

FISCAL YEAR 2019-2020

# SENIOR & DISABILITY SERVICES

## INFORMATION & ASSISTANCE



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

## Director's Message

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

S&DS is dedicated to 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.”**

I would like to thank those staff, volunteers, and community members who have been committed to serving our community during these challenging times.

In the past year, we have been operating and navigating through a global pandemic while maintaining services, enhancing programs, and ensuring community members have access to resources. Though our physical work environment has shifted from an in-person setting to a more digital one, we remain focused on our consumers and collaborate with our community partners to create new growth and opportunity. These critical partnerships have helped S&DS secure and manage over \$99,000 in independent Covid-19 relief grant funds. The partnerships have allowed us to build essential connections to best link our consumers with the resources they need.

With these unprecedented times, S&DS would not be able to implement the level of service to support our mission without the contribution of our volunteers, community members, and donors. Through the generosity of our donors, we will be able to purchase two essential meal delivery trucks for our Senior Meals Program with these fundraising dollars. These trucks will serve as much needed replacement for our aging meal delivery trucks and will allow us to deliver meals safely and routinely to our community. You should see these new meal delivery trucks on the road by Fall 2021.

I am extremely hopeful that this upcoming year we will build on the vision and incredible work this agency and its staff continue to accomplish every day.



Emily Ann Farrell, Director  
Senior & Disability Services



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# Volunteers

**Volunteers** are the lifeblood for many of our programs, giving back to our community and neighbors. We could not provide quality, consistent services without them. S&DS is thankful to all our amazing, generous volunteers.



S&DS has more than 400 volunteers providing over **39,000** service hours each year.

Our volunteers live and serve in all areas of Lane County, including Coburg, Cottage Grove, Creswell, Eugene, Florence, Junction City, Lowell, Oakridge, Springfield, and Veneta. These volunteers bring with them incredible skills, knowledge, and compassion.

Our volunteers:

- Deliver Meals on Wheels
- Help balance checkbooks
- Teach health management classes
- Visit with socially isolated older adults
- Wash dishes at meal sites
- Drive rural residents to medical appointments
- And most important, are a friendly face and safety check for our most vulnerable community members.

Volunteering only takes a few hours per month, but the benefits to both the volunteer and our community is immeasurable. If you or someone you know is interested in volunteering with S&DS, contact us at 541-682-3353 or by email at [ADRCLane@lcog.org](mailto:ADRCLane@lcog.org).

*“Volunteers do not necessarily have the time; they just have the heart.”*

—Elizabeth Andrews

# 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](mailto:ADRCLane@lcog.org)

walk in: 1015 Willamette Street, Eugene, OR 97401

visit the statewide website: [www.ADRCofOregon.org](http://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?*

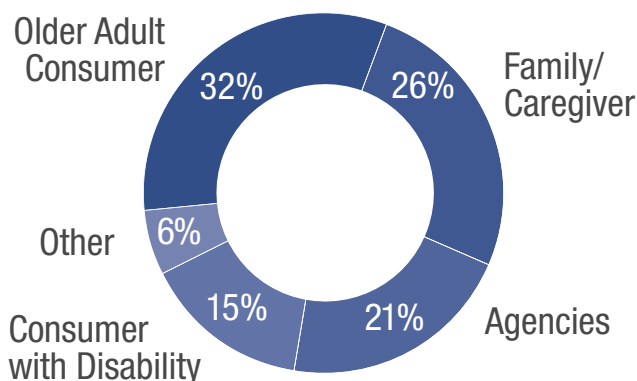
Visit our website, [www.ADRCofOregon.org](http://www.ADRCofOregon.org), to access a tool to compare different housing options.



