

Executive Summary, Area Plan for Aging and Disability Services

2017 – 2020

This summary is of the Area Plan, developed by Senior and Disability Services, which directs planning efforts for present and future aging and long-term care services for older adults and adults with physical disabilities. The plan covers a four year strategic planning period.

*Senior and Disability Services,
a division of Lane Council of Governments
1015 Willamette Street
Eugene, Oregon 97401*

OVERVIEW OF SENIOR & DISABILITY SERVICES

Lane Council of Governments (LCOG) is a voluntary association of general and special purpose governments in Lane County. LCOG is a regional planning, coordination, program development and service delivery organization. LCOG helps area cities, Lane County, educational districts and special-purpose districts reach their common goals.

Since LCOG's creation in 1945, the agency has participated in a wide variety of projects and programs for local governments. Today, LCOG serves 34 members including Lane County, all 12 cities within the county, and education, public utilities and other special districts. The governing body of Lane Council of Governments (LCOG) is its Board of Directors, comprised of local elected and appointed officials designated to represent member governments.

Among its many responsibilities, LCOG is the designated Area Agency on Aging and Disability Services (AAA) in Lane County. Within LCOG, AAA operational responsibilities and services for older adults and adults with disabilities rests with Senior & Disability Services (S&DS). S&DS is LCOG's largest division, with an annual budget of approximately \$25 million and over 150 full and part-time staff.

As the AAA in Lane County, S&DS administers and supports community-based care services, advocates for older adults and adults with disabilities, develops community-based long-term care services and administers funds from sources such as the Older Americans Act, to implement services. In addition, S&DS is also contracted by the State of Oregon, Department of Human Services (DHS) to administer Medicaid eligibility and Adult Protective Services. S&DS coordinates services with other local agencies to help provide a wide range of quality options for consumers.

S&DS has three full-service offices located in Eugene, Cottage Grove and Florence. These offices house staff that provide nearly all of the services available from the agency. An additional three small outstations provide limited services in Junction City, Oakridge, and Veneta.

Two of the S&DS citizen advisory councils – the Senior Services Advisory Council (SSAC) and the Disabilities Services Advisory Council (DSAC), provide several critical functions. The Councils advise and provide guidance to S&DS on planning activities, service and

program implementation, monitoring and recommendations for service providers and providing crucial information on the needs and concerns of older adults and adults with disabilities in Lane County. The SSAC is composed of up to 23 members, of which at least 50% must be age 60 and older. The DSAC is composed of up to 15 members, of which at least 50% must experience a disability. Emphasis is placed on achieving balanced representation of rural, urban, and minority members as well as members with diverse backgrounds.

THE S&DS MISSION IS:

TO ADVOCATE FOR SENIORS AND PEOPLE WITH DISABILITIES AND PROVIDE THEM QUALITY SERVICES AND INFORMATION THAT PROMOTES DIGNITY, INDEPENDENCE, AND CHOICE.

S&DS CONTACT INFORMATION

To inquire about services available in Lane County or offered by S&DS contact:

The Aging and Disability Resource Connection

Local: 541-682-3353

Toll Free: 1-800-441-4038

Email: ADRCLane@lcog.org Visit the website: www.adrcoforegon.com

To visit or contact one of our local office locations:

Eugene Office

1015 Willamette St.

Eugene, OR 97401

Phone: 541-682-4038

Cottage Grove Office

37 N. 6th

Cottage Grove, OR 97424

Phone: 541-682-7800

Florence Office

3180 Highway 101

Florence, OR 97439

Phone: 541-902-9430

Junction City Outstation

Viking Sal Senior Center

245 West 5th St.

Junction City, OR 97448

Phone: 541-998-8445

Oakridge Outstation

Willamette Activity Center

47674 School St., Room 10

Oakridge, OR 97463

Phone: 541-782-4726

Veneta Outstation

Fern Ridge Service Center

25035 W. Broadway Ave.

Veneta, OR, US, 97487

Phone: 541-935-2262

S&DS TARGET POPULATIONS

S&DS strives to develop and provide a wide variety of services to meet the needs of older adults age 60 and older and adults with physical disabilities age 18 and older in Lane County. Emphasis is placed on serving persons in economic and social need, including frail, vulnerable, functionally impaired, socially isolated, underserved, minority and economically disadvantaged persons. S&DS also provides services for caregivers of older adults and adults with disabilities.

