

FISCAL YEAR 2021-2022

SENIOR & DISABILITY SERVICES

INFORMATION & ASSISTANCE



“To advocate for seniors and persons with disabilities and provide to them quality services and information that promote dignity, independence, and choice.”



Director's Message

Senior & Disability Services (S&DS), a division of Lane Council of Governments, is the Area Agency on Aging and Disability Services for Lane County, Oregon. In this role, the agency is responsible for planning and administering programs and services for older adults and adults with physical disabilities. Services are financed by contributions from participants, donations, grants, and by local, state, and federal government funds.

Our Mission: “To advocate for seniors and persons with disabilities and provide to them quality services and information that promote dignity, independence, and choice.”

In the past year, we began working on our District Engagement Plan with ODHS Self-Sufficiency Programs (SSP) to better serve our community, initially identifying rural areas we serve jointly. Currently, we hold joint monthly meetings for Managers and Leads, and have begun training across both agencies, inviting SSP to our Long-term Care Eligibility trainings, and our S&DS staff to their Employment-Related Day Care and TANF trainings. We have also set up a shadowing program for Eligibility Workers. Our goal is to make sure that, no matter what office someone goes into, they can apply for any program, and their benefits will be processed in a uniform manner, statewide.

If the pandemic taught us anything it is that there is a need to expand our efforts to reach the most vulnerable community members and reduce barriers to accessing our services. Our Complex Case Management unit was created to assist ongoing case managers with some of our harder to serve consumers. Within this unit, we created Housing Navigator positions and re-established our working relationship with *Homes for Good* as a preferred partner, allowing our most vulnerable consumers to access affordable, low-income housing. We developed an Outreach and Volunteer Coordinator position to strengthen our partnerships with providers in our community and engage the volunteers vital to the successful operations of our Senior Meals Programs.

On March 28th, I was honored to start my role as Acting in Charge Division Director as Emily Farrell transitioned to her new role outside of the agency. I've been with S&DS since 2013, first as a Unit Manager and then as a Program Manager. On August 4th, I was appointed Division Director.

This past year was an adjustment for everyone as COVID-19 restrictions were lifted and staff returned to work in the field. It was no easy task managing both the safety of our employees and our consumers, all while continuing our commitment to serving the needs of our consumers and community, but everyone rose to the challenge. We proved as an agency to be both strong and extremely flexible in the face of change. I want to thank our staff, volunteers, and community members for their hard work and dedication, and I look forward to all we will accomplish in the year ahead.

Stephanie Sheelar

Stephanie Sheelar, Director
Senior & Disability Services



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Volunteers

Volunteers are the lifeblood for many of our programs, giving back to our community and neighbors. We could not provide quality, consistent services without them. S&DS is thankful to all our amazing, generous volunteers.



254
volunteers provided
23,356
service hours.

Our volunteers live and serve in all areas of Lane County, including Coburg, Cottage Grove, Creswell, Eugene, Florence, Junction City, Lowell, Oakridge, Springfield, and Veneta. These volunteers bring with them incredible skills, knowledge, and compassion. Our volunteers:

- Deliver Meals on Wheels
- Help balance checkbooks
- Teach health management classes
- Visit with socially isolated older adults
- Wash dishes at meal sites
- Drive rural residents to medical appointments
- And most important, are a friendly face and safety check for our most vulnerable community members.

Volunteering only takes a few hours per month, but the benefits to both the volunteer and our community is immeasurable. If you or someone you know is interested in volunteering with S&DS, contact us at 541-682-2484 or by email at sdsoutreach@lcog.org.

“Volunteers do not necessarily have the time; they just have the heart.”

— Elizabeth Andrew

Information & Assistance (ADRC)



Aging and Disability Resource Connection (ADRC) provides access to services offered by Senior & Disability Services and information about other resources in the community for older adults and adults with disabilities.

call: 541-682-3353 or 1-800-441-4038 (toll free)

email: ADRCLane@lcog.org

walk in: 1015 Willamette Street, Eugene, OR 97401

visit the statewide website: www.ADRCofOregon.org

Where can I turn to find services that will help my parents stay in their home?

ADRC can help connect you to home and community based resources, including:

- Transportation
- Caregiver Support
- Friendly Visitors
- Meals

Who can help me navigate this complex maze of services?

ADRC Options Counselors provide professional guidance on complex issues.

Can someone explain the different housing options available for older adults?

