



Presentation to the 2021 Joint Ways and Means Subcommittee on Human Services

# OFFICE OF AGING AND PEOPLE WITH DISABILITIES

Fariborz Pakseresht, ODHS Director

Mike McCormick, APD Interim Director

# Outline

## Building equity & wellbeing

Who we are, why our work matters

APD in the community

Tracking our progress

Continuing our momentum to the next biennium and beyond

Closing remarks

# Who we are

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- Our state is better when everyone is able to contribute and be part of our communities.
- The ODHS Office of Aging and People with Disabilities (APD) is continually adapting to support **equity, independence, choice and dignity** so that the people we serve can achieve their best quality of life.
- Consumer engagement – a hallmark of Oregon’s past innovations in developing person-centered services and supports – must continue to be enhanced.





# Our mission and vision

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**Mission:** To help Oregonians in their own communities achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity.

**Vision:** Oregon's older adults, people with physical disabilities and their families have easy access to services, support and early interventions that help maintain independence, promote well-being, honor choice, respect cultural preferences and uphold dignity.



# Our programs

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- Aging and Disability Resource Connection (ADRC)
- Adult Protective Services (APS)
- Disability Determination Services
- Financial Eligibility Determination
  - Medicare Premium assistance
  - General Assistance
  - Supplemental Nutrition Assistance Programs
- Long-Term Care Licensing through the Safety, Oversight and Quality Unit
- Medicaid Long-Term Care Services and Supports
- Older Americans Act (meals and job support)
- Oregon Home Care Commission
- Oregon Project Independence (OPI)



# Who we serve

## Oregonians served:

~ 2/3 age 65+ and  
~ 1/3 18-64 with  
a disability



~**3,570** through  
**Oregon Project  
Independence**



**36,450** per month  
through **Medicaid**  
long term services  
and supports



**212,000** through  
**Older Americans Act**  
services



**40,000** living in  
**licensed long-term  
care facilities**



**17,000** protected  
from ongoing  
abuse



**180,000** with **Medicare  
Premium and nutrition  
assistance** benefits



**45,000** with **Social  
Security Disability**  
determination

# Demographics of Oregonians served

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## For Medicaid long-term care services and supports

### Age and gender

- **68%** are age 65 or older
- **16%** are age 85 or older
- **32%** are younger than 65 with a disability
  
- **65%** identify as female
- **35%** identify as male

### Race and ethnicity

- **1.6%** American Indian/Native Alaskan
- **5.0%** Asian
- **5.0%** Black or African American
- **0.4%** Native Hawaiian/Pacific Islander
- **6.3 %** Unknown
- **81.7%** White
  
- **5.3%** Hispanic (all races)

# Prioritizing equity

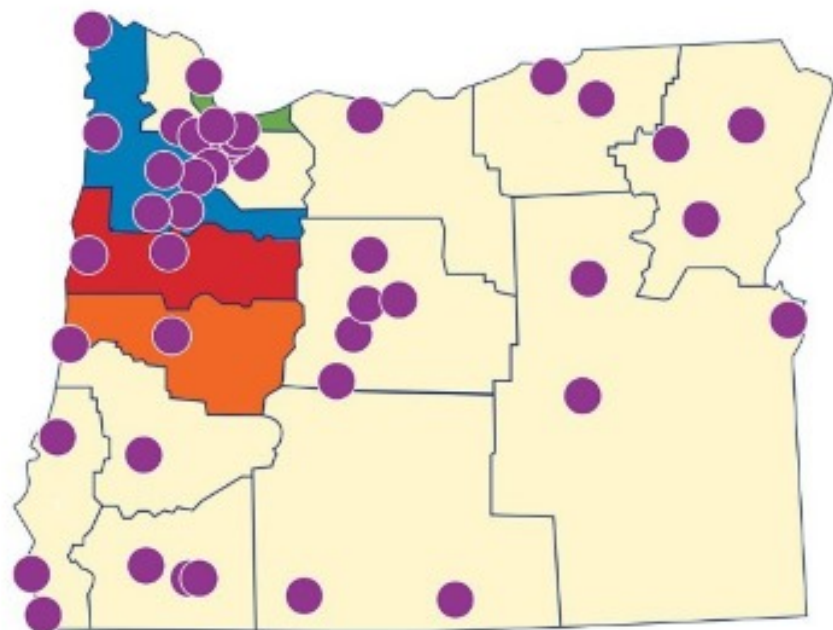
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- We strive for all our programs, services and supports to be designed to be responsive to historical inequities, current disparities and individual experiences.
- Local offices and Central Office units are receiving guidance to develop **service equity plans**.





# Customer service overview



## Legend

- APD office locations
- Multnomah County (MultCo) AAA
- Northwest Senior and Disability Services (NWSDS) AAA
- Lane Council of Governments (LCOG) AAA
- Oregon Cascades West Senior Services (OCWCOG) AAA
- Aging and People with Disabilities (APD)

All Area Agencies on Aging (AAAs) provide Older Americans Act Services statewide; the four AAAs listed above also provide Medicaid services and additional services provided by APD in the other areas of the state.

# Tribal Navigator Program

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**Established following discussions with Oregon Tribal Nations.**

- Tribal Navigators assist Native Americans in their communities with accessing the support services they require, whether or not they're living on Tribal lands.
  - Trained alongside APD and AAA case managers.
  - Navigators are Tribal members who know the culture and community they serve.
  - Tribes hire and oversee Navigators.
  - 6 agreements are in place with 5 tribes and NARA.



