



**Aging, Disability, and Veterans Services Division
DSAC Meeting**

Thursday, February 22, 2024, 11:30 pm - 1:30 pm

In-person Location:

Five Oak Building, Pine Room, 209 SW 4th Avenue, Portland, OR

Zoom Meeting Information:

<https://multco-us.zoom.us/j/97608363778?pwd=dVAXaklPRmdLWExlOTFNakVtR1Mzd09>

Meeting ID: 976 0836 3778

Passcode: DSAC2024!

Time	Agenda Item	Purpose	Lead
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There will be a 5 minute break that will happen as agreed upon by the facilitator and DSAC members.

11:00 a.m.	Room open to gather for food, drinks and fellowship!	Fellowship	
11:20 a.m.	Zoom meeting open for sign-on	Equitable participation	Charmaine Kinney
11:30 a.m.	Meeting starts		All
11:35 p.m. (5 min)	Opening- Land and Labor acknowledgment	Honoring community and addressing ongoing systems of oppression	Joe Valtierra
11:40 (5 min)	Zoom and accessibility review (if needed)	Meeting access and shared understanding	Charmaine
11:45 (10 min)	Agenda review Introductions <ul style="list-style-type: none"> Please share your name & pronouns, any other identifiers 	Connection and Community building	Joe
11:55 (10 mins)	Public Comment and Member Comments	Centering community voice	Joe

Next Steps and Action Items

- Attendees: Charmaine Kinney, George Crittenden, Jesse Gaurdipee, Nellie Stearns, Nicole Galaport, Cheri Becerra, Carolyn Underwood, Gail Skenandore, Kat Hendrix, Kalah Schackman, Joe Valtierra, Alex Garcia Lugo, Kristin Riley
- Online: Barb Rainish, Irma Jimenez

(45 mins)	Background on ONE System, Oregon Eligibility Partnership		Joe and Charmaine
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	and O4AD Advisory Council Survey		
<ul style="list-style-type: none"> ● Charmaine discussed the OregONEligibility survey we are asking you to please fill out. When filling this out, really think about your family, community and yourself. ● We serve people who are 65+, 18+ that live with physical disability, and people with developmental disability of any age. ● We determine eligibility for programs such as SNAP (food), Medical, Long Term Care, Child Care (EDRC), Refuge Programs, Temporary Assistance to Needy Families (TANF), Temporary Assistance for Domestic Violence Survivors. All of these programs can be applied to online or by paper application. ● The ONE system was supposed to streamline applying for benefits. Put the info in one system and be deemed eligible or ineligible to multiple programs. ● Our case workers look at the information in the ONE system to help determine next steps. ● Nellie asked - what if someone needs expedited benefits. Kat, a case manager in our West office, said if you are in the office and we can get you an appointment we can try to schedule it quickly. ● Caroline asked if you have to come into the office? No you do not, the interview can be done over the phone. Caroline said she has had a different experience. ● We touched on some of the other programs our county offices run: Public Guardian, Veterans Services, ADRC among a few others. ● Joe talked a bit about Oregon Eligibility Partnership (OEP). OEP is a separate entity from Oregon Health Authority and Oregon Department of Human Services. They are tasked with tech upgrades, staff workflow, and removing barriers for consumers. ● The No Wrong Door Approach was also discussed. This change made it ok for you to go through any door to access services. This seemed great, it allowed us to help anyone. But there were problems. ● Our eligibility workers had always provided specialized services to our aging and disabled consumers. We were very efficient at this. With the no wrong door policy, we had people coming from all areas of need. This was limiting our time to help our aged and disabled clients. ● Gail asked where our case workers come in? They review what is input in the ONE system. You will not get the same eligibility worker each time. ● We are seeing our consumers become more and more frustrated. They are talking to workers who do not have knowledge in their needs. ● Joe discussed how, for a new eligibility worker, it takes 9 months to learn what you need before helping clients. ● Barb commented that new workers should come in and only learn a few systems at a time. Be able to start helping clients in different areas. ● Kalah asked if we are still practicing the No Wrong Door policy - yes we are. ● We have been trying to tell the state that No Wrong Door is not working. We need 			

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your help on this survey. We need to tell them, we need to go back to helping where our expertise is. We must consider how having the door open to all at ADVSD, has the potential to increase wait times for seniors and adults with disabilities.

- Nellie asked if this is due to budget cuts. Joe answered that some of it does have to do with budget cuts.
- Joe discussed our need for your help and advocacy. We would love to hear stories from you about the impact that the No Wrong Door policy has had on you, your family, or your community.
- Kalah commented that if we are not getting what we need, we need to change the system.
- We are being given the same money that we used to help our aged and disabled clients with, and use it for anyone who comes through our door.
- Please review the one pager and do the survey. We need your advocacy.
- Nicole Galaport asked if there is an option to do a hard copy, instead of online. Yes, if you would like to leave the one we gave you today, please do.
- Charmaine stressed the importance of your stories.
- Joe stated, it is our job to tell them how this has affected staff, it is your job to tell them how it affects our consumers.
- Jesse asked how long the training is before our eligibility workers see clients. About 9 months, but during this time you can see clients about some things. We are advocating to be able to do our own training.
- Jesse and Gail talked about issues with SNAP. They both had been directed back to the reservation for help. They questioned this, and did go back into the office and it was corrected.
- Kalah, would like to thank the state for their help, but let them know there needs to be changes.

Member Updates

- Caroline has been dealing with recycling bin issues - stealing from them.
- Nellie would like to get some hard copy release of information forms.
- Gail is wondering about the tiny home (for houseless folks) that are sitting empty. What is going on with these? Can we get some information?

1:20 (10 mins)	Next meetings proposals: <ul style="list-style-type: none"> ● March Meeting - Joint Meeting with ASAC: Community Compensation Policy, Intro to Medicaid and Asset Limits, and possibly more 	Agree on next steps and process improvement	Charmaine
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Time	Agenda Item	Purpose	Lead
	How did the meeting go?		Joe
Next Steps and Action Items <ul style="list-style-type: none"> ● Are there any topics that we would like to schedule to learn about? ● Nellie asked who are community partners are, maybe having community services come in to speak would be informative. ● Our new Mid County Branch is having a grand opening on March 22nd. Look for more info on that. 			
1:30 pm	Adjourn!		All

Upcoming Meetings: March 2024 - Joint ASAC and DSAC meeting - Date TBD

Common acronyms used in DSAC Meetings - While we strive to avoid acronyms and jargon here are some you may hear in DSAC 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*
- *DCHS - Department of County Human Services*
- *DSAC - Disability Services Advisory Council*
- *LTSS - Long Term Services and Supports*
- *O4AD - Oregon Association of Area Agencies on Aging and Disabilities*
- *ODHS - Oregon Department of Human Services (also called DHS)*