

FISCAL YEAR 2017-2018

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 or dementia. Services are financed by contributions from participants, donations from individuals and groups, grants, and by local, state, and federal government funds.

S&DS is first and foremost about the people we serve, their families, and their communities.

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

S&DS could not accomplish this mission without the unwavering support of our volunteers. We are thankful that they choose to spend their valued time supporting S&DS' programs for seniors and persons with disabilities.

On a personal note, 2018 will be my last year with S&DS as I plan to retire on December 31st. The new Director is Emily Farrell. Emily comes to LCOG from the UO School of Law and has worked in a number of management, legal, and advisory positions throughout her career, many of which have been focused on serving seniors and persons with disabilities. Please join me in welcoming her to S&DS, where she and Brooke Emery, Deputy Director, will continue providing excellent service as they look for ways to build efficiency and work with our regional partners to provide more wrap-around services. I would like to thank all of the S&DS volunteers, staff, and others who continue to help S&DS move into the future. It has been a great honor to work with each of you and be part of the amazing work this agency and its staff accomplish every day.



Jody Cline, 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.



S&DS has more than 400 volunteers providing over **35,000** service hours each year.

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 541-682-3353 or by email at ADRCLane@lcog.org.

“Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud.” —Helen Dyer

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?

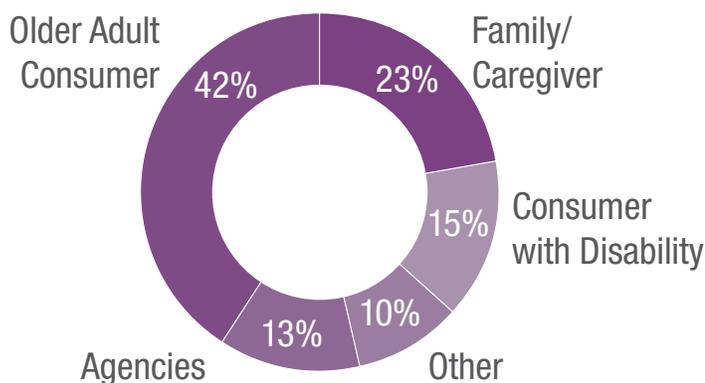
Visit our website, www.ADRCofOregon.org, to access a tool to compare different housing options.



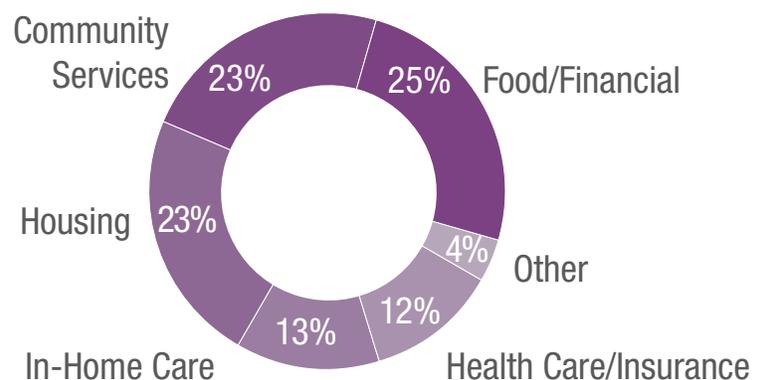
17,940
Phone calls answered

63 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?

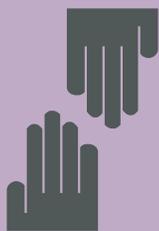
You may qualify for LIHEAP Energy Assistance.

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.

“This time is a precious gift, I am able to come back refreshed and continue to take care of my wife here in our home and that is important to me.”

“The service was professional, courteous, and conscientious. We feel as though we never fell off the radar. Senior Connections staff were excellent about communicating with us about potential and real resources.”



1,305
People received Case Managed Services through the Older Americans Act

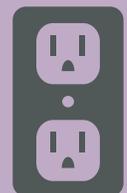


4,134
Assessment hours for LTD Medicaid/ADA transportation assistance

7,571
Rides provided by volunteer drivers



636
People received energy assistance



5,105
Respite hours paid for family caregivers



285
People received rides to medical appointments

Senior Meals: Café 60, Meals on Wheels



The **Café 60 Dining Rooms** provide mealtime companionship and nourishing meals to older adults age 60+. **Meals on Wheels** delivers hot meals to homebound older adults age 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 with FOOD for Lane County.

\$383,479

Raised for Senior Meals Program in 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.

“Thank you for looking out for Dad and doing what I can’t do from this distance. Please keep up the good work to all you serve.”

“The volunteer who brings my meal is so friendly and nice that she is the highlight of my day. Thank you for the warm meals and the friendly visits.”