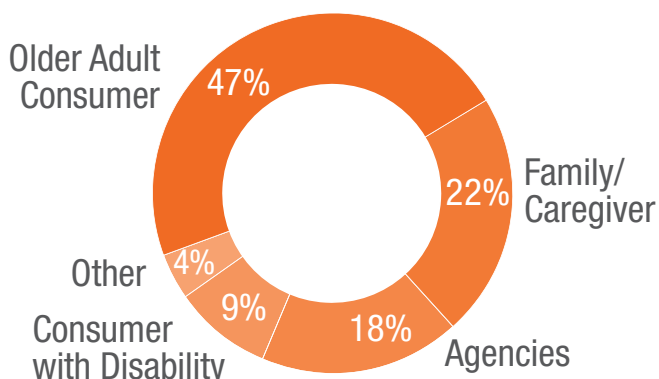
Visit our website, www.ADRCofOregon.org, to access a tool to compare different housing options.



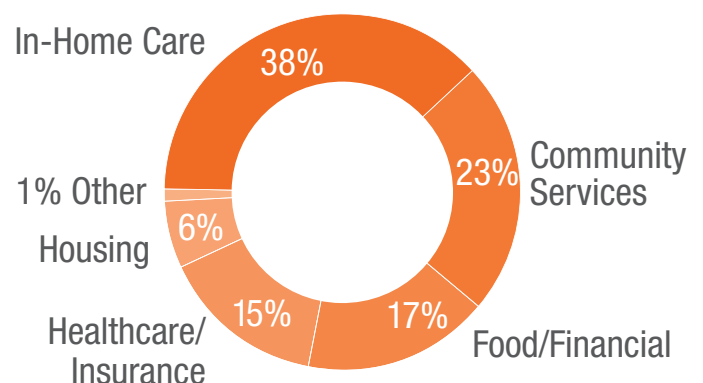
18,931
Phone calls answered

47 seconds
average call wait time

Type of Callers



Caller Needs



Senior Connections

Senior Connections serves all of Lane County, with office locations in Eugene, Cottage Grove, Florence, Junction City, Oakridge, and Veneta. Area Coordinators assist older adults and caregivers with services to help seniors live independently in their own homes. Services include caregiver respite, transportation, energy assistance, and more.



Can I get assistance in paying my utility bills?

You may qualify for LIHEAP Energy Assistance, an Area Coordinator can help you apply.

I live out of the metro area and I need help getting to medical appointments.

The Rural Escort Program has volunteers that can give you door-to-door help in getting to medical appointments.

"With your support I'm able to care for my wife in our home."



1,057

People received Case Managed Services through the Older Americans Act



5,565

Assessment hours for LTD Medicaid/ADA transportation assistance

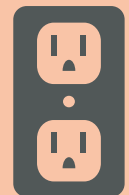
5,510

Reassurance contacts made



608

People received energy assistance



5,141

Respite hours for family caregivers



210

One way trips provided to medical appointments

Senior Meals: Café 60, Meals on Wheels



The **Café 60 Dining Rooms** provide mealtime companionship and nourishing meals to older adults aged 60+. **Meals on Wheels** delivers hot meals to homebound older adults aged 60+. S&DS delivers Meals on Wheels in Springfield and outlying communities as well as operates all Café 60 dining rooms. The delivery of Meals on Wheels in Eugene is contracted through FOOD for Lane County.

Café 60 serves tasty, nourishing noon meals in friendly dining rooms in nine Lane County communities.

Meals on Wheels (MOW) offers nourishing meals and a regular safety check to home bound older adults in eight Lane County communities.

Despite COVID-19, Café 60 dining locations and Meals on Wheels routes continued to operate. Operations were modified to ensure precautions that prioritized the safety of meal recipients, staff, and volunteers. At our Café 60 dining locations, meals are only served to-go during the normal lunch hours at each site.

All Meals on Wheels routes continued to operate with volunteers. Our volunteers did not have direct contact with meal recipients in order to minimize health risks for all parties. These health risks were alleviated by a “knock and drop” approach that allowed us to continue to check on our consumers while maintaining appropriate social distancing measures.

\$510,071 Raised for Senior Meals Program in Lane County



1,814

People received meals through MOW



202,861

MOW meals delivered

686

People served in Café 60



61,680

Meals served at Café 60

Oregon Project Independence

Oregon Project Independence (OPI) provides limited in-home services to older adults aged 60+ who need help to continue living independently in their own homes. The goal of OPI is to prevent or delay nursing facility placements.

