MEETING: Senior Services Advisory Council

DATE: Tuesday, May 13, 2014 *Quorum needed please plan to attend*

TIME: 1:30 p.m. - 3:00 p.m.

LOCATION: Hilyard Community Center
2580 Hilyard Street, Eugene, OR (541-682-5311)

CONTACT: Jody Cline 541-682-4432 or Kate Scott 541-682-4137

AGENDA

1:30 p.m. 1. Call to Order; Self-introductions Kim K.

1:32 p.m. 2. Consideration of Meeting Agenda Kim K.

1:35 p.m. 3. Consideration of the Minutes of the February
SSAC Meeting (Attachment) Kim K.

1:40 p.m. 4. Action Items

   a. Procurement and Monitoring Committee Sue M.

   Contract Recommendations (attachments)
   1. Addus: OPI In-Home and Personal Care Jody C.
      a) Staff update, budget
   2. Clarence Townsend: ElderHelp
   3. Lane County Law & Advocacy Center: Legal Services
   4. Bateman Senior Meals: Food Services
   5. American Red Cross: Metro Meals on Wheels

2:10 p.m.

   b. Nominating Kate S.
      1. Update on SSAC members status
      2. Request for Nominating Committee members

   c. Other Action Items
5. **Information Items**
   a. Chair’s Report
   b. Committee Reports
      1. Advocacy Cmt Mbr
      2. ADRC Operations Council Cmt Mbr
      3. Planning & Budget Jody C.
   c. Money Management Report Jody C.

2:50 p.m. 6. **Other Reports and Announcements**

2:58 p.m. 7. **Reminder of Next Council Meeting**

   *June 10, 2014, 1:30 p.m.; Hilyard Community Center*

3:00 p.m. 8. **Adjourn**

**Attachments**

1. February 11, 2014 Meeting Minutes
2. OPI In-Home Care Contract Summary
3. Elder Help Contract Summary
4. Legal Services Contract Summary
5. Food Services Contract Summary
6. Metro Meals on Wheels Contract Summary
MINUTES
SENIOR SERVICES ADVISORY COUNCIL

Tuesday, February 11, 2014
1:30 – 3 p.m.
Hilyard Community Center
2580 Hilyard Street – Eugene, Oregon

MEMBERS PRESENT: Kim Kelly, Chair; Amy Bresler, Kim Duerst, Andy Fernandez, Rod Holst, Karen Locke, Gail Lundeen, Sue Maddron, Barbara Susman, Ken Viegas, Daniel Vlaicu.

MEMBERS EXCUSED: Linda Rosenberg

STAFF: Jody Cline, Sarah Ballini-Ross, Rachel Jacobsen.

1. Call to Order, Introductions
Chair Kim Kelly called the meeting of the Senior Services Advisory Council (SSAC) to order at 1:33 p.m.

Ms. Cline introduced new staff member Sarah Ballini-Ross, Long-term Care Innovator Agent, whose time Senior & Disability Services (S&DS) shared with Cascades West in Albany. She also introduced Rachel Jacobsen as the new S&DS unit manager of both Aging and Disability Resources Connection (ADRC) and Senior Connection.

Others present introduced themselves. Mr. Viegas spoke about his role on the Governor’s Commission on Senior Services which was not only looking at services for seniors but at societal attitudes about seniors and their roles. Ms. Kelly asked Mr. Viegas to provide the council with more information about the work of the commission in electronic format. Ms. Ballini-Ross explained more about her role.

Gail Lundeen arrived at 1:43 p.m.

2. Consideration of Meeting Agenda
No changes to the agenda were offered.

Ms. Kelly announced she would leave at 2:15 p.m. and vice chair Maddron would leave shortly after that so Ms. Cline would then act as chair for the remainder of the meeting. For the future, she expressed a need to have a second vice-chair who could facilitate
meetings on those rare occasions when both the chair and vice-chair were absent. Kim
Duerst volunteered for this job.

3. Consideration of the Minutes of the October Meeting
Ms. Bresler asked to have her name added to the second sentence of the second
paragraph under item 8 so it read, “She and Ms. Bresler were making presentations…”

   Action: Ms. Maddron moved, seconded by Ms. Duerst, to
   approve the minutes of the October 8, 2013 meeting as corrected.
   VOTE: The motion carried unanimously, 10:0.

4. Lane Council of Governments (LCOG) Reports
Ms. Cline reported the board would meet later in the month to consider the revised
budget. Two LCOG-owned buildings were for sale, including the Schaefer’s Building
housing S&DS and another building in downtown Springfield leased to the Oregon
Department of Transportation. LCOG’s Appreciation Dinner had been scheduled for the
previous Friday when the winter storm arrived and the Executive Committee would
decide whether to reschedule it. A contract had been signed with the software vendor
for replacement of the financial system and Ms. Cline anticipated the transition would
be sometime between July and the end of the year.

Regarding the sale of the buildings, Ms. Cline said there were many considerations in
site selection for S&DS, possibly in both Eugene and Springfield and LCOG intended to
build a significant amount of time for that process into the negotiation of the sale.