Jackie Mercer of the Native American Rehabilitation Association (NARA) of the Northwest, signed the first Tribal Navigator agreement

## Helping Oregonians navigate the system

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The **Aging and Disability Resource Connection** is available to everyone – older adults, younger people with disabilities, and family and friends. This network, in partnership with Area Agencies on Aging and Centers for Independent Living, provide information, referral, and options counseling services.

- **81,100** information and referral calls received in 2020.
- **127,700** referrals made to community service and support resources.
- **2,413** individuals enrolled in Person Centered Options Counseling in 2020.
- **30%** of information and assistance/referral consumers were in rural/frontier communities.



# Outline

Building equity & wellbeing

**Tracking our progress**

Highlights of programs and services

Accomplishments of last biennium and KPMs

Continuing our momentum to next biennium and beyond

Closing remarks



# Emergency response – COVID-19 pandemic

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## **Revised many APD/AAA service policies and provided additional support to consumers**

- Extended provider credentials;
- Kept consumers on benefits (federal mandate);
- Focused case management work on safety and well-being;
- Adapted Adult Protective Services response based on risk to individual and guidelines to manage exposure, daily monitoring;
- Provided personal protective equipment (PPE) to homecare workers;
- Offered the National COVID-Ready Caregiver Certification and Oregon Home Care Commission Preventing Disease Transmission courses;
- Provided financial support for adult day care; and
- Expanded home-delivered meals to include 2 meals a day and serving individuals who used to get meals in congregate settings.

# Emergency response – COVID-19 pandemic

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**Ranked among states with lowest deaths and cases in long-term care as a result of prevention and outbreak management initiatives:**

- Established a network of COVID-19 Recovery Units statewide;
- Limited in-person visits;
- Required reporting of cases in facilities to ensure early containment efforts through Executive Order process; and
- Supported federal, state and local efforts to ensure all long-term care residents and staff receive a vaccine opportunity.

# Emergency response – Wildfires and ice storms

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## Wildfires

- Assisted with the evacuations of 41 long-term care facilities without a single resident death attributed to the emergency.
- District offices made thousands of calls to check on the welfare of consumers receiving services in-home and to identify workers available to support them.
- Provided direct financial support to make sure consumers were safe.

## Ice storms

- Contacted all consumers who receive services in their homes and adult foster homes for risk/safety planning.
- Arranged for hot meals, lodging, water, fuel to those at high risk.
- Staffed Disaster Response Centers to provide resources and replacement SNAP.

# Highlights of 19-21 biennium

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- ONE system rollout;
- SB 1534 training for Homecare workers pilots began;
- Resumed Provider Time Capture project;
- Serious incident system deployed;
- Revised risk assessment process to better protect consumers;
- Began process with stakeholders and local offices to redefine and promote person-centeredness;
- Designed and began implementing an equity lens for policy development;
- Completed work on the new long-term care facility licensing system, using CALMS.



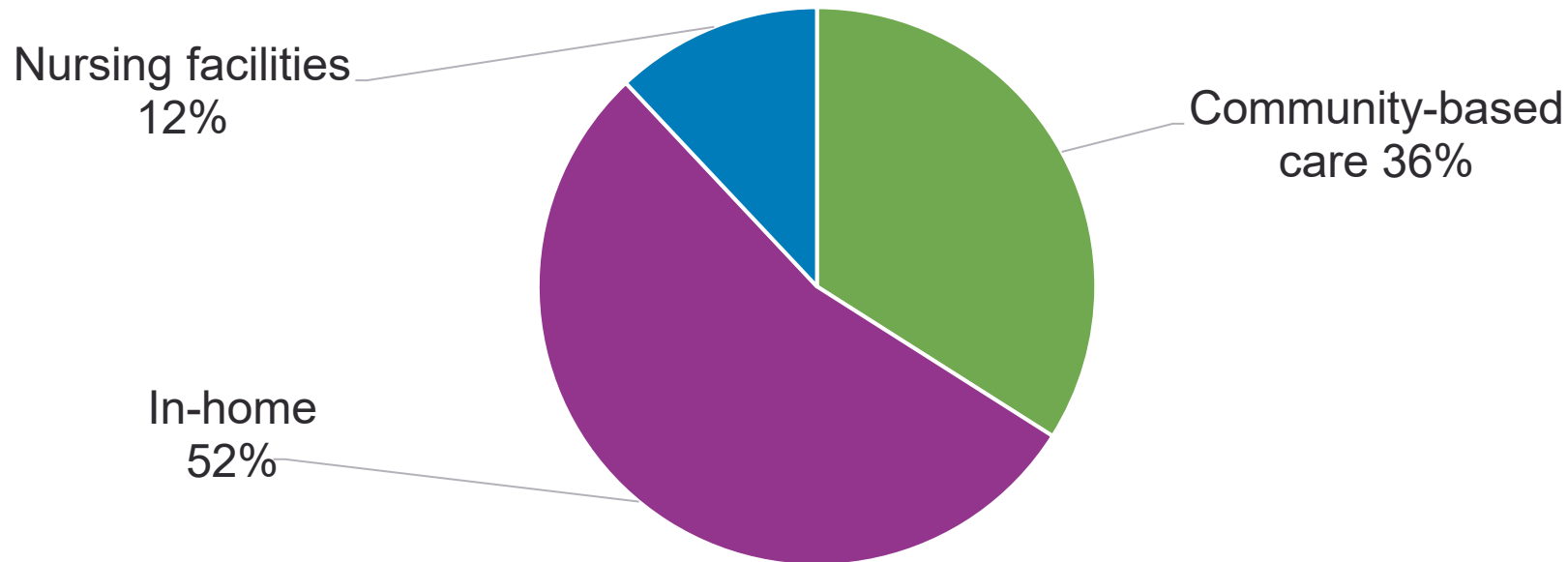


# Long-term care

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**More Oregonians are choosing to receive long-term care services and supports in-home and/or in the community.**

