

# **ANNOTATED MINUTES**

Tuesday, November 10 1998 - 1:30 PM  
Multnomah County Courthouse, Boardroom 602  
1021 SW Fourth Avenue, Portland

## **BUDGET BRIEFING**

*Chair Beverly Stein convened the meeting at 1:31 p.m., with Commissioners Gary Hansen, Diane Linn and Lisa Naito present, and Vice-Chair Sharron Kelley excused.*

- B-1 Department of Aging and Disability Services Briefing and Work Session to Review Performance Trends and Key Results Measures and to Discuss Upcoming Issues and Opportunities. Presented by Jim McConnell, Mary Shortall, Sharon Miller and Representatives from the Elders in Action and the Disability Services Advisory Council.

***JIM MCCONNELL, MARY SHORTALL, SHARON MILLER, EFRAIN DIAZ-HORNA, SCOTT HENDERSON, JAN CAMPBELL, VICKI HERSEN, BOB SMITH, VIRGINIA SEITZ AND MARIAN KEYSER PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION. MR. MCCONNELL INTRODUCED AND ACKNOWLEDGED EFFORTS OF LUCY BAKER, DAPHNE TEAL, DON CARLSON AND JIM DUNCAN.***

*There being no further business, the meeting was adjourned at 3:11 p.m.*

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Thursday, November 12, 1998 - 9:30 AM  
Multnomah County Courthouse, Boardroom 602  
1021 SW Fourth Avenue, Portland

## **REGULAR MEETING**

*Chair Beverly Stein convened the meeting at 9:30 a.m., with Vice-Chair Sharron Kelley, Commissioners Gary Hansen, Diane Linn and Lisa Naito present.*

## **CONSENT CALENDAR**

***UPON MOTION OF COMMISSIONER KELLEY,  
SECONDED BY COMMISSIONER LINN, THE  
CONSENT CALENDAR (ITEMS C-1 THROUGH C-  
13) WAS UNANIMOUSLY APPROVED. CHAIR  
STEIN AND COMMISSIONER LINN  
ACKNOWLEDGED APPOINTEES.***

## **NON-DEPARTMENTAL**

- C-1 Appointments of Joe Arellano, Dean Gisvold and Fran Storrs to the LIBRARY ADVISORY BOARD

## **DEPARTMENT OF SUPPORT SERVICES**

- C-2 RESOLUTION Authorizing Advance Distribution of Funds from the County General Fund to Property Taxing Districts as Allowed Under ORS 311.392

***RESOLUTION 98-178.***

## **DEPARTMENT OF ENVIRONMENTAL SERVICES**

- C-3 ORDER Authorizing Execution of Deed D991588 Upon Complete Performance of a Contract with Pamela A. Porter

***ORDER 98-179.***

- C-4 ORDER Authorizing Execution of Deed D991589 Upon Complete Performance of Contract 15687 with Brenda Peterson and Reginald D. Peterson

***ORDER 98-180.***

- C-5 ORDER Authorizing Execution of Deed D991590 for Repurchase of Tax Foreclosed Property to Former Owner Richard Wise

***ORDER 98-181.***

- C-6 ORDER Authorizing Amendment to Purchase and Sale Agreement to Purchaser Waxman and Associates, Inc.

***ORDER 98-182.***

## **DEPARTMENT OF HEALTH**

- C-7 Budget Modification HD 6 Approving Changes in Total FTE's in Various Job Classes in the Safety Net Information and Referral Budget to Bring Budget into Conformance with the Completed Contract with the State of Oregon for Fiscal Year 1998/99

## **SHERIFF'S OFFICE**

- C-8 Package Store Liquor License Renewal for WEECE'S MARKET, 7310 SE Pleasant Home Road, Gresham
- C-9 Retail Malt Beverage Liquor License Renewal for HAGAR'S AT VIKING PARK, 29311 Stark Street, Troutdale
- C-10 Retail Malt Beverage Liquor License Renewal for WILDWOOD GOLF COURSE, 21881 NW St. Helens Road, Portland
- C-11 Intergovernmental Agreement with the City of Portland Authorizing Sheriff to Dispose of Abandoned Vessels Obstructing the Waterway in a Portion of the Oregon Slough as Provided by ORS 830.910

## **DISTRICT ATTORNEY'S OFFICE**

- C-12 Amendment 1 to Intergovernmental Agreement 500858 with Services to Children and Families to Renew Funding a Social Services Specialist for Child Abuse Investigations on CAMI Cases who will be Located at the Gresham Police Office
- C-13 Amendment 1 to Intergovernmental Agreement 500868 with Services to Children and Families to Renew Funding a Social Services Specialist for CAMI Child Abuse Investigations Involving Reports of Domestic Violence Received at the Child Abuse Hotline

## **REGULAR AGENDA**

## **PUBLIC COMMENT**

- R-1 Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.

***NO ONE WISHED TO COMMENT.***

## **DEPARTMENT OF LIBRARY SERVICES**

- R-2 Results from RESULTS: The Home Schooling Process Improvement Team Presentation by Ellen Fader and Elaine Morgan.

***TOM OLSON, ELAINE MORGAN, ELLEN FADER  
AND KATHERINE NEWMAN PRESENTATION  
AND RESPONSE TO BOARD QUESTIONS AND  
COMMENTS IN SUPPORT.***

## **DEPARTMENT OF HEALTH**

- R-3 RESOLUTION Establishing Fees and Charges for Chapter 21, Health, of the Multnomah County Code, and Repealing Resolution No. 98-88

***COMMISSIONER KELLEY MOVED AND  
COMMISSIONER HANSEN SECONDED,  
APPROVAL OF R-3. DAVE HOUGHTON  
EXPLANATION AND RESPONSE TO BOARD  
QUESTIONS, DISCUSSION AND COMMENTS IN  
SUPPORT. RESOLUTION 98-183 UNANIMOUSLY  
APPROVED.***

## **DEPARTMENT OF ENVIRONMENTAL SERVICES**

- R-6 ORDER Authorizing Acquisition of Land for Construction of Health Department and Aging and Disability Services Department East County Facilities

***COMMISSIONER HANSEN MOVED AND  
COMMISSIONER LINN SECONDED, APPROVAL  
OF R-6. BOB OBERST EXPLANATION, ADVISING  
HE WILL BE BACK MID JUNE, 1999 TO REPORT  
ON RESULTS OF PARKING STUDY. ORDER 98-  
184 UNANIMOUSLY APPROVED.***

## **DISTRICT ATTORNEY'S OFFICE**

- R-4 Overview of District Attorney's Office Organization and Issues for Fiscal Year 2000. Presented by Michael Schrunk.

***MICHAEL SCHRUNK INTRODUCED CHRISTINE  
KIRK AND TOM SIMPSON. MR. SCHRUNK***

**PRESENTATION AND RESPONSE TO BOARD QUESTIONS, COMMENTS AND DISCUSSION. VICE-CHAIR KELLEY TO SCHEDULE BRIEFING FOR BOARD DISCUSSION ON RECEIVING CENTER.**

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

- R-5 Information on the South Willamette River Crossing Study. Presented by Christine Deffebach and Karen Schilling.

**HAROLD LASLEY INTRODUCED STAN GHEZZI AND KAREN SCHILLING. MR. LASLEY, CHRISTINE DEFFEBACH AND MIKE BURTON PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION. STAFF TO PROVIDE PROJECTIONS DATA WITHOUT LIGHTRAIL COMPONENT. BOARD CONSENSUS TO DISCUSS PROPOSALS AND SELECT COUNTY POSITION PRIOR TO DECEMBER COMMENTS DUE DATE.**

*The meeting recessed at 11:05 a.m. and reconvened at 11:08 a.m.*

**NON-DEPARTMENTAL**

- R-7 First Reading of an ORDINANCE Combining the Multnomah Commission on Children and Families with the Community Action Commission; and Repealing Ordinances No. 665 and 780.

**ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF FIRST READING. JIM CLAY, PAULINE ANDERSON, MARK ROSENBAUM AND JOHNNIE GAGE EXPLANATION AND COMMENTS IN SUPPORT. LOLENZO POE COMMENTS IN SUPPORT. MARILYN MILLER AND VERA STOULIL TESTIMONY IN CONCERN OF LOSING INTEGRITY OF COMMUNITY ACTION COMPONENT WITH MERGER. FOLLOWING BOARD COMMENTS AND DISCUSSION, FIRST READING APPROVED WITH COMMISSIONERS**

***KELLEY, HANSEN AND STEIN VOTING AYE, AND COMMISSIONERS LINN AND NAITO VOTING NO. SECOND READING TUESDAY, NOVEMBER 24, 1998.***

**DEPARTMENT OF COMMUNITY AND FAMILY SERVICES**

R-10 Budget Modification CFS 4 Transferring \$100,000 Community Service Block Grant Revenue to the Multnomah Commission on Children and Families

***COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-10. MIKE WADDELL AND JIM CLAY EXPLANATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION. MR. CLAY TO PROVIDE WRITTEN STAFFING STRUCTURE AND ANALYSIS AND MEET WITH INDIVIDUAL BOARD MEMBERS PRIOR TO THE SECOND READING OF THE ORDINANCE ON TUESDAY, NOVEMBER 24, 1998. BUDGET MODIFICATION APPROVED, WITH COMMISSIONERS KELLEY, HANSEN AND STEIN VOTING AYE, AND COMMISSIONERS LINN AND NAITO VOTING NO.***

**NON-DEPARTMENTAL**

R-9 RESOLUTION Relating to the Dissolution and Liquidation of the Section Line Drainage District (ORS 198.330 *ET SEQ.*)

***COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-9. TOM SPONSLER AND GARY FLIGHTNER EXPLANATION. UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER LINN, THE MOTION WAS AMENDED TO INCLUDE AUTHORIZATION OF CHAIR TO EXECUTE DEED TO GRESHAM ON BEHALF OF MULTNOMAH COUNTY RESOLUTION 98-185 UNANIMOUSLY APPROVED.***

R-8 RESOLUTION to Request the United States Congress and the Internal Revenue Service to Remove Federal Tax Liens on County Tax-Foreclosed

Real Property Transferred to Governments or Eligible Non-Profit Organizations for Low-Income Housing or Preserving Parks and Open Spaces

**COMMISSIONER NAITO MOVED AND  
COMMISSIONER KELLEY SECONDED,  
APPROVAL OF R-8. COMMISSIONER NAITO  
EXPLANATION. HC TUPPER COMMENTS IN  
SUPPORT. COMMISSIONER HANSEN  
COMMENTS IN OPPOSITION. COMMISSIONER  
LINN AND MR. TUPPER COMMENTS IN  
RESPONSE. COMMISSIONERS LINN, STEIN AND  
KELLEY COMMENTS IN SUPPORT.  
COMMISSIONER NAITO THANKED HC TUPPER,  
CECILE PITTS AND KATHY TUNEBERG FOR  
THEIR ASSISTANCE. RESOLUTION 98-186  
APPROVED, WITH COMMISSIONERS KELLEY,  
LINN, NAITO AND STEIN VOTING AYE AND  
COMMISSIONER HANSEN VOTING NO.**

**COMMISSIONER COMMENT**

R-11 Opportunity (as Time Allows) for Commissioners to Provide Informational Comments to Board and Public on Non-Agenda Items of Interest. Comments Limited to Three Minutes Per Person.

***NO ONE WISHED TO COMMENT.***

*There being no further business, the meeting was adjourned at 12:17 p.m.*

OFFICE OF THE BOARD CLERK  
FOR MULTNOMAH COUNTY, OREGON

**Deborah L. Bogstad**

Deborah L. Bogstad



## MULTNOMAH COUNTY, OREGON

### BOARD OF COMMISSIONERS

#### Beverly Stein, Chair

1120 SW Fifth Avenue, Suite 1515  
Portland, Or 97204-1914  
Phone: (503) 248-3308 FAX (503) 248-3093  
Email: mult.chair@co.multnomah.or.us

#### Diane Linn, Commission Dist. 1

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5220 FAX (503) 248-5440  
Email: diane.m.linn@co.multnomah.or.us

#### Gary Hansen, Commission Dist. 2

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5219 FAX (503) 248-5440  
Email: gary.d.hansen@co.multnomah.or.us

#### Lisa Naito, Commission Dist. 3

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5217 FAX (503) 248-5262  
Email: lisa.h.naito@co.multnomah.or.us

#### Sharron Kelley, Commission Dist. 4

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5213 FAX (503) 248-5262  
Email: sharron.e.kelley@co.multnomah.or.us

#### **ANY QUESTIONS? CALL BOARD CLERK DEB BOGSTAD @ 248-3277**

Email: deborah.l.bogstad@co.multnomah.or.us

**INDIVIDUALS WITH DISABILITIES  
MAY CALL THE BOARD CLERK AT  
248-3277, OR MULTNOMAH COUNTY  
TDD PHONE 248-5040, FOR  
INFORMATION ON AVAILABLE  
SERVICES AND ACCESSIBILITY.**

### NOVEMBER 10 & 12 1998

### BOARD MEETINGS

### FASTLOOK AGENDA ITEMS OF INTEREST

Pg 2	1:30 pm Tuesday Aging & Disability Services Budget Briefing
Pg 4	9:30 am Thursday Library RESULTS Presentation
Pg 4	9:45 am Environmental Health Fee Increase Resolution
Pg 4	10:00 am DA Budget Briefing
Pg 4	10:30 am Metro Sellwood Bridge Briefing
Pg 4	11:00 am 1st Reading Ordinance Establishing Commission on Children, Families and Community
*	<b>November 19 &amp; November 26 Board Meetings Cancelled</b>
*	<b>No Board Meetings Scheduled December 21, 1998 - January 6, 1999</b>

Thursday meetings of the Multnomah County Board of Commissioners are cable-cast live and taped and may be seen by Cable subscribers in Multnomah County at the following times:

Thursday, 9:30 AM, (LIVE) Channel 30

Friday, 10:00 PM, Channel 30

Sunday, 1:00 PM, Channel 30

Produced through Multnomah Community  
Television



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## **BUDGET BRIEFING**

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- 

Thursday, November 12, 1998 - 9:30 AM  
Multnomah County Courthouse, Boardroom 602  
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## **REGULAR MEETING**

### **CONSENT CALENDAR**

#### **NON-DEPARTMENTAL**

- C-1 Appointments of Joe Arellano, Dean Gisvold and Fran Storrs to the LIBRARY ADVISORY BOARD

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- C-2 RESOLUTION Authorizing Advance Distribution of Funds from the County General Fund to Property Taxing Districts as Allowed Under ORS 311.392

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- C-7 Budget Modification HD 6 Approving Changes in Total FTE's in Various Job Classes in the Safety Net Information and Referral Budget to Bring Budget into Conformance with the Completed Contract with the State of Oregon for Fiscal Year 1998/99

### **SHERIFF'S OFFICE**

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## **DEPARTMENT OF HEALTH**

- R-3 RESOLUTION Establishing Fees and Charges for Chapter 21, Health, of the Multnomah County Code, and Repealing Resolution No. 98-88

## **DISTRICT ATTORNEY'S OFFICE**

- R-4 Overview of District Attorney's Office Organization and Issues for Fiscal Year 2000. Presented by Michael Schrunk. 10:00 AM TIME CERTAIN, 30 MINUTES REQUESTED.