AREA PLAN DEVELOPMENT

Per State and Federal regulations, S&DS is required to help create and maintain a comprehensive and coordinated service delivery system to meet the needs of older adults and adults with disabilities in Lane County. To facilitate this goal, S&DS develops an Area Plan on Aging and Disability Services every four years. The Area Plan is a multi-year document that serves two purposes: (1) To plan services and service delivery based on community needs; and (2) To serve as a compliance document which provides the basis for the State of Oregon contract with LCOG for the delivery of services to older adults and adults with disabilities.

S&DS COMMUNITY NEEDS ASSESSMENT

S&DS used a variety of methods to identify needs of its target populations. Between November 1, 2015, and December 31, 2015, S&DS surveyed Lane County adults age 60 and older, adults with disabilities age 18 and older, caregivers and professionals in aging and disability related fields. Surveys explored views about housing, in-home support needs, transportation, health and nutrition and caregiving. A total of 1,409 useable surveys were returned. During the same time period, several focus groups were assembled and informational interviews were conducted to gather more in-depth analysis of local needs specific to rural and underserved communities. Additional research was conducted in key areas to further understand community needs and trends along with US Census data, other community needs assessments and population forecasts. For full results and detailed information on this process, please review the 2016 S&DS Community Needs Assessment located at <http://www.sdslane.org/299/SDS-Area-Plan-and-Supporting-Documents>. Visual

representations of Lane County demographics in may be viewed at <http://tableau.thempo.org/population/AreaPlan.htm>

S&DS SERVICES

S&DS provides a wide array of programs and services that help promote independence, dignity and choice for older adults and adults with disabilities. S&DS plans to continue these services in 2017-2020. S&DS programs and services include:

1. *Adult Foster Care*: S&DS licenses adult foster care homes located throughout Lane County and monitors the care they provide consumers. Adult foster homes are licensed to care for up to 5 people per home. S&DS also provides ongoing local foster home provider training.
2. *Adult Abuse Prevention*: S&DS provides a variety of services designed to prevent abuse, neglect and exploitation of vulnerable adults. These services include public education, outreach, abuse investigation and participation in a wide variety of local and statewide efforts.
 - a. *Abuse Multi-Disciplinary Team (MDT)*: This MDT coordinates efforts to resolve complex community protective services and abuse issues. The team consists of a variety of community organizations focused on vulnerable adult safety. Members range from the District Attorney's Office and local Police Department, to Lane County Developmental Disabilities Services.
 - b. *Adult Protective Services (APS)*: S&DS staff respond to abuse allegations regarding adults age 65 and older and adults age 18 and older with disabilities. APS staff works closely with law enforcement, licensed facilities and the justice system.
 - c. *Financial Abuse Specialist Team (FAST)*: Volunteers with a banking or financial background assist in financial fraud cases by preparing financial evidence for potential prosecution.

3. *Advocacy*: Advocacy is conducted at both the individual consumer and agency level. For consumer advocacy, please see ‘Senior Connections’ in this section. At the agency level, the S&DS Advisory Councils, with LCOG Board approval and staff support, advocate for legislation, funding and system changes at the local, state and federal level.

4. *Aging & Disability Resource Connection (ADRC)*: The ADRC, through the integration of aging and disability services systems, provides personalized assistance to help consumers learn about and navigate through available community service options. The ADRC is designed as a highly visible and trusted place the public, regardless of income, may utilize for unbiased, reliable information on the full range of community long-term support options. Locally, the ADRC includes:
 - a. *Information & Assistance*: The ADRC serves as the first stop for consumers, family members and friends, as they seek to find resources for those who are aging or are experiencing a disability. It is designed to streamline access to information about available long-term care services. Referrals are made to programs and organizations that may meet the individual’s specific need. Assistance is provided in accessing or connecting to services when needed or requested.

 - b. *Online Resources*: An online database of resources is available through www.adrcoforegon.org. The database is regularly maintained to ensure up-to-date information and contacts. Extra focus has been placed on access to dementia related services.

 - c. *Options Counseling*: Trained Options Counselors provide one-on-one assistance to assess the consumer’s situation and needs, to tailor options for services. Options Counselors also facilitate decision making on long-term care options, including supported living in the community. Home visit assessments are available to help navigate local, state and federal programs and services. Extra focus has been placed on training staff to provide dementia related services. Consumers may be care recipients, caregivers or family members.