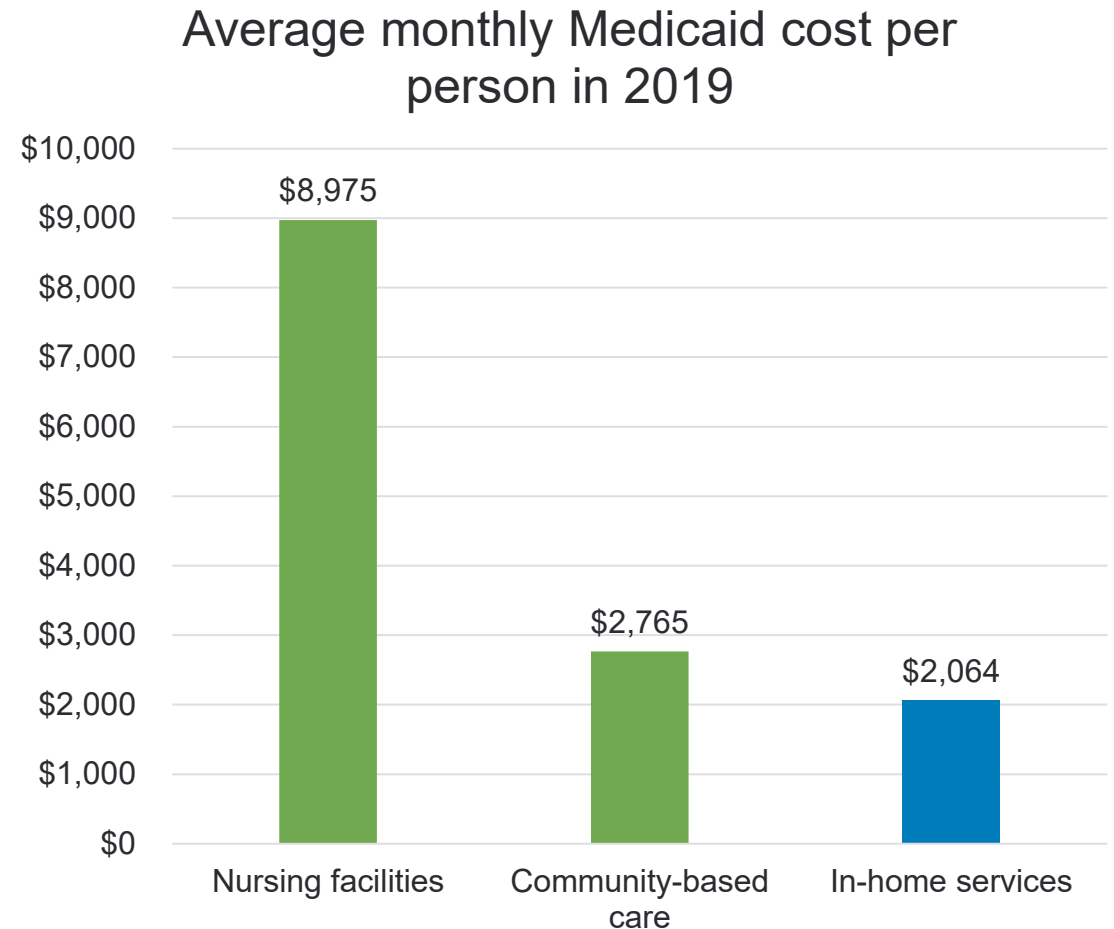
Our local structures and the way Oregonians navigate our systems takes a **community-first** approach.



# In-home services

**Are a cost-effective way to meet people's needs in their homes and other community settings. They:**

- Save Oregonians from the unnecessary use of much higher cost services.
- Demonstrate national leadership – Oregon was first in nation to receive Medicaid waiver. (To receive in-home services, an individual must be financially eligible for Medicaid.)
- Are crucial as we prevent spread of COVID-19.
- COVID-19 also caused several changes to 2019 average monthly costs across settings.



# In-home services and supports: Meet Mark King

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- **When Mark King was 16 years old, he sustained a life-threatening injury that resulted in him becoming a quadriplegic.**
- Doctors gave him one hour to live.
- More than 35 years later, he is living independently, given he has the option to receive Medicaid long-term care services and supports in his own home.
- To support his independence, Mark hires homecare workers registered with the Oregon Home Care Commission.
- With these services and supports, Mark is able to continue contributing to the community.



# Disability supports: Meet Kelly Dasher

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- **When Kelly reached out to the APD office in Coos Bay, a disability analyst assisted her through the Disability Benefit Liaison Program.**
- An additional evaluation was obtained to assess previously undisclosed conditions and a judge approved the new request.
- Kelly began receiving \$750 a month in Social Security benefits and was approved for a back award of more than \$22,000, providing her with financial stability for the first time in more than a decade.
- The benefits Kelly received have made it possible for her to buy a car and regain her driver's license. "I feel like now I am able to participate in society again."





