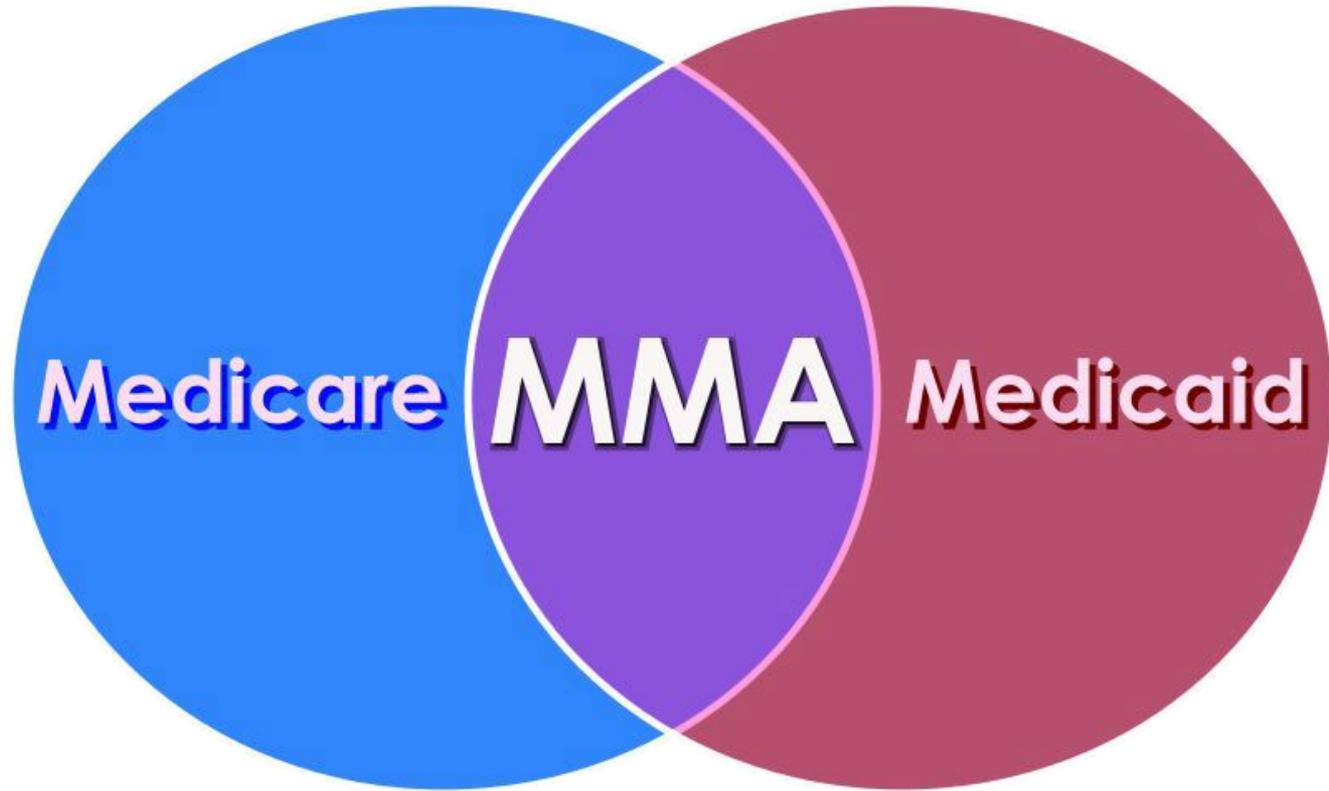
Medicare starting Medicaid

Two insurances can add complication to the already difficult world of healthcare

The transition to becoming dual requires education,
guidance, and advocacy that MMAs provide
Our clients often have significant healthcare needs MMAs

are a trusted resource

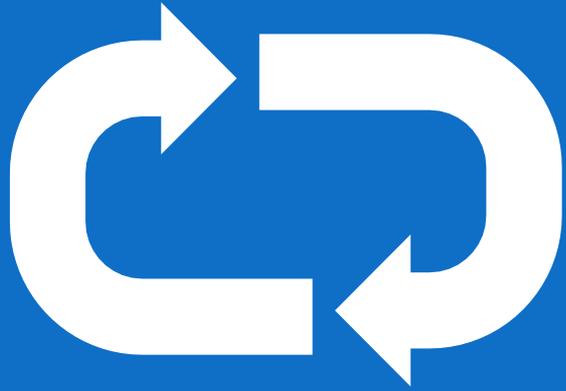
We want the right insurance plan for their care!



Medicare

MMA

Medicaid



**We want to
reduce the
runaround for
clients**

And improve outcomes

Multnomah County MMAs are unique!

Elsewhere in Oregon eligibility workers are responsible for Medicare choice counseling and Medicare plan enrollments. That is in addition to determining eligibility for a number of other programs. It's hard for them to do it all well.

The state of Oregon has 3 MMAs in Salem that only help with:

- urgent and challenging pharmacy issues
- coordinating intervention from state & federal sources to ensure prescription access in extreme situations

Multnomah County MMAs do these things and much more

Multnomah County MMAs do these things and much more

MMA's are a Resource

Resources for clients

Resources for Multnomah County staff



MMA's provide case managers & eligibility workers

- **trainings**
- **training materials**
- **quick resource guides**
- **one on one consultation**

Improving outcomes for all clients in Multnomah County

What clients we serve often say

“Finally! Someone who understands!”

