



**Aging, Disability, and Veterans Services Division
Joint SAC Meeting**

Tuesday, September 19, 2023, 11:00 am - 1:00 pm

Via Zoom

Meeting ID: 969 6403 8072

Passcode: 2122ASAC!

Time	Agenda Item	Purpose	Lead
------	-------------	---------	------

10:50 pm	Meeting open for sign-on	Zoom	All
----------	--------------------------	------	-----

Attendees: (Virtual) Cheri Becerra, Marina Khalina, Barb Rainish, Dave Daley, Irma Jimenez, Anne Lindsey, Jacob Mestman, Scott Moore, Alex Garcia Lugo

11:00 (5 min)	Welcome	Meeting access and shared understanding	Marina
------------------	---------	---	--------

11:05 (10 min)	Opening Connections: <ul style="list-style-type: none"> ● Please share your name & pronouns ● Check-in! Share the Summer activity that you enjoyed or the Fall plans you are looking forward to 	Community and relationship building	All
-------------------	---	-------------------------------------	-----

11:15 (5 mins)	Agenda review <ul style="list-style-type: none"> ● Call for public comment 	Agree on how to spend this time together	Marina
-------------------	---	--	--------

11:20 (10 min)	Member updates and public comment <ul style="list-style-type: none"> ● What is happening from your seat? 	Connection and Community building	Irma/Marina
-------------------	---	-----------------------------------	-------------

Next Steps and Action Items

- DSAC meeting for September has been canceled.
- Tried to record our meeting, but was not successful. I will practice and try again.
- Barb - consumers are struggling with ONE system.
- Dave attended a meeting which had an overview of ONE. The presentation was lacking and they seemed to have no idea of the issues consumers have been dealing with. People are experiencing false approvals and false denials, which is very impactful to our consumers.
- Marina has been hearing complaints from the staff as well as consumers about the ONE system. Updates are happening weekly, and they are struggling with them.
- Scott - this is an opportunity to bring issues forward concerning ONE. I would like to speak with Marina or Irma about comments I am hearing from 3rd parties.
- Anne is very involved with the SHIBA program. She meets with people who are in the unwinding process from dealing with ONE system. She feels like a lot of these questions and complaints are landing on the volunteers who are only equipped to help with Medicare. Consumers are not getting explanations of what the programs involve and

Time	Agenda Item	Purpose	Lead
------	-------------	---------	------

	<p>include. One good thing Anne has observed is that people are being contacted, but there needs to be an effective way that issues can be raised and dealt with.</p> <ul style="list-style-type: none"> ● Scott mentioned the Medicaid navigators that OHSU has funded. How are the county and state using these positions (the navigator). Where are these navigators and how do we contact them? We need to have updates on this. ● Marina, we will pull the info about Medicaid to Medicare for you. Also info about advocacy concerning the ONE system. ● Marina we are running multiple systems that the case managers have to touch to approve our consumers for programs. It is a large workload for them. ● Anne mentioned we are approaching Medicare open enrollment season. Extra counseling will be happening for the next few months. The county is really getting the word out this year. Encourage people to use SHIBA - you can really save a lot of money - especially with the drug plans. ● Scott, we need to have time today to review where we are as an advisory council. If not today, soon. We need to go over bylaws, goals, etc. ● Marina wants to have this conversation with Scott. ● Dave is really worried about our coverage of the mid county area. He does not feel like they know about any of our community partners. IRCO is out there, but can that be a resource for anyone? We need to get the word out. 		
--	---	--	--

<p>11:30 (30 mins)</p>	<p>Community Services/OAA Services updates:</p> <ul style="list-style-type: none"> -Process Improvement Activities (capacity evaluation/building): <ul style="list-style-type: none"> -RFPQ -where we are at -Quality Data Team, Training -Safety Net Team -OPI/OPIM program preparation -Veteran Directed Care program -ADRC; Health and Human Services Contact Center (calls, emails) <ul style="list-style-type: none"> -OMMP program (accepting Medicaid participants) -NW Pilot Project - new contract -Veteran Services Program -Veteran Task Force -NARA/NAYA Congregate Meals-restarting meetings at SE office 	<p>Information Sharing</p>	<p>Marina</p>
----------------------------	---	----------------------------	---------------

<p>Next Steps and Action Items</p> <ul style="list-style-type: none"> ● Marina started last December in her role in community services. She has been looking deeply into our programs and has been heavily involved in the RFPQ process.

