

Disability Services Advisory Council (DSAC)

July 15, 2026

Aging, Disability, and Veterans
Services Division



Please silence your cell phones

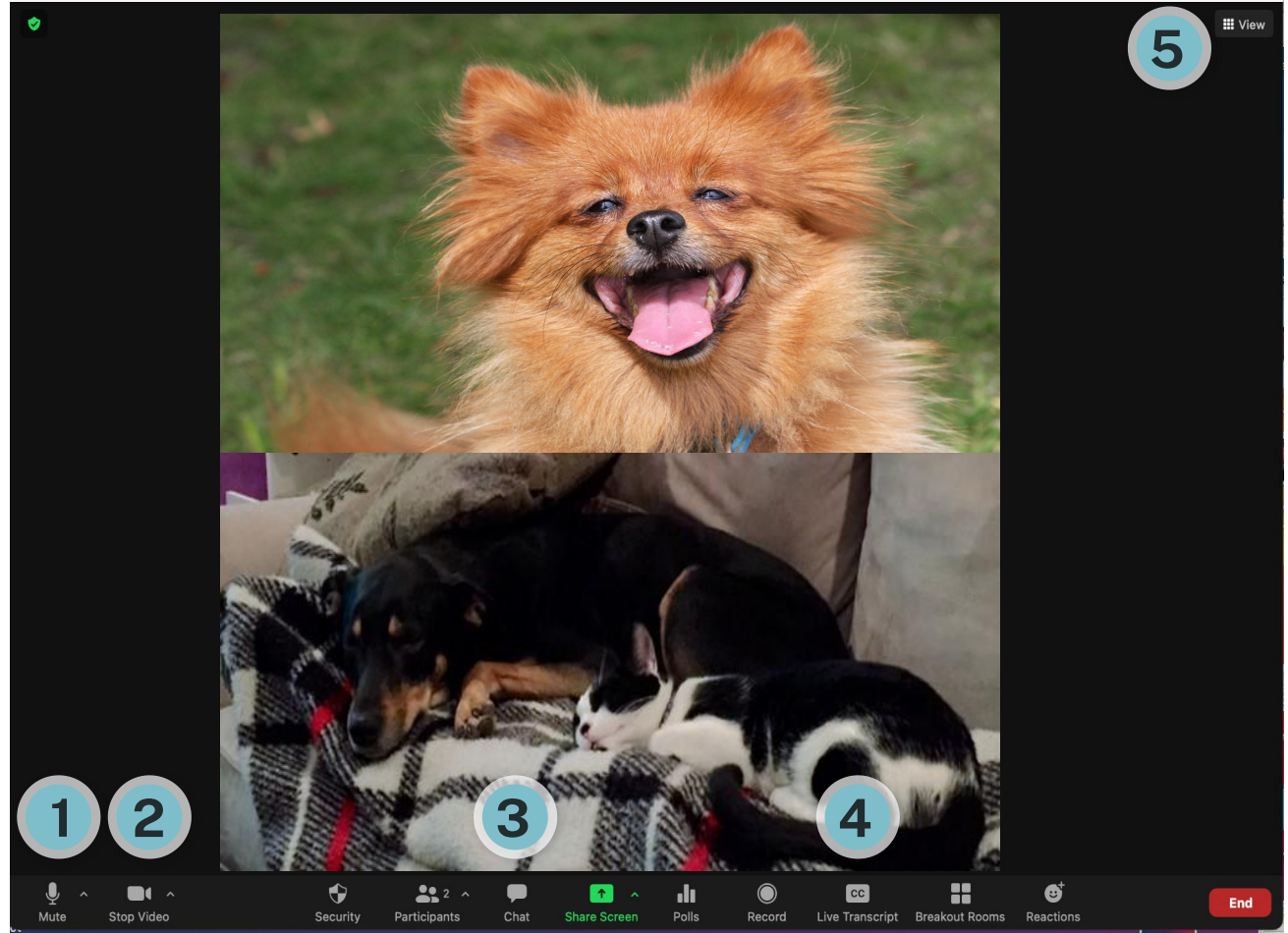


Meeting Goals

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

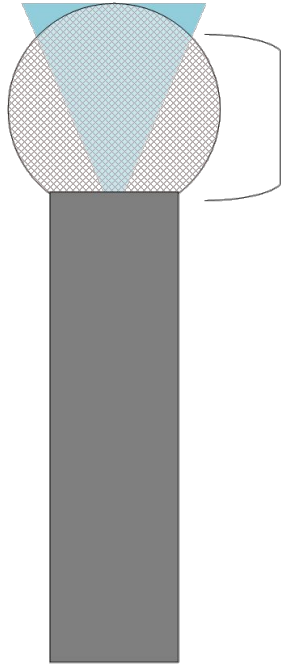
Main features of Zoom to be aware of:

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.