“I live alone now and most of my family is gone. I eat my noon meals at Café 60 several days a week. The food is very good and I enjoy the friendship.”



1,353

People received meals through MOW



181,188

MOW meals delivered

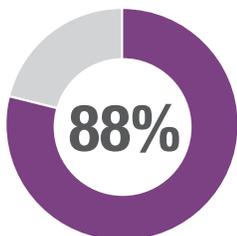
806

People served in Café 60

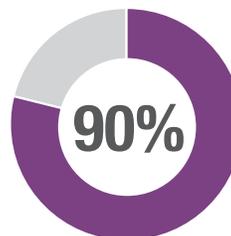


62,687

Meals served at Café 60



of surveyed participants said the program helped them maintain their independence.



of surveyed participants said the program helped them maintain or improve their health.

Oregon Project Independence

Oregon Project Independence (OPI) provides limited in-home services to older adults age 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 are primarily provided by contract with Addus Health Care.

In 2014, S&DS was selected as a pilot location to test the expansion of OPI to adults with disabilities ages 19-59 and has proven a valuable addition.

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.

Age of OPI Recipients	
age 19-39	9
age 40-59	70
age 60-74	83
age 75-84	83
age 85+	74

OPI recipients: Adults age 60+

240

26,432



OPI Pilot recipients: Adults with disabilities age 19-59

79

11,192



People received OPI services

Hours of in-home service provided

Participants received Assistive Technology help

Participants live alone

Health Promotion Programs



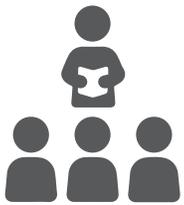
S&DS offers a variety of evidence-based health promotion programming. These workshops, classes, and one-on-one activities are all free to the public and offered in a variety of community locations. Current programming includes:

“This program was very useful. It reminded me there are areas of my life I cannot change but I can make them more manageable.”

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 offers 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 **17** total workshops serving 167 participants

New!

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. This program’s first pilot series is planned for fall of 2018 with plans to hold additional sessions in 2019.

New!

Walk with Ease

This 9-week group walking course 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. Successfully piloted twice in 2018, more series are planned for 2019.



2 pilot series completed serving 19 participants

Program to Encourage Active and Rewarding Lives (PEARLS)

PEARLS is an intervention program for older adults with mild to moderate depression. Trained PEARLS counselors teach depression management techniques through 6-8 one-on-one, in-home sessions. This program addresses the symptoms of depression and improves participants’ quality of life through assistance with setting goals and problem solving.



48 participants screened, with approximately 1,000 program hours provided

Community Programs



Reassurance – ElderHelp

Older adults living alone can be socially isolated, which can lead to depression. The **ElderHelp** Program matches them with qualified volunteers to help with things such as grocery shopping and yard work, or just reading a book.

42 People Served, 2,495 Volunteer Hours

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.

177 People Served, 15,133 Volunteer Hours

Senior Law – Oregon Law Center

Civil legal consultations are provided free of charge. Services are based in community centers throughout Lane County.

1,112 People Served, 3,348 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.

87 People served with over \$22 thousand dollars of emergency assistance

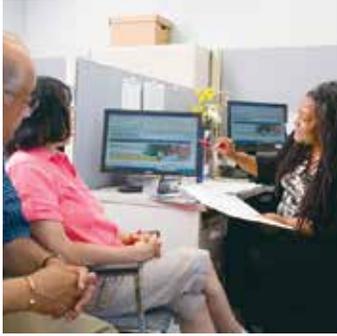
Money Management

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

133 People Served, 2,691 Service Hours



Eligibility Services



Eligibility Services workers determine eligibility for the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps) and many state and federally funded medical programs for those not in need of in-home or facility based services.

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 include Medicaid and Medicare Savings Programs for low income older adults age 65+ and adults with disabilities. Medicare Savings Programs may help cover the costs of Medicare premiums and for those with very low income, Medicare deductibles and co-pays.

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

Adults with disabilities age 18+ or older adults age 60+ that meet eligibility requirements.

Will someone speak my language when I register for services?

Yes, staff is available on site for Spanish, Russian, and ASL. Accommodations will be made for all languages.