## **DEPARTMENT OF ENVIRONMENTAL SERVICES**

- R-5 Information on the South Willamette River Crossing Study. Presented by Christine Deffebach and Karen Schilling. 10:30 AM TIME CERTAIN, 30 MINUTES REQUESTED.
- R-6 ORDER Authorizing Acquisition of Land for Construction of Health Department and Aging and Disability Services Department East County Facilities

## **NON-DEPARTMENTAL**

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Real Property Transferred to Governments or Eligible Non-Profit Organizations for Low-Income Housing or Preserving Parks and Open Spaces

- R-9 RESOLUTION Relating to the Dissolution and Liquidation of the Section Line Drainage District (ORS 198.330 *ET SEQ.*)

**DEPARTMENT OF COMMUNITY AND FAMILY SERVICES**

- R-10 Budget Modification CFS 4 Transferring \$100,000 Community Service Block Grant Revenue to the Multnomah Commission on Children and Families

**COMMISSIONER COMMENT**

- R-11 Opportunity (as Time Allows) for Commissioners to Provide Informational Comments to Board and Public on Non-Agenda Items of Interest. Comments Limited to Three Minutes Per Person.

SHARRON KELLEY  
Multnomah County Commissioner  
District 4



Portland Building  
1120 S.W. Fifth Avenue, Suite 1500  
Portland, Oregon 97204  
(503) 248-5213  
E-Mail: sharron.e.KELLEY@co.multnomah.or.us

## MEMORANDUM

TO: Chair Beverly Stein  
Commissioner Diane Linn  
Commissioner Gary Hansen  
Commissioner Lisa Naito  
Board Clerk Deb Bogstad

FROM: Debra Erickson  
Staff to Commissioner Sharron Kelley

DATE: October 21, 1998

RE: Board Meeting Absence

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Commissioner Kelley will not be able to attend the afternoon Board briefing(s) on November 10 as she has a prior commitment on that date.

98 OCT 21 AM 10:32  
MULTNOMAH COUNTY  
OREGON

MEETING DATE: NOV 10 1998  
AGENDA NO: B-1  
ESTIMATED START TIME: 1:30 pm

(Above Space for Board Clerk's Use ONLY)

## AGENDA PLACEMENT FORM

SUBJECT: Aging and Disability Services Department Budget Briefing

BOARD BRIEFING:

DATE REQUESTED: November 10, 1998

REQUESTED BY: Chair Beverly Stein

AMOUNT OF TIME NEEDED: 2 Hours

REGULAR MEETING:

DATE REQUESTED: \_\_\_\_\_

AMOUNT OF TIME NEEDED: \_\_\_\_\_

DEPARTMENT: ADS

DIVISION: \_\_\_\_\_

CONTACT: Jim McConnell

TELEPHONE #: 248-3441

BLDG/ROOM #: Bldg 161/4<sup>th</sup> Floor

PERSON(S) MAKING PRESENTATION: Jim McConnell, Mary Shortall, Sharon Miller and Representatives from the Elders in Action and the Disability Services Advisory Council

### ACTION REQUESTED:

☒ INFORMATIONAL ONLY   ☐ POLICY DIRECTION   ☐ APPROVAL   ☐ OTHER

### SUGGESTED AGENDA TITLE:

**Aging & Disability Services Department Briefing –  
A Worksession with Board of County Commissioners  
To Review Performance Trends and Key Result Measures and  
To Discuss Upcoming Issues and Opportunities.**

### SIGNATURES REQUIRED:

ELECTED OFFICIAL: \_\_\_\_\_

*Beverly Stein*

(OR)

DEPARTMENT

MGR: \_\_\_\_\_

BOARD OF  
COUNTY COMMISSIONERS  
98 NOV -5 AM 3:35  
MULTI-NOMAH COUNTY  
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ 248-3277



# **AGING AND DISABILITY SERVICES DEPARTMENT BUDGET BRIEFING**

**Jim McConnell, Director  
November 10, 1998**

## **AGENDA**

- Introductions and Agenda – Jim McConnell
- Department Overview – Jim McConnell
- Aging Services Division – Mary Shortall
- Disability Services Division – Sharon Miller
- Elders in Action
- Disability Services Advisory Council
- Summary and Closing – Jim McConnell



# **AGING AND DISABILITY SERVICES DEPARTMENT BUDGET BRIEFING**

**Jim McConnell, Director  
November 10, 1998**

## **AGENDA**

- **Introductions and Overview – Jim McConnell (10)**
- **Aging Services Division – Mary Shortall (10)**
- **Disability Services Division – Sharon Miller (10)**
- **Issues and Opportunities – Jim McConnell**
  - 1. **In-home Care Givers – Efrain Diaz-Horna (10)**
  - 2. **Employment Initiative – Scott Henderson (10)**
  - 3. **Integrated Services – Sharon Miller/Jan Campbell (10)**
  - 4. **Transportation – Bob Smith/Vicky Hersen (15)**
  - 5. **Quality Case Management – Mary Shortall (10)**
  - 6. **Compassion in Dying – Mary Shortall (5)**
  - 7. **Housing – Virginia Seitz/Marian Keyser/Jan Campbell (15)**
  - 8. **Population Growth – Mary Shortall (5)**
  - 9. **East County Facility – Jim McConnell (5)**
- **Summary and Closing – Jim McConnell (5)**



# Multnomah County Aging and Disability Services Department

## Annual Report

July 1, 1997 — June 30, 1998



November 10, 1998

## **TABLE OF CONTENTS**

- I. Mission, Vision, Values
- II. Annual Message
- III. Department Services
- IV. Budget
- V. Overall Performance
- VI. Key Results
- VII. RESULTS
- VIII. Issues and Opportunities
- IX. Contact List



# MULTNOMAH COUNTY AGING AND DISABILITY SERVICES DEPARTMENT

## *Mission Statement*

### **Our Mission**

.....

To assist older adults and persons with disabilities to live as independently as possible with a range of accessible, quality services that meet their diverse needs and preferences.

### **Our Vision**

.....

Persons with disabilities and older adults in our community will be living quality lives with supports and living situations of their choice. ADS will be a leader and a catalyst in developing, promoting, and implementing options for those choices.

### **Our Organizational Values**

.....

- Be customer Driven
- Respect diversity and ensure equal access
- Involve people in decisions that affect them
- Act with personal and professional integrity
- Promote partnerships and community advocacy
- Pursue excellence in service and in the workplace
- Use public and private resources responsibly
- Continuously advance innovation and quality improvements
- Work cooperatively on issues of aging and disability

## Annual Message

In the spirit of John Glenn's return to space at age 77, the 1997-98 Aging and Disability Services Annual Report highlights the programs available throughout Multnomah County to senior citizens and persons with disabilities.

ADS is the primary point of contact for any senior or person with a disability in need of assistance. Through ADS, a wide range of services are available to keep people living safely and with dignity in the least restrictive situation. Partnerships between ADS and other public and private entities allow ADS customers to choose services, providers or payment methods that best fit their individual needs.

Recent accomplishments on behalf of our customers include:

- Planning to build a new office in Gresham to better serve a population that is growing in East and Mid-Multnomah County.
- Training staff, clients, and partners on changes and new choices to the Medicare program.
- Hosting the National Association of Area Agencies on Aging Conference July 17-21, 1999. Jim McConnell is the State President this year, and host of the conference.
- Increasing the number of younger people with disabilities who receive services.
- Encouraging case managers to link people with disabilities to jobs and volunteer opportunities.

ADS has just marked its first year as a combined agency. Many programs for seniors have been expanded to improve services to people with disabilities. These include:

- 24 Hour Help line with translator services
- Partnerships with Portland Police, Gresham Police, and the County Sheriffs office to prevent and investigate abuse and domestic violence.
- Multi Disciplinary Teams provide expert help from several county departments to at-risk clients with complex needs.
- Gatekeeper training has been expanded.

ADS is committed to the quality improvement process. We have teams and projects ranging from small improvements to large initiatives. One example is the Quality Case Management Project. This team is redesigning the tools case managers use to evaluate clients and assist in protecting patient choices. In the next year we will be coordinating focus groups to determine the level of service that clients expect. This information will be used to determine standards for customer service for case management and other staff.

1999 has been declared the "International Year of Older Persons" by the United Nations and the employees of ADS will continue to provide excellent customer service and programs that meet the needs of its customers into the next century.



**MULTNOMAH COUNTY  
AGING AND DISABILITY SERVICES  
DEPARTMENT**

***Services We Provide***

- Single entry/easy access to services through information and assistance, gatekeepers, and twenty-four hour phone help line
- Access to health care through counseling for Medicare, Medicaid, and the Oregon Health Plan
- Community based case management/needs assessment, eligibility, case plan development and service monitoring for the elderly and persons with disabilities
- Prevention and intervention services through Multi-disciplinary teams
- District Service Centers in the communities
- Program development, advocacy, and special projects
- Adult care home regulation and licensing
- Public Guardian/Conservatorship
- Protective Services
- Supportive Services, including: In-home Services; Transportation; Ethnic Services; Nutrition; and Legal Services
- Housing placement and monitoring in Nursing Facilities, Adult Care Homes, Assisted Living Facilities, etc
- Employment Initiative for persons with disabilities

Multnomah  
County  
Aging &  
Disability  
Services  
Referral Flow  
Chart

**Referrals come to the System from many sources:**

- Seniors or people with disabilities needing help
- Their relatives, friends & neighbors
- Other human service agencies
- Hospitals/Health Care
- Volunteer Gatekeepers
- Police/ Public Safety



**The Helpline,  
responds to needs  
24-hours-a-day:  
248-3646**

**Services are  
available at**  
9 District Access  
Points for persons  
over 60  
5 Aging Services  
Offices  
4 Disability Services  
Offices

**Those Services  
can include:**

- Case Management
- Senior Center Participation
- Information & Assistance
- Outreach
- Volunteer Opportunities
- Food Stamp Program
- Nursing Home Relocation
- Abuse Investigations
- Risk Intervention
- Insurance Counseling
- Housing Assistance
- Multicultural Language Services
- Enrollment In Managed Care Health Plans

**Community Based  
Services include:**  
Door-to-Door Transportation,  
Legal Assistance, Adult Day  
Care, Provider Respite,  
Mental Health Services,  
Adult Care Home Licensing,  
Public Guardian/Conservator,  
Helpline Emergency Services

**In-Home Services  
include:**  
Home and Personal  
care, chore services,  
Respite, Live-in  
companion, Home  
Health and Medical  
Supplies/Equipment

**Housing Options include:**  
Adult Care Home,  
Assisted, Residential and  
Specialized Living Facilities  
and Nursing Home Care.

**Nutrition Services  
include:**  
Congregate &  
Home-delivered meals,  
socialization and  
transportation to sites.

**Other Community  
Resources include:**  
Private pay providers,  
churches, volunteers,  
hospitals and managed  
health care plan.

## Budget Overview

### Budget Trends

	1996-97	1997-98	1998-99	
	<u>Actual</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>Difference</u>
Staffing FTE	202.60	345.30	354.40	9.10
Personal Services	\$9,330,019	\$14,960,314	\$16,704,157	\$1,743,843
Contractual Services	\$4,816,230	\$5,404,042	\$5,740,872	\$336,830
Materials & Services	\$3,407,447	\$4,999,269	\$5,458,292	\$459,023
Capital Outlay	<u>\$7,862</u>	<u>\$18,898</u>	<u>\$33,200</u>	<u>\$14,302</u>
<b>Total Costs</b>	<b>\$17,561,558</b>	<b>\$25,382,523</b>	<b>\$27,936,521</b>	<b>\$2,553,998</b>
External Revenues	\$14,661,087	\$22,386,257	\$24,256,833	\$1,870,576
General Fund Support	\$2,900,471	\$2,996,266	\$3,109,878	\$113,612

### Costs by Division

	1996-97	1997-98	1998-99	
	<u>Actual</u>	<u>Actual Budget</u>	<u>Adopted Budget</u>	<u>Difference</u>
Admin & Support Srv.	\$1,405,431	\$1,798,463	\$1,617,699	(\$180,764)
Planning & Spec. Projs.	\$0	\$0	\$626,666	\$626,666
Aging Services	\$14,996,631	\$15,261,033	\$16,588,363	\$1,327,330
Disability Services	\$0	\$7,107,369	\$7,826,187	\$718,818
Accounting Transaction	<u>\$1,159,496</u>	<u>\$1,215,658</u>	<u>\$1,277,606</u>	<u>\$61,948</u>
<b>Total Costs</b>	<b>\$17,561,558</b>	<b>\$25,382,523</b>	<b>\$27,936,521</b>	<b>\$2,553,998</b>

### Staffing by Division

	1996-97	1997-98	1998-99	
	<u>Actual</u>	<u>Actual Budget</u>	<u>Adopted Budget</u>	<u>Difference</u>
Admin & Support Srv.	16.30	18.30	20.30	2.00
Planning & Spec. Projs.	0.00	0.00	10.00	10.00
Aging Services	186.30	190.70	183.80	-6.90
Disability Services	0.00	136.30	140.30	4.00
Accounting Transaction	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
<b>Total Staffing FTE's</b>	<b>202.60</b>	<b>345.30</b>	<b>354.40</b>	<b>9.10</b>

## PERFORMANCE OVERVIEW

ADS has been actively tracking performance for several years, using a solid foundation of tools designed to measure its programs' outcomes. Four important methods for measuring performance include:

- performance trends
- key results
- customer satisfaction surveys
- comparison to other states and agencies with similar programs

ADS is focused on achieving the Multnomah County Benchmarks by:

- reducing the number of seniors and persons with disabilities living in poverty
- reducing crime against seniors and persons with disabilities
- increasing government accountability and responsiveness
- increasing access to health care, housing, and employment
- increasing independent living options and community based care

