



# DSAC Meeting

## February 22, 2024

Aging, Disability and Veterans  
Services Division  
Department of County Human Services

# Land Acknowledgement

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We are located in or near Portland, Oregon in 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.

# Land Acknowledgement

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It is important to 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.



# Accessibility Statement

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

- Using a minimum of 20pt font on slides
- Limiting reliance on words and images
- Orally describe visual presentation elements
- Taking time on slides

# Accessibility Statement

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- ✓ Asking ahead of time if anyone needs accommodations
- ✓ Using a virtual platform with auto-generated closed captioning
- ✓ Include alternate text/image descriptions

# Accessibility Statement

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- Accommodation were requested and were met.
- In use today: Voice amplification.
- Not in use today: ASL interpretation, CART services.

# Opening Connections

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Please share:

- Your name
- Pronouns and any other identifiers



# Agenda Review & Call for Public Comment

Topic	Action
Member updates and Public Comment	Centering Community
ONE System Background and Survey	Understanding and Advocacy
Break (TBD)	Rest and Refresh
Next Meeting Proposal and Check-out	Next Steps and process improvement



# Member Updates and Public Comment

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10 Minutes - Please raise your hand if you want to comment

- Does anyone have issues or comments they want to share on what have you seen in the community since we were last together?

From the previous meetings: ADA overview and advocacy pathways; Caregiver burnout; Sidewalk ramps/curb cuts; Home Forward presentation. . .what else?



# ONE System Overview and Advocacy

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Oregon<sup>one</sup>eligibility



# Who is served in APD and ADVSD Offices?

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People who have low financial resources who are:

- People 65+
- People 18+ that live with a physical disability
- People with developmental disabilities of any age (birth and up)



# What type of services can be accessed?

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- Food Benefits through SNAP
- Medical Benefits
- Long Term Care
- Child Care (ERDC)
- Refugee Programs
- TANF ( temporary assistance to needy families)
- Temporary Assistance for Domestic Violence Survivors (TA-DVS)

The ONE system is used to manage applications and eligibility for these programs.



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# The ONE System

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- The OregONEligibility which we call the “ONE System” has been used since 2020 to determine eligibility for many health and human services programs on the previous slide.
- The ONE System meant to give the public a single application and streamlined process for eligibility.
- Community members can complete the entire application process online, over the phone or come into an office.



# Other of services available in our offices

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- Case Management
- Population specific programs: Public Guardianship, ADRC resource and referral, OMMP, Foster Grandparent, Veterans Services, SHIBA/MMA Choice Counseling
- Demographic specific resources, A/C, fans, cooling center information, etc.

These programs and services are accessed through other systems. ADVSD case managers use both the ONE System and these additional systems.



# Oregon Eligibility Partnership

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In 2021, the Oregon Eligibility Partnership (OEP) launched with the intent to align staff and operations behind the ONE System.

OEP is a separate entity from OHA and ODHS and is tasked with:

- technology upgrades
- aligning eligibility staff workflows
- removing administrative and programmatic barriers for staff and customers.





# Oregon Eligibility Partnership

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In 2022 OEP sought to bring oversight of ONE and financial eligibility operations together into a single system to support eligibility staff who deliver benefits to the people we serve.

Previously eligibility for older adults and people with disabilities was managed by APD offices or AAAs (like ADVSD).

Eligibility for people under 65 was provided in Self Sufficiency Offices.

# Oregon Eligibility Partnership

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- “No wrong door” approach to financial benefits
- Oregonians can apply for multiple programs with one, comprehensive application
- Oregonians can apply for benefits anyway they like – online, over the phone, or in person at an office
- Staff can help any Oregonian, anywhere in the state, regardless of program
- Eligibility determinations are standardized
- Case managers will be able to focus more on being advocates



# ADVSD and Consumer Challenges

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- ADVSD caseworkers provide a highly specialized services to people with complex needs and circumstances
- In the ONE System/OEP model, Older Adults and people with disabilities are not prioritized to be served by those best trained to do so
- ADVSD consumers experience frustration due to long wait times, case errors, and consistently repeating their stories to new workers.



# ADVOCACY

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Thus far:

- ONE System one-pager
- Meetings with ODHS and OEP
- Meetings with legislators



# ADVOCACY

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ASK:

Delay the eligibility transition for people typically served by AAAs and APD offices for long-term care (LTC) cases for older adults and adults with physical disabilities.

Unfortunately, the transition of eligibility to OEP did not get delayed as we requested.



# ADVOCACY

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However, OEP has offered to engage AAAs and their advisory council members in re-defining how older adults and adults with physical disabilities with Long Term Care needs access benefits with a goal of implementing change.



# ADVOCACY

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What you can do to support this advocacy:

1. Review the one-pager
2. Fill out the [listening session survey](#) by February 29th
  - a. Take particular look at questions 7 and 8, where you can add stories or narrative.

If you want to reach out to Robyn she can help you fill it out.



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# Upcoming Meetings

March meeting - Joint meeting with ASAC

Possible meeting topics

- Multnomah County Policies and Procedures
- Medicaid Long Term Services and Supports
- Community Compensation Guide
- Accommodations and Accessibility
- What else would you like to propose or discuss?

# Check-out!

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Thank you for all you do!

In the chat, please share -

- One thing you appreciated about this meeting
- One thing you would change

OR

Share out 1-2 words describing how you feel as you leave the meeting.