

FISCAL YEAR 2016-2017

SENIOR & DISABILITY SERVICES INFORMATION & ASSISTANCE



Director's Message

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

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

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

In addition to our continued focus on delivering our mission, S&DS has continued work on the goals and objectives in our multi-year Area Plan. To view the Area Plan, visit www.sdslane.org/299/SDS-Area-Plan-and-Supporting-Documents. These efforts will help us to continue providing excellent service, treating others with respect, and achieving excellence in all we do. Thank you to all who continue to help us move into the future.



Jody Cline, Director
Senior & Disability Services



Table of Contents

Information & Assistance (ADRC).....	2
Senior Connections	3
Senior Meals	4
Oregon Project Independence	5
Community Programs	6
Eligibility Services	7
In-Home & Community Based Care	8
Adult Protective Services	9
Program Data Comparison.....	10

Information & Assistance (ADRC)



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

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

email: ADRCLane@lcog.org

walk in: 1015 Willamette Street, Eugene, OR 97401

visit the statewide website: www.ADRCoforegon.org

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

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

- Transportation
- Caregiver Support
- Friendly Visitors
- Meals

Who can help me navigate this complex maze of services?

ADRC Options Counselors provide professional guidance on complex issues.

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

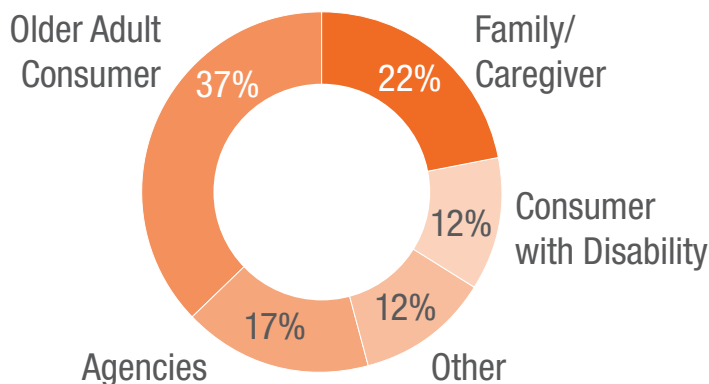
Visit our website, www.ADRCoforegon.org, to access a tool to compare different housing options.



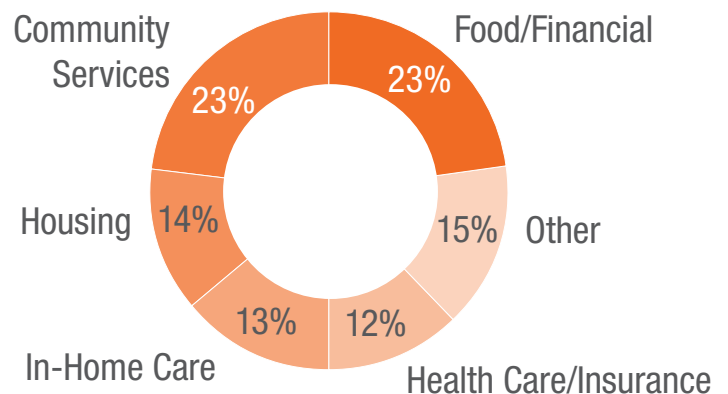
16,160
Phone calls answered

40 seconds
average call wait time

Type of Callers



Caller Needs



Senior Connections

Senior Connections has six offices serving eight Lane County communities, including: Eugene, Springfield, Oakridge, Cottage Grove, Creswell, Junction City, Veneta, and Florence. Area Coordinators assist older adults and caregivers with services to help seniors live independently in their own homes. Services include caregiver respite, transportation, energy assistance, and more.



Can I get assistance in paying my utility bills?

You may qualify for LIHEAP Energy Assistance.

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

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

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

“I did benefit. She helped me look at my problems with ways to solve them one at a time.”



