

Agenda Item Number 11.a.

S&DS Program Year Highlights for 2008-09

Presenter: Kay Metzger

Action Recommended: None. Information Only.

LCOG's Senior & Disabled Services mission:

To advocate for seniors and people with disabilities and provide to them quality services and information that promotes dignity, independence, and choice.

Introduction

Each year Senior & Disabled Services presents this report to highlight the challenges and accomplishments of the previous year. This year, the report is divided into two sections. The first section, entitled “*Strategic Activities toward Building a Solid Future*”, describes those activities and special projects that are moving us towards the future, helping us to better serve an aging population. During 2008-09 Senior & Disabled Services invested more focused energy towards strategic planning and implementation of activities that will position us for the aging baby boom generation. The first section describes these special projects and initiatives.

The second section, entitled “*Just the Facts*”, gives summary statistics of the programs and services we administer, people served, services provided, number of volunteers, and other pieces of information. It offers a more “nuts and bolts” view of the agency’s programs and services over the past year.



Strategic Activities toward Building a Solid Future

As an organization, S&DS doesn’t plan to just sit and wait for the “senior tsunami” to hit. By taking advantage of special grants and pursuing new projects, this past year we began laying the groundwork for a better future, one that seeks to offer coordinated, easy to access services. S&DS’ work falls into three areas, noted below and throughout this report by this symbol, ∞ , signifying infinity. The three areas are:

- ∞ *Establishing a Local Aging and Disability Resource Center*
- ∞ *Building New Partnerships and Collaborations*
- ∞ *Improving Customer Service*

∞ *Establishing a Local Aging and Disability Resource Center*

“Our job is to give people the tools they need to choose the right path for themselves.”

Since 2003, the United States Administration on Aging has been awarding grants for states to develop Aging and Disability Resource Centers. The Administration on Aging (AoA) recognized that easy access to good information and assistance was key to helping people remain healthy, independent, and avoid unnecessary or premature institutionalization. In mid-2008, the State of Oregon decided it was time for Oregon to apply for one of those grants. The State of Oregon determined that, out of all the Area Agencies on Aging in Oregon, Lane Council of Governments Senior & Disabled Services Division was best prepared to partner with them on the ADRC grant application. In October 2008, the Administration on Aging and the Centers for Medicare and Medicaid (CMS) awarded Oregon \$1.6 million over a three year period to accomplish two objectives.

- First, create a Person-Centered Discharge Model for an identified group of seniors and people with physical disabilities that support consumer direction and prevent institutionalization.
- Second, establish a local Aging and Disability Resource Center (ADRC) that will serve as a prototype for the rest of the state.

Planning and coordination activities began in earnest in January 2009. The Care Transitions Task Force, a coalition of staff from Sacred Heart Hospital, Lane Independent Living Alliance, Lane Individual Practice Association, Peace Health Gerontology Institute, and Senior & Disabled Services, was formed to begin work on the Person-Centered Discharge Planning portion of the grant. The group was charged with creating and testing models that identify high risk patients during their hospital stay and design interventions to prevent re-hospitalization and institutionalization. Post-discharge follow up telephone calls by a hospital staff person and referral for a home visit by a Senior & Disabled Services staff person (called a Resource Navigator) are planned. Work is ongoing towards implementation of the new Person-Centered Discharge Model, scheduled for April 2010.

Work on establishing a local Aging and Disability Resource Center has been equally exciting. The ADRC concept offers a key ingredient towards strengthening and sustaining support and services for those who are aging or disabled. By creating a model that allows people to easily access information and assistance early in the process and connecting them with services most appropriate to the level of need, the scope and cost of such care may be minimized in the long run. The ADRC will serve as a clearinghouse of information for consumers, family members and friends as they seek to find resources for those that are aging or disabled. Some people refer to this as a “One Stop Shop”. The ADRC will also engage with and educate critical pathway providers, i.e. those people involved in transitioning

patients from one care setting to another such as from hospitals, nursing homes, and rehabilitation centers. Through the work of the ADRC Resource Navigators, the ADRC will have a clear connection with the Person-Centered Discharge Model and improved health outcomes for seniors and people with disabilities.

