

LONG-TERM CARE (LTC) ADVISORY COMMITTEE MEETING
(VIA Teleconference)
October 19, 2012
Office of the Long-Term Care Ombudsman (LTCO)
3855 Wolverine NE, Suite 6
(Training Room)
Salem, Oregon

MINUTES

MEMBERS PARTICIPATING:

Bill Bard, Chair
*Claudia Kyle, Vice Chair
Teena Ainslie
Dan Dunham
Michele Edwards

STAFF PARTICIPATING:

Mary Jaeger, Director/State LTC Ombudsman
Gretchen Jordan, Coordinator of Volunteers
*Mary Ann Lebold, Office Manager

MEMBERS ABSENT:

Peter Fuchs

LTCO VOLUNTEERS PARTICIPATING:

None

GUESTS:

*Charles Richards, Governor's Commission on Senior Services

CALL TO ORDER: Mr. Bard called the meeting to order.

APPROVAL OF MINUTES: Dan Dunham asked that the minutes of the September 21, 2012 meeting be corrected as follows:

- Page 1 - Heading - change year to 2012
 - Paragraph 3 Change "August 17, 2011" to "August 17, 2012"
- Page 2 - Paragraph 5 Change "ATTORNEY" to "ATTORNEY"
- Page 4 - Paragraph 6 Delete "to be" from the first sentence
- Page 5 - Paragraph 4, line 4 Change "ground" to "background"
 - Paragraph 8 Change Ms. Gretchen to Ms. Jordan
 - Paragraph 9, line 4 Delete "a" after "she gave"
 - Paragraph 9, line 7 Replace "session" with "sessions"

Michele Edwards moved that the minutes be approved as corrected. The motion was seconded and passed.

ANNOUNCEMENTS/RELATED ACTIVITIES: Mr. Bard reported that the Governor's Appointment Office continues to work on filling the vacant position on this Committee.

Mr. Bard encouraged everyone present to participate in one of the meetings that the Department of Human Services (DHS) is holding around the state to gather public input on the state's next long-term care plan commonly referred to as Long-Term Care 3.0 (LTC 3.0). Our November LTCAC Committee meeting will have slightly different format from past meetings and will focus on learning more about this issue. Mr. Bob Weir (who previously presented the

Coordinated Care Organization topic to this Committee) will assign a DHS representative to make the presentation about LTC 3.0. Then, there will be a panel/round table discussion with a variety of stakeholders to further inform our LTCAC about the topic. The objective is to provide Committee members a better understanding about the issues and advise what positions our Agency might take for this legislation. Ms. Jaeger listed the advocacy groups that will be requested to participate on the panel: the Alzheimer's Association, AARP, SEIU, LeadingAge and OHCA to date. The most up-to-date information about LTC 3.0 is attached to these minutes. Committee members were urged to attend informational community meetings about LTC 3.0 (schedule attached) prior to the November 16 meeting.

On, November 9, the 2012 Governor's Volunteer Awards will be presented at a luncheon at the Salem Conference Center. Nancy Allen, a Certified Ombudsman Volunteer and Recruitment and Screening (R & S) Committee member in Central Oregon, has been recognized as a Regional Winner/Outstanding Senior Volunteer! Mr. Bard encouraged Committee members to attend the event. The website link where Committee members and others can make reservations is <https://www.foundation.pdx.edu/2012gva/>.

Detective Matt Smith of the Forest Grove Police Department, a well received recent presenter to this Committee, received an award for his work in helping protect vulnerable elderly from fraud and abuse.

The agency and the Committee had an inquiry from the national organization of State LTC Ombudsmen. One of its members is creating an advisory committee and asked the Oregon LTC Advisory Committee for input.

CHARLES RICHARDS, GOVERNOR'S COMMISSION ON SENIOR SERVICES

(GCSS): The Commission now has a full complement of twenty-one members. The Governor and his staff have been especially helpful in appointing members who will continue to work for seniors in Oregon. Mr. Richards has been working on LTC 3.0, rule changes to Oregon Project Independence and working for approval of a K-waiver which will bring additional federal funds to Oregon to support seniors. The Commission is preparing a list of priorities for the 2013 legislative session. In his work with Northwest Senior and Disability Services (NWSDS), Mr. Richards assisted with video taped candidate interviews. The video tapes were supplied to public access television channels in the five county area served by NWSDS and are available on line at <http://www.youtube.com/watch?v=OUARVyHhOPU>.

The new Chair of the GCSS is Judy Applegate Strand, CEO Metropolitan Family Services, from the Portland area.