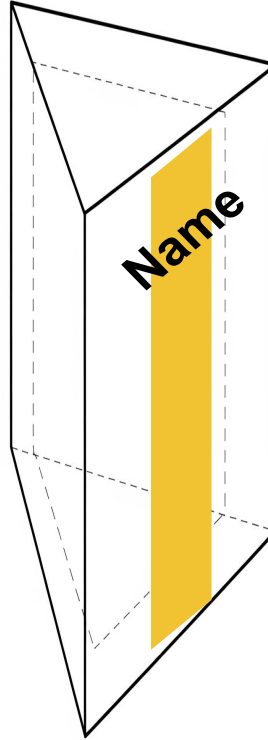


Short press
Toggle mute on/off
Long press "FF" = off



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.

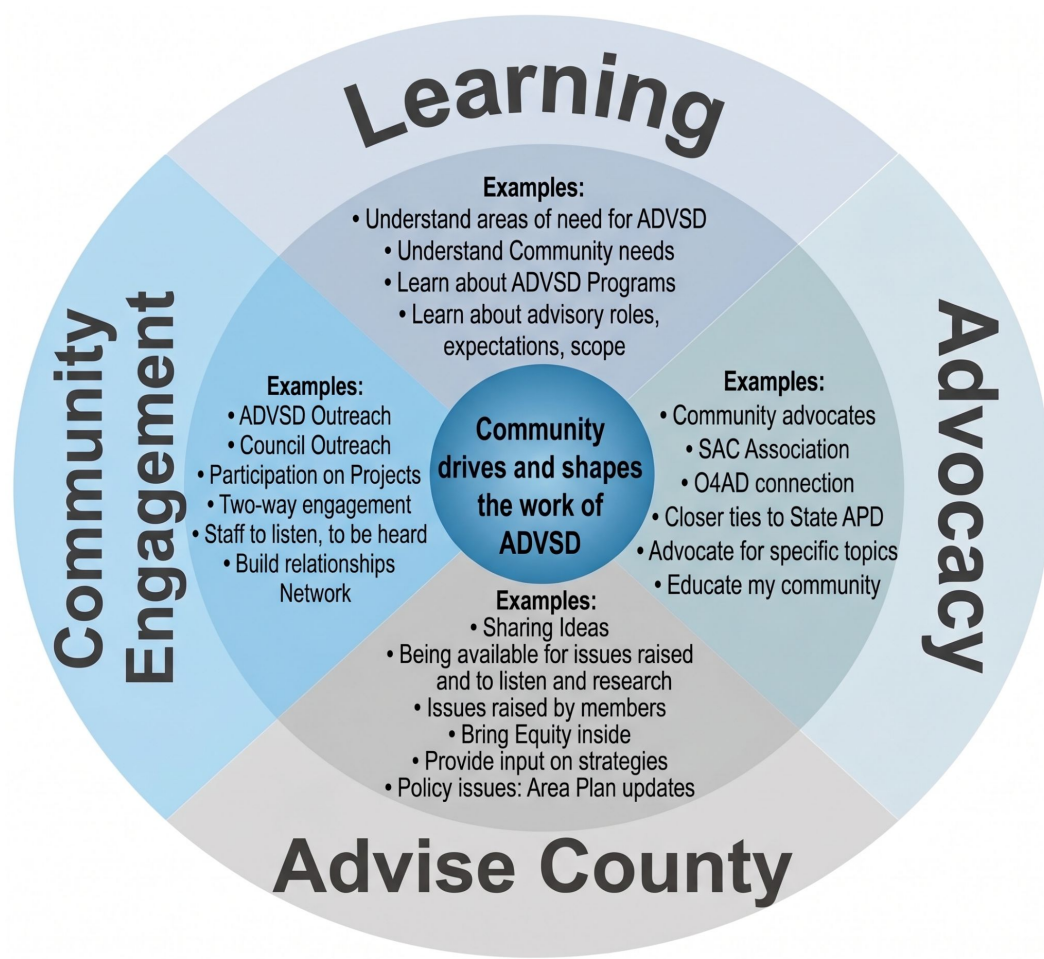
Land Acknowledgement

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.