The local ADRC is scheduled to rollout in April 2010. To accomplish this, a steering committee of S&DS Management staff was formed to evaluate our current internal systems and procedures, re-tool them to be more person-centered rather than program-driven, and train staff on the new paradigm. An organizational re-design has been initiated to create an ADRC hub that supports cross-training of staff and easier referrals between programs. S&DS is now in the process of hiring new staff to fill the grant-funded positions, which will begin in 2010. Additionally, consumer input has been sought through interviews, on-line surveys, and focus groups. S&DS plans to continue moving towards a service system that minimizes the program silos and creates a seamless and easy to access entry system for the consumer.

∞ *Building New Partnerships and Collaborations*

While there are many examples of partnership work and collaboration this past year, the four examples below best illustrate the positive benefits to the consumer when organizations work together, maximizing their strengths and multiplying their impact.

Mobility Management Collaboration with Lane Transit District

Creating a more coordinated approach to providing services has been a theme in many of S&DS' activities this past year. During 2008-09, S&DS and LTD began partnering in a new way to address both the transportation and human services needs of seniors and people with disabilities. In October 2008, Lane Transit District (LTD) began contracting with S&DS to provide transportation coordination and eligibility assessments for para-transit services. LTD staff exhibited a strong commitment to taking a comprehensive view of the consumer, working towards a more holistic approach to service. While there are challenges with merging two distinct cultures (human services and transportation), this coordinated approach is critical to creating a seamless and easy to access array of services. The project has been in place for approximately one year now, with S&DS staff in the Eugene, Springfield, Florence and Oakridge areas doing transportation assessments.

LaneCare Behavioral Consultant to S&DS

Early in 2009, the Mental Health Advisory Committee of LaneCare (the Mental Health Organization for Lane County's Oregon Health Plan clients) identified geriatric services as a top priority in their 2009-11 strategic plan. In March 2009, S&DS staff were invited to a committee meeting to discuss the unique mental health needs of seniors and people with disabilities. As a result of that meeting, LaneCare approved a special grant by which a Mental Health RN Practitioner would be housed at the S&DS office to provide training and consultation to S&DS staff, AFH providers, and other caregivers as appropriate. LaneCare and S&DS worked together to craft a unique partnership agreement to help clients with behavioral issues, their care providers, and the case managers working with them. The

project start date was scheduled for August 1, 2009. This project is anticipated to fill a serious gap in service, preserving placements and preventing institutionalization.

STEPS at Your Doorstep

The STEPS program teaches basic employer skills to clients who hire and supervise their own home care workers (HCW). Through peer counseling by Lane Independent Living Alliance staff, clients learn skills such as what to look for when hiring a HCW, oversight of the HCW task list, and documentation of work performed. Early last year there seemed to be little utilization of the program. Told this, the S&DS program supervisor responsible for administration of the Home Care Worker program contacted LILA and brainstormed about how to increase client use of the STEPS program. Thus, the birth of “STEPS at Your Doorstep” occurred. STEPS at Your Doorstep brings LILA staff to the S&DS office each Tuesday morning to meet with case managers about mutual clients, working together to facilitate the training clients need to be successful employers of Home Care Workers. It has proven to be a huge success, has increased utilization of the STEPS program, is recognized as a best practice, and is being replicated in other areas of the State.

Advocacy Work with City of Springfield

During 2008-09 the Advocacy Committee of the Senior Services and Disability Services Advisory Councils identified as an issue of concern pedestrian safety at the two-lane roundabout located at the Pioneer Parkway/Hayden Bridge Road intersection in Springfield. Committee members worked with City of Springfield transportation planners, attended City Council meetings, and offered testimony at the Metropolitan Planning Committee meetings on this topic. Through their diligent advocacy and after several months, a plan for improving the site, increasing the safety of the pedestrians, and training of the public was agreed upon. Advocacy Committee members were successful in bringing this situation to the attention of public officials, resulting in the proposal of a positive solution to the benefit of all pedestrians using the site.

∞ Improving Customer Service

Easy access and timely response often gets lost in the world of government. S&DS has its own challenges on this front, as State revenue shortages often result in staffing and funding cuts. However, this past year S&DS completed several quality improvement projects to improve customer service, as illustrated by the following examples.