Services may include Housekeeping, Personal Care, Meals on Wheels, and help paying for Assistive Technology such as Emergency Response Systems and Medication Management devices. Housekeeping and Personal Care services in FY22 were primarily provided by contract with Addus Health Care.

Since 2014, S&DS has participated in the OPI Pilot program, which provides OPI services to adults with disabilities ages 19-59. This has proven to be a valuable addition to the services available to those ages 19-59.



My husband is 48 and has a disability, could he qualify for OPI?

Yes, adults ages 19-59 may qualify for OPI in Lane County thanks to a Pilot Program expanding services to adults with disabilities.

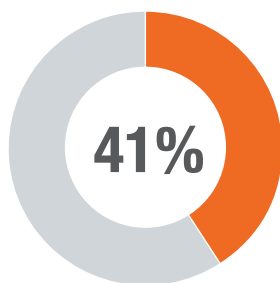
I cannot manage everything myself anymore and am worried I will have to move into a nursing home. I need just a little assistance, can OPI help me?

OPI may provide that little bit of help to keep you independent. The goal of the program is to keep you in your home and out of a nursing facility.

"OPI helps fill the gap for the in-home services I need to help me maintain my independence at home."

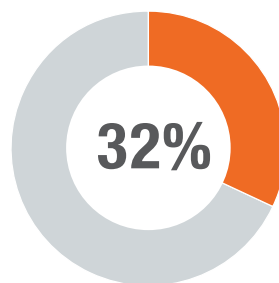
OPI recipients: Adults aged 60+

189
21,813



OPI Pilot recipients: Adults with disabilities aged 19-59

58
5,127



People received OPI services

Hours of in-home service provided

Participants received Assistive Technology help

Health Promotion Programs



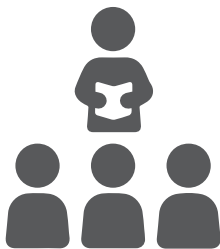
As a result of the pandemic, S&DS had to pause our Health Promotion Program for the majority of FY22. In the winter of 2021, an S&DS Disease Prevention and Health Promotions Program Coordinator was hired and trained to restart these programs in the community. In January of 2022, health promotion classes restarted and were conducted virtually.

S&DS offers a variety of evidence-based health promotion programming. These workshops, classes, and one-on-one activities are all free to the public and offered virtually and will soon be available in person. Programming includes:

Living Well Workshops

These 6-week workshops help participants with chronic pain, diabetes, or other chronic conditions learn how to better their health by learning about nutrition, exercise, goal setting, and improving communication skills. S&DS has 3 different specialized types of Living Well workshops:

- Living Well with Chronic Pain
- Living Well with Diabetes
- Living Well with Chronic Conditions



This past year S&DS offered

3 workshops serving
31 participants

Walk with Ease

This 9-week group walking course usually meets twice weekly. The groups complete stretching and strengthening exercises, and are led on a progressively longer walk, with the goal of increasing physical activity and endurance.



1 series completed
serving 6 participants

Powerful Tools for Caregivers

Participants learn skills to better handle the challenges of caregiving for adults suffering from stroke, Alzheimer's, Parkinson's, or other conditions. Geared toward un-paid family caregivers, this community-based program is conducted in small groups over a 6-week period.



Community Programs

Senior Companion Program through Lane Community College

Part of the Corporation for National & Community Service, this program provides supportive services and companionship to isolated consumers. While similar to the ElderHelp program, Senior Companion differs as volunteers must be age 55+, volunteer 15-40 hours weekly, and meet low income guidelines. Senior Companions receive a modest stipend.

151 People Served, 5,510 Volunteer Hours



Senior Law – Oregon Law Center

Consultations on non-criminal legal matters are provided free of charge. Services are based in community centers throughout Lane County.

787 People Served, 3,648 Attorney/Volunteer Hours



Supportive Services – Lane Senior Support Coalition (LSSC)

LSSC is a local nonprofit that maintains an emergency support fund for at-risk seniors. Funds are used for services or products that are not currently eligible to be paid by other local, state, or federal funds/programs. Funds are typically used to pay for one-time expenses, such as an overdue utility bill, minor home repair, or unexpected uncovered medical expense. To donate, visit www.lanessc.org.

80 People Served with over \$25,000 of emergency assistance

Money Management

Money Management services help adults remain as independent as possible. Volunteers help with bill paying or act as Representative Payees for Social Security Benefits.