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**

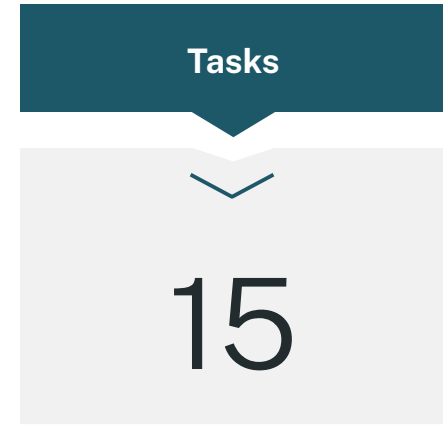


**Veterans
Services**



**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/SOGIE 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.

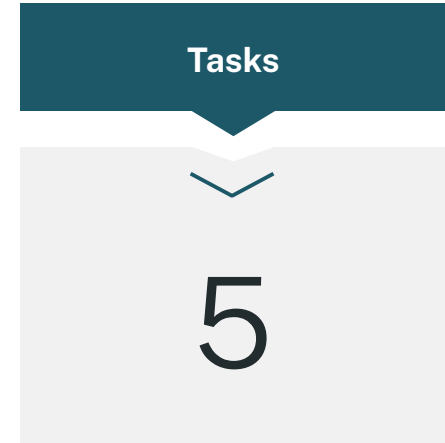
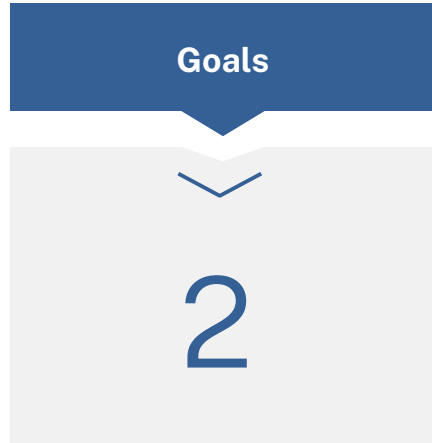
Partnership Development:

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

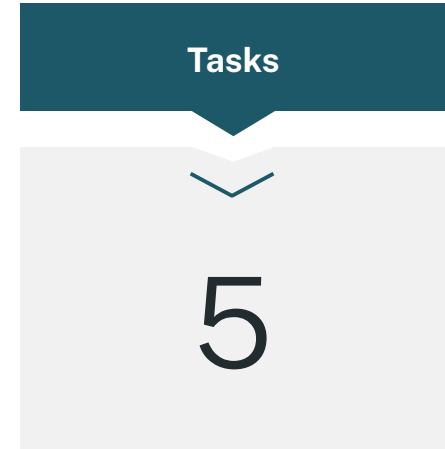
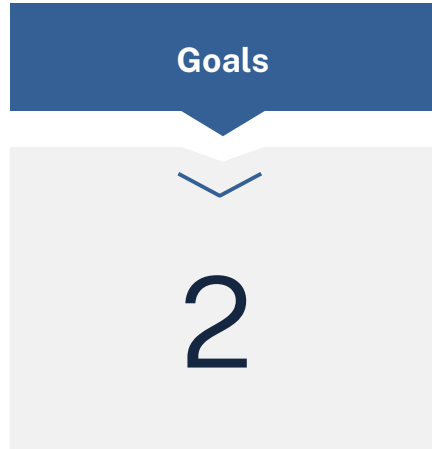
- **Policy Standardization:** Actively participated in state-level workgroups to address and refine OAA rules for Congregate Carryout meals.
- **Policy Implementation:** Finalized a draft policy for new OAA Congregate Carryout meal requirements, with implementation scheduled to begin October 1, 2026.
- **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: Prioritizing Marginalized Communities

- **Strategic Partnerships:** Maintained ongoing collaboration with local partners, 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