Services Intake project

Offering timely intake appointments to potential Medicaid customers has been a challenge for years. At one point early in the fiscal year, intake appointments at S&DS were as far out as eight weeks. Across the state, one to two weeks wait is considered standard. In late 2008, this area was identified as a target project for quality improvement. After many hours spent in focused evaluation of the current environment, strategic planning about how improvement could be accomplished, and implementation of the plan, notable improvement was achieved as shown below.

INTAKE WAIT TIME Fiscal Year 2007-2008: Average wait time: 21 days or 3 weeks
Maximum wait: 69 days or 9.8 weeks (11/07 & 12/07).

INTAKE WAIT TIME Fiscal Year 2008-2009: Average wait time: 11 days or 1.6 weeks
Maximum wait: 53 days or 7.6 weeks (8/08).

1/09 -6/09 stats: Average wait time: 7 days or 1 week; Maximum wait time: 8 days

Transition and Diversion Activities

The goal of Transition and Diversion activities is to assist people who reside in a nursing facility to return to the community if they wish to do so (Transition), or offer other options for care prior to admission to a nursing facility (Diversion). During 2008-09 S&DS received funding to hire one full time staff person to focus entirely on Transition and Diversion. Work began in earnest by August 2008, and between August 2008 and June 2009, 95 people were the beneficiaries of the special program, with a calculated savings to state and federal coffers of \$1,377,477.

Some clients have resided in a nursing facility for many, many years. For example, Ms. V. was a 49 year old woman who had lived in a nursing facility for 9 years after suffering a stroke which left her unable to easily speak and be understood, paralyzed on her right side. She was at risk of wandering out of the facility, constantly searching for cigarettes. Both family members and nursing home staff were very concerned about her safety and happiness. After several months of searching, an all-female adult foster home that allowed smoking agreed to admit Ms. V. She now lives in a more home-like environment, with more personalized care. Additionally, the difference in cost of care is significant.

Face to Face Adult Foster Home & Home Care Worker Applications

Sometimes improving customer service involves high tech activities, and sometimes it is very low tech. During 2008-09, S&DS implemented a simple change in process for accepting applications to be an Adult Foster Home or Home Care Worker. However, this simple change has reaped much benefit to both the customer and staff. In this case, S&DS began meeting face-to-face with each potential Adult Foster Home provider or Home Care Worker at the initial application, rather than accepting the paper application and having to re-contact the person. Reports indicate this change has helped providers better understand the scope and requirements of the job early in the process, while helping staff to gather all needed documents at one sitting.



Just the Facts: Older Americans Act Programs

Senior Connections

The Senior Connections Program offers information, assistance and care coordination to people over 60 years of age to help them remain in their own home. The program operates with the equivalent of 8.3 paid full-time positions. Additionally it relies heavily on volunteer programs to help people with transportation, shopping, and other daily living activities. The services provided this past year include the following:

- **1,735** individuals received information, assistance and care coordination
- **1,065** individuals received in-home visits and case management services
- **1,229** individuals received help applying for energy assistance
- **198** people were screened for assisted (Escort) transportation
- **1,976** Escort rides were provided in rural areas
- **175** family caregivers received information, assistance and care coordination
- **34** family caregivers received respite services
- **3,588** hours of respite care were provided
- **32,227** phone and personal contacts made by Senior Connections staff.

The Senior Connections Program depends on fund raising and special grants to expand services. Last year a total of:

- **\$18,849** was raised in grassroots donations last year for the Senior Connections Program, and
- **\$211,264** in grants and special project funds were received, including
 - \$2,000 from the AARP to do outreach for the Oregon Prescription Drug Program
 - \$1,000 from the Western Lane Community Foundation for transportation services to seniors in the Florence area
 - \$4,860 from United Way to do respite for family caregivers and assistance with medication counseling
 - \$107,443 from Lane Transit District to do transportation coordination and case management
 - \$48,146 from Lane County to do Low Income Energy Assistance Program eligibility assessments for senior applicants
 - \$47,815 from Lane County for information, assistance and case management services to Lane County residents over the age of 60.