- d. *Section Q Options Counseling*: Similar to traditional Options Counseling, this program ensures the coordination and continuity of health care as patients transfer between facilities and their home. Transitional care includes development of a comprehensive care plan based on the patient's goals, preferences, clinical status and environmental status. Transitional care is essential for persons who are at risk of being readmitted into a facility or hospital setting within a short period of time.
 - e. *PEARLS*: PEARLS (Program to Encourage Active and Rewarding Lives) is a time-limited and participant driven program offered to consumers with home-based services. Through trained professionals, the program teaches depression management techniques to older adults with minor depression through one-on-one sessions in the participants home.
- 5. *Facilities Case Management*: S&DS staff monitors the care of Medicaid consumers in Residential Care Facilities, Assisted Living Facilities and Nursing Homes. Residential Care Facilities and Assisted Living Facilities provide 24-hour care in a licensed facility. Nursing Homes offer group living in a hospital-like setting.
 - 6. *Living Well with Chronic Conditions, Chronic Pain and Diabetes*: These three evidence-based programs were developed by Stanford University's Patient Education Research Center. The six-week workshops are designed to help participants learn how to manage their health conditions. Participants learn about nutrition, exercise, how to talk with their health care team and more from certified and trained volunteer leaders.
 - 7. *Long-Term Care Medicaid Case Management*: S&DS staff work closely with consumers and their families to establish a care plan with a focus on keeping individuals safe and independent in their own homes for as long as possible. Once in place, Case Managers keep in touch with the consumer, caregivers, service providers and family members to verify that the plan continues to meet the consumer's needs.

8. *Medicaid and the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)*: S&DS staff determine eligibility for these federal programs for older adults and adults with disabilities in Lane County. Eligibility is based on income, assets and other factors. In 2015, S&DS served more than 14,000 Lane County residents through Medicaid & SNAP.
9. *Money Management*: Certified, trained volunteers or S&DS staff help participants with managing their finances and may serve as representative payees for federal benefits such as Social Security, Veterans Benefits and Railroad Retirement.
10. *Oregon Project Independence (OPI)*: OPI provides limited in-home services to people 60 and older who need a little help to continue living independently in their own homes. The goal of OPI is to promote quality of life and independence by preventing inappropriate or premature placement into a nursing home. OPI services are offered on a sliding fee and are dependent on available funding and include personal care and housekeeping in-home care, help with durable medical equipment, emergency response devices and Meals on Wheels. In 2015, S&DS was selected by the Oregon Department of Human Services (DHS) as a pilot area to expand OPI services to adults with disabilities ages 19 – 59. As of publication of this document, the Pilot Program is authorized and funded by the Oregon State Legislature through June 30, 2017. Results of the Pilot Program will be analyzed by the Legislature to determine program availability in the future. A waitlist for the 60 and older program exists.
11. *Senior Connections*: Coordinators assist older adults age 60 and older and their caregivers with services to continue living independently in their own homes. This program is specifically for older adults that do not qualify for or choose not to utilize Medicaid services. Senior Connections is primarily funded through the Older Americans Act (OAA). Programs and services include:
 - a. *Advocacy*: Staff and volunteers advocate on behalf of the needs of consumers to ensure they receive the best care possible. Staff assist consumers to work through barriers and connect to other resources in the community that best meet their needs.

- b. *Case Management*: Information, assistance and referrals for care coordination are provided one-on-one. This includes assisting older adults in activities such as assessing needs, developing care plans, and authorizing, arranging and coordinating services with providers. Follow up and reassessment is provided as needed and services are renewed annually.
- c. *Elder Help (Reassurance)*: The Elder Help Volunteer Program seeks to match consumers age 60 and older with compatible volunteers who offer a variety of assistance and friendly visiting. Volunteers assist with activities such as grocery shopping, yard work, and running errands. These tasks allow individuals to remain living independently in their own homes. S&DS staff support consumers and supervise their volunteer companions. Waitlists for this program exist and are maintained by geographic service area.
- d. *Family Caregiver Program*: Staff provide information and assistance, respite care, supplemental services and training resources for anyone caring for a family member or friend age 60 and older. This also applies to anyone age 55 and older who is the unpaid primary caregiver for a child under the age of 18 or adult child with a disability. A waitlist for this program exists which is capped at a maximum of 25 potential consumers.
- e. *Low Income Home Energy Assistance Program (LIHEAP) (Financial Assistance)*: This federally funded seasonal program helps low-income consumers pay for primary or secondary heating costs once a year. LIHEAP is available during early winter. Additional financial assistance may be provided through two local emergency funds, one in partnership with a local non-profit and the other administered by S&DS through donation funds. Waitlists exist for this federally funded program.
- f. *Rural Medical Escort Program*: Staff coordinate assistance and transportation for older individuals who have difficulty (physical or cognitive) using regular vehicular transportation. This is a volunteer based door-through-door service. Volunteers are supervised by staff.