# Older Americans Act

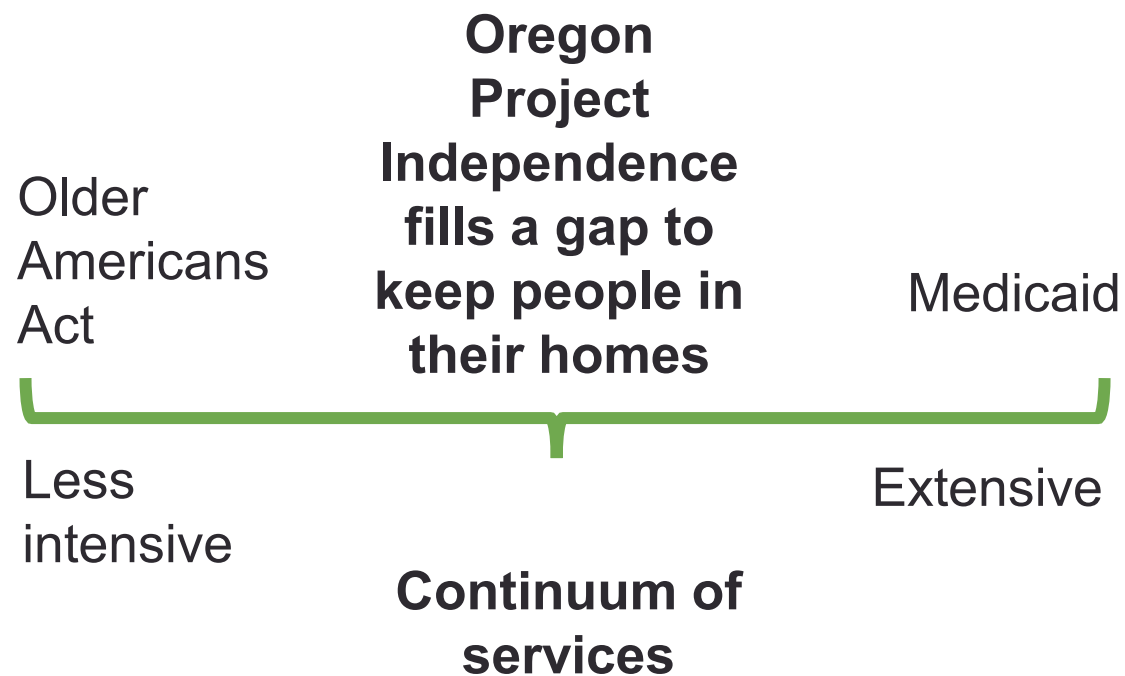
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- Works closely with the state's **Area Agencies on Aging (AAA)**.
  - APD encourages and incentivizes **culturally-specific and linguistically competent supports** within all programs, including:
    - Family caregiver supports;
    - Nutrition via congregate and home-delivered meal programs;
    - Employment program; and
    - Legal and abuse prevention services.
  - Enhanced with CARES Act funding.

# Oregon Project Independence fills a unique gap

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- Services and supports to individuals 60+ or people who have been diagnosed with Alzheimer's or a related dementia disorder.
- Typical services include assistance with housekeeping, bathing, grooming, health care tasks, meal preparation, caregiver respite, chore services, adult day services and transportation.



# Older Americans Act: Meet Christine Plimpton

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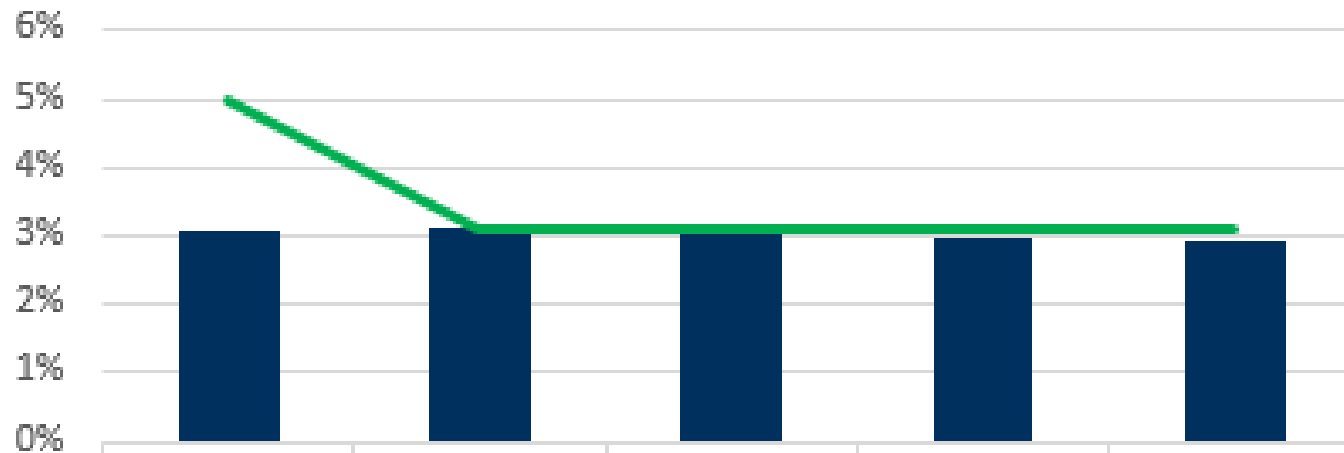
- **Christine Plimpton's life changed when she was laid off.**
- Her specialized field, and Ph.D. in anthropology, made job hunting challenging.
- Her prospects turned around when she learned about a position through the Senior Community Service Employment Program (SCSEP).
- SCSEP is a community service and work-based job training program authorized by the Older Americans Act.
- It provides training for low-income, unemployed adults age 55 and older.
- Oregon's SCSEP grant through APD currently has a waiting list.