1,136
People received Case Managed Services through the Older Americans Act

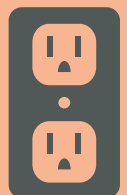


3,513
Assessments for LTD Medicaid/ ADA transportation assistance

8,421
Rides provided by volunteer drivers



663
People received energy assistance



3,621
Respite hours paid for family caregivers



242
People received rides to medical appointments

Senior Meals: Café 60, Meals on Wheels



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

\$342,572

Raised for Senior Meals Program in Lane County

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

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

"I get a hot balanced meal each day at the Café 60. The food is healthy and I like the variety... it is nice to get out of the house and eat with friends."

"I just love when you come! I not only enjoy the wonderful food, but I get to visit with the volunteers and this gives me a reason to get up and get dressed in the morning!"

"Mom was able to stay in her home 2 ½ years longer because of Meals on Wheels. She was fiercely independent and very proud that at 91, she still lived in her own home."



1,285

People received meals through MOW



182,623

MOW meals delivered

649

People served in Café 60

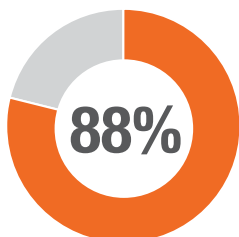


58,030

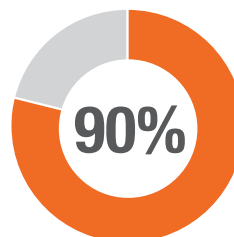
Meals served at Café 60



4



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



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

Oregon Project Independence

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



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

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

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

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

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

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

Age of OPI Recipients	
age 19-39	9
age 40-59	67
age 60-74	36
age 80+	90

OPI recipients: Adults age 60+

OPI Pilot recipients: Adults with disabilities age 19-59

126

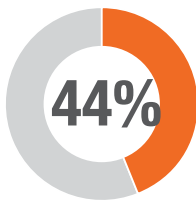
76

People received OPI services

20,992

12,161

Hours of in-home service provided



Participants received Assistive Technology help



Participants live alone

Community Programs



Reassurance – ElderHelp

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

53 People Served, 2,570 Volunteer Hours

Stanford Living Well Workshops

These free six-week evidence-based workshops help participants learn how to better manage chronic conditions by learning about nutrition, exercise, medication management, and communication skills. S&DS currently offers three Living Well programs: Chronic Conditions, Chronic Pain, and Diabetes.

158 People Served, 16 Workshops Offered

Senior Law – Oregon Law Center

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

1,133 People Served, 3,374 Attorney Volunteer Hours

Money Management

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

90 People Served, 1,953 Volunteer Hours

Eligibility Services

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

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

Medical program eligibility determined by S&DS include Medicaid and Medicare Savings Programs for low income older adults age 65+ and adults with disabilities. Medicare Savings Programs may help cover the costs of Medicare premiums and for those with very low income, Medicare deductibles and co-pays.



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

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

Will someone speak my language when I register for services?

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



2,992

New requests for SNAP or medical services

18,635

Total SNAP or medical services cases

717 Average caseloads per worker

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

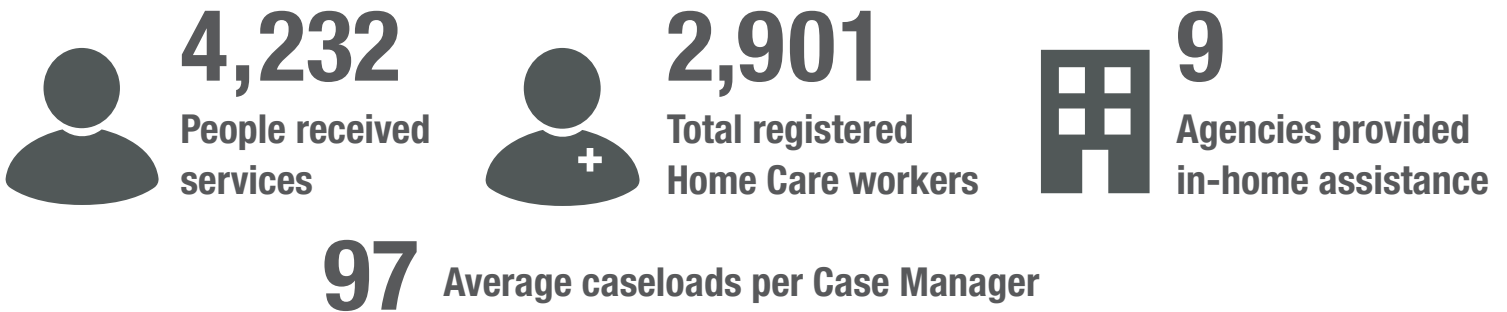
“I truly appreciate the combination of kindness and professionalism by my worker. The rest of the staff is always courteous as well.”