BILL BARD, CHAIR, DATA AND IT COMMITTEE: Tracy Behnke, LTCO Data Specialist, is working on the LTCO Federal Fiscal Year (FFY) end reports which will be complete by the end of the calendar year. The entire LTCO staff has been working on changing all agency passwords to ensure the security of the LTCO's on-line files.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan referred Committee members to her September report, which was distributed electronically.

In response to newspaper articles in the Prineville *Central Oregonian* and the *Bend Bulletin*, twelve applications were received during September. Many of the applicants were trained in Central Oregon during September and October. Staff is working on the 2013 training schedule which will dictate where she will concentrate her outreach efforts. A scrapbook assembled by Nancy Larson, LTCO Executive Volunteer, of news articles about the Ombudsman Program will be available for Committee members at the November meeting.

Mr. Dunham reported that the Senior Medicare Patrol (SMP) Steering Committee will meet October 23. Ms. Jordan has been working closely with Mr. Bard to refine the SMP volunteer reporting process. Additional volunteers are being certified in the SMP program.

Ms. Edwards thanked Ms. Jordan for being flexible in meeting with volunteers in Eastern Oregon earlier this month. Details of Ms. Jordan's outreach trip to Eastern Oregon will be included in her October report. She is currently working with the Executive Director of Libraries of Eastern Oregon to become part of the speaking circuit in Eastern Oregon.

The Multnomah County R&S Committee met in early October. The Committee has positive energy and direction. The majority of the members are Certified Ombudsmen which makes them especially effective in explaining the Ombudsman experience to applicants during the interview process.

Ms. Jordan expressed her appreciation to Dan Dunham for his assistance in re-establishing an R & S Committee in Corvallis. She will attend the Corvallis Farmer's Market tomorrow to work with R & S Committee members reaching out to the Corvallis community.

MARY JAEGER, DIRECTOR/STATE LTC OMBUDSMAN: Ms. Jaeger announced that former Deputy State LTC Ombudsman, Drew Strayer, has formally left the agency and moved to Pennsylvania to pursue a career in ministry at a community church near his childhood home. He asked Ms. Jaeger to express his gratitude for the experience of working with the LTCO, the LTCAC and the amazing volunteers he's had the privilege of working with.

The recruitments for two Deputy State LTC Ombudsmen were posted on the Oregon jobs website, Indeed.com and MacsList.org and have closed. One position is the position vacated by Mr. Strayer and the second position is .5 FTE currently open (due to Ms. Jennifer Hill's returning to half time duty after a family leave) combined with the .5 FTE position funded by the SMP grant. Agency staff has begun reviewing the applications in partnership with Department of Administrative Services/Enterprise HR Services for the position vacated by Mr. Strayer. Ms. Jaeger's goal is to have the positions filled by early December though she admits she is an optimist.

Ms. Jaeger will lead the Certified Ombudsman support meeting in Eastern Oregon during November for Mr. Strayer and will also lead the Washington County group in October.

Mr. Bard announced that a Deputy State LTC Ombudsman will address the Committee at each Committee meeting held at the LTCO offices during 2013. They will highlight issues and trends and provide an update on Certified Ombudsman Volunteers.

The Committee's next meeting will be November 16, 2012 at the Salem office. Today's meeting was adjourned at approximately 10:00 AM.

Aging and People with Disabilities

LTC 3.0

Right Services, Right Time, Right Place

September 2012



What was Long Term Care 1.0 & 2.0?



The world of long term care is changing.

- ↑ Health care costs are increasing
- ↑ The aging population is growing
- ↑ People are able to **live actively with disabilities**
- ↑ People are able to **live longer, healthier lives**
- ↑ Federal Guidelines becoming **more person centered**



Health care costs are increasing.



If food prices had risen at the same rates as medical inflation since the 1930's:

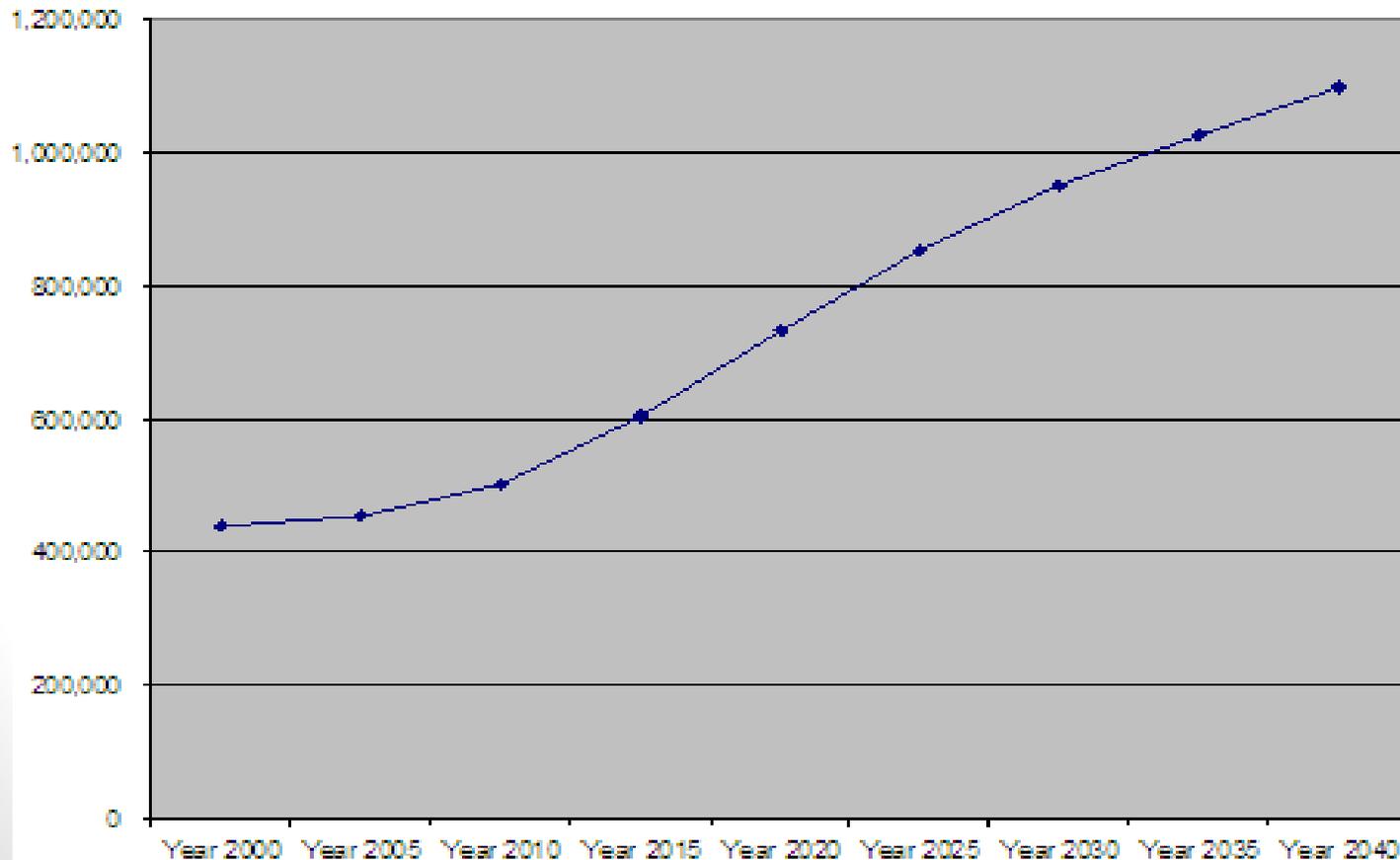
- 1 dozen eggs \$80.20
- 1 roll toilet paper \$24.20
- 1 dozen oranges \$107.90
- 1 pound bananas \$16.04
- 1 pound of coffee \$64.17

Total for 5 items \$292.51

Source: American Institute for Preventive Medicine 2007

The aging population is growing.