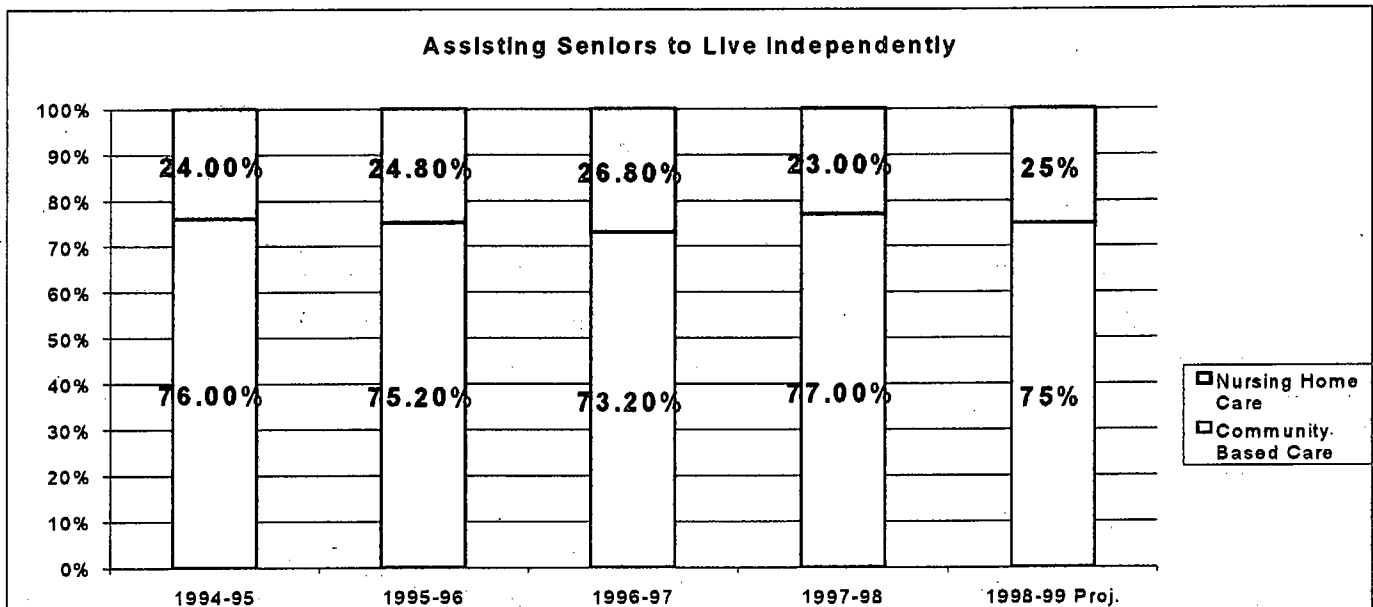
### 1. Performance Trends

Performance trends are used to track one of the main goals of all ADS programs; assisting seniors and people with disabilities to live independently.

#### Seniors living independently trend:

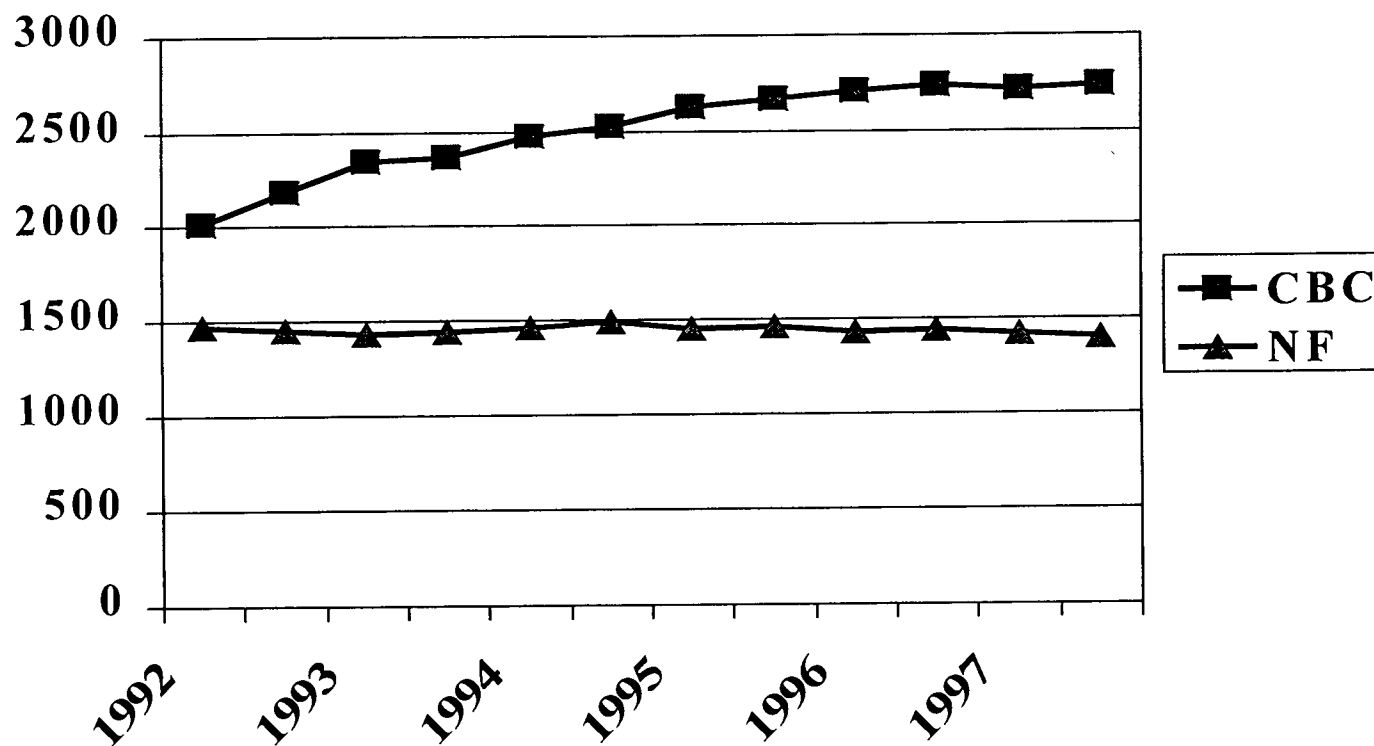
More than three-quarters of elderly case managed clients are living in supportive environments other than nursing homes. Community based care in one's own home; an adult foster care home or other assisted care is responsive to client choice and less expensive than a nursing home.

The total number of case managed clients was 8,204 for FY 1997-98. Of those, 6,283 received community based care.





# Nursing Facility/Community-Based Care (Elderly Only)

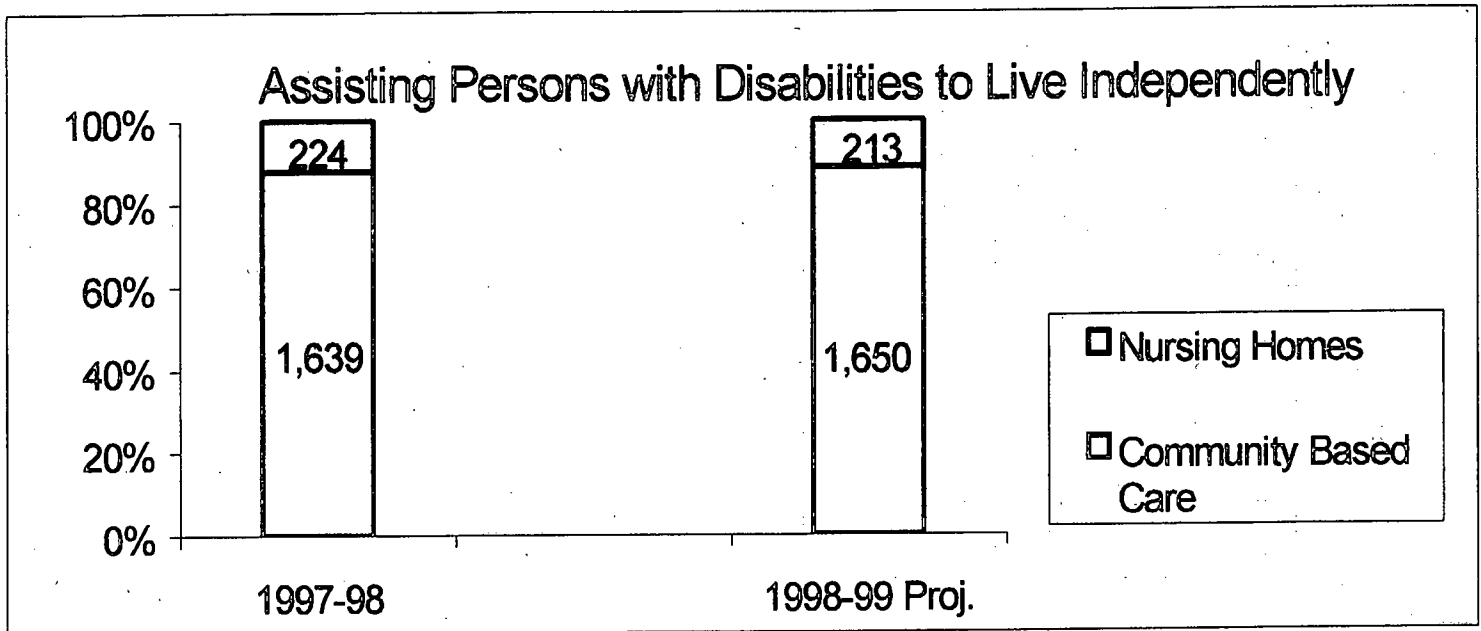


The graph represents numbers of elderly served for comparison purposes.  
The 1997 counts include service for persons with disabilities.

Figure 1

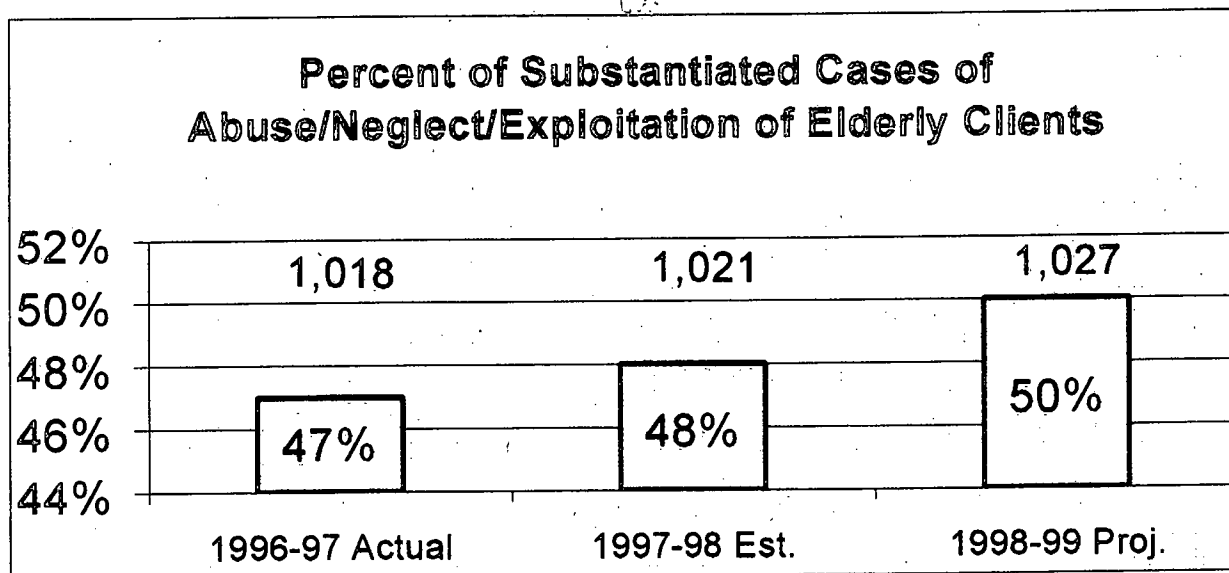
Persons with disabilities living independently trend:

More than 5 out of 6 case managed clients with disabilities are living in supportive environments other than nursing facilities. Community based care includes help in one's home, residence in adult foster care, or other assisted care. This is responsive to client choice and is less expensive than nursing home care.



Elder abuse trend:

This trend compares substantiated abuse cases reported to Aging Services with all cases reported. Through an interagency agreement with the Multnomah County Sheriff's Office, Portland Police Bureau, and the cities of Gresham, Fairview, and Troutdale we are making progress in our ability to investigate and determine when abuse has occurred.



## 2. KEY RESULTS

The second method for tracking program performance is a key result. All direct service programs are required to have a result that indicates the effectiveness and efficiency of the program.

This box is information related to the Aging Administration Program that provides direction and coordination of services.

<u>Key Results</u>	<u>1994-95 Actual</u>	<u>1995-96 Actual</u>	<u>1996-97 Actual</u>	<u>1997-98 Actual</u>	<u>1998-99 Projected</u>
Percent of Aging Services intakes processed within 45 days. 104 of 2255 were over 45 days in 97-98.	99%	NA	98%	95%	90%
Percent of trained client employed providers retained by ADS aging clients beyond 6 months *This is a new Key Result.	NA	NA	NA	NA	78%*

The Community Access Unit programs are reflected in this box:

<u>Key Results</u>	<u>1994-95 Actual</u>	<u>1995-96 Actual</u>	<u>1996-97 Actual</u>	<u>1997-98 Actual</u>	<u>1998-99 Projected</u>
Percent of clients served who are new: 4,592 of 27,558 were new.	6%	9%	13%	16.7%	17%
Percent of meal participants and case managed clients showing improvement in risk for malnutrition after 1 year	NA	NA	35%	41%	44%
Percent of ethnic minority elders who are new clients: 768 of 7,913 were new.	NA	NA	12%	10%	10%

One branch is dedicated to the Adult Care Home Program. They help assure a safe living environment for these residents. In September of 1998, Multnomah County had a 2,753-bed capacity.

<u>Key Results</u>	<u>1994-95 Actual</u>	<u>1995-96 Actual</u>	<u>1996-97 Actual</u>	<u>1997-98 Actual</u>	<u>1998-99 Projected</u>
Percent of adult care homes with current license	98%	98.7%	96%	96% (570)	97%
Percent of homes with no substantiated claims of abuse, neglect, or exploitation	NA	75%	82%	97.8%	90%

The Public Guardian program obtains and implements court-appointed guardianship.  
The total cases **served** in FY 97-98 was 182, a 12% increase from 96-97.  
The total cases **closed** in FY 97-98 was 26, a 420% increase from 96-97.

<b><u>Key Results</u></b>	<b><u>1994-95 Actual</u></b>	<b><u>1995-96 Actual</u></b>	<b><u>1996-97 Actual</u></b>	<b><u>1997-98 Actual</u></b>	<b><u>1998-99 Projected</u></b>
Improvement in clients 180 days after court appointment	88.8%	100%	89.5%	100%	95%
Percent of court filings completed within 2 weeks of receipt of filing information*	NA	NA	NA	85% (11)	90%/one week
Annual accounts submitted to Court timely*	NA	NA	80%	91%	95%
*These are new Key Results					

The next two boxes focus on disability programs.