Ms. Susman arrived 1:49 p.m.

   b. Disability Services Advisory Council (DSAC)
Mr. Fernandez reported Ms. Jacobsen had presented information about the ADRC at the
last DSAC meeting. A discussion of deafness and the deaf community focused on
concern that there was insufficient advocacy work on behalf of some populations of
people with disabilities.

Ms. Cline added that Angela Phinney had resigned and her position had been posted as
a “resource coordinator” with some changes in the job description. Patti Little had
agreed to postpone her retirement until March in order to backfill the position by
managing contracts. This was an opportunity to make some changes, one of which
involved case management lead workers assuming coordination of long-term care nurses. Answering a question, Ms. Cline said that without a deputy director, program managers could assume day-to-day coordination if for some reason she was unable to work and she hoped to find other responsibilities of her position that could be shared if needed. Budget management was the one area in which this would be difficult.

5. ADRC
Ms. Jacobsen provided a brief description of her local roots and her educational and career background. She then reviewed the restructuring of the ADRC that had combined the Information and Resource phone lines with intake screening for eligibility and in-home services screening. This allowed callers to connect with one person who could answer questions about referrals and do initial screening before assigning an eligibility worker or in-home services screener. Each of the five call takers had been well trained to field a variety of questions.

A large volume of calls during the initial months of the reorganization, many of them automatically routed to the ADRC from the State ADRC line and others the result of a telephone malfunction that sent calls intended for other ADRCs to Lane County had produced a large backlog of voice mails. Some clients had been frustrated that the queue rotation system for calls meant it could take five minutes for a call to be routed to voice mail if all staff members were occupied with other calls at the time. The end of December call back list of 400 people had been reduced to 4 by the end of January. When the ADRC began in 2011 it received 65 calls in a month while in January 2014 there had been 1,443 calls with about 75 percent of the callers being direct consumers.

Because eligibility training was the biggest challenge Ms. Jacobsen said that was a current priority. She noted that intake screening over the phone took about 10-20 minutes and an information and resource call averaged 5-10 minutes while an eligibility walk-in usually required about an hour face-to-face and then documentation afterward.

Ms. Kelly left the meeting at 2:15 p.m.

Responding to concerns about specific groups not being connected with services and a question about whether the success of referrals was measured, Ms. Jacobsen explained that call-takers could ask some probing questions to determine whether targeted services were appropriate but details about the callers were more likely to surface after they were referred to community resources or other units in S&DS. The ADRC did not
follow up on referrals once they were made. Those who called back may do so because their initial contact had been successful and they were seeking additional assistance.

Responding to a question about how callers were assigned to appointments, Ms. Jacobsen said that the call takers/screeners made the assignment to an intake worker who then would call the person back to schedule the appointment. Callers were not given the names of individual staff members but were given a window of time when they could expect the call back.

Ms. Jacobsen commended Senior Connections staff. She noted that the large number of newly eligible Medicaid recipients triggered an increase in eligible rides through RideSource. Lane Transit District would amend the contract to add an additional Full Time Equivalent (FTE) to help with the increased eligibility assessment workload. In addition to clients 60 and older, the health care changes meant more younger people and people with disabilities were eligible for services.

Ms. Maddron left the meeting at 2:35 p.m.

Ms. Jacobsen described three state grants that had impacted the work done by the ADRC. One was for options counseling services and also helped with transportation assessment. Options counseling provided support and follow-up for clients to make decisions based on their goals. The second grant was intended to encourage ADRCs to work more collaboratively with mental health providers and allowed for in-home short-term counseling for seniors with moderate depression through the PEARLS program (Program to Encourage Active Rewarding Lives for Seniors). The final grant was for the Gatekeeper program that identified and trained-front-line members of the community like mail carriers, cable installers, bank tellers and others to make appropriate referrals to the ADRC of seniors or adults with disabilities with whom they came in contact. Ms. Jacobsen said the Florence casino could be a good gatekeeper resource.

Ms. Jacobsen reported that the state was utilizing an Operations Council to help make planning and evaluation decisions about ADRC programming and she indicated there may be ways for the S&DS Long Term Care Committee to work with that council.

Ms. Susman commended Ms. Jacobsen for the many changes made since November. She said she would make her staff members aware of the changes in the process for referrals to the ADRC and warn them about the five-minute wait for voice mail. She
noted that Senior Companions worked not only with seniors but with adults over the age of 18 who had disabilities. She recommended that Gatekeepers connect with police and fire departments, particularly in rural areas, and that its training be integrated into new employee training in a variety of businesses and agencies. Ms. Lundeen added that senior centers were a natural source of gatekeepers who could make referrals.

Ms. Cline explained that available mental health and budget resources likely would limit the Gatekeeper program services to about 60 people in its first 18 months but she anticipated additional funding becoming available in the next biennium.

Ms. Jacobsen reminded council members that the ADRC direct phone line was 541-682-3353.

Mr. Holst left the meeting at 2:45 p.m.

6. Information Items
   a. Chair’s Report: There was no report from the chair.

   b. Committee Reports
   Advocacy Committee: Ms. Cline and Marianne Malot had participated in “Campaign Day” in Salem the previous week that involved meeting with legislators. A number of groups were working together to provide direction about the allocation of funds set aside for seniors and people with disabilities during the last session. S&DS hoped to receive some of that funding.