Senior Meals

The Senior Meals Program offers nutritious meals in 10 group dining rooms throughout Lane County and provides home delivered meals through its Meals on Wheels program in 8 Lane County communities. The Senior Meals program operates with a small number of staff and many volunteers:

- 10 Coordinators and 4 Kitchen Assistants, totaling 6.5 Full Time Equivalents
- 2 full time positions in the main office
- 352 Senior Meals Program volunteers.

Program Statistics for FY2008-09 are as follows:

- **60,397** meals were served in the Group Dining Rooms (a decrease of 4 percent over last year).
- **90,906** Meals on Wheels were delivered (an increase of 3 percent over last year).
- **788** registered participants and guests were served in the Group Dining Rooms.
- **743** participants received Meals on Wheels.
- **20%** of participants at the Group Dining Rooms are over the age of 85, while **30%** of Meals on Wheels recipients are over the age of 85.
- **41%** of Group Dining Room participants report incomes less than 125 percent of the poverty level, while 39 percent of Meals on Wheels recipients report the same.
- **3 %** of Group Dining Room participants report being a member of a minority, while **2%** of Meals on Wheels recipients report themselves as a member of a minority.
- **63%** of Group Dining Room participants are female, while 64 percent of Meals on Wheels recipients are female.

Government funding for the program has risen only slightly and has not kept up with inflation. To avoid reduction in services, the Senior Meals Program must do extensive fund-raising activities each year. This past year a total of **\$240,044** in charitable dollars was needed to supplement public funds and participant contributions. Additionally, Lane County contributed **\$28,745**. This year, the 30 year old dishwasher at the Central Kitchen was replaced at a cost of \$21,500, with Southtowne Rotary contributing \$4,000 towards this expense. A lengthy list of Eugene Central Kitchen equipment is nearing the end of its useful life. Prices and priorities are being collected for the development of a plan to address the needs.

The Senior Meals Advisory Committee has been working on methods to modernize the Senior Meals Dining Rooms. The goal is to improve customer satisfaction, improve our community image and increase participation. The Junction City Dining Room, Café 60, is serving as our test site for these improvements.

Both Florence and Veneta are in the process of planning for new Centers which will house the Senior Meals Program for that area. This is an exciting time of community planning, coordination, and forward thinking towards positive growth.



Just the Facts: Public Assistance Programs

Consumers

In June 2009, a total of **14,692** people were receiving Medicaid and/or Food Stamps through S&DS, a growth of 1,466 people (or 11%) over last year. Out of those **14,692** people:

- **2,739** (an increase of 136 over June 2008) were receiving some type of assistance with their care, including,
 - 374** residing in Adult Foster Care
 - 706** residing in an Assisted Living or Residential Care Facility
 - 499** residing in a Nursing Facility
 - 1160** residing in their home with in-home careThe trend indicates more people are choosing to live in a Community Based Facility, which is group living such as an Adult Foster Home, Assisted Living, or Residential Care Facility. The nursing home and in-home care statistics have remained essentially static.
- **11,902** (an increase of 1,279 over June 2008) were receiving medical coverage (including the Oregon Health Plan or payment of the Medicare premium) and/or Food Stamps only.

Between July 1, 2008 and June 30, 2009, **5,796** people requested information about Medicaid and/or Food Stamps. Experts in program eligibility at S&DS provide detailed information to those requesting help. On average **483** requests were received each month or about **23** new requests per work day. Out of those **5,796** people:

- **1,961** intakes were scheduled for people needing assistance with their care
- **2,331** intakes were scheduled for people interested in medical coverage and/or Food Stamps only
- **1,504** callers determined they did not wish to pursue an application and were referred to other agencies/services when appropriate.

S&DS continues to provide consultation/problem solving assistance to its clients with Medicare Part D.

- In FY08-09, our Medicare Part D Specialists helped 750 new or current Medicaid recipients with enrollment or problem resolution.
- S&DS received 403 complaints regarding Medicare Part D coverage in FY08-09. These complaints included issues such as incorrect billing for co-payments or premiums, no record of Part D enrollment, prior-authorization problems, and the consumer's need for drugs not on the Medicare Part D provider's formulary. S&DS staff members were able to resolve the majority of complaints by working with the consumer, pharmacy, Medicare, the drug plans, and the Department of Human Services.