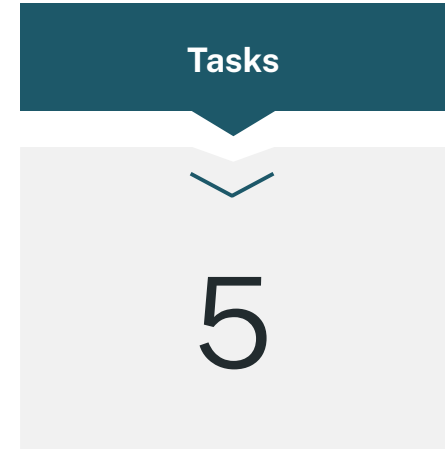
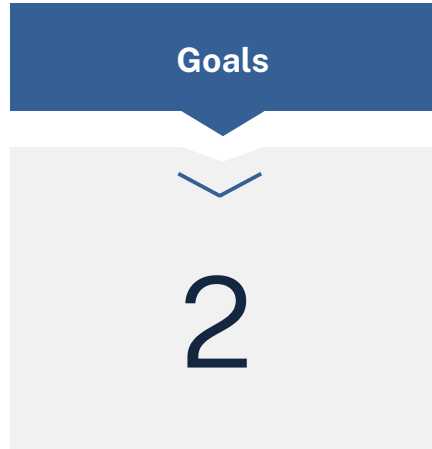
- **Partnership & Advocacy:** Maintained active participation in weekly Oregon Wellness Network (OWN) meetings and attended the USAging Conference Center for Excellence session to support capacity building for Medicare/Medicaid claims.
- **Resource Sharing:** Facilitated Cross-County Health Promotion 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.

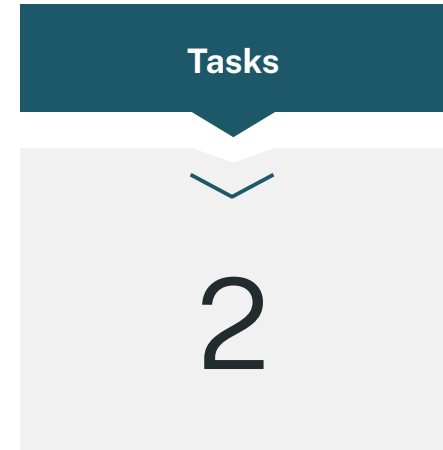
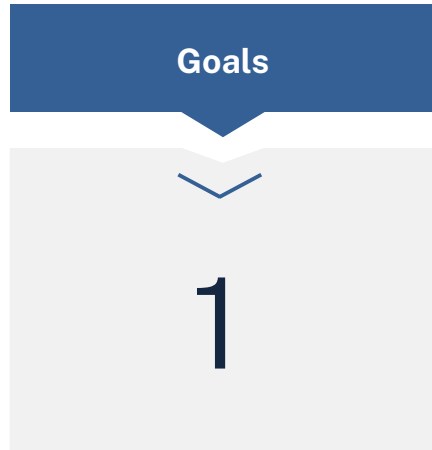
- Assessment Tool (OCAT) Improvements
 - Conducted ongoing monthly huddles to refine OCAT utilization and address discrepancies between tool scores and client experiences. Gathered and addressed culturally specific concerns on OCAT.
 - Successfully standardized the completion process, enforcing a 12/31/2025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

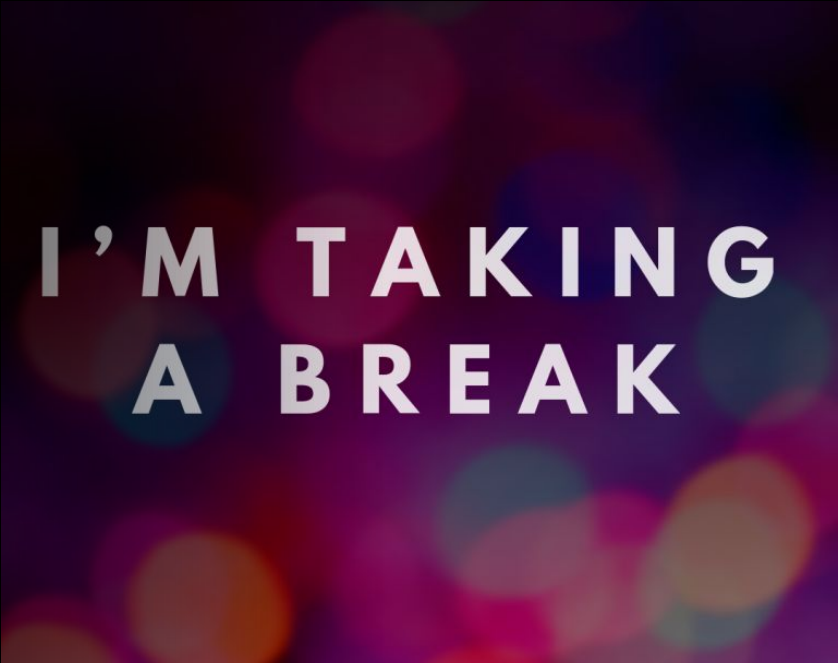
Strategic Pivot: Transitioned from the original quarterly education model to a more intensive, personalized approach.