   Long Term Care Committee: Ms. Duerst reported that Ms. Jacobsen had presented information about the ADRC at the committee’s last meeting. Due to the changes in the ADRC, the committee was postponing additional work for another six months or so.

   Procurement and Monitoring Committee: Ms. Cline said that Patti Little had reviewed the contracts for Senior Law, Elder Help, Money Management, and ADDUS (in-home care provider) as well as S&DS’s participation in the Living Well program. She recommended asking the state for a six-month extension of the Senior Law and Elder Help contracts and a letter requesting that had been sent to the State Unit on Aging.

   Extending the Money Management contract would be difficult because AARP’s involvement had ended and Easter Seals was now involved, which would require
participation in a new RFP process. Ms. Cline had a meeting scheduled with Easter Seals to discuss the requirements of this contract and then it would go to the Procurement and Monitoring Committee.

ADDUS provided much of the Oregon Project Independence homecare under contract with Senior and Disabled Services in Salem. Because this was a subcontract, Ms. Little was looking into it further.

The Living Well program received funding from Trillium scheduled to end at the end of the calendar year. A request for another year of funding was under consideration. S&DS matched the $5,000 in state funding the program received with Title 3D funds.

Ms. Cline agreed to check with Ms. Little about a Procurement and Monitoring Committee meeting that previously was scheduled for February 18 and would let committee members know whether it would be held. She also agreed to check the calendar left by Ms. Phinney to determine the schedule for the Nominating Committee.

c. Staff Reports
Ms. Cline had nothing additional to report.

7. Other Reports and Announcements
Ms. Susman passed out a flyer about training for Senior Companions and the types of activities in which they may be involved. She noted that companions were especially needed in Junction City, Veneta, Florence, and Oakridge. She announced that the Successful Aging Institute would provide a 40-hour training this spring on providing home care of care within assistive living situations.

Responding to an inquiry from Mr. Fernandez, Ms. Cline said that LCOG had a lobbyist in Salem who tracked legislation but during the short session things moved so quickly that it was difficult to track in the same way as during a regular session. Mr. Viegas said people could call in to hear announcements about Department of Human Services-related legislative activity.

8. Reminder of Next Council Meeting
The next regularly scheduled SSAC meeting would be held April 8 at 1:30 p.m. at Hilyard Community Center.
Ms. Cline asked the council to be prepared for an extra meeting to be scheduled in May to consider the budget. Ms. Susman asked for a date to be set as early as possible.

9. **Adjourn**
Ms. Cline adjourned the meeting at 3:01 p.m.

*(Recorded by Mary Feldman)*
PROGRAM TITLE: Oregon Project Independence, In-Home Services

PROVIDER: Addus HealthCare Inc.

DESCRIPTION:

NorthWest Senior & Disability Services (NWSDS) is designated as the lead agency in the in-home services consortium with Senior & Disabled Services a division of Lane Council of Governments (S&DS/LCOG) and Oregon Cascades West Council of Governments (OCWCOG).

The In-Home Service Contract is funded through Oregon Project Independence (OPI). The contract is between NWSDS (the lead agency in the Consortium) and Addus HealthCare, Inc.

Oregon Project Independence (OPI) provides limited in-home services to people 60 and older needing assistance to continue living independently within their own homes. Services include Homecare (HC) and Personal Care (PC) assistance. Some OPI services are also available to adults, age 18 or older, with dementia. There are no resource qualifications or limits. Participants in this program may need to contribute towards the cost of care, depending on income.

A Request for Proposal (RFP) process was conducted in 2013 by NWSDS, Addus was selected to continue providing OPI in-home services and is currently in year one of the 5 year contract period.
SERVICE OBJECTIVES:

Hours/units of Service:
- Home Care: 20,187 annual hours
- Personal Care: 11,965 annual hours

Unduplicated Client Count: 339

Hours of Service per Client (monthly): Varies

METHOD OF SERVICE PROVISION:

Agency receives payment for recruiting staff, assuring criminal record checks are completed, training staff, matching them with OPI clients, and collecting and reporting program statistics to Senior & Disabled Services.

MONITORING SUMMARY:

- As this is year one of the contract with Addus, monitoring will be completed the end of 2014 or early 2015.
- The State Unit on Aging issued a self-monitoring assessment of OPI, due in May 2014. The self-monitoring assessment involves in-depth case review by S&DS staff. 20% of all OPI in-home service cases are currently being reviewed as part of the self-monitoring assessment.