# KPM – Older Adults Needing Long Term Care Services

## KPM #1 Older Adults Needing Long Term Care Services (APD)

The percentage of older adults (65+) needing publicly-funded long term care services. Data Period: Jan 01 - Dec 31

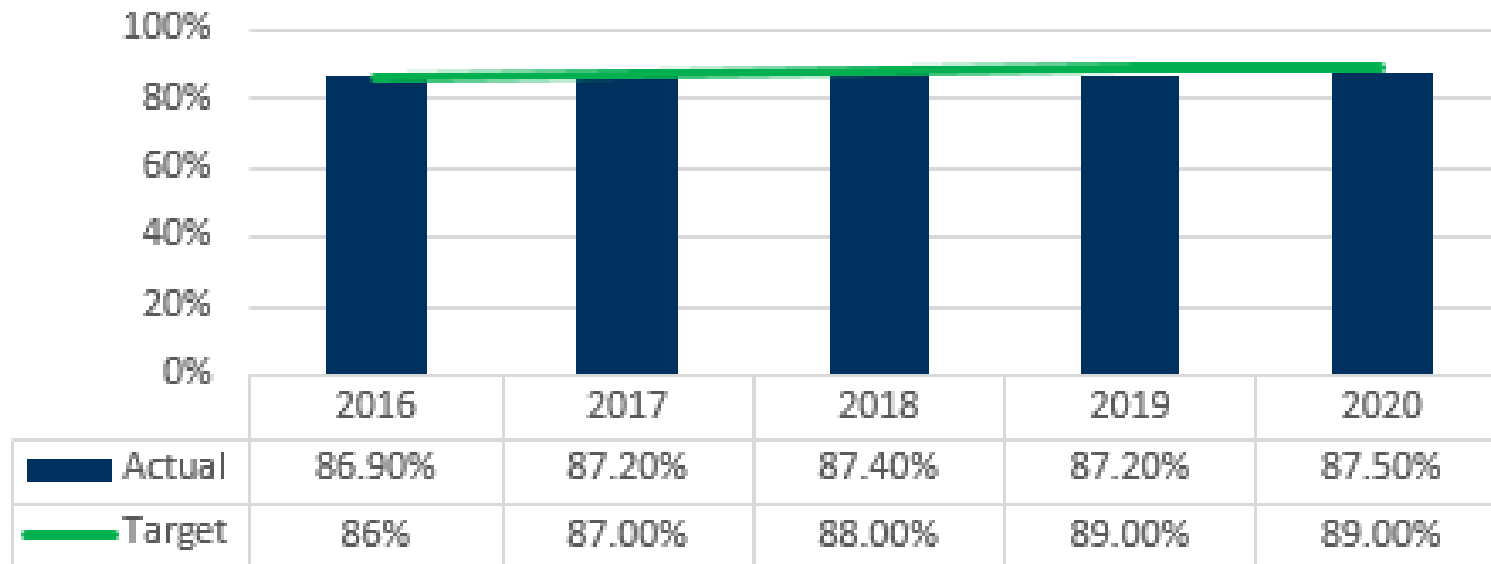


	2016	2017	2018	2019	2020
Actual	3.09%	3.12%	3.05%	2.95%	2.90%
Target	5%	3.10%	3.10%	3.08%	3.08%

# KPM – Long Term Care Recipients Living Outside of Nursing Facilities

## KPM #2 Long Term Care Recipients Living Outside of Nursing Facilities (APD)

The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities. Data Period: Jul 01 - Jun 30