<b><u>Key Results</u></b>	<b><u>1997-98* Actual</u></b>	<b><u>1998-99 Projected</u></b>
Percent/number of case managed Medicaid Disability Services clients in		
1) community based care	88% (1639)	85%
2) nursing homes	12% (224)	15%
Percent/number of trained client employed Providers retained by Disability Services Clients beyond 6 months	10% (107)	12%
Percent/number of at-risk clients age 18-65 receiving case management services from DSO	17% (2575)	19%
Percent/number of intakes processed within 45 days	84% (4071)	86%
*These are new Key Results.		

<b><u>Key Results</u></b>	<b><u>1997-98 Actual</u></b>	<b><u>1998-99 Projected</u></b>
Percent and number of Disability clients successfully transitioned to stable income:		
1) General Assistance clients who are approved for <b>SSI/SSDI</b>	30% (428)	60%
2) Clients served by <b>Employment Initiative</b> who remain employed beyond 3 months	74% (93)	75%
*These are new Key Results.		

### 3. Measures of Customer Satisfaction

In addition to Performance Trends and Key Result Areas, ADS uses customer satisfaction surveys to measure a program's success. These surveys involve numerous customer and client groups and include some of the most comprehensive customer information collected by Multnomah County. In the next year, we will be coordinating focus groups to determine the level of service that clients expect and repeating these surveys as necessary.

#### Resident satisfaction with Adult Care Homes

- 1994-95            91 percent
- 1995-96            84 percent
- 1996-97            86 percent

#### Clients satisfied with Senior Helpline response

- 1996-97            83 percent

#### Advocates satisfied with ADS support of advocacy for seniors

- 1996-97            87 percent

#### Contractors satisfied with working relationship with ADS

- 1996-97            87 percent

## **RESULTS INITIATIVE**

RESULTS stands for Reaching Excellent Service Using Leadership and Team Strategies and is the name of the countywide quality improvement process. The RESULTS Steering Committee at ADS has been very busy with several major projects. The survey and report are part of an on-going dialogue around quality and customer service and are linked to future goal planning and opportunities for improvement.

### **ALL EMPLOYEE SURVEY**

Over 290 employees completed the RESULTS Employee Survey during the summer of 1998, as part of the agency wide self assessment. Analysis shows:

- An overwhelming number of employees feel good about the work they do.
- Most employees feel that their work unit focuses on the aspects of our services that are the most important to our customers and uphold the vision of the organization.
- Employees continue to agree that they are empowered to take action toward achieving quality and customer service goals.
- Staff want more feedback on ideas and meaningful recognition.
- The need to continue education on how to measure program performance in a meaningful way, including valid methods of collecting information about customer expectations and assessing customer satisfaction.
- The desire of staff to share credit for success among branches.

### **SELF ASSESSMENT REPORT**

Departments throughout Multnomah County have just completed their second Self Assessment Report. The purpose of these reports is to take a "snapshot" look at departmental strengths and opportunities. The criteria for the report is based on the Oregon Quality Award (OQA) and material provided by the Performance Center. This is the first Self Assessment Report completed since the merger of Aging and Disability Services (ADS) in July of 1997. This report assessed the progress made towards performance excellence in services to a highly visible and diverse client population.

#### **Summary of Strengths and Opportunities**

Four overarching themes emerged after examining ADS in the seven OQA areas:

- Continue melding the best practices from Aging offices and Disability offices. This includes a discussion of which processes should be replicated and which should remain distinct.
- Recognize and appreciate staff members and increase the coaching, training, and teamwork that lead to quality customer service and increased trust.
- Update technology in order to work efficiently and get data to decision makers for problem solving and trend identification.
- Fill vacant positions quickly and constantly monitor staffing and workload issues.

The **Leadership** category revealed:

- The leaders effectively set direction at the local, state, and national level.
- The need to strengthen management's implementation of diversity programs, increase the opportunities for learning, and encourage research and innovation.
- The chance to increase awareness and publicity surrounding successful program strategies, use of state waivers, and national leadership.

The **Strategic Planning** category revealed:

- The planning goals of the organization reflect a workforce that is empowered to make customer service decisions and encourages partnerships.
- The strategic plan updates take the form of the annual plan and department goals.
- The plan is strong on customer service goals but weak on human resource needs.

The **Customer and Market Focus** category revealed:

- Meeting customer needs through a "seamless" system is the goal throughout ADS.
- The complaint management system is not timely or systematic.
- Client satisfaction surveys are not yet systematic or fully analyzed.

The **Information and Analysis** category revealed:

- ADS uses comparative information to help other counties improve.
- Data is difficult to retrieve and analyze and is not always timely or useful.
- The basic hardware and software needs of employees are not met. There is not enough support staff to help employees with data and computer problems. Communication is hindered by incompatible software.

The **Human Resource** category revealed:

- Employees feel good about the work they do and working for ADS.
- Poor communications from managers to employees about decisions or outcomes that staff have recommended. Many do not feel "listened to".
- The need to reenergize the recognition program and a system to design, fund, and evaluate employee education, training, and development initiatives.

The **Process Management** category revealed:

- Customer service and customer needs are at the center of all key processes.
- Because the information system is underdeveloped, "hand counts" take the place of data in process evaluation.
- Because many policies are determined at the state level ADS must constantly apply pressure and innovate in order to exceed customer and quality goals.

The **Organizational Results** category revealed:

- A solid foundation for tracking trends, key results, and customer satisfaction exists.
- The need to use outcome measures to influence the performance and modification of internal programs, staffing assignments and partner/supplier services.

## **ISSUES AND OPPORTUNITIES**

### **Issue 1: A shortage of trained in-home caregivers impacts the opportunity for seniors and people with disabilities to live independently and to receive quality care.**

There is a significant shortage of trained caregivers to care for clients at home and in other care settings in the community. ADS case managers are finding it increasingly difficult to help clients find caregivers who are willing and able to do this type of work, especially for clients who need caregivers around-the-clock. Adult foster homes, residential care and assisted living facilities, in-home care agencies and nursing facilities are all struggling to find good direct care employees as well. Some of the reasons for the shortage include low wages, lack of benefits, limited training and the difficult tasks that are required. ADS staff helped plan a community forum last March to begin addressing some of these issues. A core group of forum participants have continued to meet to advocate for improvements. At the State level, Senior and Disabled Services Division (SDSD) has made improvements to the in-home caregiver program a high priority in their budget request for the next biennium. Caregiver issues are also the top advocacy issue for the Oregon Association of Area Agencies on Aging (O4AD) for the 1999 legislative session. There will be proposed legislation to improve caregiver wages, offer health and other benefits, provide training, and develop recruitment and retention strategies. Similar legislation failed in the 1997 session. These issues must be resolved so seniors and people with disabilities can continue to stay at home and in other community settings of their choice.

Opportunities for ADS include continuing to work on local strategies with our partners, and advocating for SDSD's budget package and any legislation which will improve our ability to find and retain quality caregivers.

### **Issue 2: Changes in State and Federal policies will allow ADS to expand the Employment Initiative for persons with disabilities.**

Since early 1997, the Disability Services Offices have been actively assisting clients to find and retain employment. As a result of the Employment Initiative, over 200 clients have become employed, and about 3/4 of them have successfully retained their jobs. In order to accomplish this, the DSOs partnered with over 30 organizations from both the public and private sectors. The DSOs have taken the lead on developing a local partnership team, pulling together groups that had not collaborated well in the past. In spite of these efforts, there are people who want to work but have been unable to seek employment because of the risk of losing medical coverage and personal attendant care. The State Senior and Disabled Services Division has just received Federal approval to amend its State Medicaid Plan to allow it to provide medical coverage and attendant care services to seriously disabled people who go to work, even if they are earning substantial wages. The removal of this significant barrier will allow ADS to assist even more individuals to secure employment.



Opportunities for ADS advocacy on this issue include assisting with the development of administrative rules and protocols for this expanded benefit, supporting SDSD's budget package to increase staffing and funding for the Employment Initiative, and supporting changes at the Federal level to facilitate the reinstatement of Social Security benefits for people who attempt to work and are unable, because of their disability, to continue.

### **Issue 3: Integrated Network of Services for People with Disabilities**

There is currently no integrated system that ties together services to people with disabilities. Disability programs are fragmented among various entities, often based on the type of disability and the funding source. ADS is taking a leadership role to create a more integrated system. On the senior side, a variety of funding sources allow ADS to provide services over a broad continuum, from prevention to intensive levels of care. However, the primary funding for the DSO programs is restricted to Medicaid programs, making it difficult to serve people with disabilities in the community who do not meet Medicaid criteria. ADS would like to move toward providing a focal point for all people with disabilities in the community. In concert with that goal, the Multnomah DSAC has begun forming partnerships with a variety of other disability resources in the community to better understand a wider range of issues, and provide joint advocacy. The DSAC will be hosting a Community Strategy Forum in December, pulling together advocates on a broad spectrum of issues, including housing, transportation, long term care, mental health and developmental disabilities.

#### **Opportunities Include:**

Continued growth and development of the DSAC to a higher level of activism and recognition within the community as a disability advocacy organization. That will include recruitment of additional members.

Enhancement of the DSOs' scope to serve the disability community beyond their current Medicaid programs.

Provide fully integrated and better coordinated services for clients served by the County i.e. DSO, Mental Health and Developmental Disabilities programs.

Further development of the ADS Helpline as a primary source of information for people with disabilities throughout the county.

### **Issue 4: In 1998 seniors and persons with disabilities report that Special Needs Transportation is a priority unmet need in the community. Transportation is a critical factor in meeting individual basic needs and also essential in fulfilling ADS' mission.**

According to the 1996 US Census Bureau's American Community Survey, 105,674 seniors and 37,920 individuals age 16-64 with disabilities live in Multnomah County. Of these, 12,459 seniors and 10,988 younger persons have a condition that makes it difficult for them to go outside the home without assistance—this is an 18% increase between

1990 and 1996. Increases in these numbers over the next 10 years will be equally dramatic. Current transportation systems in Multnomah County are woefully inadequate to meet the current need let alone the future need.

Opportunities:

Senior and disability networks are working together to seek new State funding for transportation services for seniors and persons with disabilities.

ADS, Elders In Action and Disability Services Advisory Council are working to expand special needs transportation under TRI-MET.

ADS is actively exploring expansion of transportation for Long Term Care clients who need medical rides.

ADS and service providers exploring development of volunteer driver and volunteer escort programs.

Transportation of Medicaid clients for non-medical purposes will require non-federal matching funds.

Please see attachment 1 for the complete transportation issue paper.

**Issue 5: Integrating health, long term care and housing into a seamless delivery system helps seniors and people with disabilities maintain their independence, living options and quality of life.**

Health care has changed dramatically in Oregon over the last five years. Ninety-five percent of the seniors and people with disabilities using the Medicaid-funded Oregon Health Plan are receiving their primary medical care through a managed care plan. Multnomah County also has one of the highest rates of utilization of Medicare managed health care nationally for elderly. However, users of managed care stay in the hospital for shorter periods of time and often are transferred to nursing homes for care that previously would have been provided in a hospital. This trend puts people more at risk of staying in a nursing facility or other long term care placement. The risk is higher when an unplanned hospitalization and increasing frailty or disability does not allow an opportunity to make a plan for remaining at home or in other settings that reflect their preferred life styles. Without early counseling and information about resources and rehabilitation options, persons are more likely to lose their homes and exhaust their savings in an effort to pay for nursing facility care.

There are opportunities for ADS to develop partnerships with the medical community so that families receive information and counseling soon after a medical crisis happens. By helping individuals connect with social services and nutrition services through the network of community-based organizations timely intervention can support good in home services plans. With counseling and encouragement to access the full range medical

benefits such as vaccinations, early screening and diagnostic tests people with chronic illnesses can enjoy greater independence and a higher quality of life.

Case management is an important means for assuring that this seamless service system is available to Multnomah County residents. ADS has been working on a case management quality improvement effort and is piloting improved care planning processes, developing customer service standards, and streamlining the assessment system through computer efficiencies and protocols for working with medical providers.

**Issue 6: ADS will be revising policies to assist staff and providers in serving clients nearing the end of their life. This is prompted by the Physician Assisted Suicide legislation.**

Several parts of the ADS service system are involved with people who are nearing the end of their lives. Case managers often work with persons who have chronic conditions that cause progressive loss of functional capacity and cause eventual death. It is important that they are knowledgeable of the progression of medical conditions, and the benefits of hospice and comfort care in these conditions. The new physician assisted suicide law and the availability of life ending medications through the Oregon Health Plan requires case managers to be able to discuss these options if clients who are mentally capable want to exercise this option. Also, ADS employees need to be able to assess individuals' capacity to care for themselves due to depression, frailty, and cognitive limitations and are responsible for preventing self-neglect or investigating potential abuse from others. Providers and caregivers will be faced with situations where individuals they are caring for may want to use the physician assisted suicide law while under their care. Case managers will be expected to keep their personal feelings about the law separate from the clients' desires and mental capabilities. They will need to be knowledgeable of options for comfort care at the end of life and assist the client and their families to obtain appropriate counsel if faced with this situation.

ADS formed a work group comprising a broad cross-section of employees who will be recommending policy around this complex issue. Staff and providers will be offered training through the Compassion in Dying organization so they use this group as a resource for skilled assessment and counseling. The Senior and Disabled Services Division will be providing clarification from federal regulators regarding the responsibilities of Adult Home Care providers who have Medicaid-funded clients, but may not want to allow the assisted suicide option in their homes. Depending upon the interpretation, Multnomah County regulations for Adult Care Homes may need to be amended.

**Issue 7: A shortage of affordable, accessible housing in Multnomah County threatens the ability of low income individuals to remain independent in the community.**

The tight housing market within Multnomah County has escalated the shortage of affordable accessible housing. The rental vacancy rate in Portland is currently around

3%. Very low income people or individuals with any blemish on their rental history or entanglements with law enforcement may find themselves shut out of the rental housing arena. Additionally, the majority of new housing projects are being built for people with incomes that fall between 30-60% of Median Family Income (MFI) or higher. Most ADS clients have incomes below this, at around 11% of MFI. The regional need for lowest income and special needs household units is about 14,500 according to the Metro Housing Needs Analysis of December 1997. Replacing accessible, affordable units is twice the cost of maintaining existing units.