231

Average monthly new requests for benefits

18,044

Total SNAP or medical services cases

644 Average caseloads per worker

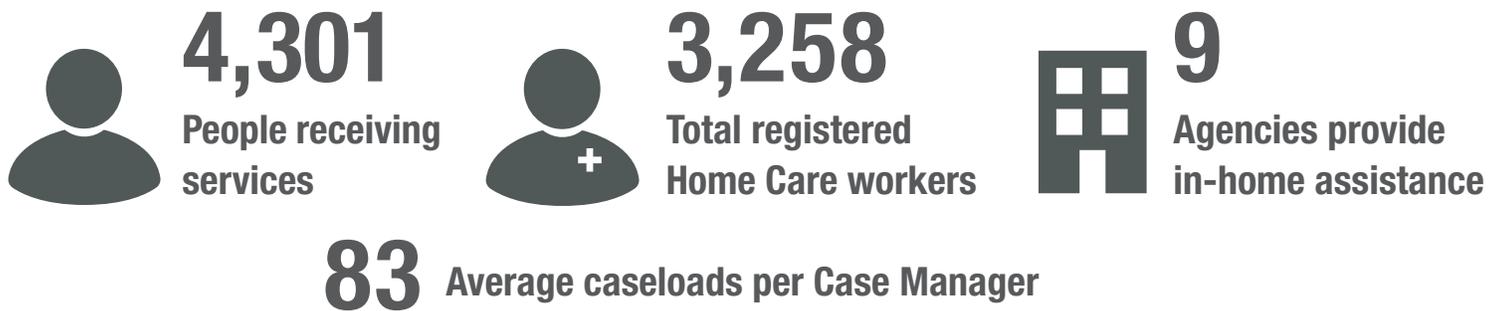
“I have always had a positive experience with this office...I am treated with kindness and good humor.”

“I truly appreciate the combination of kindness and professionalism by my worker. The rest of the staff is always courteous as well.”

“This was my first time here, and the person who helped me was very kind and patient. Any information I asked about and she didn’t know, she helped me figure out. Overall, a very positive experience.”

In-Home & Community-Based Care

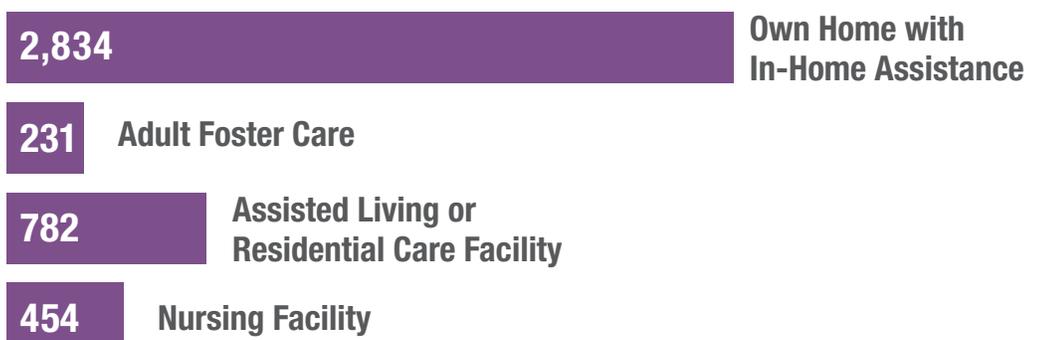
Case Managers coordinate Medicaid and state funded programs to provide **In-Home and Community-Based Care** to keep older adults age 60+ and adults with disabilities living as independently as possible in the community. Specialized Case Managers also assist with hospital discharge planning and transitioning 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.



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



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



Adult Protective Services



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

Abuse can happen in a person's own home or the home of family or friends. It can also occur in a professional care setting such as a nursing facility, a residential care facility, an assisted living facility, an adult foster home, a retirement home or a room and board home.

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.

Abuse Allegation	Investigated	Substantiated
Potential Financial Exploitation	767	27%
Potential Neglect by Caregiver	1,037	36%
Potential Verbal Abuse	355	18%
Potential Self Neglect	472	23%
Potential Physical Abuse	230	23%
Potential Sexual Abuse	42	12%
Potential Abandonment	18	17%
Other Reasons	66	11%
Totals	2,987	28%

Referrals for Legal or Criminal Action	Number of Cases	% change from FY17
Referred to Law Enforcement	199	5%
Investigated	134	35%
Referred for Prosecution	65	76%
Resulting Convictions	24	9%

Residential Type	Investigated	Substantiated
Adult Foster Home	105	27%
Assisted Living Community	237	51%
Community	1,774	21%
Home Care Worker	103	19%
Nursing Facility	197	30%
Residential Care Facility	539	42%
Contract In-Home Services	32	22%

Program Data Comparison

Three Year Fiscal Year Comparison

Aging and Disability Resource Connection (ADRC)	FY18	FY17	FY16	% Change FY17 to FY18
ADRC Call Type by Percentage				
Food / Financial	25%	23%	31%	2%
Health Care / Insurance	12%	12%	11%	0%
In-Home Care Needs	13%	13%	22%	0%
Housing *S&DS continues to see increased calls regarding housing	23%	14%	7%	9%
Phone Calls Answered *Phone tree now split in FY17, only Info & Assistance calls now route to ADRC	17,940	16,160	20,753	11%