- g. *Senior Companion Program (Reassurance)*: Trained older adults age 55 and older that meet low income guidelines receive an hourly tax-exempt stipend and some meal and mileage reimbursement to provide friendly visiting, transportation and assistance to vulnerable older adults. This program is provided by the Lane Community College (LCC) Successful Aging Institute for S&DS consumers. Volunteers are supervised by staff. Waitlists for this program exist and are maintained by geographic service area.
- h. *Transportation Assessments (RideSource)*: Under a contract with Lane Transit District (LTD), S&DS staff assess older adults and adults with disabilities for RideSource and American's with Disabilities Act ride eligibility. RideSource provides transportation services within the Eugene/Springfield area for individuals not able to ride the LTD fixed-route bus system due to their functional physical, mental, cognitive or emotional capacity.

12. *Senior Legal Program*: Consumers age 60 and older with non-criminal legal issues may receive no-cost legal consultation with pro-bono or staff attorneys. This program is offered by the Lane County Legal Aid and Advocacy office under contract with S&DS. Community education on legal issues is also provided.

13. *Senior Meals Program*: This program provides nutritious meals and also serves as a social outlet, reducing isolation and providing a valuable safety check for consumers. 20% of the Senior Meals Program budget comes from extensive fund raising. All meals served are prepared in the LCOG Central Kitchen in Eugene. Senior Meals Programs include:

- a. *Café 60*: These communal dining settings serve hot, nutritious lunchtime meals in nine Lane County communities. Locations include Eugene, Springfield, Creswell, Coburg, Cottage Grove, Florence, Junction City, Oakridge and Veneta. Meals are offered on a donation basis to those 60 and older and their spouses.
- b. *Meals on Wheels (MOW)*: The Senior Meals Program delivers meals and regular safety checks to homebound people in eight Lane County Communities through

a robust network of volunteers. Meals may be hot or frozen, depending on availability and consumer needs. MOW participants are unable to prepare meals for themselves and lack a support system to assist with meals. S&DS partners with FOOD for Lane County for Eugene meal delivery, while S&DS provides meal delivery in Springfield and rural Lane County. Waitlists for this program exist, are route specific and are maintained by geographic service area.

PLANNING GOALS AND OBJECTIVES

A series of workgroups composed of S&DS staff, Advisory Council members and other interested community representatives crafted a series of proposed goals and objectives for discretionary funding and related S&DS services emphasizing those in the greatest economic and social need. Workgroups used information on current programming, county demographics, availability of services in the community and the Community Needs Assessment.

The Planning and Budget Committee, a standing committee of the two S&DS Advisory Councils, reviewed these workgroup proposals. Based on funding requirements and findings from the Community Needs Assessment, the Committee reviewed recommendations on agency goals, objectives and future services found in this Area Plan. Final prioritization and recommendations were presented to the Senior Services Advisory Council and Disability Services Advisory Councils for additional review, input and recommendations. The last step in this process was final review and approval by the LCOG Board. The Area Plan, along with the Community Needs Assessment, is shared with other community entities to help coordinate and align county wide planning efforts.

FOCUS AREAS, GOALS AND OBJECTIVES

S&DS operates its programs using a person-centered service methodology by providing consumers with accurate, unbiased information and an array of service options both within S&DS and in the community so the consumer may make their own service and care plan decisions. S&DS also seeks to improve and support service equity within its programs and service delivery. S&DS promotes this value through engagement with community partners and members of diverse communities, collaboration with stake holders, providing services in a culturally and linguistically responsive manner, reviewing and improving program accessibility, and utilizing data to help guide agency actions. Throughout this section, references to person-centered supports and service equity, either directly or indirectly, point to S&DS' commitment to further both of these values in its day-to-day operations and overall guiding principles.

The following focus areas have been identified as statewide issues for Area Agencies on Aging to address and develop goals and objectives for 2017 – 2020. S&DS currently collects and maintains a wide variety of data that will assist the agency to both measure and track goal efforts. For goals that may require new data collection, assigned program units will determine tracking methodology in consultation with S&DS management. S&DS management will, at a minimum, monitor progress quarterly. Data collected will be used not only to measure outcomes but to also adjust and refine goals over the 2017 – 2020 timeframe.