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.

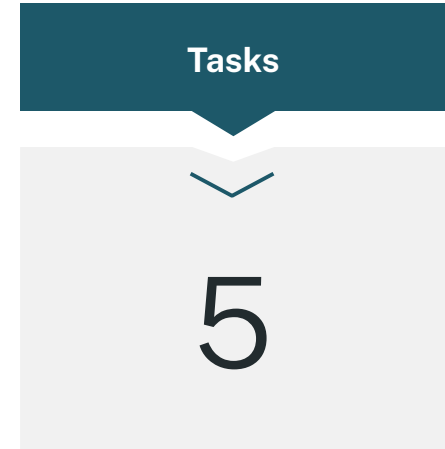
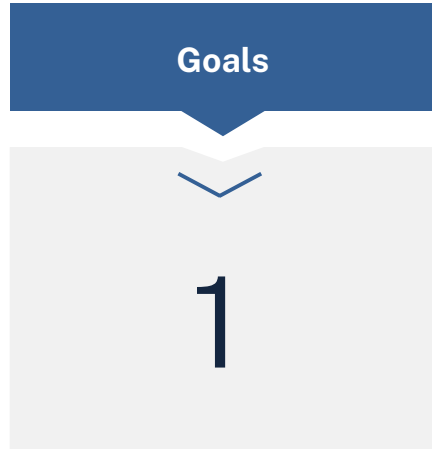
Break

15-minute break



**I'M TAKING
A 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.

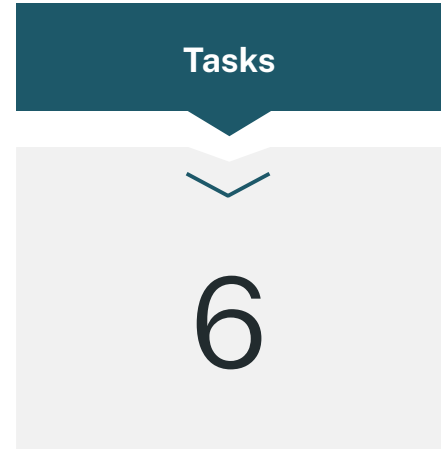
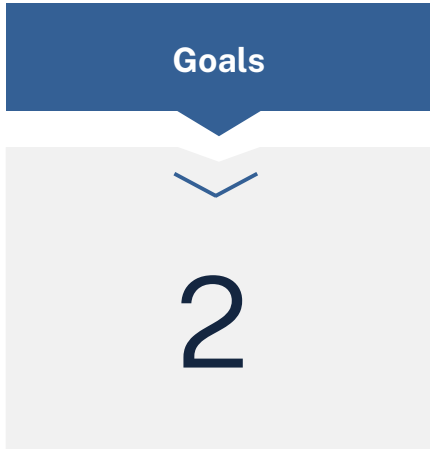
- **Integrated Support:** Established ongoing meetings (held every other month) with Tribal Navigators and the ADVSD CS Contract Navigator to ensure consistent collaboration on nutrition and support services.
- **Housing & Health Partnerships:** Partnered with NARA and NAYA to establish clearer referral 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.

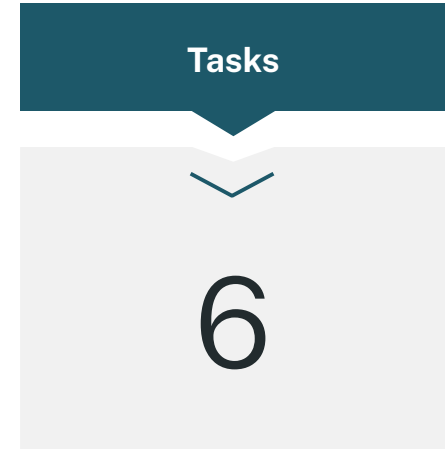
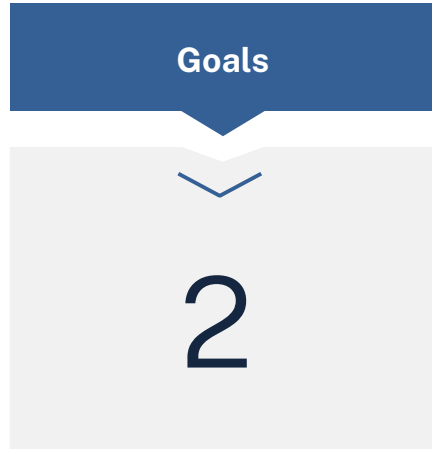
- **Operational Pivot & Training:** Following the July 2025 reassignment of OPI-M case management tasks from partner organizations to the CS program team, the focus successfully shifted to training the new internal team.