143 People Served, 4,038 Service Hours

Eligibility Services



Eligibility Specialists determine financial eligibility for all Aging & People with Disabilities and Self Sufficiency programs, which includes but is not limited to Medicaid, Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), Employment Related Day Care (ERDC), and Temporary Assistance for Needy Families (TANF).

SNAP is a federal nutrition program designed to supplement the food budgets of people with a low income. Benefits may be used at grocery stores, farmers markets and other approved food retail stores. Benefits may be spent on food or plants and seeds to grow nutritious vegetables and fruits at home.

Medical program eligibility determined by S&DS includes Medicaid benefits such as Oregon Health Plan (OSIPM), Affordable Care Act Medical (MAGI), and Medicare Savings Programs, which pay for Medicare premiums and in some cases the Medicare co-pays. Additionally, our office determines financial eligibility for individuals receiving Long Term Care Services and Supports.

Who qualifies for SNAP (Food Stamps) through S&DS?

With the roll-out of the ONE system for determining eligibility, S&DS now processes applications for Oregonians of all ages.

Will someone speak my language when I register for services?

Yes, staff are available on site for Spanish, Russian, Hindi, Arabic, and ASL. Accommodations, however, will be made for all languages.

589

Average monthly new requests for SNAP benefits

167,044

total SNAP and Medical services applications processed



285

Average monthly new requests for Medical benefits


376

Average caseload per worker

In-Home & Community-Based Care

Case Managers coordinate Medicaid and state funded programs to provide **In-Home and Community-Based Care** to keep older adults age 60+ and adults with disabilities living as independently as possible in the community. Specialized Case Managers also assist with hospital discharge planning and transitioning clients from more restrictive facilities to home or community-based care. Facilities Case Managers work with individuals in nursing homes and other long term care facilities.



 **4,299**
People receiving services

 **4,207**
Total registered Home Care workers

 **12**
Agencies provide in-home assistance

74 Average caseloads per Case Manager

The Transition & Diversion program helps individuals avoid unnecessary placements or lengthy stays in nursing facilities.

265

Total referrals to the program

58

Transitions—Number of individuals transitioned from nursing homes

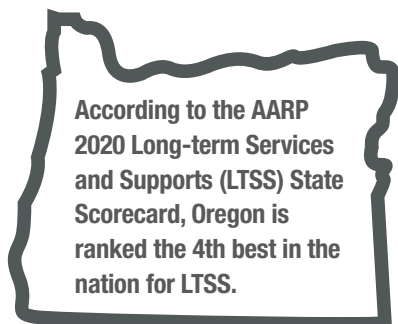
34

Diversion—Number of individuals who did not enter nursing homes

Estimated cost savings attributed to Transition & Diversion services

\$2,053,860

In-Home and Community-Based Care housing distribution through Case Managed Services



2,934

Own Home with In-Home Assistance

825

Assisted Living or Residential Care Facility

393

Nursing Facility

135

Adult Foster Care

Adult Protective Services

Adult Protective Services is responsible for responding to all allegations of abuse or neglect involving older adults age 65+ and adults with physical disabilities. S&DS is also responsible for investigating allegations of abuse or neglect involving residents of licensed care facilities such as adult foster homes, residential care facilities, assisted living facilities and nursing homes.

Neglect by caregiver and financial exploitation are the most common types of abuse.

Abuse Allegation	Investigated	Substantiated
Potential Financial Exploitation	592	19%
Potential Neglect by Caregiver	823	28%
Potential Verbal Abuse	434	21%
Potential Self Neglect	581	15%
Potential Physical Abuse	213	26%
Potential Sexual Abuse	31	6%
Potential Abandonment	3	33%
Other Reasons	57	17%
Totals	2,734	22%

Residential Type	Investigated	Substantiated
Adult Foster Home	53	30%
Assisted Living Community	229	37%
Community	1,980	18%
Residential Care Facility	472	28%
Totals	2,734	22%

Note: A new state system for tracking Adult Protective Services launched in Fiscal Year 2019. Data is tracked differently than prior years. Some data is no longer available at the local level.

Each June, for Elder Abuse Awareness Month, S&DS launches a multi-media campaign to raise awareness about elder abuse. Ads are placed online, on TV, and air over the radio. In FY22, S&DS completed 210 activities targeted at public awareness about elder abuse.