Provider Services

S&DS licenses and monitors Adult Foster Homes (AFH) in Lane County using 3 staff members and one part time volunteer.

- There are currently **115** licensed commercial Adult Foster Homes in Lane County, with **509** licensed beds available and **42** vacancies (about an 8 percent vacancy rate).
- There are **101** licensed relative Adult Foster Homes who are receiving Medicaid payment to care for a family member within their own home.
- **17** new commercial Adult Foster Homes were licensed in FY08-09.
- **6** orientations were held for people interested in becoming a licensed Adult Foster Home with 101 attendees (nearly 100% increase over FY07-08).
- **8** classes on record-keeping were sponsored by S&DS, with 89 people in attendance.

S&DS processes applications and vouchers for in-home care workers, also known as Home Care Workers. During FY08-09,

- **983** people submitted paperwork to be licensed as a Home Care Worker. This is almost double what was submitted in FY2007-08. The paperwork involves an application, a criminal history check, and an orientation. Once an individual is approved to be a Home Care Worker they can receive Medicaid payment for providing in-home care to Medicaid recipients.
- Over **1,500** Home Care Workers provided help to Medicaid recipients. S&DS staff processed all vouchers (timesheets) for care provided by Home Care Workers. The total annual payment for in-home care provided by Home Care Workers in Lane County was **\$9,231,841**.

Additionally, S&D staff completes criminal history checks on potential Adult Foster Home providers, Home Care Workers, and volunteers for S&DS clients. In FY08-09 3,707 criminal history checks were completed for the above categories.

Protective Services

S&DS Adult Protective Services received **2,354** referrals of potential abuse or neglect in FY08-09. This is an increase of **33** from the previous year. The types of referrals (living situations) were as follows:

- **1,605** Community (In-Home)
- **216** Nursing Facility
- **210** Residential Care Facility
- **102** Adult Foster Home
- **89** Home Care Worker
- **129** Assisted Living Facility
- **3** Other (Room and Board facility or Contracted In-Home services).

Of the 2,354 referrals, **1,148** (49%) resulted in full investigations. S&DS Adult Protective Services staff worked closely with the remaining 1,206 situations to carefully screen and triage, offering information, assistance, and referral to other programs or agencies when appropriate.

The 1,148 investigations fell into the following categories:

- **20** (2%) were for potential abandonment, with 5 substantiated
- **280** (24%) were for potential financial exploitation, with 105 substantiated
- **8** (1%) were for potential emotional/mental abuse, with 4 substantiated
- **408** (36%) were for potential neglect of care by a care giver, with 172 substantiated
- **85** (7%) were for potential physical abuse, with 33 substantiated
- **124** (11%) were for potential self neglect, with 61 substantiated
- **15** (1%) were for potential sexual abuse, with 1 substantiated
- **168** (15%) for potential verbal abuse, with 72 substantiated
- **40** (3%) were for other reasons, with 12 substantiated.

The S&DS APS unit also tracks the number of referrals for legal or criminal action.

Between July 2008 and June 2009 there were:

- **155** cases referred to law enforcement
- **121** of those were investigated
- **73** were referred for prosecution
- **29** were formally prosecuted
- Resulting in **23** convictions.



Just the Facts: State Funded Programs and the Power of Volunteers

Oregon Project Independence: A State Funded Program That Works

The Oregon Project Independence Program is funded with State funds only, therefore there is no lengthy application process for eligibility and no assets test. There is, however, a sliding scale co-payment for services depending on a person's income and medical expenses.

Currently the program only offers services to people over the age of 60 who have certain functional limitations in activities of daily living such as walking, eating, and bathing.

Participants can receive up to 5 hours of help per week of in-home care. A special four month project for hospice patients was a success this past year.

Sadly, due to State budget challenges, the Oregon Project Independence program was closed to new intakes in the spring of 2009.

A summary of people served during FY2008-09 is described below.