REVENUE SUMMARY:

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Home Care</td>
<td>$346,200</td>
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<tr>
<td>Personal Care</td>
<td>$230,800</td>
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<td><strong>Total Budget</strong></td>
<td><strong>$577,000</strong></td>
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COMPARATIVE SUMMARY: (Does not include match)

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<tr>
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<tbody>
<tr>
<td>Total Hours Home Care (units of service)</td>
<td>8,746</td>
<td>8,452 (97%)</td>
<td>20,187</td>
</tr>
<tr>
<td>Total Hours Personal Care (units of service)</td>
<td>2,592</td>
<td>3,048 (117%)</td>
<td>11,965</td>
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<tr>
<td>Total Client Count (Unduplicated)</td>
<td>87</td>
<td>109 (125%)</td>
<td>339</td>
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<tr>
<td>Total S&amp;DS OPI Funds</td>
<td>$250,000</td>
<td>$203,747 (81% of budget)</td>
<td>$577,000</td>
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<td>Hourly Rate Home Care</td>
<td>$17.15</td>
<td>$17.15</td>
<td>$17.15</td>
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<tr>
<td>Hourly Rate Personal Care</td>
<td>$19.29</td>
<td>$19.29</td>
<td>$19.29</td>
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</tbody>
</table>

STAFF COMMENTS:

- Addus was a single source applicant in an RFP issued last year.
- State funding for OPI has increased significantly over the last fiscal year allowing for more capacity and agency focus on the program. S&DS will increase marketing of the program in the hopes of utilizing the increased funding allocation.

STAFF RECOMMENDATIONS:

That PMC recommend to the SSAC to continue the contract with NWSDS as the lead agency in the In-home Services Consortium. NWSDS will continue to contract with Addus for the 2014-2015 fiscal year at the rates of $17.15 for home care and $19.29 for personal care, not to exceed $577,000 of S&DS OPI funds.
2014 - 2015 APPLICATION SUMMARY

PROGRAM TITLE: Elder Help Volunteer Program

PROVIDER: Clarence Townsend, Consultant

DESCRIPTION:

Elder Help is a volunteer program which seeks to match clients 60 years of age or older, with compatible volunteers who offer a variety of assistance. The program operates in Eugene, Springfield, Junction City, Veneta, Oakridge, Creswell, Florence and Cottage Grove. The paid Consultant for the program recruits, screens, and trains volunteers, and assists the Senior Connection staff with the matching of volunteers to clients of the Senior Connection Program. Within the Elder Help (EH) component of the program, volunteers assist senior clients weekly with activities of daily living, such as, grocery shopping, yard work, and running errands, thus allowing the senior to remain in the community and live independently. Most clients matched with a volunteer are ineligible for Medicaid, OPI or other in-home services.

The program also provides the Telephone Link to Caring (TLC) service. TLC is a program for older adults who live alone and are at risk for accidents or social isolation. TLC volunteers call program clients at predetermined times. If the senior fails to answer on the third attempt to call, an emergency contact is notified. If that contact cannot be reached, the client’s S&DS worker is contacted. If the worker is not available, the callers are instructed to contact the S&DS screener who will refer the caller to the Adult Protective Service triage line. This service is available to seniors in Oakridge, Cottage Grove, Creswell, Veneta, Junction City, Eugene, Florence, and Springfield.

Clarence Townsend assumed the Elder Help contract effective January 1, 2014 as Carole Ford moved out of the area. The updated contract with Clarence Townsend was to fulfill the final 6 months of the original contract period. Due to an administrative error, the contract included a full annual allocation and service unit amount instead of the remaining 6 month balance.

A Request for Proposal (RFP) is due this year for the Elder Help contract.
SERVICE OBJECTIVES:

The below Service Objectives are based on annual Elder Help budget amounts if contract extended through December 31, 2014.

Contacts/Units of Service:
- EH: 3,200
- TLC: 800

Unduplicated Client Count: 73
Volunteer Count: 38

Hours of Service per Client:
- EH: 104-156
- TLC: 1-3 calls per week

METHOD OF SERVICE PROVISION:

The Consultant receives payment for recruiting volunteers, assuring criminal record checks are completed, training volunteers, matching them with Senior Connections Program clients, supporting volunteers, and collecting and reporting program statistics to Senior & Disabled Services. Close coordination is maintained with staff to ensure that clients most in need of the service receive it. Training for new volunteer will be scheduled by the Consultant as needed, but at least four times a year. In addition, volunteers receive a monthly newsletter and ongoing consultation, either by phone or in person.

MONITORING SUMMARY:

The Procurement and Monitoring Committee (PMC) completed one site visit to the program. The monitoring visit was conducted at the November 2013 Elder Help annual holiday party which included both participants and volunteers. The event had less attendance than the prior year, mainly due to illness. Participants and volunteers were interviewed, feedback was very positive.

REVENUE SUMMARY:

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<tr>
<td>OAA Funds</td>
<td>$16,461</td>
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<td><strong>Total Budget</strong></td>
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<td><strong>Required Match</strong></td>
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COMPARATIVE SUMMARY: *(Does not include match)*

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<tr>
<th></th>
<th>2014 Full Year Totals</th>
<th>2014 Actuals 1/14 - 2/14</th>
<th>Actuals Percent of Full Year Total (17% of year)</th>
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<tr>
<td>Units of Service</td>
<td>4,000</td>
<td>546</td>
<td>14%</td>
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<tr>
<td>Client Count</td>
<td>73</td>
<td>28</td>
<td>38%</td>
</tr>
<tr>
<td>(Unduplicated)</td>
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<tr>
<td>LCOG Funds</td>
<td>$16,461</td>
<td>$2,743.50</td>
<td>33%</td>
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<tr>
<td>Unit Rate</td>
<td>$4.11</td>
<td>$5.02</td>
<td>122%</td>
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STAFF COMMENTS:

1. LCOG agrees to reimburse the Consultant at a rate of $26.64 per hour, up to a maximum annual payment of $16,461. The Program Consultant agrees to devote approximately 51.5 hours per month to the program, 12 months a year, not to exceed 618 hours annually.