Program Data Comparison

Three Year Fiscal Year Comparison

Volunteers	FY22	FY21	FY20	% Change FY21 to FY22
Number of Volunteers	254	242	403	5%
Number of Volunteer Hours	23,356	24,167	31,358	-3%

Aging and Disability Resource Connection (ADRC)	FY22	FY21	FY20	% Change FY21 to FY22
ADRC Call Type by Percentage				
Food / Financial	17%	18%	18%	-1%
Health Care / Insurance	15%	14%	12%	1%
In-Home Care Needs	38%	35%	33%	3%
Housing	6%	6%	10%	0%
Community Services	23%	26%	25%	-3%
Phone Calls Answered	18,931	18,884	18,047	0%
Average Wait Time (seconds)	47	30	116	57%

Senior Connections	FY22	FY21	FY20	% Change FY21 to FY22
Persons Receiving Case Management	1,057	1,369	1,684	-23%
LTD Ride Assessments	5,565	3,675	2,817	51%
Reassurance Contacts Made	5,510	6,494	12,220	-15%
Persons Who Received Energy Assistance	608	586	792	4%

Senior Meals	FY22	FY21	FY20	% Change FY21 to FY22
Persons Who Received MOW	1,814	1,916	1,375	-5%
Total Meals Delivered	202,861	199,565	192,421	2%
People Served at Café 60	686	699	931	-2%
Total Café 60 Meals Served	61,680	71,798	71,206	-14%
Total Senior Meal Fundraising	\$510,071	\$389,808	\$529,904	31%

Oregon Project Independence	FY22	FY21	FY20	% Change FY21 to FY22
Total person 60+ with Any OPI service	189	187	229	1%
Total persons 19-59 with Disabilities with Any OPI service	58	68	82	-15%

Program Data Comparison

Health Promotion Programs	FY22	FY21	FY20	% Change FY21 to FY22
*Due to COVID-19 & staff changes, Health Promotion Programs were put on hold in March 2020. In FY22, these programs resumed.				
Living Well Workshops				
Participants	31	0	63	100%
Workshops Offered	3	0	6	100%
Walk With Ease				
Courses Offered	1	0	1	100%
Participants	6	0	9	100%

Community Programs	FY22	FY21	FY20	% Change FY21 to FY22
Senior Law - Oregon Law Center				
People Served *rate increase	787	837	973	-6%
Total Attorney/Volunteer Hours	3,648	3,193	3,231	14%
Money Management				
People Served	143	173	181	-17%
Service Hours	4,038	4,252	3,081	-5%

Eligibility Services: SNAP & Medicaid	FY22	FY21	FY20	% Change FY21 to FY22
Average Worker Caseload	376	820	676	-55%
Total SNAP & Medical Applications Processed	167,004	287,220	NA	-42%
**ONE system launched October 2020. Initial applications to the system in FY21 increased the workload. FY22 shows normal operations in the ONE system. New data set for FY22.				