Projected increase in Oregon's 65+ population

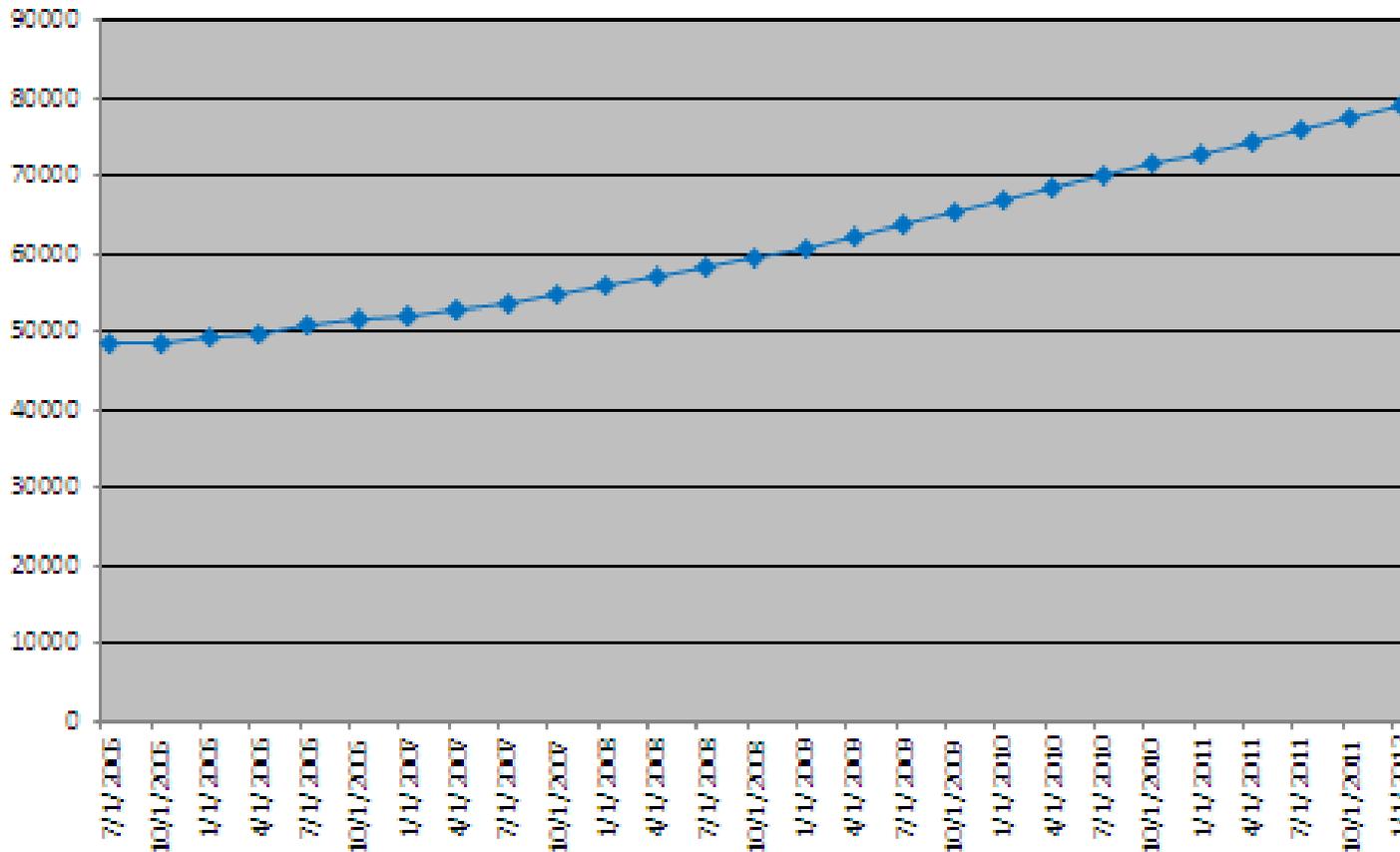


- \approx 400K in 1997
- \approx 1.1M in 2040

Source: Office of Economic Analysis

People are living actively with disabilities.