“I’m more than a little embarrassed to need help, but you’ve made it easier.”

In-Home & Community-Based Care



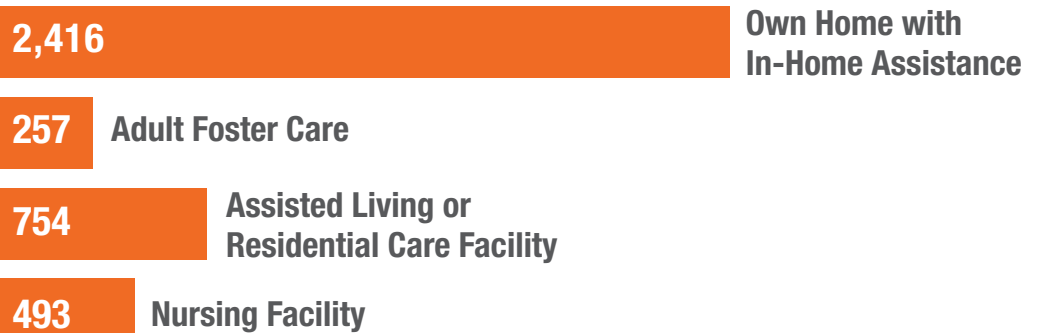
Case Managers coordinate Medicaid and state funded programs to provide **In-Home and Community-Based Care** to keep older adults age 60+ and adults with disabilities living as independently as possible in the community. Specialized Case Managers also assist with hospital discharge planning and transitioning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



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



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



Adult Protective Services

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



Abuse Allegation	Investigated	Substantiated
Potential Financial Exploitation	669	28%
Potential Neglect by Caregiver	799	43%
Potential Verbal Abuse	360	30%
Potential Self Neglect	417	20%
Potential Physical Abuse	214	29%
Potential Sexual Abuse	33	12%
Potential Abandonment	21	19%
Other Reasons	53	13%

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

Referrals for Legal or Criminal Action	Number of Cases	% change from FY16
Referred to Law Enforcement	190	-5%
Investigated	99	-16%
Referred for Prosecution	37	-39%
Resulting Convictions	22	-27%

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

Residential Type	Investigated	Substantiated
Adult Foster Home	68	34%
Assisted Living Community	131	54%
Community	1,665	23%
Home Care Worker	117	33%
Nursing Facility	129	36%
Residential Care Facility	433	54%
Contract In-Home Services	27	22%

Program Data Comparison

Three Year Fiscal Year Comparison

Aging and Disability Resource Connection (ADRC)	FY17	FY16	FY15	% Change FY16 to FY17
ADRC Call Type by Percentage				
Food/Financial	23%	31%	43%	-8%
Health Care / Insurance	12%	11%	3%	1%
In-Home Care Needs	13%	22%	15%	-9%
Other ADRC Data				
Phone Calls Answered *Phone tree now split, only Info & Assistance calls route to ADRC	16,160	20,753	21,933	-22%