2. In addition to trainings being offered, as needed, but not less than four times a year, a monthly newsletter will be sent to volunteers that includes information on educational opportunities. Telephone contact with volunteers will also be maintained.

3. An RFP will be completed this year.

STAFF RECOMMENDATIONS:

That PMC recommend to the SSAC to extend the Elder Help contract through December 31, 2014. This will correct the administrative contract duration error and also allow time for the RFP process. Budget and service unit amounts to remain unchanged as these are currently annual figures in the contract.
2014 - 2015 APPLICATION SUMMARY

PROGRAM TITLE: Legal Services

PROVIDER: Lane County Legal Aid & Advocacy Center

DESCRIPTION:

The Senior Law Service of Lane County Legal Aid & Advocacy Center provides civil legal services and education to persons age 60 and over who reside in Lane County. Any person age 60 or over has access to the program and has an opportunity to confer with an attorney about a civil legal problem. Services are delivered by both volunteer attorneys and staff. The target population for service, with respect to both volunteers and staff, consists of those with the greatest economic or social need. Case types handled by the Senior Law Service staff focus on the area of poverty law: public benefit income maintenance, health care issues, long-term care issues, and basic needs (nutrition, housing, utilities). In addition, services are provided in the areas of guardianship defense, elder abuse, neglect, and exploitation. Ongoing efforts are made to recruit additional private, volunteer attorneys in order to meet the growing need for legal services and to develop systems of delivery to accommodate the needs of the target population. Older people frequently present with multiple problems, both legal and other. Information and referral is provided in connection with non-legal issues.

Volunteer attorneys hold office hours at senior centers throughout Lane County. The idea is to bring legal services to older individuals in a comfortable, non-threatening environment. Some volunteer attorneys accept referrals in their own offices, as requested by Senior Law Service personnel. Home visits are provided to homebound seniors on an as needed basis.

Campbell Senior Center Saturdays
Willamalane Adult Center Saturdays
Peterson Barn Thursday, 3rd Thursday of each month
Cottage Grove Senior Center Friday, 2nd Friday of each month
Viking Sal (Junction City) Friday, 2nd Friday of each month
Florence Senior & Disabled Services As needed

A Request for Proposal (RFP) is due this year for the Legal Services contract.
SERVICE OBJECTIVES:

The below Service Objectives are based on half year Legal Services budget amounts if proposed contract extension through December 31, 2014 is recommended.

- Units of Service: 1,698
- Unduplicated Client Count: 600
- Volunteer Count: 70

METHOD OF SERVICE PROVISION:

The program funds 31% time for one Staff Attorney, Steve Skipton, and 51% time for the Program Director, Jean Beachdel. The program also relies on services performed by community volunteers. Agency receives payment for recruiting volunteers, assuring criminal record checks are completed, training volunteers, matching them with clients, supporting volunteers, and collecting and reporting program statistics to Senior & Disabled Services. Attorneys are available on a regular basis at local community center locations. Pamphlets, brochures and handouts are widely used, including Spanish language materials.

MONITORING SUMMARY:

In February, the State Unit on Aging (SUA) facilitated a “self-monitoring assessment” of the program. Self-monitoring was completed by S&DS staff and then reviewed by SUA staff. No issues were found during this review. A Request for Proposal (RFP) process will begin early summer for the Legal Services contract. A site visit will be required prior to the start of this process.

REVENUE SUMMARY:

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<th>Revenue Source</th>
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<tr>
<td>Older American Act Funds</td>
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<td>Agency Support/Donations</td>
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<td><strong>Total Budget</strong></td>
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<tr>
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<th>2013-14 Full Year Totals</th>
<th>2013-14 Year to Date 7/13 - 2/14</th>
<th>2013-14 Year to Date Percent (67% of year)</th>
<th>7/14 – 12/14 Proposed (6 months)</th>
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<tr>
<td>Units of Service</td>
<td>3,396</td>
<td>2,275</td>
<td>67%</td>
<td>1,698</td>
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<tr>
<td>Client Count (Unduplicated)</td>
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<td>649</td>
<td>54%</td>
<td>600</td>
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<td>LCOG Funds</td>
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<td>41,043</td>
<td>66%</td>
<td>$30,955</td>
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<td>Unit Rate</td>
<td>$18.23</td>
<td>$18.04</td>
<td>99%</td>
<td>$18.23</td>
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**STAFF COMMENTS:**

1. The units of service on the Comparative Summary Chart reflect the total number of units of service provided by OAA funds.

2. The program anticipates serving half the amount of individuals for the time period of 7/1/14 – 12/31/14 as the current full term 2013-2014 contract.

3. The program anticipates providing half the amount of units of service for the time period of 7/1/14 – 12/31/14 as the current full term 2013-2014 contract.