Actual increase in eligibility related to disability*



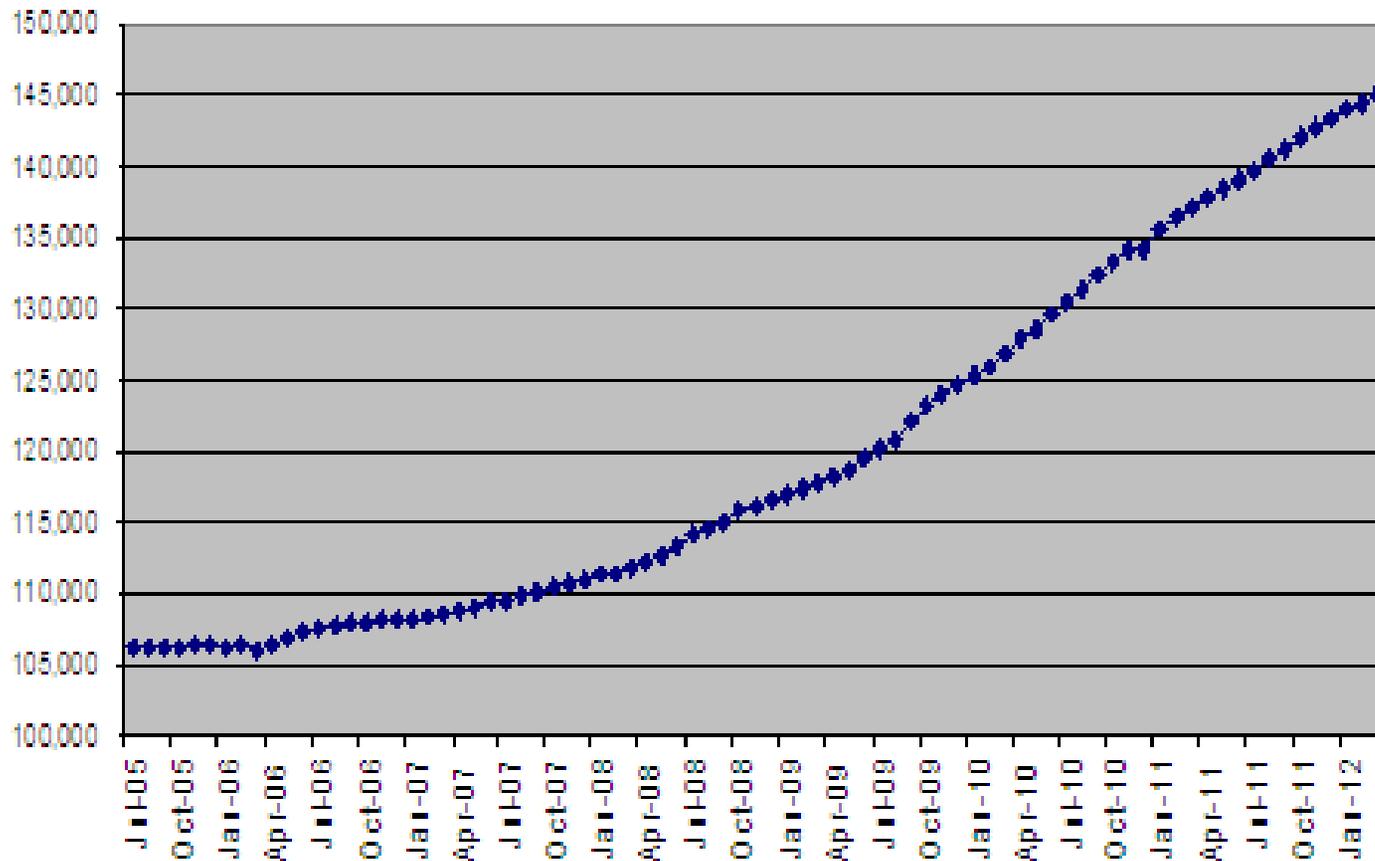
- ≈ 50K in 2006
- ≈ 80K in 2012

*Includes Medicaid, SNAP, Medicare Buy-in, DD and AMH-eligible individuals under the age of 65

Source: Oregon DHS eligibility data

The need for assistance has grown.

