



Disability Services Advisory Council

Minutes

Monday, February 25, 2019, 12:30 pm - 2:30 pm

Five Oak, 209 SW 4th Avenue, Pine Conference Room

Facilitator: Michael Thurman

Agenda Item	Purpose	Lead	Next Steps and Action Items
Welcome & Introductions	Attendees: Ashley Carroll, Barb Rainish, Michael Elston, Michael Thurman-Noche, Myranda Harris, Rai McKenzie, Robert Thurman-Noche, Ruthie Benjamin. By Phone-Felicia Eckstein, Grace Reed, Ellen Pinney. Staff-Erin Grahek, Lee Girard, Rebecca Miller, Robyn Johnson, Cheri Becerra. Guests Erion Moore II, Renee Huizinga, Sharon Meieran, Kian Messkoub, Rachel Arnold		
<ul style="list-style-type: none"> ● Approve today's agenda ● Approve previous minutes ● Review previous action items, if any. (Rebecca) 	Administrative	Michael Thurman-Noche & Robbie Thurman-Noche	<ul style="list-style-type: none"> ● March 18th will be Rebecca's last day with us. She has taken a position with Washington County Disability, Aging, & Veterans Services. Robyn Johnson will step into Rebecca's position on March 19th. robyn.johnson@multco.us ● Introductions and Thanks to Rebecca for all she has done. ● Michael announced a new NEMT committee that Barb will Chair and she will continue as liaison to NEMT. Please talk with Barb if you would like to participate on this committee.
Solving homelessness: A member perspective	Information	Grace Eagle Reed	<ul style="list-style-type: none"> ● Grace's article was emailed to members as well as copies available for the meeting. ● This work is personal for Grace. ● City Hall is doing an enormous amount to help with the issue. Sweeps of camps are a big problem. Kenton Village, sleeping pods and the tiny home movement are great avenues. Grace advocated for the public being educated on this issue and said we need advocacy

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			<p>around getting more land, pods and tiny homes. She said that Catholic Charities is really advocating and expanding villages.</p> <ul style="list-style-type: none"> ● Myranda wondered about the criteria for getting into the pods and suggested educational videos for the public. ● Erin thanked Grace for her commitment and reminded us of the need to use language respectfully when talking about people with mental illness. ● Barb would like to discuss sanctioned camping with Grace. ● DSAC members are encouraged to reach out to one another to talk more about this issue.
<p>Ride to Care/NEMT update and planning</p>	<p>Presentation & discussion</p>	<p>Rachel Arnold, HealthShare</p>	<ul style="list-style-type: none"> ● Health Share Advisory Council exists, but it has changed structure. They meet 4 times per year-public invited. The minutes are on the Healthshare website. Barb did attend the meeting last Wednesday and there was no public comment. The NEMT portion was cancelled. ● Healthshare is accountable to the OR Health Authority for providing NEMT services. They do get audited and those audits can be found on the website. ● Amy had a question: Rides refused due to address issues as well as issues with Hop card passes. Ross from Gridworks says it is being worked on. He stated they should pick you up at any address, but the destination must be for covered services. Hop cards have a 10 to 14 day turn around. If the consumer has no address they

			<p>can be mailed to a homeless shelter or social service location.</p> <ul style="list-style-type: none">● Robert asked Rachel if we could see a copy of the contract with Gridworks - she said she would need to have a discussion on that. Rebecca followed up that question and asked if DSAC could have a portion of the contract if the entire contract was problematic to share. Response was that Rachel would check.● Rachel stated they also have performance measures they are suppose to meet. They are working on a customer satisfaction survey. There are bi weekly meetings with Gridworks about all aspects of performance. Auditing of sub contractors also takes place - they will be auditing Gridworks in the near future. This audit process takes a couple of months and should be available this summer.● Barb stated that a good job is being done, would like to see how the numbers compare to a year ago. They are still having missed and late appointments. She also would like to see a faster turn around on Hop Cards. But she can see that Gridworks cares and that is appreciated.● Rachel said they have increased utilization with the program.● Ross said we should compare numbers after the medicaid expansion.● Ellen comment: She saw the OR Health Plan reports online. The reports do have a lot of info. Complaints and
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grievances are included.

- <https://www.oregon.gov/oha/HSD/Medicaid-Policy/Pages/2017-2022-Quarterly-Annual-Reports.aspx>
- She would also like to know if Gridworks has a way of tracking missed appointments or pickups - Ross said they do get a snapshot online as well as actual complaints that are called in.
- Ross went through his PowerPoint and will email Rebecca a copy of time performance slides that she will forward to members.
- ADVSD is working on an updated list of Medicaid providers across DCHS to share with HealthShare, Ride to Care, and Tri-Met LIFT, in order to better conduct outreach to facilities.
- Approximately 3800 private rides are given per day.
- Michael asked what solution is for getting people home more quickly from their appointments - increase app use, work with companies providing rides and a bonus incentive has been rolled out.
- Felicia wanted to know if the app tracks missed or late appointments - not yet but they are working on that.
- Barb stated the impact on clients and their providers because of the missed and late appointments. She feels they need to try and fix that.
- Michael E wants us to remember these are people waiting on the street for rides.
- Artois comments that things are starting to work much better. He can see the improvement in the last two

			months.
<p>ADVSD Mgmt Update</p> <ul style="list-style-type: none"> ● Program offers 	Inform	Lee Girard & Erin Grahek	<ul style="list-style-type: none"> ● Update from Lee: all department proposed budgets were posted on the website last Friday. We will make sure to send updates as it becomes available. There is a \$480,000 reduction in general fund in our division. It looks like we will have a net loss of .5 FTE. Administrative funding and a few programs are being reduced. www.multco.us/budget ● Erin - DCHS is tracking approximately 184 bills. ADVSD has reviewed 57 so far. ● Erin - Jan McManus has retired and they are working on filling her position. Jan is currently working part time. ● Erin - We are beginning to explore how to create more ties between Joint Office of Homelessness and ADVSD.
Practice consensus based decision making with bylaws	Review bylaws. Decide using consensus	Rebecca Miller	<ul style="list-style-type: none"> ● Practiced fist to five. ● Discussed how to move forward with getting our bylaws done. ● Action: ADVSD to send out a Doodle Poll to members to reconvene ad hoc bylaw meeting. Goal to also work on policies and procedures document.
New business; public comment; announcements	Public to address DSAC or share other information	Michael Thurman-Noche	<ul style="list-style-type: none"> ● Robyn Johnson brought copies of Older Adult Behavioral Health Initiative. ● We have 3 specialists in our county. The document shared the work they intend to do between now and Spring 2020. ● The team would like to come to one of our meetings

			<p>and share info about the program.</p> <ul style="list-style-type: none"> ● Please go over the document that was passed out. If you have any questions or comments please contact Robyn. ● Robyn will also be sending out a one page overview of the program.
March agenda and actions	Review items for clarity and accountability	Cheri Becerra	<ul style="list-style-type: none"> ● Michael Elston & Guest: Gresham area homelessness ● OABHI - 30 minutes ● Bylaws - 30 minutes?
Adjourn		Michael Thurman-Noche	

The purpose of the Disability Services Advisory Council (DSAC) is to advise Multnomah County Aging, Disability, & Veterans Services Division (ADVSD), a division of the Multnomah County Department of County Human Services, on basic policy guidelines for those clients receiving disability services, on reviewing and evaluating the effectiveness of the services, and other related topics.