Opportunities: ADS recently activated the new Emergency Housing Coordinator position. This position is making funds available to prevent seniors and people with disabilities from becoming homeless. Opportunities exist for long term housing strategies to be worked out with the client so that the threat of homelessness will not be an on going problem. ADS staff are also acting as consultants to housing developers for affordable/accessible housing. At every opportunity ADS staff is advocating for more projects that incorporate accessible/affordable housing units. The need must be kept visible, as there are still many developers who are not aware of the needs of people with disabilities and seniors. ADS staff is actively encouraging developers to build for these populations.

**Issue 8: A dramatic increase in the number of people over the age of 60 will begin in the year 2005.**

Within the next ten years the aging of the baby boomers will begin. Between 1980 and 1990, the number of people over the age of 60 living in Multnomah County remained about the same at just over 100,000. The year 2005 will see the first baby boomers turn 60. Starting then, and rising rapidly over the following 15 years, the number of people over the age of 60 is expected to reach over 148,000. By 2030, 24% of Multnomah County residents are expected to be over 60.

The near future will offer an opportunity to study, understand, and prepare for the needs of the next generation of older people. The decline in access to pensions, decline in home ownership, decline in family size, increase in childless couples, increase in unmarried individuals, and increase in poor individuals especially among minorities are among the differences between the current older population and the baby boomers. ADS is beginning a strategic planning cycle that will bring it to the year 2004. During this interval, ADS will study the needs of this population and assist Multnomah County and its service network in preparing for its changed demographics.

Please see figure 2 that describes population changes from 1980 to 2020.

**Issue 9: East County Facility development**

Since 1994, ADS has made incremental changes in how it serves the East County community. ADS opened a branch office in 1996 in leased space in Gresham. Gresham Seniors Inc. has reached out to new populations of Seniors; and has developed new

partnerships with ADS, Gresham Parks, etc. The Cities in East County are now participating in the financial support of services for seniors. The existing County Facility that serves as a Health Clinic and a Senior Center is “structurally unsound.”

With the East County Senior coalition, ADS has designed a vision for a new Senior and Disability Services Center that will create a Visible Focal point for Seniors and Persons with Disabilities needing services in East County. ADS and its partners will co-locate there in a new facility that will possibly include affordable, accessible housing for Seniors and persons with disabilities.

ADS sees the development of a County Facility to serve these populations as a high priority. As shown in figure 3, the senior population grew by approximately 45% in that area between 1980 and 1990. In addition, 2000 clients or half the customers served by the Mid-County Disability Services Office on 122<sup>nd</sup> Avenue live in the East County target area.

## Multnomah County 60+ Population Changes 1980-2020

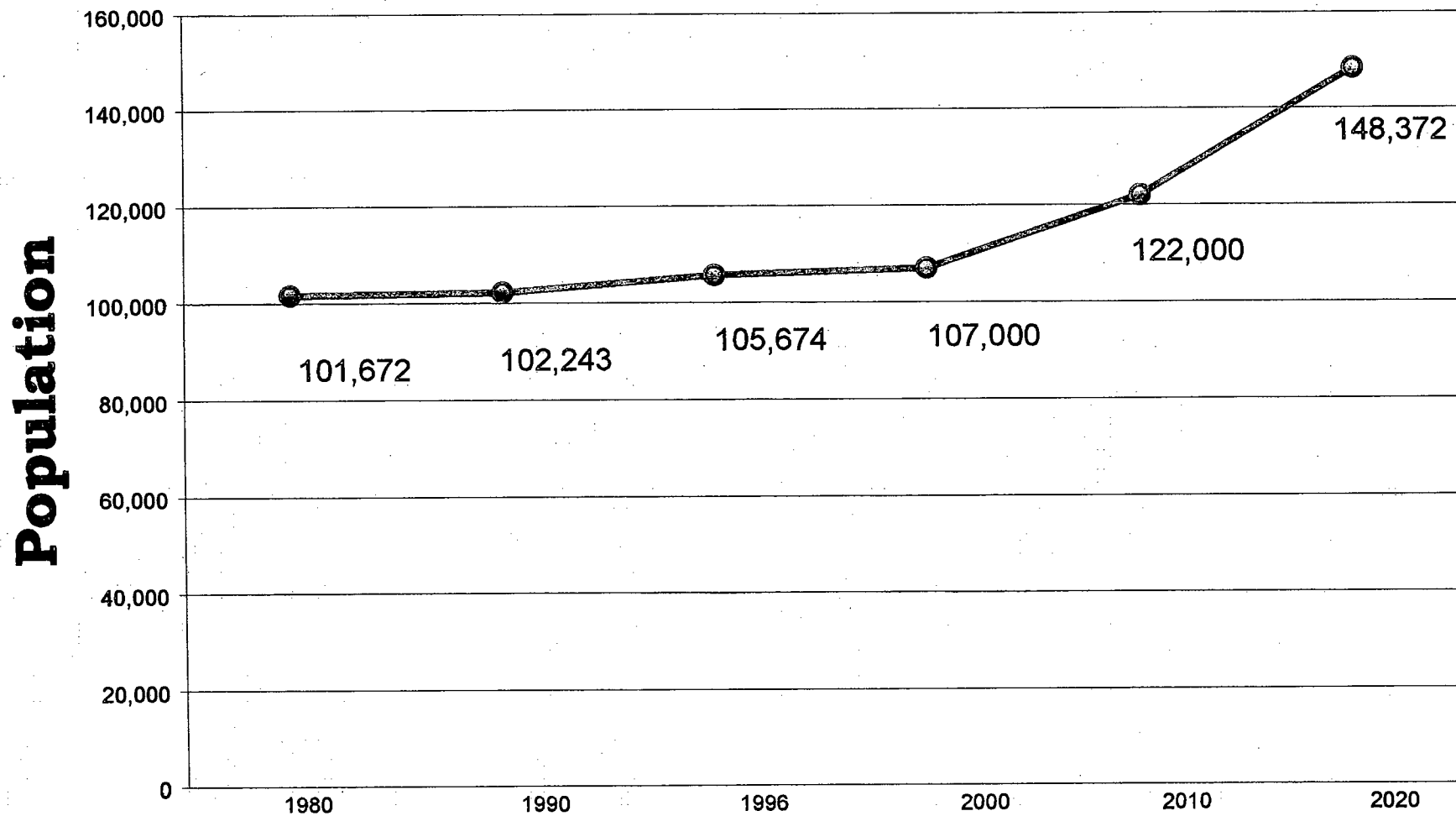
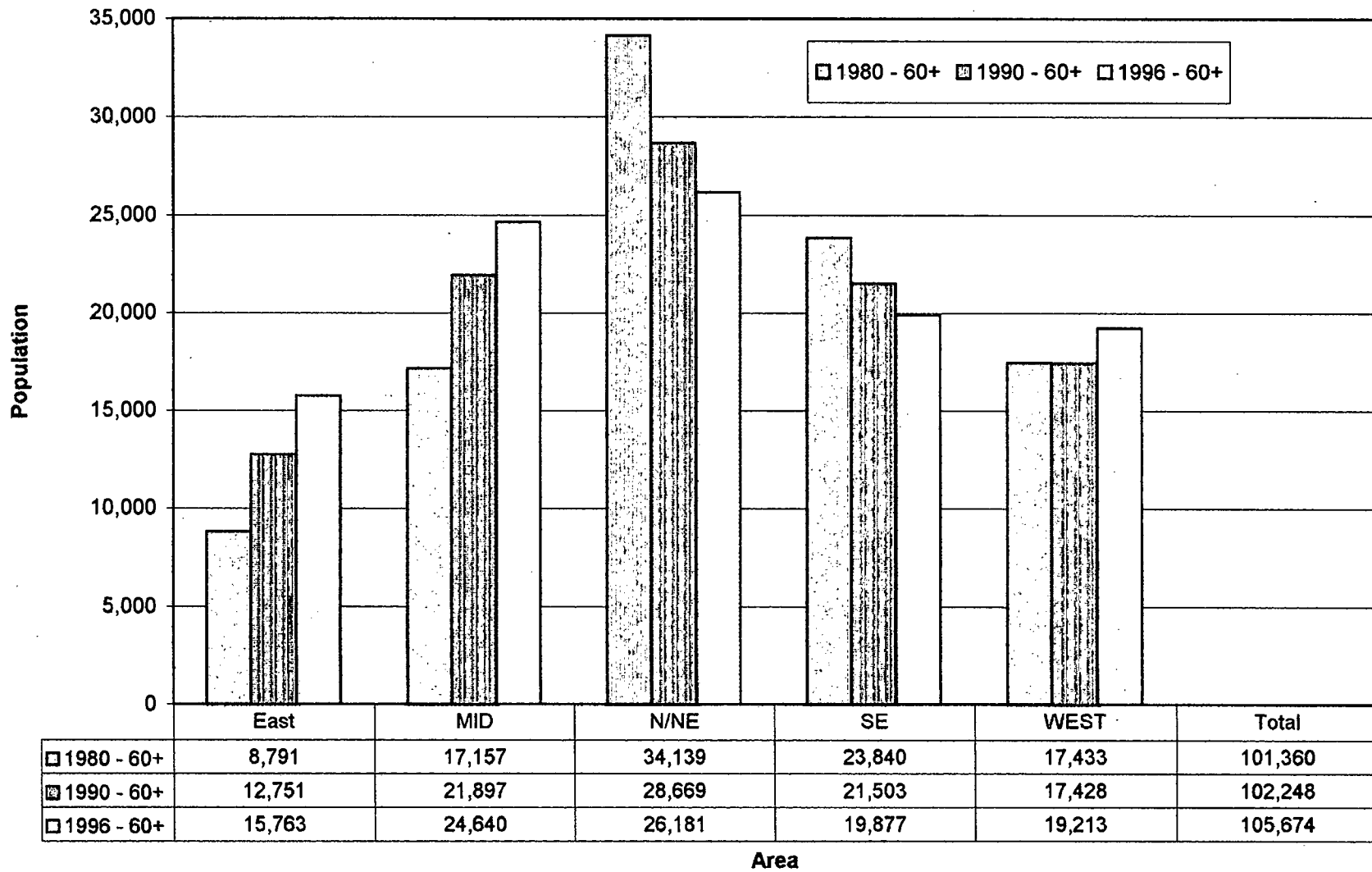


Figure 2

**Figure 3**

**Population Age 60+ Multnomah County  
by Area 1980, 1990, and 1996**



## **CONTACT LIST**

### **LIST OF ADS EXECUTIVE MANAGEMENT TEAM**

Jim McConnell, Director x 83441  
Sharon Miller, Deputy Director for Disability Services x66947  
Mary Shortall, Deputy Director for Aging Services x83770  
Don Carlson, Manager of Business Services x83764  
Rey Espana, Manager of Planning and Special Projects x66855

### **LIST OF ADVISORY COUNCIL MEMBERS**

Multnomah County **DISABILITY SERVICES ADVISORY COUNCIL**—Please contact Martha Murray x66948 for additional information.

Jack Benson  
Ric Burger  
Jan Campbell  
Tom Ciesielski  
Scott Lay  
Choi Marquardt  
Charles Mayhue  
R.H. "Bob" Pung Sr.  
Christopher Risner, CHAIR  
Laurie Sitton  
Sue Waite  
Laura Woodruff

### **Elders in Action (EIA) Executive Committee:**

Jim Duncan, Chair  
Frances Johnson  
Charles Kurtz  
Phyllis Rand  
Virginia Shea  
Charles Shi  
Thelma Skelton  
Robert Smith

Elders in Action Board of Directors,  
Jerry Trageser, President  
Joe Anderson, Vice President  
Judy Paxton, Secretary  
Ruth Currie, Board Rep.  
Becky Wehrli, Executive Director

Please contact Bobbi Damiani x65695 for more information on EIA.



## Multnomah County Aging and Disability Services

### Special Transportation issues for the Elderly and Persons with Disabilities - September 1998

**Introduction:** ADS has primary responsibility for planning and organizing services for the Elderly in Multnomah County. ADS also has significant responsibility for serving Persons with Disabilities in the County. In 1998, these populations report that "special needs" transportation is a priority unmet need in the community.

#### SPECIAL NEEDS TRANSPORTATION

**LIFT System:** In 1985, ADS, Tri-Met, and social service agencies agreed to pool their resources to form a single Special Transportation Unit for the Elderly and Persons with Disabilities. Tri-Met, the local transit system for the tri-county area around Portland, agreed to operate the system. The other agencies, including ADS, agreed to contribute their special transportation funds and vans to form the central system. Tri-Met has operated the system ever since. The LIFT program, as it is called, operates with funding from Tri-Met, ADS, State special transportation funds, and Federal special transportation funds.

The key features of the LIFT Program are:

- Central dispatch to allow for single entry/easy access for people to order rides and to get a ride as quickly as possible. Preferably on the same day.
- Radio-dispatched passenger vans that were also wheelchair accessible that would pick up and deliver passengers at the door.
- The vision was to develop a demand/responsive system that would enable all seniors and persons with disabilities to get rides as needed. Initially, the priority for rides was for people who were referred by Case Managers for rides to Doctors appointments or to noontime Congregate meals sites. Other seniors and persons with disabilities could get rides on an availability basis.
- Central Dispatch to taxicabs when Tri-Met vans were unavailable or at capacity.
- Volunteer Transportation Inc., a non-profit corporation that uses volunteer drivers to enhance the ridership capacity.
- When the Americans with Disabilities Act (ADA) was enacted by Congress, advocates agreed that the LIFT program would be improved to enhance compliance with the ADA standards.

**Medicaid Medical Transportation Program:** When the Oregon Health Plan was implemented in 1994, all Medicaid medical transportation funding was managed by the Oregon Medical Assistance Program (OMAP). With the inception of the Oregon Health Plan, OMAP contracted with Tri-Met to provide medical transportation in the Tri-County area. This contract, which includes medical transportation for all persons on Medicaid, including Seniors and Persons with disabilities includes specifications regarding efficient delivery of transportation services.

**Key features of the Medical Transportation program are:**

- Central dispatch to allow for easy access for people to order rides, 7 days a week from 7 am to 12 midnight.
- Arrangement of rides to medical services on short (1/2 hour or less) or same day notice.
- 24 hours per day service for eligible persons;
- A transportation brokerage system which involves VTI Inc. and more than 60 taxi and private medical transportation providers.

## **ASSESSMENT OF THE SYSTEMS**

a) For the most part, the partnerships for Special needs transportation have worked. Tri-Met continues to operate the LIFT and Medicaid Medical Transportation systems. Tri-Met has made many changes to improve the delivery of services. The most significant are:

- Computerized dispatch system;
- Reduction in reservation time for LIFT rides from 48 hour notice to 5pm the previous day; however, when the LIFT first started, the standard was 24 hours, with promises to improve it.
- 30 minute pick-up window;
- Additional capacity for rides provided through contract with Volunteer Transportation Incorporated;
- Improvements to comply with ADA standards.

b) The LIFT program standards and inconsistencies create problems for clients who use the system. Many of those clients report to ADS and District Senior Service Centers that they have given up on LIFT.