Actual increase in eligibility for all DHS benefits



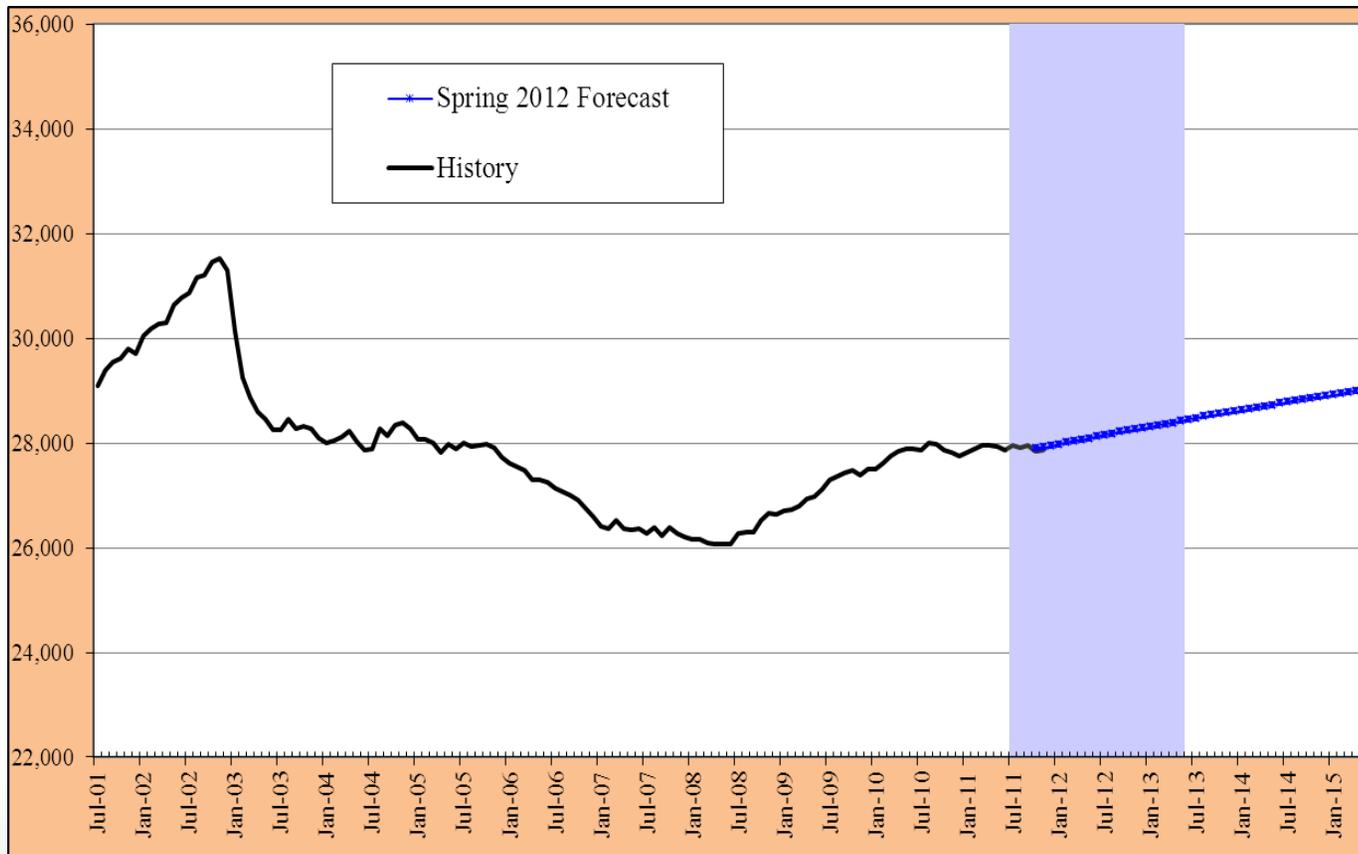
- \approx 105K in 2006
- \approx 145K in 2012

* Includes Medicaid, SNAP, Medicare Buy-in, DD and AMH-eligible individuals

Source: Oregon DHS eligibility data

The need for assistance has grown.

Current and future eligibility for long term care



- Program cuts in 2002
- MMA in 2006
- Uptick is population based, not based on change in eligibility.

Source: DHS Forecasting Office

Federal guidelines moving towards more person-centered.

CMS proposed rule for community based settings

- Owned, leased, rented with **same** rights as landlord-tenant units
- **Privacy** assured with lockable doors
- Shared space only by **individual choice**
- Free to **furnish and decorate** as desired
- Individual **control** of schedule, activities, visiting hours, visitors
- **Access** to food at all times
- Free **choice of qualified providers**

Foundation of LTC 2.0

Built on the vision described in Oregon law (ORS 410)

- **Goals:** health, honor, dignity, lives of maximum independence
- Emphasis on **choice and independence**
- **Support** for people with disabilities
- Based on **partnerships and coordination**
- Promote **community involvement**
- **Advocate** for seniors and individuals with disabilities

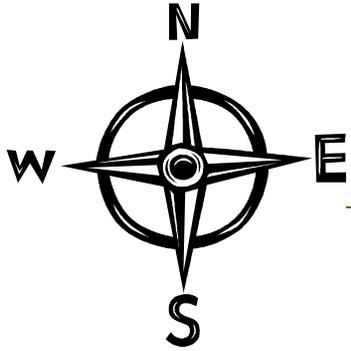
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What can we do better?

- **Prevention** planning and early intervention
- **Support** for 95% of population that is not Medicaid
- **Person-centered** services
- **Independence** enhancing technology
- **Community** engagement
- **Improved outcomes** for **all** Oregonians



How do we get there?

BOLD
and
INNOVATIVE
new strategies

Starting the conversation

- We want to hear **your ideas**
- We are here to listen, share and **learn**
- These next slides reflect **ideas** that have been gathered over time
 - They are **not all of the ideas**
 - They are **not a plan**
 - They are **a place to start the conversation** today

Prevention and early intervention

- **Prevention planning** and early intervention services brought into the community
- Support programs to **increase health** & decrease isolation
- Increase access and use of **employment supports**, regardless of living situation

Improve access

- **Outreach** about local resources to help with long term care needs
- Improve access and availability of **low cost, preventative** services for non-Medicaid population
- **Questions:**
 - What are the access issues?
 - What can we do that is bold and innovative to solve access issues?