**STAFF RECOMMENDATIONS:**

That PMC recommend to the SSAC to extend the Legal Services contract with The Senior Law Service of Lane County Legal Aid & Advocacy Center and additional 6 months through December 31, 2014. In addition, that PMC award the program up to $30,955 of Older Americans Act III-B funds, payable at the rate of $18.23 per unit of service, not to exceed a total of 1,698 units of service during the 6 month contract period. This will allow time for the RFP process to be completed this year.
PROGRAM TITLE: Food Service for Senior Meals

PROVIDER: Bateman Senior Meals, under contract to NorthWest Senior & Disability Services, as the lead agency of the Food Services Procurement Consortium

DESCRIPTION:

LCOG is a partner in an interagency consortium with NorthWest Senior & Disability Services (NWSDS) and Oregon Cascades West Council of Governments to procure food service for the meal sites and home delivered meals programs in a seven county area. NWSDS is the lead agency in the food service procurement consortium.

Bateman Senior Meals has been providing food service for the partnership since 1992. Bateman has continued to control costs and provide high quality food service to our clients in FY 14.

Bateman was the successful bidder in the RFP conducted for FY 14. In their RFP Proposal, Bateman offered to maintain the FY 14 meal rates in FY 15 if the Consortium would maintain meal counts. The Consortium projects maintaining the hot meal count and projects an increase in the frozen meal count. Consortium staff have negotiated the price and specifications with Bateman and arrived at a recommendation for FY 15 Food Service. This is the 2nd year of a 5 year agreement.

In compliance with the Memorandum of Understanding between the three agencies, each Agency is to review the price proposal and then, recommend to NWSDS that it continue the contract with the Service Provider.

METHOD OF SERVICE PROVISION:
The Food Service Provider operates kitchens in Salem, Newport and Eugene. (Note: LCOG “owns” the Eugene kitchen and leases it to the Food Service Provider.) The Eugene kitchen produces meals for all Lane County sites, including Red Cross. The Food Service Provider plans the menu; hires, trains and supervises all kitchen staff; purchases raw food; prepares it according to standardized recipes;
delivers it in our trucks to the meal sites, where it is served or packaged for home delivery by our staff; and maintains our kitchen equipment and trucks.

The FY 15 contract calls for preparation of meals according to the following schedule (note: current year comparisons are provided):

<table>
<thead>
<tr>
<th>Type of Meal</th>
<th>FY 14 # Meals</th>
<th>FY 14 Rate</th>
<th>FY 15 # Meals</th>
<th>FY 15 Rate</th>
<th>Total Contract Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consortium Fresh Meals</td>
<td>424,000</td>
<td>$4.17</td>
<td>424,000</td>
<td>$4.17</td>
<td>$1,768,080</td>
</tr>
<tr>
<td>Consortium Frozen Meals</td>
<td>112,000</td>
<td>$4.02</td>
<td>127,000</td>
<td>$3.97</td>
<td>$504,190</td>
</tr>
<tr>
<td>Lane County Fresh Meals</td>
<td>174,000</td>
<td>$4.17</td>
<td>174,000</td>
<td>$4.17</td>
<td>$725,580</td>
</tr>
<tr>
<td>Lane County Frozen Meals</td>
<td>47,500</td>
<td>$4.02</td>
<td>47,500</td>
<td>$3.97</td>
<td>$188,575</td>
</tr>
</tbody>
</table>

STAFF COMMENTS:

1. The proposed unit cost for hot meals is $4.17, the same as FY 14. In their response to the RFP, Bateman offered to keep the price fixed for FY 15 if the consortium maintained meal counts in year two.

2. The proposed unit price for the frozen meals is $3.97 which is $.05 or 1.2% less than the current year. The volume of frozen meals to be purchased is 15,000 meals (13.4%) higher than the FY 14 contract. The increase is based on OCW’s anticipated service levels.

3. This budget is based on gas prices no higher than $3.25 per gallon in Salem and Eugene and $3.50 per gallon in Newport. The Consortium partners will pay the difference between the budgeted price and the actual price if the monthly average cost of gas is higher than these figures and conversely, Bateman will credit the agencies if the cost of gas is lower.

4. Tier 2 pricing will take effect the first full month after the Consortium meets its contracted number of hot and frozen meals at the following rates: Hot - $2.00; Frozen - $3.50. Tier 2 pricing covers the additional variable cost of food and labor over the original contracted meal volume. All fixed food service management, delivery and kitchen operation costs are included in the Tier 1 contracted meal volume price.
5. Bateman does not charge a profit to this contract, in fact they will write off $0.08 of the cost of each hot meal and give the Consortium a $.17 cent discount on hot meals and wrote off $.05 on frozen meals and $.13 cent discount on frozen meals because we pre-pay 80% of the average monthly bill.

6. The Food Service Provider has the right to request a price renegotiation if any actual costs increase significantly over the budget assumptions. In addition, if significant reductions in OAA, OPI or Medicaid reimbursements result in reducing the number of meals purchased by any of the partners in the Consortium contract, Bateman has the right to request re-negotiation of the price agreement.

**PMC RECOMMENDATION:**

1) That the SSAC recommend that LCOG contract with NorthWest Senior & Disability Services, as the lead agency in the Food Service Consortium, and;

2) That NorthWest Senior & Disability Services continue the contract with Bateman for the provision of food service for FY 15 at the rates no higher than the rates noted below.