“Thank you! I can finally get my prescription filled again.”

“How do you know all of this?”

“You answered all of my questions and more.”

“I’ve talked to at least 10 people before this, and you’re the first person who seems to know Medicare.”

“Things finally make sense.”

“I wish I had talked to you months ago”

“The puzzle is coming together now”

“I’ve been so worried that I couldn’t sleep, I can finally relax now”

The MMA positions is currently planned to be removed from the 2027 budget, which would mean eliminating the role effective July 1 of 2026.

While we recognize the number of workers impacted is large, and the budget issues we are facing significant, as far as bang for the buck -

MMAs are a worthwhile investment

15-minute break

**I'M TAKING
A BREAK**

ASAC Elections Procedures draft

Update on bylaws:

- Bylaws were approved by legal.
- No edits were required.
- The Conflict of Interest (COI) section has come under review to ensure it meets the newly required OAA and State rules. Approval of this section should come very soon.
- The final step for implementation is signatures.
- We need to determine ASAC procedure for elections.



ASAC Elections Procedures draft

I. Nominations (7-Day Period)

1. **Call for Nominations:** The process begins at 9:00 AM on the 1st business day of (the month) with an email call for nominations.
2. **Submitting a Nomination:** Any Advisory Council member may nominate one or more candidates, including themselves. Nominations should be sent via email in response to the call for nominations.
3. **Nominations Close:** The open call period closes seven calendar days later at 5:00 PM.



ASAC Elections Procedures draft

II. Finalizing the Slate of Candidates

1. **Candidate Confirmation:** The ASAC/DSAC Coordinator verifies that all nominees are currently seated members and confirms their intent to run for office.
2. **Candidate Announcement:** The final list of confirmed candidates is sent via email to all current Advisory Council members before voting opens.



ASAC Elections Procedures draft

III. Voting

1. **Voter Eligibility:** Only currently seated Advisory Council members are eligible to vote for the Advisory Council Chair and Vice Chair.
2. **When and Where:** Voting is held during the next available regular ASAC/DSAC council meeting, starting at 10:00 AM.
3. **Voting Method:** Voting is performed using a hybrid approach:
 - In-person council members submit their vote on paper.
 - Virtually attending members submit their vote electronically via a Zoom poll.
4. **Voting Period:** The period for voting is strictly limited to the duration of this meeting; no additional votes outside of this period will be included.



ASAC Elections Procedures draft

IV. Vote Counting and Announcement of Results

1. **Vote Tally:** The Senior Manager and ASAC/DSAC Coordinator review the vote tally.
2. **Results Announcement:** The Senior Manager announces the election results by the close of the meeting and sends the results via email to [<asac@multco.us>](mailto:asac@multco.us) or [<dsac@multco.us>](mailto:dsac@multco.us) by 5:00 PM the same day voting closes.



ASAC Elections Procedures draft

V. Leadership Continuity

The outgoing Chair and Vice Chair maintain their respective duties until a new Chair and Vice Chair are elected.



ASAC/DSAC Stipend Policy Update

Technology Reimbursement

- **Benefit:** One-time reimbursement of up to **\$600** for devices (laptop, tablet, smartphone) or accessories (headsets, hotspots).
- **Eligibility:** Must be an appointed member and attend **3 consecutive monthly meetings** before qualifying.
- **Process:**
 - Member purchases equipment first and submits receipts to the coordinator.
 - Processing takes **30–60 days** via check or direct deposit.
- **Ownership:** Members retain equipment after completing their full term (2–3 years).



ASAC/DSAC Stipend Policy Update

Monthly Participation Stipends

- **Total Monthly Eligibility:** Up to **\$65 per month** when a required meeting is attended.
- **Breakdown:**
 - **\$30 Participation Stipend:** Covers meeting time and related work (advocacy, work groups, etc.).
 - **\$35 Digital Access Stipend:** Offsets ongoing costs like internet or phone services.
- **Note:** Stipends are not paid for extra activities in the same month or if a meeting is canceled by leadership.



ASAC/DSAC Stipend Policy Update

Payment Options & Tax Rules: Compliance with new accounting rules from the Department of County Assets.

- **Payment Methods:** Choose between **Check, Direct Deposit, or Fred Meyer Gift Card.**
- **Required Paperwork:**
 - **W-9 Form:** Required for *all* members receiving any form of payment.
 - **ACH Form:** Required only for those choosing direct deposit.
- **Tax Implications:** A **1099 federal tax form** will be issued if total annual payments reach **\$600 or more.**
- **Privacy:** Your forms are mailed directly to County Accounting to protect sensitive information.



ASAC/DSAC Stipend Policy Update

Getting Your Stipend: Timelines and physical receipt requirements.

- **Timelines:** County Finance takes 30-40 days to process payments.
 - Example: Direct Deposit or check payment for a February meeting arrives late March.
- **Gift Card Pick-up:**
 - Cards for the previous month are available for pick-up at the **next** meeting.
 - **Must sign and date** a receipt log in person.
- **Certified Mail:** If you cannot attend in person, gift cards are sent via **certified mail** and must be signed for at your home or post office.



Public testimony

- Please feel free to provide comments.



Announcements & Reminders

- Question: Is Fall a good time for everyone to hold a meeting or two at District Senior Center(s)?
- Spring O4AD in-person meeting April 14-15 in Salem (optional)
- Next ASAC Meeting: Joint ASAC/DSAC on Tuesday, April 21
 - 10am-noon