LTC 2.0

LTC 3.0

Resources
disconnected and hard
to find

Lack of resources for
non-Medicaid

ADRCs
OPI for under 60

Peer volunteer
supports

Robust Employment
Supports

LTC 2.0 Existing Entitlement:
Right to Nursing Facility Care

LTC 3.0 New Entitlement:
Right to Community Based Care

Nursing facilities transform

- **Transform** nursing facility services:
 - **Rehabilitation** focus
 - **Temporary** stays
 - Improved **access**
 - **Diversified** business model

LTC 2.0

LTC 3.0

NF for rehab and adult day services

NF entitlement (not to community)

Increased rights as a tenant

Lack of control over schedule, roommates, privacy

Entitled to receive care in the community

Person-centered services

- **Options are available** regardless of Medicaid eligibility
- Wide range of choices fit your specific needs, **preferences and goals**
- Personal preferences and goals are **the core consideration** of any service provided

Long term care assessment and service planning

- **Enhanced person-centered assessment tool** provides an improved picture of actual needs and functional status
- Providers are paid fairly for the tasks they are asked to perform
- The service plan **links** back to the person-centered assessment
- **Question:** Are there populations the current tool doesn't serve well?

Community based settings

- Individual can choose onsite services from **any qualified provider**
- Support **provider career development**
- Increase access to **culturally responsive providers**
- Enhance person centered **activity programs** in all settings
- Enhance **supports** for community-based settings

In-home

In-home **service innovations:**

- Improve **awareness** of in-home options
- Increase **access** to in-home services
- Improve **supports** for relative caregivers
- Greater **flexibility** in 24 hour, live-in plans
- Expand access to **In-home agencies**

Intensive needs

- **New Comprehensive program** that links intensive needs with settings
- Develop the guardianship program:
 - Expanded program to finance costs of **guardianship**
 - **Guardianship training**, as called for in the **State Plan for Alzheimer's Disease**

Coordination between medical & social models

- Coordinated Care Organizations:
 - Transitions
 - Shared care plans
 - Sharing information
- **New models** of integrated care

Professionalism and technology

- Expand use of **technology** to support independence and choice
- Improve **provider technology**
- Professionalize and **modernize workforce**
- **Reduce bureaucracy** and streamline processes

LTC 2.0

LTC 3.0

Better coordination
with medical system

Lack of specialized
workforce

Caregivers have
specialized knowledge

Lack of in-home
options for specialized
needs

More options
available to meet
needs in-home

The Continuum of Care

In-home services



Desired outcomes

- Foundations in ORS 410
- **Improve health, independence, and quality of life**
- More **financial independence**, with supports to lessen the need for publicly-funded long term services and supports
- **Effective coordination** between long term services and supports and health care
- **Home and community living**

LTC 3.0 planning dates

- **June-Sept 2012:** information gathering and planning with stakeholders
- **September – Nov 2012:** community tour and listening sessions
- **December 2012:** finalize LTC 3.0 legislative concept
- **February 2013:** legislative session and presentation of LTC 3.0 concept
- **March – Dec 2013:** detail level work on LTC 3.0 implementation plan (assuming legislative go-ahead)
- **Dec 2013- Jan 2014:** public hearings
- **Feb 2014:** obtain legislative authority to roll out LTC 3.0 implementation plan

Key contacts

- Mike McCormick, Deputy Director, APD
 - Phone: 503-945-6229
 - Email: mike.r.mccormick@state.or.us
- Bob Weir, Advocacy & Development Manager:
 - Phone: 503-947-2321
 - Email: bob.weir@state.or.us

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Long-Term Care 3.0 - Community Meetings

Public invited to provide input on state's long-term care plan



around the state through October.

Mike McCormick, APD Deputy Director, stated: "We are inviting the public to be a part of the discussion for Long-Term Care 3.0, an initiative to increase the quality and sustainability of the long-term care system. The goal of the redesigned long term care system is to deliver the right services at the right time at the right place."

"For decades, Oregon has been nationally recognized for innovation in long-term services and supports for older adults and people with physical disabilities," McCormick said. "However, as baby boomers turn 65 in greater numbers each day, it is critical that we modernize our system to meet the needs of Oregonians, maintain the breadth and quality of our programs and continue to lead the nation in long-term care innovation."