### Examples:

*“Mrs G went to her doctor in a wheelchair van. Her appointment finished at 5:00; however she was not picked up (after many promises) until 7:00 in the evening. When the office closed, Mrs G was left on the sidewalk to wait. She already had numerous health problems. Her health was further compromised by lack of food, exhaustion, late medications and fear. She now refuses to use the Special Needs transportation system,*

- Efficiencies in scheduling and tighter scheduling (30 minute pick-up) resulted in less flexibility, late arrival and pick-up, and circuitous long routes for persons with limited stamina;
- Limited capacity in both the LIFT and Medicaid Medical transportation systems result in long waits for return trips and long rides;
- Adherence to minimum requirements results in provision of LIFT services limited to those persons living within  $\frac{3}{4}$  miles of Tri-met fixed route;

Example of a problem:

*“ In order to get transportation to medical services through LIFT, the Case Manager was told to bring Mrs A from her home in Corbett to the parking lot of Safeway store on 262<sup>nd</sup>. The LIFT van would pick her up there but no further East.*

- LIFT operator may assist with grocery bags but not luggage. This leaves the frail or disabled unable to use the system if they cannot handle their bags;

c) Not all changes were beneficial to the consumer, or at least not beneficial to the frail elderly and some persons with disabilities.

d) Tri-Met will probably deny services on LIFT under the following circumstances:

- A client must meet the ADA standards as defined by Tri-Met staff. For example, services are routinely denied to those persons who live beyond .75 miles of a Tri-Met fixed ride.
- The client does not have rides paid for by Medicaid or ADS. Even when ADS pays for the ride, clients will be denied services at peak times because, as Tri-Met staff put it, “ADS only pays \$2.40 per ride and the ride costs \$16.40.” This policy explains why for the past 3 years, Tri-Met has not used all the money that ADS has set aside for transportation for the Elderly, even though the Elderly have complained that they can’t get LIFT rides.

- The client is not referred by Case Managers. Case Managers report that many of their clients do not get service on LIFT because they are not ADA eligible. At some point in the past few years, Tri-Met decided to make LIFT primarily a service for compliance with ADA standards. The frail and vulnerable elderly and some persons with disabilities have been shut out of the program. In addition, Tri-Met staff makes the decisions about who is eligible for ADA-related rides, making it very difficult to appeal the denial of service.
- e) ADS has found that the programs and services that are available to Elderly and Persons with Disabilities do not meet the needs or expectations of large numbers of users or potential users. In numerous public hearings over a three year period, Seniors and Persons with Disabilities have reported on the problems they have had in trying to schedule rides, in long waits for buses, in restrictive access and eligibility policies. Clients who were surveyed by ADS in 1994, 95, and 96 echoed this. People report they no longer use the Tri-Met special transportation systems because of their experiences.
- f) Tri-Met has consistently put any new money into what they call “service improvements” without looking at the increasing demands of a growing Elderly and Disabled population.

105,674 seniors and 37,920 individuals age 16-64 with disabilities live in Multnomah County; of these, 12,459 seniors and 10,988 younger persons with disabilities have a condition that makes it difficult for them to go outside the home without assistance—this is an increase of 18% between 1990 and 1996. Increases in the numbers in the next 10 years will be equally dramatic.

The Special Needs Transportation program is as necessary today for all frail and vulnerable people as it was 13 years ago. Compliance with the ADA is a minimalist approach to a serious community problem. Oregon is the most successful State in the country in keeping Elderly and Persons with Disabilities as independent as possible and out of institutions. With so many people living at home or in home-like settings, expansion of accessible, affordable transportation is absolutely essential to guaranteeing a high quality of life for a significant number of people who are mobility-impaired.

## **RECOMMENDATIONS**

- 1. Recognize the equal importance of all three of the following programs in the Quality of life for seniors and Persons with Disabilities:**
  - **High quality accessibility for mobility-impaired and people in wheelchairs to the Tri-Met bus and Max system**
  - **Americans with Disabilities Act compliance**
  - **Special door-to-door transportation for frail and vulnerable populations beyond the ADA standards.**
- 2. Join with other transportation advocates to ask the Governor and State Legislators to include at least \$125 million in new funding for Special needs transportation in the 1999-2001 State Budget.**
- 3. Increase in the number of people served by the Special Needs LIFT transportation program will be the highest priority for the new funds in the 1999-2001 State Transportation Budget. The increase will include significant numbers who do not necessarily meet the minimal ADA requirements.**
- 4. If the State and local transportation systems will not agree to put most of the new State money towards increasing the ridership beyond the ADA requirements, the money should go through the Department of Human Resources at the State level, rather than to the Oregon Department of Transportation .**
- 5. Immediately expand the Eligibility criteria for seniors and persons with disabilities to get LIFT services.**
- 6. Tri-Met will immediately upgrade Services and Customer Service Standards, with input and co-operation from Elders-in-Action and the Multnomah County Disabilities Services Advisory Committee (DSAC).**
- 7. ADS and the State OMAP will monitor compliance with service, customer service and eligibility standards. ADS will also monitor how complaints and problems with the system are logged and tracked.**
- 8. Upgrade the Special Transportation Program's profile in Tri-Met's service and planning priorities.**

- 9. Expand the Committee for Accessible Transportation (CAT) to be more inclusive of diverse populations of consumers. Membership on CAT should be limited to two 2-year life-time terms.**
- 10. Immediately get Tri-Met and the State to approve “non – medical” rides for persons on Medicaid waivers.**
- 11. Analyze the Tri-Met Special transportation budget to identify possible local matching funds to be used to increase Medicaid funding for transportation.**
- 12. Negotiate with Tri-Met to shift eligibility determination for rides to Case Managers at ADS (Note: this is already the policy for authorizing rides for all ADS Medicaid clients).**



**Ombudsman  
for  
Victims  
of  
Elder Abuse**

**What Is The  
Ombudsman Program?**

**Call (503) 823-5269 for  
more information or to  
volunteer**

The goal of the Ombudsman program is to help the elderly victim of crime see the crime as an isolated incident in their lifetime, not feel they are a victim! The support our volunteers provide can enhance the quality of their lives and, in time, help them move forward.

**Qualifying Clients Must:**

- Live within Multnomah County
- Be 60 years of age and over
- Live independently, not in a care facility
- Be a victim of a reported or substantiated property or personal crime of any kind
- Be living in a situation safe for a meeting between volunteer and victim (If environment is unsafe, volunteer contact will be limited to telephone support or neutral public location)



### **Volunteer Ombudsmen will:**

- Spend time with victim to develop options and solutions
- Work collaboratively with professionals involved
- Keep victim and professional(s) updated on relevant developments

### **Ombudsmen Are Qualified**

- Have had background checks including Oregon and multi-state criminal records checks
- Have completed 27 hours of initial Ombudsman Training
- Stay current with issues by attendance at monthly team meetings and on-going training
- Have pledged to uphold client's and agency's confidentiality
- Are committed to uphold Elders in Action Diversity Pledge

Ombudsmen are mandatory reporters. They will **not** be investigating new suspected cases of elder abuse; they will refer new cases to the Helpline.

***The U.S. Department of Justice has concurred with our confidentiality policy.***

- Explain court processes and actions

### **Physical Support**

- Assist in completion of various forms
- Escort victim to courthouse, i.e., for restraining order
- Provide telephone support
- Provide fire safety check
- Provide home security check

### **Problem Solving Assistance**

- Help victim to define problem, develop options, and choose solution
- Encourage victim to be assertive
- Encourage collaborative negotiation skills

### **Monitor Ongoing Process**

- Monitor status of court case (coordinate with the Court Victim Assistance Program)
- Be available to return victim's call
- Provide periodic contact to prevent reoccurrence of problem

## **The Ombudsman's Role**

### **Emotional Support**

- Peer counseling
- Crisis/trauma intervention
- Provide "listening ear"
- Maintain professional role and distance

### **Information and Referral**

- Augment Information and Referral already provided referencing our various community resource materials
- Monitor for appropriate and timely response from various community resources
- Inform the victim and the victim's family on any of the following:
  - criminal justice system
  - victim compensation
  - criminal vs. civil law
  - legal aid
  - telephone Helpline (248-3646)
  - victim's rights
  - fraud/scams/exploitation
  - victim's personal safety
- Explain use of Citizen Crime Report forms and assist in their completion
- Update victim on status of case

# **Elders in Action**

**is a non-profit  
organization whose  
mission is:**

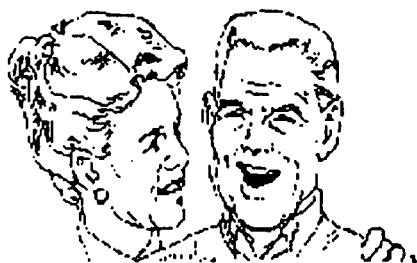
**“To assure a vibrant  
community through  
the active  
involvement of older  
adults.”**

**501 SW Washington  
Portland, OR 97204**

**Phone: (503) 823-5269**

**Fax: (503) 823-5826**

**Email: [volunteer@eldersaction.org](mailto:volunteer@eldersaction.org)**



# Senior



Computer  
Learning  
Center

Room 2008 Lloyd Center  
Portland, OR 97232  
823-5269

# Senior Computer Learning Center

## Class Overview

These classes are taught at three separate levels and may be taken consecutively (three months in a row) or spread over a longer period of time.

The following is what is taught at each level-thus giving you a well-rounded foundation in how to use the various functions of a computer.

### *LEVEL I - WE TEACH YOU HOW TO:*

1. Turn on your machine (boot up)
2. Learn briefly computer history
3. Review keyboard
4. Practice with Typing Tutor, take typing test
5. Learn some computer terminology
6. Play solitaire using the mouse effectively
7. Learn about software and hardware
8. Learn and use Help.

### *LEVEL II - WE MAKE SURE YOU CAN:*

1. Apply a few DOS commands
2. Insert a disk properly
3. Format a disk - Save
4. Copy a file
5. Delete a file
6. Make a system disk and/or install new programs
7. Use Windows 95 menus, icons and Help screens
8. Work in Wordpad/Notepad and word processing - Printing



## What is The Senior Computer Learning Center?

We are a nonprofit group of senior volunteers who teach other seniors how to use computers.

***Our Mission: To provide basic computer training to people over 50 at minimal expense and maximum student/teacher interaction so that seniors may increase their productivity, volunteering and fulfillment in community, income, online and social activities.***

Basic computer classes are taught at the central location in Lloyd Center which has easy access for parking and wheelchair ramps.

Basic I, II, and III classes are taught providing an introduction to computers, with focus on Windows, Word Processing, Internet/E-Mail as well as some short history and nomenclature about computer systems.

Four class sessions are held in two hour sessions once a week. A fee of \$35 is charged for the total 4 sessions.



# *Thank you to:* **SCLC SPONSORS**

The Center is endorsed by  
four sponsors:

- Elders in Action
- US West
- Lloyd Center
- Portland PC Users  
Group



If SCLC program sparks your interest, you are encouraged to phone **823-5269** for more information. This number has an answering machine to take your name, number and message if no one is available when you call. (Remember this is a volunteer organization.) Your call will be returned just as promptly as possible.

Ask about scholarships.

## **Join Us!**



### **LEVEL III - WE HELP YOU TO:**

1. Practice word processing - (Wordpad) (Works)
2. Survey Quicken - (Bookkeeping) - Electronic Checkbook
3. Survey Button File - (Database)- Electronic Filing Cabinet
4. Survey Labels Unlimited - (Labels program)
5. How to access the World Wide Web - (Demo)
6. How to send and receive E-Mail - (Demo)
7. Become more familiar with Accessories window
8. Become more familiar with Applications window

---

### **Comments from our students.**

- ☞ "I like the small classes and the individual attention that I get from the Senior Computer Learning Center."
- ☞ "I didn't ever think that somebody my age could learn how to use a computer, I was wrong!"
- ☞ "I want to be able to send E-mail to my grandchildren."
- ☞ "I feel comfortable with my own age group."

# **Senior**

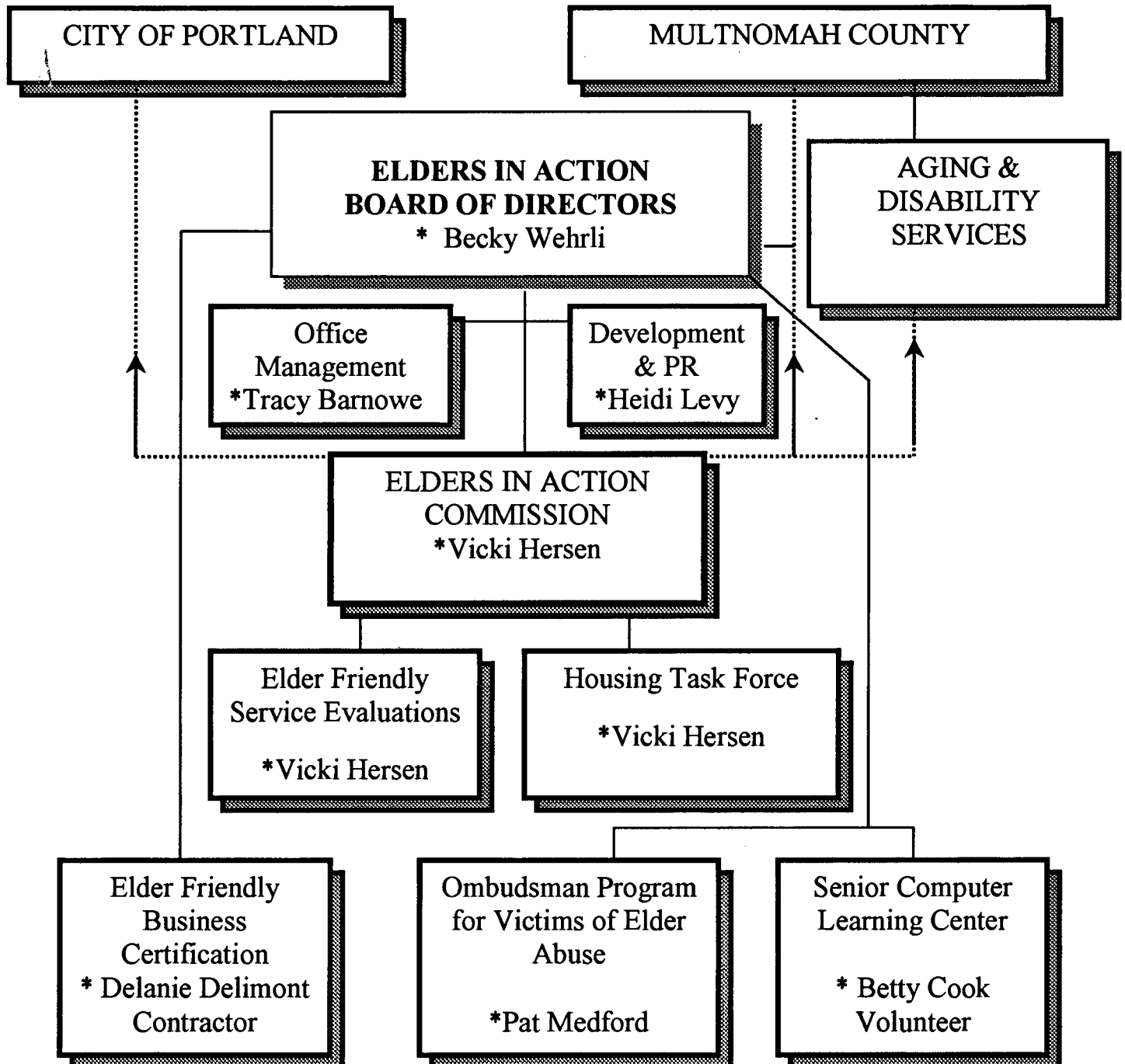


**Computer  
Learning  
Center**

**Room 2008 Lloyd Center  
Portland, OR 97232  
823-5269**

# **ELDERS IN ACTION**

## **ORGANIZATIONAL CHART**



\* Denotes Staff Responsibility

## Elders in Action

### MISSION – VISION - VALUES

#### MISSION STATEMENT

To assure a vibrant community through the active involvement of older adults.