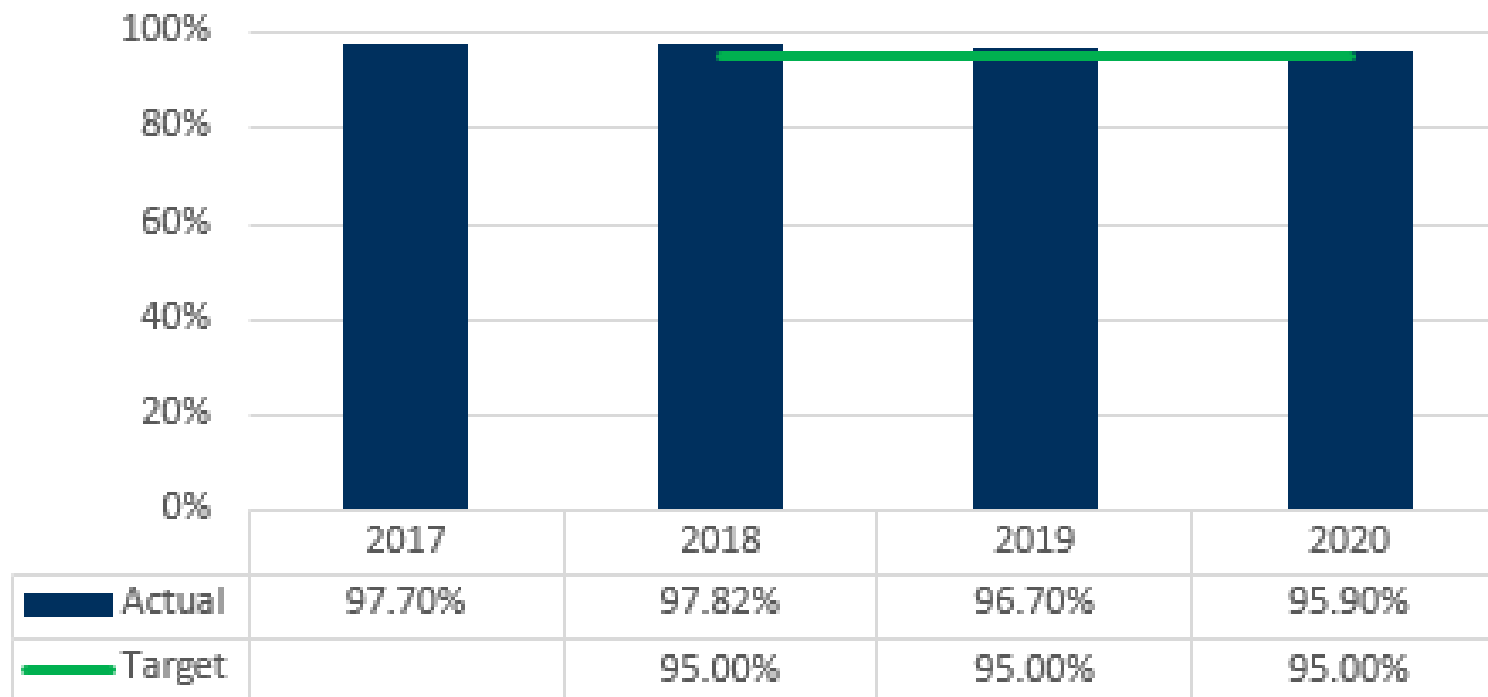




# KPM – Timely APD Abuse Investigations

## KPM #3 Timely APD Abuse Investigations

The percentage of abuse reports assigned for field contact that meet policy timelines. Data Period: Jan 01 - Dec 31



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**Continuing our momentum to next biennium and beyond**