<table>
<thead>
<tr>
<th></th>
<th>Hot Meals</th>
<th>Frozen Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>$4.17</td>
<td>$3.97</td>
</tr>
<tr>
<td>Tier 2</td>
<td>$2.00</td>
<td>$3.50</td>
</tr>
</tbody>
</table>
PROGRAM TITLE: Metro Meals on Wheels

PROVIDER: Oregon Pacific Chapter, American Red Cross (ARC)

DESCRIPTION:

Package and deliver meals to OAA eligible clients who are frail, homebound or isolated and age 60 or older, as well as to OPI and Medicaid waivered service clients, Monday through Friday, year around, in designated Eugene/Springfield neighborhoods. Provide frozen meals for weekend use to high priority clients and emergency meals for disruptions in service. Assess clients for OAA eligibility, provide a regular safety check and refer people when other service needs are identified. The Service Provider also delivers meals in negotiated areas to adults, who are not eligible for the programs listed above, on a fee for service basis or on special grants.

Senior & Disabled Services, through its Senior Meals Program, delivers meals to homebound seniors in Creswell, Cottage Grove, Junction City, Florence, Northwest Eugene, Oakridge, Springfield and Veneta. The home delivered meals for the majority of Eugene and north Springfield have been contracted to the Oregon Pacific Chapter of the American Red Cross since 1972. Periodic Requests for Proposals have consistently resulted in sole source negotiations.

LCOG and Red Cross have been partners in the delivery of Meals on Wheels to seniors in Lane County since 1972 – for 42 years.

National American Red Cross core missions are: Disaster Relief, Emergency Planning, Health and Safety, Services to Military Families and International Disaster Relief. With the intent to focus on the core missions, ARC is transitioning its community programs, such as the Metro Meals on Wheels program in Lane County.

LCOG and Red Cross have mutual interest in a smooth transition and the continuation of essential meal services in Lane County. The parties have a Memo of Understanding in place to work together to identify a new community partner and transition the Metro Meals on Wheels program by December 31, 2015. This transition period offers LCOG the opportunity to evaluate the senior meals service system and plan to meet the needs of the future.
The FY 14 continuation contract was the fifth year of a five year contract with the American Red Cross. Given the transition agreement between Red Cross and LCOG, an RFP was not conducted in FY 14 and will be delayed until FY 15.

In addition, there have been key personnel changes at the local Red Cross, which prohibited negotiating a continuation contract price proposal for FY 15. Red Cross has agreed to continue the contracted budget at 50% of the current rates for the period of July 1, 2014 through December 31, 2014. The new Meals on Wheels Program Director will work with LCOG this fall to develop a continuation budget for the period of January 1, 2015 through December 31, 2015.

**SERVICE OBJECTIVES:**
1. Service to an estimated 450 clients.
2. Units of Service: 35,920.
   a. Deliver 25,619 Older Americans Act subsidized meals.
   b. Deliver 9,025 meals to Medicaid clients.
   c. Deliver 1,050 meals to OPI authorized clients.

**METHOD OF SERVICE PROVISION:**
1. Package meals for routes, using primarily volunteer-owned vehicles. The subsidized program’s geographic area is defined by the following boundaries: east boundary--I-5, except for Glenwood, the Gateway Mall area and the area north of Hwy 105 east to Marcola Rd; south boundary--approximately 49th Avenue; north boundary--Barger Drive in Bethel and the Eugene city limits (ARC extends out River Road to Northridge Mobile Park on Delta, and to Armitage Park on Coburg Road); west boundary--Green Hill Road. Red Cross delivers private pay meals in Pleasant Hill, Dexter and Lowell.

2. Use approximately 300 volunteers to deliver meals during the year.

3. Use the kitchen at the Oregon Pacific Chapter of the American Red Cross, 862 Bethel Drive, Eugene, as Meals on Wheels office and meal dispatch site; use a mix of staff and volunteers to receive fresh food from the Central Kitchen and package for delivery.

**PMC's MONITORING SUMMARY:**
The Senior Meals Advisory Committee conducted on-site monitoring of three American Red Cross Meals on Wheels delivery routes during the current fiscal year and reported satisfactory performance to PMC.
**REVENUE SUMMARY:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intergovernmental Human Services Funds</td>
<td>$13,350</td>
</tr>
<tr>
<td>Nutrition Services Incentive Funds (NSIP), formerly called USDA</td>
<td>$14,225</td>
</tr>
<tr>
<td>OAA Title III-C-2</td>
<td>$39,776</td>
</tr>
<tr>
<td>OPI</td>
<td>$10,013</td>
</tr>
<tr>
<td><strong>Subtotal Contracted Cash</strong></td>
<td><strong>$77,364</strong></td>
</tr>
</tbody>
</table>
I. COMPARATIVE SUMMARY:

<table>
<thead>
<tr>
<th></th>
<th>FY 13 Amended</th>
<th>FY 14 Proposed</th>
<th>FY 14 through February 2014 66%</th>
<th>FY 15 July-December Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td>OAA Service Units</td>
<td>57,824</td>
<td>51,238</td>
<td>26,607</td>
<td>25,619</td>
</tr>
<tr>
<td>OPI Service Units</td>
<td>1,942</td>
<td>2,099</td>
<td>1,815</td>
<td>1,050</td>
</tr>
<tr>
<td>Medicaid +60</td>
<td>12,554</td>
<td>12,750</td>
<td>7,710</td>
<td>6,375</td>
</tr>
<tr>
<td>Medicaid -60</td>
<td>5,250</td>
<td>5,300</td>
<td>4,091</td>
<td>2,650</td>
</tr>
<tr>
<td>Total Contracted Units of Service</td>
<td>77,578</td>
<td>71,840</td>
<td>40,599</td>
<td>35,920</td>
</tr>
<tr>
<td>Private Pay Service Units</td>
<td>0</td>
<td>453</td>
<td>135</td>
<td>227</td>
</tr>
<tr>
<td>Persons Served</td>
<td>530</td>
<td>530</td>
<td>530</td>
<td>450</td>
</tr>
<tr>
<td>LCOG OAA Funds</td>
<td>$79,552</td>
<td>$79,552</td>
<td>$41,310</td>
<td>$39,776</td>
</tr>
<tr>
<td>OAA Unit Rate</td>
<td>$1.3758</td>
<td>$1.5526</td>
<td>$1.5526</td>
<td>$1.5526</td>
</tr>
<tr>
<td>LCOG OPI Funds</td>
<td>$18,527</td>
<td>$20,025</td>
<td>$16,254</td>
<td>$10,013</td>
</tr>
<tr>
<td>OPI Unit Rate</td>
<td>$9.54</td>
<td>$9.54</td>
<td>$9.54</td>
<td>$9.54</td>
</tr>
</tbody>
</table>

**STAFF COMMENTS:**

1. This is a six month budget which will provide for 50% of the OAA meals proposed in FY 14. FY 14 meal counts are lagging because of the “depressing” effect of the OAA waiting list during FY 13 and early FY 14. There is currently no OAA waiting list. FY 15 OAA revenue is undetermined at this time and dependent on Congressional agreement on a Federal budget following Sequestration. OPI meals are budgeted at 50% of the FY14 allocation. Given the fact that OPI has opened for new clients, new clients have been referred for meals. Medicaid meal referrals continue to
2. This budget proposes an overall unit rate of $7.13 per meal.

3. The United Way contributions to Red Cross for their Meals on Wheels program in FY 14 were reduced from at $50,000 to $36,252 due to changing United Way priorities and limited funds. FY 15 funds are projected at his level. United Way always reserves the right to adjust allocations if pledges do not materialize.

4. This budget is calculated at the NSIP (formerly USDA) rate of $.5334 per OAA and OPI meal.

5. Lane County’s Human Services Commission funding for FY 15 is budgeted for $26,700. However, the HSC funding level is not final at this point. It is possible that this figure will be reduced.

6. This budget is calculated using an OPI reimbursement rate set at the same level as the reimbursement rate established for Medicaid paid meals, $9.54 per meal.

7. ARC estimates collecting an average actual donation of $.97 per OAA meal. This is lower than the current actual average contributed. The suggested donation is $3.00 per meal.

8. Red Cross and S&DS Meals on Wheels have agreed to conduct joint fund raising to benefit all Meals on Wheels participants in the Eugene/Springfield area and the proceeds are pro-rated on the number of meals served by each agency. This budget is dependent on the ARC percentage of the combined Meals on Wheels Fund Raising Campaign netting $56,000.

9. Red Cross purchases meals under the Food Service Consortium contract. The cost of hot meals is budgeted at the FY 15 rate of $4.49, the same as FY14. The cost of frozen meals is budgeted at the FY 14 per meal price of $4.39 per meal, however the price of frozen meals will drop to $4.35. The meal budget will be adjusted at mid-year.

10. Administration and Program Support Costs are 3% of this budget. The National Chapter methodology for allocating administrative costs has been changed, reducing the costs to Meals on Wheels.

11. Direct Service Staff levels are similar to last year at 3.6 FTE. The staff includes: 1 Program Director, 2 Program Coordinators and 1 part time staff.
12. This budget is based on several revenue and expense estimates which could change. A contract amendment will be required when the numbers are certain.

**PMC Recommendation:**
The PMC recommend to the SSAC that Lane Council of Governments approve the July – December, 2015 contract for Metro Meals on Wheels with American Red Cross, for meals at a total unit rate of $7.13 per meal. This recommendation is made with the understanding that if funding levels or contracted food service rates change, the budget and service levels will be renegotiated. Specific reimbursement rates are noted in the table below.

**RATES APPLICABLE TO METRO MEALS ON WHEELS**

<table>
<thead>
<tr>
<th>Source</th>
<th>Units</th>
<th>Unit Rate</th>
<th>Total Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>OAA</td>
<td>25,619</td>
<td>$1.5526</td>
<td>$39,776</td>
</tr>
<tr>
<td>NSIP (includes OAA &amp; OPI meals only)</td>
<td>26,669</td>
<td>$.53</td>
<td>$14,225</td>
</tr>
<tr>
<td>OPI (includes OPI client donations)</td>
<td>1,050</td>
<td>$9.54</td>
<td>$10,013</td>
</tr>
<tr>
<td>HSC Funds (OAA)</td>
<td>25,619</td>
<td>$.5211</td>
<td>$13,350</td>
</tr>
</tbody>
</table>