Senior Connections	FY17	FY16	FY15	% Change FY16 to FY17
Persons Receiving Case Management	1,136	1,144	724	-1%
Assessments for LTD Rides *Continue to see increased need for ADA rides	3,513	2,992	2,219	17%
Volunteer driver rides *Less volunteers across ride programs	8,421	10,662	11,662	-21%
Persons who Received Energy Assistance *Funding restraints	663	730	1,088	-9%

Senior Meals	FY17	FY16	FY15	% Change FY16 to FY17
Persons who Received MOW	1,285	1,306	1,080	-2%
Total Meals Delivered	182,623	179,449	158,122	2%
People Served at Café 60	649	665	612	-2%
Total Café 60 Meals Served	58,030	59,553	59,046	-3%
Total Senior Meal Fundraising	\$342,572	\$326,189	\$281,721	5%

Oregon Project Independence	FY17	FY16	FY15	% Change FY16 to FY17
Total person 60+ with any OPI service *Severe funding restraints	126	345	429	-63%
Total persons 19-59 with disabilities with any OPI service	76	69	51	10%

Program Data Comparison

Community Programs	FY17	FY16	FY15	% Change FY16 to FY17
Reassurance - Elder Help				
People Served	53	51	49	4%
Total Volunteer Hours	2,570	2,962	2,970	-13%
Living Well Workshops				
People Served	158	180	114	-12%
Workshops Offered	16	18	11	-11%
Senior Law - Oregon Law Center				
People Served	1,133	1,311	1,089	-14%
Total Volunteer Hours	3,374	3,466	3,192	-3%
Money Management				
People Served	90	82	54	10%
Total Volunteer Hours	1,953	2,828	1,970	-31%
*Program change, now a blend of staff & volunteers				

Eligibility Services: SNAP & Medicaid	FY17	FY16	FY15	% Change FY16 to FY17
Average Worker Caseload	717	645	643	11%
Total Open Cases	18,635	14,824	14,150	26%
*Salem no longer carries any Lane cases, all now managed locally				

In-Home & Community-Based Care	FY17	FY16	FY15	% Change FY16 to FY17
Living Situation				
Living in Own home	2,416	2,521	2,584	-4%
Adult Foster Care (data reflects S&DS Medicaid beds only)	257	279	441	-8%
Assisted Living/Residential Care Facility	754	675	774	12%
Nursing Facility	493	485	507	2%
Other Case Managed Data				
Average Worker Caseload	97	99	111	-2%
Total Persons Served	4,232	4,753	4,434	-11%
Total Registered Home Care Workers	2,901	2,946	2,290	-2%
Transition & Diversion				
Total T&D Referrals	190	346	300	-45%
*Program reduced 33%				
Transitions from Nursing Homes	52	84	130	-38%
*Program reduced 33%				
Diversion from Nursing Homes	5	10	9	-50%
*Program reduced 33%				

Program Data Comparison

Adult Protective Services	FY17	FY16	FY15	% Change FY16 to FY17
Abuse Allegation Types Investigated				
Potential Financial Exploitation	669	665	706	1%
Potential Neglect by Caregiver	799	684	755	17%
Potential Verbal Abuse	360	406	355	-11%
Potential Self Neglect	417	415	373	0%
Potential Physical Abuse	214	203	205	5%
Potential Sexual Abuse	33	38	58	-13%
Potential Abandonment	21	28	28	-25%
Other Reasons	53	65	41	-18%
Abuse Allegations Substantiated by Type				
Potential Financial Exploitation	28%	30%	26%	-2%
Potential Neglect by Caregiver	43%	35%	29%	8%
Potential Verbal Abuse	30%	27%	30%	3%
Potential Self Neglect	20%	19%	19%	1%
Potential Physical Abuse	29%	24%	28%	5%
Potential Sexual Abuse	12%	13%	12%	-1%
Potential Abandonment	19%	32%	28%	-13%
Other Reasons	13%	20%	41%	-7%



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

To access any programs or services offered by S&DS or for information about other community resources, contact the **Aging and Disability Resource Connection (ADRC):**

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