Community meetings are designed to be very interactive. State staff will present overarching values, goals and visions for the future. Public input will be sought on how those goals can be met. While initial brainstorming has begun to identify potential key components of a newly designed system, McCormick says final proposals will not be produced until input from a wide variety of communities, stakeholders and advocates have been considered. "We are looking forward to gathering input on long-term services and support needs from Oregonians themselves," McCormick said. "We cannot build this new system without stakeholder participation and support. I encourage Oregonians to participate."

Representatives from the Department of Human Services, Aging and People with Disabilities (APD), will be seeking public input at the following locations and times:

- **Tuesday, October 9 • MEDFORD**
 - Medford Library – Adams Room 205 South Central Avenue, 9:30-11:30 AM
- **Thursday, October 11 • COOS BAY**
 - Baycrest Village Banquet Hall – 3959 Sheridan Ave, North Bend, 1:30-3:30 PM
- **Friday, October 12 • ROSEBURG**
 - Public Safety Center Umpqua Room – 700 SE Douglas Ave, 9:30-11:30 AM
- **Monday, October 15 • ASTORIA**
 - Port of Astoria Commission Board Room – 422 Gateway Ave, Suite 100, 1:30-3:30 PM
- **Tuesday, October 16 • EUGENE**
 - Hilyard Community Center – 2580 Hilyard Street, 1:30-3:30 PM
- **Wednesday, October 17 • ALBANY**
 - Public Library – 2450 14th Avenue SE, 1:30-3:30 PM
- **Thursday, October 18 • TILLAMOOK**
 - Oregon Dept. of Forestry – Tillamook District Conference Room, 5005 Third Street, 1:30-3:30 PM
- **Monday, October 22 • HOOD RIVER**
 - Hood River Library – Jeanne Marie Gaulke Community Meeting Room 502 State Street, 1:30-3:30 PM
- **Tuesday, October 23 • PENDLETON**
 - Pendleton City Hall – 1st Community Conference Room, 501 SW Emigrant Avenue, 1:30-3:30 PM

[Home](#)

[Community Meetings - dates/times](#)

[LTC 3.0 for legislators](#) (PDF)

[Legislative Concepts 371](#) (PDF)

[Jefferson Public Radio Interview](#) (mp3)

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- **Wednesday, October 24 • LA GRANDE**
 - Cook Memorial Public Library Community Room – 2006 4th Street, 9:30-11:30 AM
- **Thursday, October 25 • BAKER CITY**
 - Public Library – 2400 Resort Street, 9:00-11:00 AM
- **Friday, October 26 • ONTARIO**
 - Ontario Public Library – 388 SW 2nd Ave, 9:30-11:30 AM
- **Monday, October 29 • BEND**
 - Bend Environmental Center – 16 NW Kansas Avenue, 1:30-3:30 PM
- **Tuesday, October 30 • KLAMATH FALLS**
 - Public Library – 126 S 3rd Street, 1:30-3:30 PM
- **Thursday, November 1 • WOODBURN**
 - Public Library – 280 Garfield Street, 1:30-3:30 PM
- **Thursday, November 1 • NEWPORT**
 - Newport Senior Activity Center – 20 SE 2nd Street, 1:30-3:30 PM
- **Friday, November 2 • SALEM**
 - State Fire Marshall's Office – 4760 Portland Road NE, 9:30-1:30 AM
- **Monday, November 5 • SOUTHEAST PORTLAND**
 - Multnomah County Building, Commissioners Board Room, 501 SE Hawthorne, 9:30-11:30 AM
- **Monday, November 5 • GRESHAM**
 - East County Center, Blue Lake Room, 600 NE 8th Street, 1:30-3:30 PM
- **Tuesday, November 6 • HILLSBORO**
 - Washington Street Conference Center, Room 112, 225 South First Street, 9:30-11:30 AM
- **Tuesday, November 6 • SANDY**
 - Sandy Community Center Auditorium, 38348 Pioneer Boulevard, 1:30-3:30 PM
- **Wednesday, November 7 • NORTHEAST PORTLAND**
 - Hollywood Senior Center, 1820 NE 40th Avenue 10:00-Noon
- **Wednesday, November 7 • MILWAUKIE**
 - Milwaukie Center, Trillium Room, 5440 SE Kellogg Creek Drive, 2:00-4:00 PM
- **Thursday, November 8 • BEAVERTON**
 - Beaverton Community Center, Community Room, 12350 SW 5th Street, Suite 100, 1:30-3:30 PM
- **Friday, November 9 • PORTLAND CENTRAL**
 - Multnomah County Central Library, US Bank Room, 801 SW 10th Avenue, 2:30-4:30 PM

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