Priorities and barriers

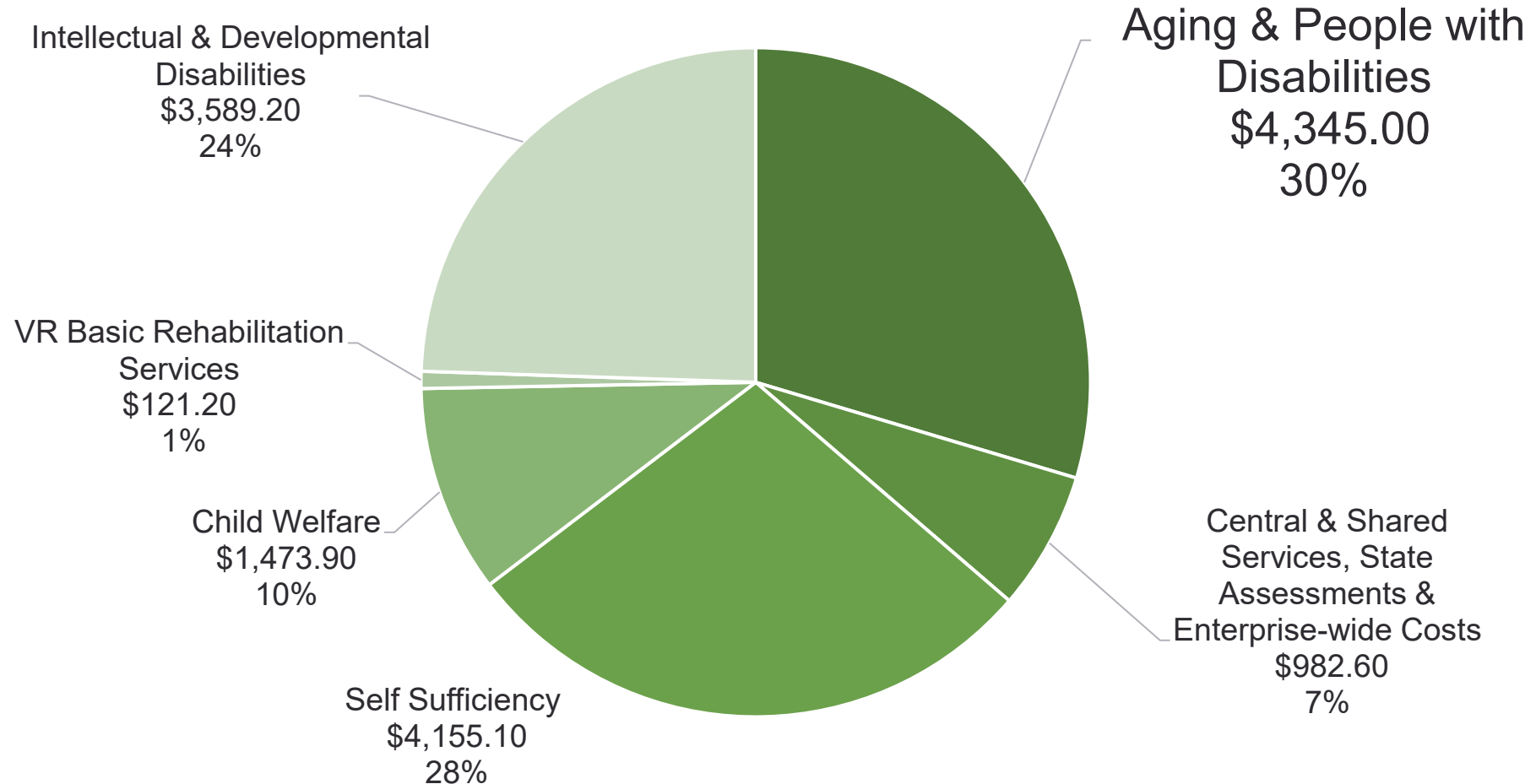
Governor's Recommended Budget

Closing remarks

# ODHS 21-23 Governor's Budget

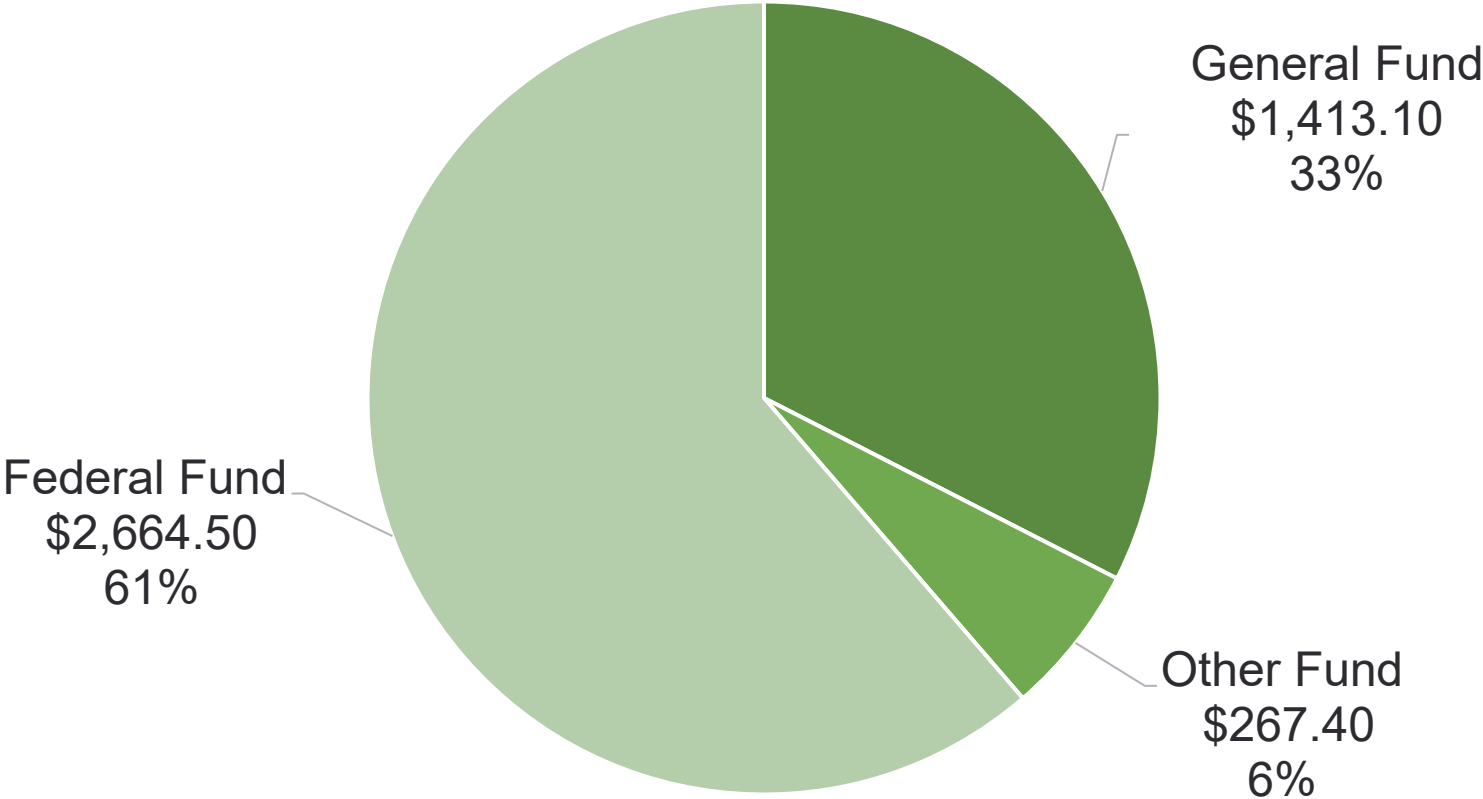
## Total fund by program area - \$14,667.0 million