Time	Agenda Item	Purpose	Lead
	<ul style="list-style-type: none"> ● Marina - the shortage of workers, budget capacity, process improvement, all being looked at closely. Connection with community is also being looked into. ● Process Improvement in our programs is happening. ● Arya and Tenesie are almost at the end of the RFPQ process. This new process is scheduled to begin early December. ● We are now at the contract negotiation stage with our contractors for RFPQ. ● Jacob and his team have done a lot of work with budgeting and being equitable. Jacob mentioned they have been looking at the communities we serve. We took our current contracts and plugged numbers in and highlighted areas where we do not have certain services. We are gathering info and plugging it into a grid, so we can identify and find who we are not serving. ● Dave asked Jacob how he overlays the economic factors in the various regions. It appears we have lots of services in affluent areas and not enough in less affluent areas. Jacob - thinking about district centers and the five areas. The variables we put in are age, poverty levels, grandparents raising under 18 kids, and population. Are your documents shareable with us, Dave asked? ● Oct 26th we will schedule an in person longer meeting so we can have a retreat and discuss recruitment. Please reach out to Scott to see if he can attend on OCT 26th. 		

12:00 (15min)	Break	Rest and Refresh	All
------------------	-------	------------------	-----

12:15 (5 min)	<ul style="list-style-type: none"> ● Service Equity Plan Update ● Planning for Area Plan, Strategic Plan, Equity Plan 	Information Sharing	Irma Jimenez
------------------	---	---------------------	--------------

<p>Next Steps and Action Items</p> <ul style="list-style-type: none"> ● The above will be paused for this meeting. 			
---	--	--	--

12:20 (15 min)	<p>Advisory Body Membership recruitment and onboarding update and planning</p> <ul style="list-style-type: none"> ● Outreach Materials Redesign update ● SAC member outreach 	Information sharing Advisory	Irma/Alex/Marina
-------------------	--	---------------------------------	------------------

<p>Next Steps and Action Items</p> <ul style="list-style-type: none"> ● Marina membership is low. We have rec'd notice that Lesley Houston will be stepping down at the end of December. We are working on new outreach brochures and information for reaching out to our community for new membership. Robyn is working on those things, along with brochure designers. Leadership is also reviewing these. Next meeting we will share updates to our new brochures and outreach info. 			
--	--	--	--

Time	Agenda Item	Purpose	Lead
------	-------------	---------	------

--	--	--	--

12:35 (25 mins)	<p>Next meeting proposal and check out!</p> <ul style="list-style-type: none"> ● Member Q- <p>“While having regular meetings is important, I think that the County needs to ask themselves what exactly do they want from this advisory committee. For me it has been unclear for a long time what the County really wants and how we could contribute useful advice. So I think more fundamental work needs to happen than just rescheduling meetings. Anne”</p>	Discussion, agree on next steps and process	Irma/All https://oregon.public.law/statutes/ors_410.210
--------------------	--	---	---

Next Steps and Action Items

- Anne thinks it's good we are working on new brochures and recruitment, but I think you need to be able to tell these new recruits what we are hoping to get from them. They need to have clear instructions on what they will be working on and doing. At this time, I do not feel like I know what we are even working on.
- Marina, I want to accomplish things. How can we operationalize this and create a plan to get our actions done. Marina shared Area Advisory council guidelines - which are a very basic plan.
- Dave looking back, so often we are presented with the end of the thought process on what you are doing here at the county. It would be more relevant if the council was included earlier in the process. I would like to be helping with the policy's etc earlier in the process. I do not just want to be the council who says ok .
- Scott - thinking foundationally. We want to be at the table, from the beginning. After the last few months, all three councils in the county I am on, are not functioning well. We need to make sure we, as well as new recruits, know what we are as a group, and what we do. Our council wants to provide more than just the basic functions. Our bylaws have no aspirations and we do not even follow the basic bylaws we have. We have waited for the county to move forward, but that has not happened. These councils need to function and advocate for our communities. We need to move forward. I wonder why our community partners do not have members who would like to be involved with our councils.
- Marina agrees with the comments our members have given us today.
- Irma, these comments are very appreciated. We do need a reset. To be clear and understand exactly what we need to do. We do have some community members showing interest in our councils.
- Alex - we are updating our materials so that it gives answers to those community members who would like to know about our councils. Easy to read, understand and see.
- Anne agrees with all of Dave and Scotts comments. I worked with the federal government and an advisory committee. We need to get a variety of people and minds.

Time	Agenda Item	Purpose	Lead
	<p>Have a real discussion on what kinds of organizations do we want represented on our committees. A retreat would be great. We need to work on this now.</p> <ul style="list-style-type: none"> ● Marina - I am committed to this. How shall we plan this retreat? When? Where? Agenda? An email will go out asking for a time and date for retreat. 		
1:00 pm	Adjourn! Thank you all!		All

Upcoming Meetings:

Common acronyms used in ASAC Meetings - While we strive to avoid acronyms and jargon here are some you may hear in ASAC 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*
- NEMT - *Non-Emergent Medical Transportation*
- O4AD - *Oregon Association of Area Agencies on Aging and Disabilities*
- ODHS - *Oregon Department of Human Services (also called DHS)*