#### VISION

We envision a community that promotes opportunities for all older adults to be active and involved to the extent individually possible, and to contribute in meaningful ways to the health and vitality of our communities. The ideal community advocates for those older adults who are unable to speak out for themselves.

We envision a community that strengthens the link between the generations, emphasizing the interconnectedness of youth, adulthood, and age. The ideal community values lessons of the past and considers the impact on future generations when developing solutions to today's problems.

We envision a society where aging is viewed as positive and older adults are valued as important resources in their communities. In the ideal community, individuals take the responsibility for preparing for their own aging. Today's children are tomorrow's elderly.

We envision a community where individuals, families, and the community-at-large know where to attain information, services and support for older adults in need of care and assistance; a community whose health care and social service systems are coordinated and easily accessible; a community whose marketplace is hospitable to the special needs of older consumers and where services, products, and design take this into account.

We envision a society in which older adults leave a legacy to their communities and

future generations through the gift of volunteering and the sharing of the wisdom of their years.

## **VALUES**

As an organization of volunteers, we believe that:

- Older adults should be informed and encouraged to understand the issues facing our community; have the tools to solve problems; and empowered to speak out for change.
- Older adults can best represent their own views. If they are unable to do so, other volunteer advocates speak on their behalf.
- Both the marketplace and service system should be coordinated, efficient, accessible, easy to use, and responsive to the special concerns of older customers.
- Our work is done best through partnerships and collaborations with other individuals, organizations, and businesses. These partnerships produce significant and lasting accomplishments that benefit society as a whole.
- Volunteers bring a wealth of talent, wisdom, and experience, to our community. Volunteers are our greatest asset. Our small, skilled, professional staff work side-by-side with the volunteers to realize the vision we hold for our community.
- Every individual has dignity and worth, and the right to have their own belief, practice, or lifestyle. The ideal community celebrates and respects its diverse people, including age, ethnicity, race, religion, socioeconomic status, gender, disability, and sexual orientation.

## **Role of Elders in Action Commission**

(adopted 5/20/98)

### **Advocate**

- ◆ Provide leadership to help elected officials and citizens to adjust to dramatic change that aging will bring.
- ◆ Represent and advocate.
- ◆ Advocate actively at the local, state, and federal level on priority issues that have a critical impact on the quality of life of the elderly.

### **Inform/educate/advise**

- ◆ Alert city and county on problems of aging including language and culture.
- ◆ Reach out to the senior community to improve quality of life in meeting challenges of the new technology of this age.
- ◆ Educate and advise elders in the community especially policy makers and those who care for elderly.

### **Assess/evaluate**

- ◆ Define issues that especially impact seniors.
- ◆ Listen and identify unmet needs of elderly, especially ethnic minorities.
- ◆ Evaluate policies and impact of these policies in the areas of housing, transportation, and insurance.

### **Lead/Role Model**

- ◆ Find and publicize senior strengths and accomplishments.
- ◆ Each commission member promotes image of commission throughout community.

## **ELDERS IN ACTION COMMISSION 98/99 GOALS**

### **CONTINUE THE STRONG TRADITION OF ADVOCACY**

- GOAL #1** Take action on issues that preserve and expand housing options for low and moderate income elders.
- ◆ Identify solutions and advocate for **local** funding to replace, build, renovate affordable housing.
    - Advocate for preservation package and City Council passage of replacement ordinance.
    - Identify local solutions for problems encountered by mobile home owners who rent space in mobile home parks.
  - ◆ Identify solutions and advocate for **State** funding to replace, build, renovate affordable housing.
  - ◆ Continue to focus on maintaining **HUD** funding at the **Federal** level.
  - ◆ Focus public education efforts on 1) informing seniors who live in their own homes about resources available to them to assist in maintaining their homes; and 2) getting members of the press to attend Housing Task Force meetings to cover housing issues being addressed.
- GOAL #2:** Actively advocate at the local, state, and federal level on priority issues that have a critical impact on the quality of life of the elderly including:
- ◆ Affordable housing
  - ◆ Quality of access and health services under managed care.
  - ◆ Improved and expanded transportation
  - ◆ Funding for senior services
  - ◆ Chronic shortage of Certified Nursing Assistants.
  - ◆ Crimes against elders.
- GOAL #3:** Recruit, train, and support volunteers to conduct Elder Friendly evaluations of 6-10 health care providers, issue findings and develop recommendations for improvement in service.
- GOAL #4** Maintain strong emphasis on the involvement of and needs of ethnic elders.

# **ELDERS IN ACTION HOUSING TASK FORCE**

## **WORK PLAN**

September, 1998 through June, 1999

**Goal #1:** Identify solutions and advocate for **local** funding to replace, build, renovate affordable housing.

Activities: 1) Support and advocate for preservation package and City Council passage of replacement ordinance.

2) Identify local solutions for problems encountered by mobile home owners who rent space in mobile home parks.

**Goal #2:** Identify solutions and advocate for **State** funding to replace, Build, renovate affordable housing.

Activities: 1) Identify and advocate for additional funding sources for housing at the State level. Tie funding packages to transportation where feasible.

2) Educate State legislators about the housing problem.

3) Assure that at least one Housing Task Force member attends State legislature when housing issues are on the agenda.

4) Identify State solutions for problems encountered by mobile home owners who rent space in mobile home parks.

5) Increase networking with other housing agencies and advocacy groups; coordinate activities with the rest of the State.

**Goal #3:** Continue to focus on maintaining **HUD** funding at the **Federal** level and to promote policies and laws which benefit seniors and those with disabilities in meeting their housing needs.

Activities: 1) Advocate with Federal government to preserve current programs and prevent further cuts.



2) Increase advocacy efforts to fight laws, which negatively impact seniors and those with disabilities (such as the Minimum Rent law).

**Goal #4:** Increase public education efforts on critical housing issues.

**Activities:** 1) Inform seniors who live in their own homes about resources available to them to assist in maintaining their homes.

2) Increase media involvement and publicity of affordable housing issues by inviting members of the press to attend Housing Task Force meetings to cover housing issues being addressed.

## A New Platform for Elders in Action

Elders in Action has been invited to have a semi-regular spot on "Community Hotline," a weekly community affairs program produced by Multnomah Community Television.

The live hour-long show has a call-in format, so that viewers can respond with questions or comments of their own.

This opportunity will allow Elders in Action to speak directly to a large audience in order to share information about our programs and to speak to issues that concern us.

"Community Hotline" airs live every Wednesday evening at 7:00 PM on MCTV Channel 21. It repeats four times:

Thursdays	5:00 PM, Ch. 11
Fridays	7:00 PM, Ch. 30
Saturdays	5:00 PM, Ch. 30
Mondays	9:00 PM, Ch. 21

Our appearances in November are slated for the 4<sup>th</sup> and the 18<sup>th</sup>. On the November 4<sup>th</sup> show, panelists will analyze the election results for their impact upon senior issues.

Our November 18<sup>th</sup> slot will be devoted to discussion of Medicare+Choice.

### October Donations

Bobbi Damiani  
Billie Rosa

Gateway Elks #2411  
Martha White

*In honor of Wehrli-Farrell Wedding*

Phil & Joan Anderson  
Delanie Delimont  
Chris Larson  
Michael & Margaret Gilmore

## ELDERS IN ACTION

NOVEMBER

NEWSLETTER

1998

501 SW Washington ♦ Portland, OR 97204 ♦ Phone: (503) 823-5269  
Fax: (503) 823-5826 ♦ E-mail: [volunteer@eldersaction.org](mailto:volunteer@eldersaction.org)

## Giving & Sharing

### An American Tradition

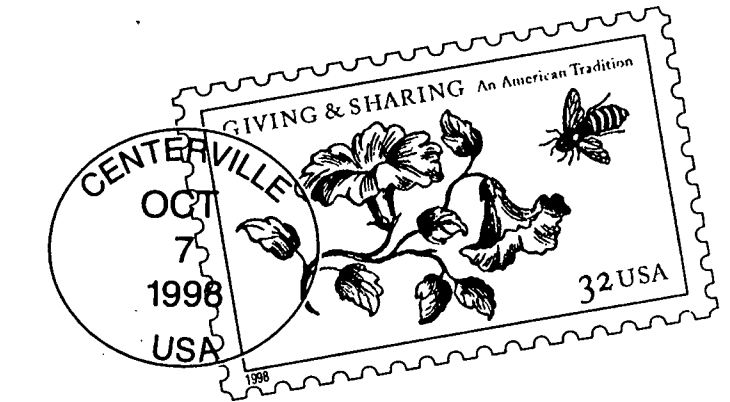
By now you should have received a letter asking for your support for our annual fund campaign. The letter includes the special stamp illustrated above which honors philanthropy.

Philanthropy is considered one of America's most distinctive virtues. No nation in the history of the world has such a rich tradition of *individual* citizens giving to support their communities.

From the "Benevolent Societies" of colonial times which founded our libraries and other institutions, to present day participation in annual fund campaigns, ordinary citizens have always been at the very center of philanthropy.

In 1996 alone, Americans gave over \$120 billion to charitable causes, while corporations gave \$20 billion. *The total given by individuals was over six times that of corporations.*

Your gift is important. So important, in fact, that leaders in other countries have striven



to understand the phenomena at recent conferences in Paris, London, Japan, Mexico and Australia. They can clearly see the economic and social impact of our tradition of giving and sharing.

As other countries copy the format of American public-private partnerships, they are still amazed and baffled by the generosity of ordinary citizens. *Why do Americans give?*

Well, it might be that we not only know the obvious - that giving of our time, talent and financial resources benefits those who are helped, that it clearly strengthens our society - but we know something even more important.

We know that active engagement in giving and sharing enriches the lives of those who do it. Giving and sharing are instruments of meaning, purpose, and hope.

And, perhaps we all believe as did Harry S. Truman, "*In generous giving, we will affirm before the world our nation's faith in the inalienable right of every man to a life of freedom and justice and decent security.*"

ADDRESS SERVICE REQUESTED  
501 SW WASHINGTON STREET  
PORTLAND, OR 97204-2238

ELDERS IN ACTION

# NOVEMBER 1998

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2	3  <b>ELECTION DAY</b>  <b>(Remember to Vote!)</b>	4 <b>9:00 – 10:30 AM</b> <u>Board Elder Friendly Committee</u> Gateway Fred Meyer 1111 NE 102 <sup>nd</sup> Avenue  <b>1:00 – 3:00 PM</b> <u>Commission Executive Committee</u> Elders in Action Conference Room 501 SW Washington	5	6
9 <b>2:00 – 4:00 PM</b> <u>Housing Task Force</u> Elders in Action Conference Room 501 SW Washington	10 <b>10:00 – 12:00 Noon</b> <u>Board Executive Committee</u> Elders in Action Conference Room 501 SW Washington	11  <b>CLOSED FOR VETERANS DAY</b>	12	13
16	17 <b>10:00 – 11:00 AM</b> <u>Medicare+Choice Coffee Klatch</u> Elders in Action Conference Room 501 SW Washington	18 <b>12:30 – 3:00 PM</b> <u>Elders in Action Commission</u> Neighborhood House 7688 SW Capitol Highway	19 <b>3:00 – 5:00 PM</b> <u>Development Committee</u> Elders in Action Conference Room 501 SW Washington Street	20
23	24 <b>11:30 – 1:00 PM</b> <u>Board Marketing Committee</u> Elders in Action Conference Room 501 SW Washington	25	26  <b>CLOSED FOR  THANKSGIVING</b>	27
30				

# Senior COMPUTER

## Learning Center

at Lloyd Center, Room 2008.

Portland OR 97232

823-5269

*"Seniors teaching seniors."*

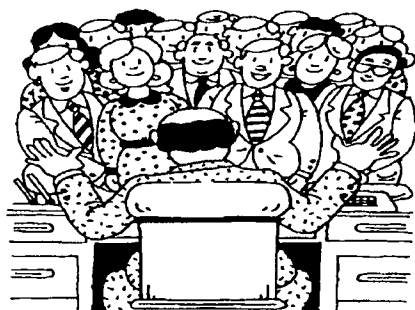


*News  
&*

*Class Information*

•E-Mail: [SCLC1@JUNO.COM](mailto:SCLC1@JUNO.COM) • Web:<http://odin.cc.pdx.edu/~psu01435/scalc.html> • November/December 1998 •

### Class Information



The Senior Computer Learning Center offers ongoing computer classes for both PC senior users and Macintosh senior users.

Each class is held 4 times a month, 2 hours each class session. Mondays through Thursdays 10 AM and 1 PM. One evening class is held on Tuesdays 6:30-8:30. These classes are \$35.00 per session. Macintosh classes are offered on Tuesdays, Basic I at 10 AM and Basic II at 1 PM.

Basic I PC classes are on Mondays and Tuesdays; Basic II PC classes on Wednesdays and Thursdays. Our classes are taught by seniors

who are all volunteers. The monies collected pays for the rent of our facility and maintenance of our computers.