ADRC GOALS AND OBJECTIVES

1. Resource accuracy for every ADRC consumer
 - a. Provide staff annual training and skill development
 - b. Annual updates to ADRC database listings
2. Maximize consumer access
 - a. Answer calls live during operating hours
 - b. Referrals, emails and voicemails responded to within 2 business days
 - c. Conduct outreach with underserved populations
3. Evaluation and assessment of current S&DS ADRC delivery model
 - a. Evaluate the ADRC delivery model, implement changes
 - b. Ensure person-centered approach and service equity
4. Expand and strengthen ADRC partnerships
 - a. Improve communication and working relationships between core partners

5. Increase consumer capacity to live independently
 - a. Expand Options Counseling quality and availability
 - b. Provide Options Counseling in a person-centered method and pace
 - c. Conduct Options Counseling community outreach

NUTRITION SERVICES GOALS AND OBJECTIVES

1. Maintain and expand consumer meal services
 - a. Increase program revenues through fundraising
 - b. Increase number of volunteers by 10%
2. Improve communications with Native American service providers and other underserved populations
 - a. Develop regular lines of communications
 - b. Provide nutrition service information to underserved groups
 - c. Provide cultural competency and equity training to Senior Meals staff

HEALTH PROMOTION

1. Support improved health outcomes in Lane County
 - a. Provide Chronic Disease Self-Management (Living Well) programming
 - b. Provide PEARLS programming
 - c. Support additional evidence-based health promotion programming
 - d. Collaborate with state and local partners on health promotion and disease prevention efforts

FAMILY CAREGIVER PROGRAM

1. Increase resource capacity for unpaid family caregivers in Lane County
 - a. Increase collaborative partnerships with agencies currently supporting family caregivers
 - b. Pursue grant opportunities
 - c. Advocate at the State and Federal level in support of family caregiving policy
 - d. Become and stay on the cutting edge of family caregiving innovation
 - e. Increase in-kind donations of services to family caregivers
 - f. Increase pool of trained family caregiver respite volunteers
2. Increase community awareness of family caregiver needs, options and resources
 - a. Create 'Outreach Program' on family caregiver needs, options and resources
 - b. Develop staff and volunteer understanding in public service agencies regarding family caregiver needs, options and resources

3. Increase diversity of support options for family caregivers
 - a. Provide greater specialization in information and assistance services for family caregivers
 - b. Increase availability and diversity of family caregiver support groups, emphasis on rural portions of Lane County
 - c. Increase variety of respite care options
 - d. Increase access to therapeutic counseling for family caregivers via referrals

ELDER RIGHTS AND LEGAL ASSISTANCE

1. Improve guardianship options in Lane County
 - a. Participate in and support local guardianship High Risk Team
 - b. Engage Senior Legal Services provider with state and local guardianship efforts
 - c. Explore feasibility of a volunteer-based Guardianship Program with state and local partners
2. Provide public education on abuse prevention and detection
 - a. Conduct a targeted, multi-media public education campaign
 - b. Conduct targeted trainings to professionals and the public
3. Support a comprehensive, coordinated system for abuse intervention and prevention
 - a. Collaborate with state and local partners on abuse prevention and detection efforts
 - b. Develop relationship with local financial system to improve financial abuse intervention
 - c. Continue to provide the Oregon Money Management program
 - d. Support local Senior Legal Services provider

OLDER NATIVE AMERICANS

1. Improve communication with local Tribes
 - a. Develop lines of communication
 - b. Invite local Tribes to S&DS and related local events and trainings
 - c. Provide information and education on the ADRC and S&DS services
2. Improve support for Native American caregivers
 - a. Provide access to caregiver trainings
 - b. Provide caregiving information

UNDERSERVED POPULATIONS

1. Increase community awareness on LGBTQ aging needs
 - a. Conduct educational trainings with partner agencies
 - b. Improve internal processes and cultural awareness
2. Increase communication and collaboration with the Latino community
 - a. Develop regular lines of communication
 - b. Participate in community opportunities and events
3. Support improved equity in Lane County
 - a. Participate in Lane Equity Coalition
 - b. Support equity as a guiding concept for S&DS decision making
 - c. Provide cultural competency and equity training to S&DS staff
 - d. Review service data for program reach

COMMUNITY RELATIONSHIPS

The S&DS Community Needs Assessment identified several other gaps or issues affecting older adults and adults with disabilities in Lane County. These gaps include: emergency preparedness and evacuation assistance, access to primary medical care, homelessness, availability of income and lack of affordable housing. S&DS is supportive of county wide efforts addressing these issues but is not currently contributing its limited financial resources to these areas. However, S&DS, recognizing the importance of these gaps and issues, will advocate for its consumers, older adults and adults with disabilities, by participating in community meetings, committees, and other collaborative work. By being at the table as a voice for the most vulnerable members of our community, S&DS hopes to engage local community organizations and entities to work towards meaningful solutions in these areas.