- A total of **230** unduplicated clients received case management and in-home care during the year
- **95** intakes for new Oregon Project Independence clients were completed, with **23** participants in the special hospice program and **72** new people opened for service
- **25,263** hours of in-home care were provided through Oregon Project Independence
- **49** people received Meals on Wheels through Oregon Project Independence
- **9,652** meals were provided through the program

The Power of Volunteers

Volunteers were used effectively across the agency to expand services, but no where it is more apparent than in the Senior Meals and Senior Connections Programs. In FY2008-09,

- **352** volunteers helped the Senior Meals Program by assisting in group dining sites or delivering Meals on Wheels to the homebound.
- These **352** volunteers donated **39,132** hours of their time to the Senior Meals Program.
- **120** volunteers provided assisted transportation, friendly visits, help with shopping, mail, light housekeeping, etc to Senior Connections Program participants.
- These **120** volunteers donated **16,435** hours of their time to the Senior Connections Program.



Just the Facts: Contracted Services and Community Involvement

Contracted Services

S&DS contracted out for the following services during the past year using Older Americans Act and Oregon Project Independence funds:

A. Ombudsman Recruiting and Screening Committee - Members of this committee recruit, screen, train and/or support volunteers to serve as Lane County State Ombudsmen and/or Resident Associate Program volunteers. In the past year, the committee has referred **39** Oregon State Ombudsman volunteers and provided **364** hours of services to the program.

B. Senior Legal Services - This program, provided by the Lane County Law and Advocacy Center, provides a full range of civil legal services to persons 60 years of age and older, with emphasis upon serving those who are in the greatest economic and social need. Services are provided to those elderly people whose basic needs are being threatened, either with a loss or reduction of income, food, housing, medical care, utilities or safety. During FY 09, the program served **1,197** unduplicated persons with **3,328** hours of service.

C. Caregiver Support Group and Training - This program, administered by Cascade Health Solutions, provides support groups and training to eligible caregivers, 60 years of age or older and/or persons under the age of sixty caring for persons over sixty with caregiving concerns. During FY 09, the program served **76** unduplicated clients receiving **1,205** hours of caregiver support group service and **96** unduplicated clients receiving **175** hours of training services.

D. In-Home Services - Addus HealthCare provides In-Home Services (home care and personal care) to eligible S&DS clients. During FY 09, Oregon Project Independence (OPI) funded **7,098** hours of personal care and **16,912** hours of home care to **230** unduplicated persons. State Medicaid (XIX) funds provided additional services to Medicaid eligible individuals.

E. Elder Help Program - This volunteer program is coordinated by Sue Maddron. The program recruits, screens and trains volunteers who can offer a variety of assistance with activities of daily living, such as, grocery shopping, yard work, and running errands to persons age 60 years of age or older with . During the FY 09, volunteers served **122** persons with **6,089** hours of service. This program also oversees the Telephone Link to Caring Program, a telephone reassurance program.

F. Money Management Program – Clay Austin, a local retired businessman, served as the Money Management Program Coordinator during this fiscal year. The program trains volunteers which are matched with seniors, age 60+, who need assistance with check

balancing, budgeting, and bill paying. During FY 09 **2,352** hours of service were provided to **78** unduplicated Money Management clients.

G. Lane Transit District - S&DS in coordination with the Lane Transit District provided **22,459** one way assisted rides to **2,496** unduplicated clients.

H. Metro Meals on Wheels – American Red Cross – In FY2009 591 persons were served through the American Red Cross Meals on Wheels program, receiving a total of 76,256 meals over the course of the year.

Community Involvement

S&DS participated in several fairs and outreach events during the year, providing training and information about services for seniors and people with disabilities. The events included:

- Abuse prevention training for 100 people representing Adult Foster Homes in Lane County
- The Martin Luther King Jr. Celebration in Springfield
- Project Homeless Connect in Eugene, at which 228 homeless individuals received information about services for seniors and people with disabilities
- A Legislative Forum was held focusing on the needs of seniors and people with disabilities
- A conference on Preventing Financial Fraud was held at which 150 attendees learned how to detect and investigate financial fraud of vulnerable individuals
- Springfield Hispanic Family Conference
- AARP Long Term Care Forum, at which 165 people attended to learn about long term care issues and trends
- The Native Caring Conference, held in Coos Bay
- The Older Americans Month event, celebrating achievements of local older Americans
- Saint Mary's Health Fair
- Lane County Fair Senior Day

As a result of the events listed above, S&DS reached out to more than 1, 199 people and disseminated over 10,500 pieces of information.