We are thankful to Elders in Action for not only being a sponsor but for taking our phone registrations as well as messages from prospective students.

Senior Computer Learning Center is a nonprofit organization that is under the umbrella of Elders in Action.

### Important Information

We are lucky to now have 4 Macintosh computers. A small difficulty has ensued however. We have five Macintosh students. This is really not a problem except that one student must share with someone else. This would not have occurred if when calling to register for classes the student had mentioned that he/she wanted to register for Macintosh classes. If in the future when you register please please notify the person taking your registration that you want a Macintosh class or a PC class. Thanks, appreciate it!



### OMSI's Senior Science Days

In September many seniors attended the first Senior Science Days program at OMSI in the new location at 1945 SE Water St. Among the offerings were a technical presentation, exhibits from various sources concerning senior adult life and hands-on computer experiences. The regular OMSI membership program offers members free admission to the museum and astronomy shows for a 12 month period, as well as special discounts on camps, classes and purchases made in the Science Stores. (*Hint-a great holiday gift for yourself or for kids and grandkids*) If you are interested, the membership window is located next to the main lobby, call 503 797-4364 for more information. Also ask about Winter hours.

An OMSI visit is an illuminating adventure and the membership rates accommodate seniors favorably. There are many exhibits during a year and it's worthwhile and fun educational experience any time of the year. Participate in OMSI's "Introduction to Websurfing for Seniors", held each Wednesday from 1:30-3:30 in the computer Lab.

*Mission statement of Senior Computer Learning Center: to provide basic computer training to people over 50 at minimal expense and maximum student/teacher interaction so that seniors may increase productivity and fulfillment in community, volunteer, income, on-line and social activities.*



PC Users! Would you like information on the free email service (JUNO.com) that is available for PC's only? Just ask one of SCLC's instructors and he/she will tell you how to subscribe to this FREE email service. Ask your instructor for a juno disk or drop in and pick one up when you are in the area. Please note that JUNO will not access the internet, it is for email only. (Sorry Mac users.)

### Great Book for Macintosh Students

*The Little Mac Book* by Robin Williams (no not THAT Robin Williams) is a book you should have in your home computer library. It is concise and friendly and has almost all the answers you will need as a beginner or even as a Mac veteran. The price is about \$17 and is available at most book stores. Well worth the price.

### PPCUG-What is it?

Portland Personal Computer Users Group! A non profit organization dedicated to "Computer users helping computer users.". Membership is open to anyone interested in computers and provides many benefits such as monthly newsletter, General Meeting, Special Interest Groups, second Saturday Open House, 10 am to 1 pm Room 2008 Lloyd Center and special program events plus some classes. Annual membership fee is only \$28 for adults over 55.

A very popular SIG (Special Interest Group) offered in the CAI (Computer Assisted Investments) SIG which meets in the BPA building on NE 11th Ave at NE Holladay St. Bring picture ID for security guard and ring bell for entrance. Contact Sr. Rene Foster at 845-6141 for information. The meeting starts at 7 pm. There is no meeting scheduled for November, however.

October saw the first General Meeting held at the new, state-of-the-art auditorium in the PCC Central Center auditorium right across from OMSI at 1626 SE Water St. General meetings are open to the public and are held the second Wednesday of the month at 6:45 pm. Everyone is welcome to come and check it out. Meeting is free, parking is \$2.

### A Student's Story

This is the story of someone learning to use Windows 95.

"No one explained that it worked by opening window after window minimizing or enlarging them, etc. No one tells you that you have to learn a new "Nerd" language. Or that your brain still works faster. I will admit it's a clever gadget and a good word processor, that is, once I learn to adjust to all the symbol placements that are different from a regular word processor.

My life is so simple, can't imagine what I'd want to store on a floppydisk. That great American novel is just a joke, but I am looking forward to the research on the internet. And maybe someday I'll be smart about it. This is a challenge and I just have to be part of the www.com and know what it's all about.

I didn't learn anatomy and physiology overnight; nor clothing construction, pattern grading, alterations, design tailoring, etc. In my typical fashion I want to know everything YESYERDAY, but that's my nature!

Well it's time to print this and then proceed with Lesson 3 Test and fall flat on my face trying to put it on the A drive.

Here's to good luck!"

(Thanks to Jean Anderson)

### Mouse Cleaning

If you find that your cursor will not move or is sluggish it may be that it needs a good cleaning. To clean mouse:

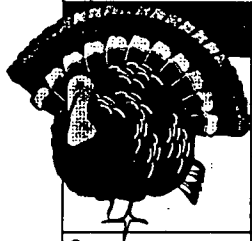
1. Take the mouse in your hand and turn it upside-down.
2. With your thumbs, slide the round wheel to the left until the little marker on the wheel points straight up to the "O".
3. Turn it back over in your left hand so that the lid and ball fall out into your palm.
4. You can clean the ball with a soft, dry cloth; clean the rollers inside with a cotton swab dipped in rubbing alcohol.
5. When clean, put the ball in your left hand; with your right hand place the mouse on top of the ball and flop your hands over. This places the ball snugly into its little cubby.
6. Put the lid back on and twist it to the right, lining up the marker with the "L" for lock. That's it!!


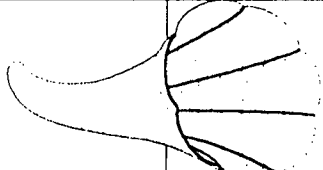
taken from *The Little Mac book* by Robin Williams

SCLC

NOVEMBER 1998

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	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	2 Basic I - 10-12 AM Basic I - 1-3 PM	3 Basic I - 10-12 AM Basic I - 1-3 PM  Basic I - 6:30-8:30 PM	4 Basic III - 10-12 AM Basic II - 1-3 PM	5 Basic II - 10-12 AM Basic III - 1-3 PM	6	7
8	9 Basic I - 10-12 AM Basic I - 1-3 PM	10 Basic I - 10-12 AM Basic I - 1-3 PM  Basic I - 6:30-8:30 PM	11 Basic III - 10-12 AM Basic II - 1-3 PM	12 Basic II - 10-12 AM Basic III - 1-3 PM	13	14 PPCUG OPEN HOUSE 10 AM - 2 PM
15	16 Basic I - 10-12 AM Basic I - 1-3 PM	17 Basic I - 10-12 AM Basic I - 1-3 PM  Basic I - 6:30-8:30 PM	18 Basic III - 10-12 AM Basic II - 1-3 PM	19 Basic II - 10-12 AM Basic III - 1-3 PM	20 ADVISORY GROUP MEETING 10 AM Room 2008	21
22	23 Basic I - 10-12 AM Basic I - 1-3 PM	24 Basic I - 10-12 AM Basic I - 1-3 PM  Basic I - 6:30-8:30 PM	25 Basic III - 10-12 AM Basic II - 1-3 PM	26 	27	28
29	30			December 3, 1998 Basic II - 10-12 AM Basic III - 1-3 PM		

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DECEMBER 1998

SCLC

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	November 30, 1998 Basic I - 10-12 AM Basic I - 1-3 PM	1 Basic II - 10-12 AM Basic II - 1-3 PM	2 Basic III - 10-12 AM Basic II - 1-3 PM	3 Nov. 26 Last Class Session  Basic II - 10-12 AM Basic III - 1-3 PM	4	5
6	7 Basic I - 10-12 AM Basic I - 1-3 PM	8 Basic II - 10-12 AM Basic II - 1-3 PM	9 Basic III - 10-12 AM Basic II - 1-3 PM	10	11	12 PPCUG OPEN HOUSE 10 AM - 2 PM EVERYONE WELCOME!!
13	14 Basic I - 10-12 AM Basic I - 1-3 PM	15 Basic II - 10-12 AM Basic II - 1-3 PM	16 Basic III - 10-12 AM Basic II - 1-3 PM	17	18 ADVISORY GROUP MEETING 10 AM Room 2008	19
20	21 Basic I - 10-12 AM Basic I - 1-3 PM	22 Basic II - 10-12 AM Basic II - 1-3 PM	23 Basic III - 10-12 AM Basic II - 1-3 PM	24	25	26 
27	28	29	30	31		

## Senior



Computer  
Learning  
Center

2008 Lloyd Center

Portland, Oregon 97232

Tel: 503-249-1040

E-Mail: [SCLC@juno.com](mailto:SCLC@juno.com)

WEB: <http://odin.cc.pdx.edu/~psu01435/sclc.html>

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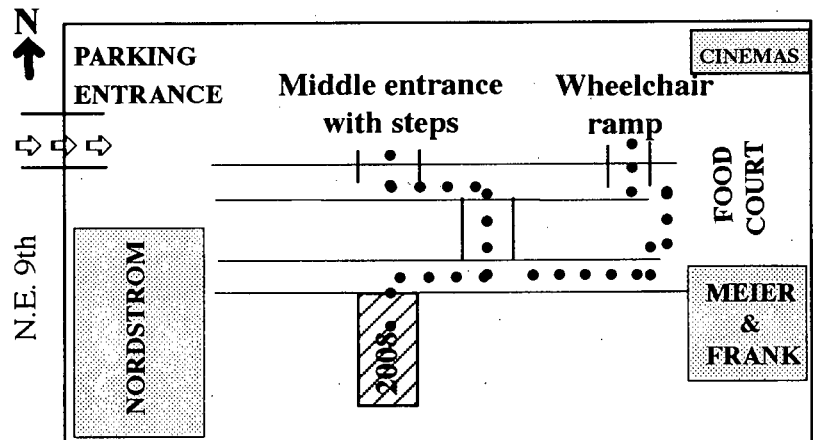
**AARP**

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**Lloyd Center**

**PPCUG**

**US West**



Directions to  
Senior Computer Learning Center  
Lloyd Center Third Floor Room 2008

Happy Holidays  
from  
All of us  
to  
All of you!!!



# Combating Telephone Fraud

## Reverse Boiler Room Offers Help & Advise

This month our Elder in Action ombudsmen are responding to referrals from the recent Reverse Boiler Room Telemarketing Campaign. In this unique program, volunteers contact previous victims of telephone fraud and offer appointments for in-home consultation aimed at giving elders the tools they need to prevent further victimization.

One hundred twenty-six contacts were made by the callers. Of those, 24 requested in-home visits, and another 46 asked for additional printed information to be sent to them.

Also in attendance were representatives from the FBI, the US Postal Service, and the Federal Trade Commission to put the weight of their agencies behind the effort.

According to the National Fraud Information Center, the current top five scams perpetrated against elders include:

**Cramming** Billing consumers for optional services they never ordered.

**Slamming** Phone service switched to another long distance carrier without customer's consent.

**Advance Fee Loans** Promises of personal or business loans requiring payment of fees in advance.

**Sweepstakes** Prize awards that require payment of fees first and then never appear.

**Work-at-home Scams** Kits sold to stuff envelopes, make jewelry or perform other work at home with false promises of huge profits.

During an at-home visit, one of our ombudsmen explains various frauds and schemes designed to take a person's money. Together, the volunteer and the older person review a comprehensive booklet entitled "They Want to Take Your Money." The easy-to-understand booklet is aimed at the prevention of all types of financial fraud.

Also during the visit, the volunteer assists the elder in completing and mailing forms which remove the older person's name, address and telephone number from the myriad of junk mail and telemarketing lists.

For those having difficulty *just hanging up* on telephone solicitors, the volunteer can install "Easy Hangup." This device, on loan to the elder, attaches to the telephone. With the touch of a button, it plays a greeting that instructs the caller not to call again, then it disconnects the call.

"Easy Hangup" devices (to be loaned) and copies of "They Want to Take Your Money" will soon be available in the Elders in Action Resource Center, courtesy of the Financial Exploitation Prevention Program.

Complaints or information about frauds and scams should be reported to the National Fraud Information Center, 1-800-876-7060. This is a free call.

The reverse boiler room was co-sponsored by the Oregon Department of Justice Financial Exploitation Prevention Project and Oregon Senior and Disabled Services, and hosted at the AARP offices in Clackamas.



## Elder Friendly Update

### **Union Bank of California** **Prime Interest in Being Elder Friendly**

Union Bank of California and one of its divisions, The Private Bank, are the latest additions to the rolls of Elder Friendly businesses in the metropolitan area.

Cited for its accessible layout, generous seating, wonderful lighting, and "cheerful and smiling" customer service, Union Bank of California is the first financial institution to pass the stringent requirements of our certification program.

Elders in Action is proud to include Union Bank of California – The Private Bank in its Elder Friendly Family.

Union Bank of California  
407 SW Broadway  
Portland, OR 97205  
225-2830

## **"Medicare and You"** **US Government Sends Booklet**

In November all Medicare enrollees in Oregon will receive a booklet called, "Medicare and You." The booklet outlines some of the new options available for Medicare patients.

The information may seem confusing because in addition to some new benefits for everyone commencing January 1999, (i.e., new cancer screenings, diabetes self-management services, etc.), the booklet describes alternative carriers for health coverage.

Elders in Action has teamed up with Multnomah County Aging and Disability Services and other aging service agencies to provide basic Medicare+Choice information.

Elders in Action wants you to know that *if you are pleased with your coverage, you do not have to do anything now, **and** you may switch Medicare plans whenever you want.*

## Commission News

### **Parks Measure on Ballot**

The Elders in Action Commission supports the Portland Parks Initiative 26-70 on the November 3<sup>rd</sup> ballot. A "yes" vote will get us closer to the implementation of our vision for a Senior Center by renovating the University Park Community Center and the Mt. Scott Community Center.

The University Park location is slated to include new and expanded senior center programs.

Because nearly 20 percent of Portland residents are over 60 years of age, we want "elder friendly" services to be incorporated in the planning of these sites, as well as all park improvement measures. If the ballot measure passes, our advocates are ready to serve on the planning and design of these sites to insure our vision becomes reality.

### **Kafoury Farewell**

Elders in Action Commission will publicly thank retiring city commissioner Gretchen Miller Kafoury at our meeting scheduled for Wednesday, November 18<sup>th</sup>. Her dedication to affordable housing and her sensitivity to senior issues these past years has made her a powerful ally and a trusted friend. We will miss her.

Before switching, find out all the costs and the particulars of the coverage you will receive. If you need help deciphering the various plans, you can call the counseling program at Senior Health Insurance Benefits Assistance (SHIBA) at 248-3646.

For information in a casual setting, come to Elders in Action for a free "Get the Scoop on Medicare Coffee Klatch" at our downtown office on either Tuesday, November 17<sup>th</sup> or Wednesday, December 9<sup>th</sup> from 10am-11am.

Please call if you plan to attend, or would like a presentation for your group. You may reach Vicki Hersen at 823-5269.