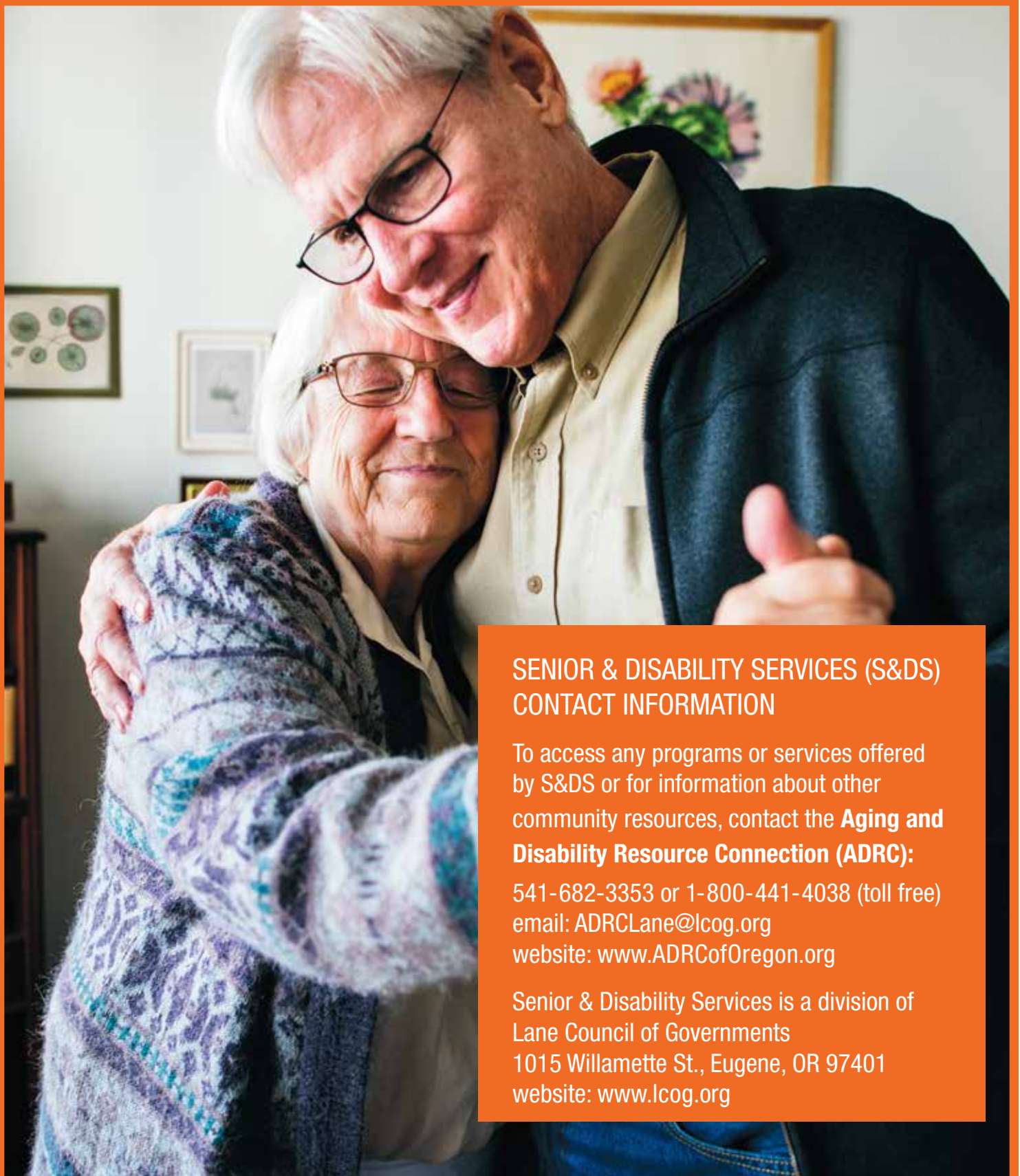
Case Managed In-Home Care Services	FY22	FY21	FY20	% Change FY21 to FY22
Living Situation				
Living in Own home *Increasing need for in-home services	2,934	2,980	3,048	-2%
Adult Foster Care (data reflects S&DS Medicaid beds only)	135	163	241	-17%
Assisted Living/Residential Care Facility	825	779	883	6%
Nursing Facility	393	455	506	-14%
Other Case Managed Data				
Average Worker Caseload *actual caseloads are higher due to staffing shortages and workload allocations during the pandemic	74	88	84	-16%
Total Persons Served	4,299	4,528	4,644	-5%
Total Registered Home Care Workers	4,207	3,958	3,753	6%
Transition & Diversion				
Total T&D Referrals	265	106	173	150%
Transitions from Nursing Homes	58	45	75	29%
Diversion from Nursing Homes	34	3	4	1033%

Program Data Comparison

Adult Protective Services	FY22	FY21	FY20	% Change FY21 to FY22
Abuse Allegation Types Investigated				
Potential Financial Exploitation	592	470	730	26%
Potential Neglect by Caregiver	823	751	1,113	10%
Potential Verbal Abuse	434	361	377	20%
Potential Self Neglect	581	599	695	-3%
Potential Physical Abuse	213	184	219	16%
Potential Sexual Abuse	31	28	35	11%
Potential Abandonment	3	10	7	-70%
Other Reasons	57	30	37	90%
Totals	2,734	2,433	3,213	12%
Abuse Allegations Substantiated by Type				
Potential Financial Exploitation	19%	20%	18%	-1%
Potential Neglect by Caregiver	28%	31%	26%	-3%
Potential Verbal Abuse	21%	20%	22%	1%
Potential Self Neglect	15%	16%	18%	-1%
Potential Physical Abuse	26%	21%	26%	5%
Potential Sexual Abuse	6%	7%	11%	-1%
Potential Abandonment	33%	60%	43%	-27%
Other Reasons	16%	23%	14%	-7%
Average Substantiated	22%	23%	21%	-1%

Note: A new state system for tracking Adult Protective Services launched in Fiscal Year 2019. Data is tracked differently than prior years. Some data is no longer available at the local level.





SENIOR & DISABILITY SERVICES (S&DS) CONTACT INFORMATION

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