Senior Connections	FY18	FY17	FY16	% Change FY17 to FY18
Persons Receiving Case Management *More persons served	1,305	1,136	1,144	15%
LTD Ride Assessments *Continue to see increased need for ADA rides	4,134	3,513	2,992	18%
Volunteer Driver Rides *Continual decline in volunteer drivers	7,571	8,421	10,662	-10%
Persons Who Received Energy Assistance	636	663	730	-4%

Senior Meals	FY18	FY17	FY16	% Change FY17 to FY18
Persons who Received MOW	1,353	1,285	1,306	5%
Total Meals Delivered	181,188	182,623	179,449	-1%
People Served at Café 60 *Outreach increased participation	806	649	665	24%
Total Café 60 Meals Served	62,687	58,030	59,553	8%
Total Senior Meal Fundraising	\$383,479	\$342,572	\$326,189	12%

Oregon Project Independence	FY18	FY17	FY16	% Change FY17 to FY18
Total person 60+ with Any OPI service *Increased funds available	240	126	345	90%
Total persons 19-59 with Disabilities with Any OPI service	79	76	69	4%

Program Data Comparison

Health Promotion Programs	FY18	FY17	FY16	% Change FY17 to FY18
Living Well Workshops				
Participants	167	158	180	6%
Workshops Offered	17	16	18	6%
PEARLS				
Participants Screened *Additional program capacity	48	23	28	109%
Estimated Program Hours *Additional program capacity	1,000	450	300	122%

Community Programs	FY18	FY17	FY16	% Change FY17 to FY18
Reassurance - Elder Help				
People Served *State background check delays impacted # of volunteers available	42	53	51	-21%
Total Volunteer Hours	2,495	2,570	2,962	-3%
Senior Law - Oregon Law Center				
People Served	1,112	1,133	1,311	-2%
Total Attorney/Volunteer Hours	3,348	3,374	3,466	-1%
Money Management				
People Served *Program growth, now a blend of staff & volunteers	133	90	82	48%
Service Hours *Program growth, now a blend of staff & volunteers	2,691	1,953	2,828	38%

Eligibility Services: SNAP & Medicaid	FY18	FY17	FY16	% Change FY17 to FY18
Average Worker Caseload *Additional staff	644	717	645	-10%
Total Open Cases *FY16 to F17 increase due to absorption of Lane Medicaid cases formerly held in Salem	18,044	18,635	14,824	-3%



Program Data Comparison

Case Managed In-Home Care Services	FY18	FY17	FY16	% Change FY17 to FY18
Living Situation				
Living in Own home *Increasing need for in-home services	2,834	2,416	2,521	24%
Adult Foster Care (data reflects S&DS Medicaid beds only)	231	257	279	-8%
Assisted Living/Residential Care Facility	782	754	675	8%
Nursing Facility	454	493	485	-5%
Other Case Managed Data				
Average Worker Caseload *Additional staff	83	97	99	-9%
Total Persons Served	4,301	4,232	4,753	8%
Total Registered Home Care Workers	3,258	2,901	2,946	12%
Transition & Diversion				
Total T&D Referrals *Program reduced 33% in FY17	188	190	346	-1%
Transitions from Nursing Homes *Higher success rate	68	52	84	31%
Diversion from Nursing Homes *Higher success rate	11	5	10	120%

Adult Protective Services	FY18	FY17	FY16	% Change FY17 to FY18
Abuse Allegation Types Investigated *Significant increase in overall abuse reports				
Potential Financial Exploitation	767	669	665	15%
Potential Neglect by Caregiver	1,037	799	684	30%
Potential Verbal Abuse	355	360	406	-1%
Potential Self Neglect	472	417	415	13%
Potential Physical Abuse	230	214	203	7%
Potential Sexual Abuse	42	33	38	27%
Potential Abandonment	18	21	28	-14%
Other Reasons	66	53	65	25%
Totals	2,987	2,566	2,504	16%
Abuse Allegations Substantiated by Type				
Potential Financial Exploitation	27%	28%	30%	-1%
Potential Neglect by Caregiver	36%	43%	35%	-7%
Potential Verbal Abuse	18%	30%	27%	-12%
Potential Self Neglect	23%	20%	19%	3%
Potential Physical Abuse	23%	29%	24%	-6%
Potential Sexual Abuse	12%	12%	13%	0%
Potential Abandonment	17%	19%	32%	-2%
Other Reasons	11%	13%	20%	-2%
Average Substantiated	28%	31%	28%	-3%



**SENIOR & DISABILITY SERVICES (S&DS)
CONTACT INFORMATION**

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