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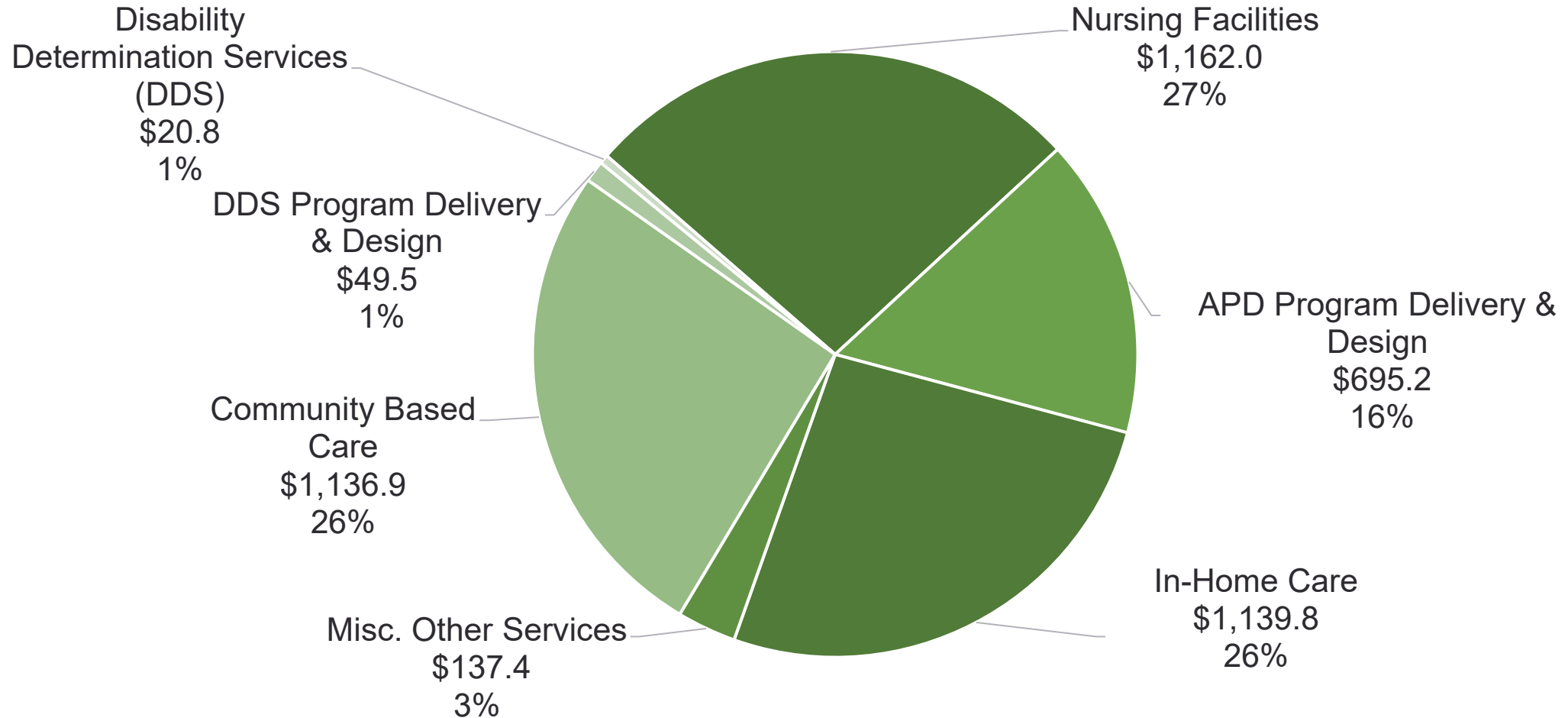
# Aging & People with Disabilities total by fund type - \$4,345.0 million

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# Aging & People with Disabilities total by program - \$4,345.0 million

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# Priorities and barriers

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## Priorities

- Investments totaling \$17.9 million for a range of strategies that include improving infection control and technological improvements in our state's licensed long-term care facilities;
- Maintenance of current eligibility criteria for our programs including long-term care service and support levels;
- Expansion of innovative programs such as Oregon Project Independence;
- Ongoing support for implementing the Provider Time Capture system;
- Funding for service improvement and responsiveness in APD local offices as well as our Area Agencies on Aging;
- Bargaining pot to support the non-state workforce; and
- Isolation prevention for individuals living in their own home or a facility.

## Barriers

- Long-term care workforce shortage;
- Obsolete IT infrastructure; and
- Misaligned workforce resources.

# 21-23 reductions

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- **Continues reductions made in 2020 Special Session including:**
  - 50% reduction of new positions earned.
  - Elimination of Older Americans Act sequestration funding.
  - Elimination of Senior Mental Health project funding.
- **Potential 10% reductions from budget exercise.**

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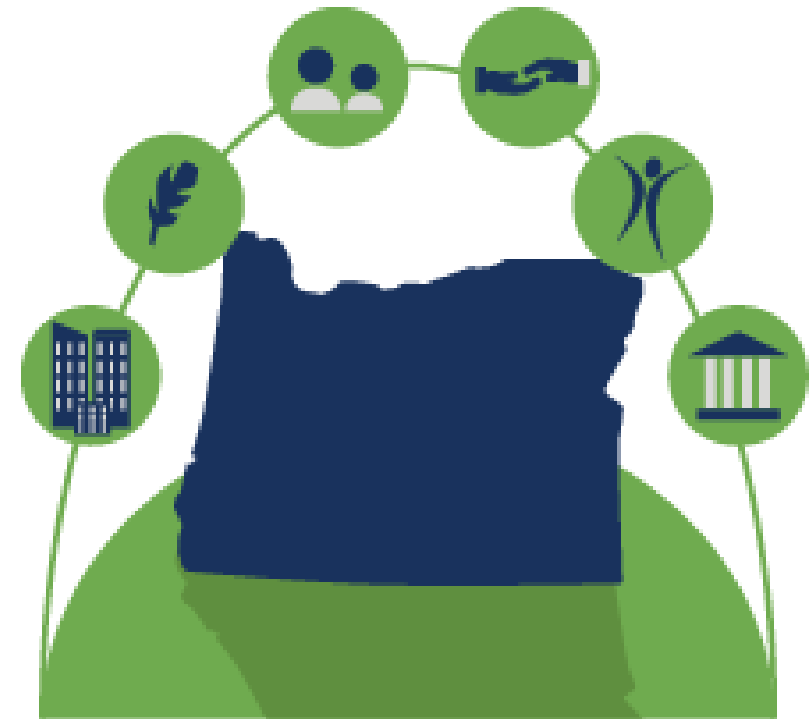
**Closing remarks**

Q&A

# Closing remarks

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- **No matter our age or ability, we all deserve to live with dignity and respect.**
- As we live **longer and healthier lives**, APD services and supports will be crucial in supporting the safety and wellbeing of all Oregonians.
  - ~18% of Oregon's population is 65 years or older.
  - By 2030, the percentage is expected to increase to nearly 21%.
  - ~25.6% of the state's population was living with a disability in 2020.
- We will continue to innovate and learn from the people we serve – working together to build a strong foundation of supports and to lay the avenues to equity and prosperity.





**Thank you**

Questions?

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# Thank you

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- **Upcoming ODHS Presentations to the Committee**
  - Vocational Rehabilitation / ODHS Closing - April 8