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 TNB and 2S 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 TNB and 2S Elders

- Strategic Collaboration:
 - Partnered with the Older Adult Behavioral Health Initiative (OABHI) to prioritize listening sessions and focus groups, ensuring services are shaped directly by community needs.
- 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

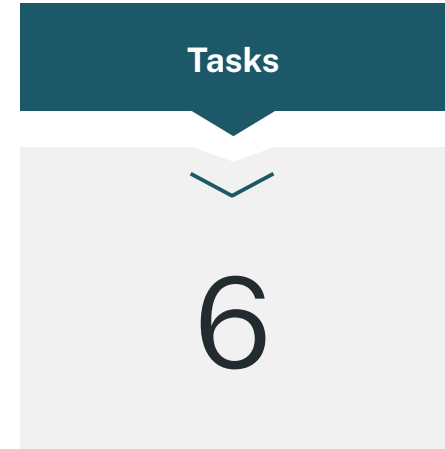
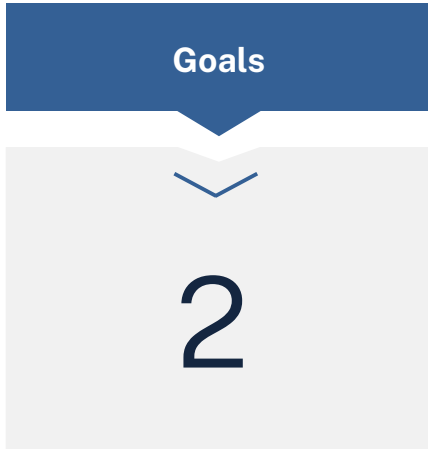
- Advisory Council Representation:
 - Actively recruiting for ADVSD advisory councils (ASAC/DSAC) to ensure diverse representation. As of June 2026, LGBTQIA+ representation among seated council members has reached 33%.
- Informing Service Recommendations:
 - Collaborated with the Behavioral Health team 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 LGBTQ+ 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.

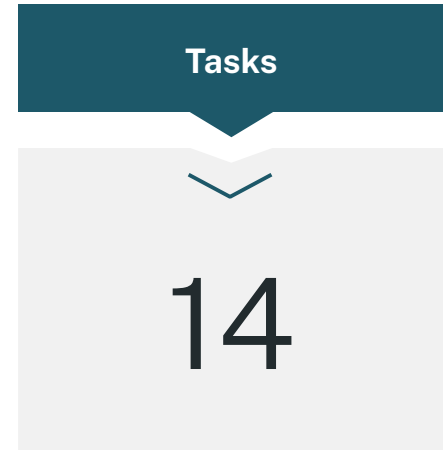
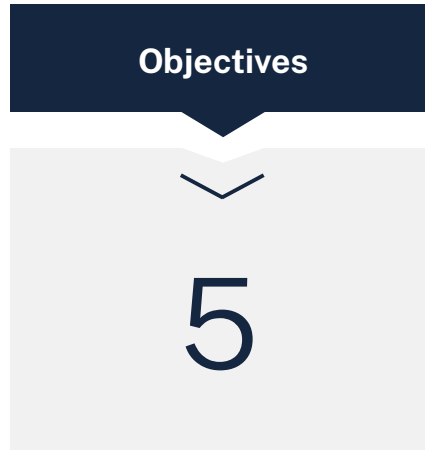
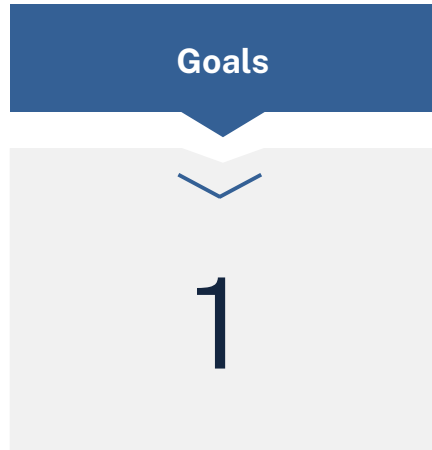
Veterans Services: Key accomplishments

- 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 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, TNB older adults, and 2S 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!