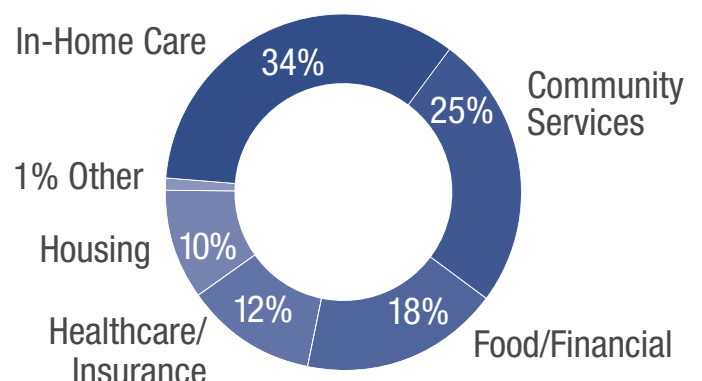
**18,047**  
Phone calls answered

**116 seconds**  
average call wait time

**Type of Callers**



**Caller Needs**



# Senior Connections

**Senior Connections** serves all of Lane County, with office locations in Eugene, Cottage Grove, Florence, Junction City, Oakridge, and Veneta. Area Coordinators assist older adults and caregivers with services to help seniors live independently in their own homes. Services include caregiver respite, transportation, energy assistance, and more.



*Can I get assistance in paying my utility bills?*

You may qualify for LIHEAP Energy Assistance.

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

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

*“The services offered through Senior Connections have taught me to advocate for my medical needs.”*



**1,465**

People received Case Managed Services through the Older Americans Act



**2,817**

Assessment hours for LTD Medicaid/ADA transportation assistance

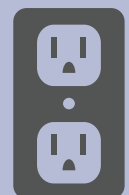
**6,110**

Rides provided by volunteer drivers



**792**

People received energy assistance



**3,522**

Respite hours for family caregivers



**319**

People received rides to medical appointments



# Senior Meals: Café 60, Meals on Wheels



Thank you to all who participated in A Race for the Rest of Us to help fund our Senior Meals Programs.

*“We are thrilled for the lunch today and appreciate the generosity of everyone here!”*

*“Thank you so much for being there for my mom. Everyone is so nice and she looks forward to seeing the delivery folks!”*

*“We appreciate all of your wonderful volunteers so much – and staff too! The volunteers that bring us our meals are very caring.”*

## \$529,905

Raised for Senior Meals Program in Lane County, includes 1 large bequest



## 1,375

People received meals through MOW



## 192,421

MOW meals delivered

## 931

People served in Café 60



## 71,206

Meals served at Café 60



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 through FOOD for Lane County.

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

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

In response to the Covid-19, Café 60 dining locations and Meals on Wheels routes continued to operate. Operations were modified to ensure precautions that prioritize the safety of meal recipients, staff, and volunteers.

All Meals on Wheels routes are continuing to operate with volunteers. Our volunteers do not have direct contact with meal recipients to minimize health risks for all parties. These health risks are being alleviated by a “knock and drop” approach that allows us to continue to check on our consumers while maintaining appropriate social distancing measures. Our Café 60 dining locations are providing meals to-go only and maintaining a regular lunch operation schedule in most locations.

S&DS secured \$97,100 in Covid-19 grant funding to support our Senior Meals Program efforts. With these funds, S&DS purchased additional frozen meals, no-touch thermometers, reusable masks, and three shelf stable meal boxes, each containing 5 meals per participant.

# 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.

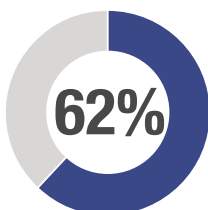
Living Situation of OPI 60+ Recipients

Apartment.....	36%
Assisted Living...	<1%
House .....	52%
Nursing Facility ..	<1%
Other .....	8%
Residential Care Facility.....	2%

*“As I have no income other than Social Security and VA Benefits, I don’t know what I would do without OPI. I am power chair bound and can no longer do the chores required for daily living. I am grateful for OPI services.”*

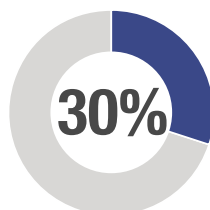
OPI recipients: Adults age 60+

**229**  
**36,231**



OPI Pilot recipients: Adults with disabilities age 19-59

**84**  
**10,290**



People received OPI services

Hours of in-home service provided

Participants received Assistive Technology help

# Health Promotion Programs



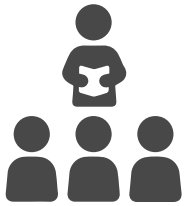
S&DS offers a variety of evidence-based health promotion programming. These workshops, classes, and one-on-one activities are all free to the public and offered in a variety of community locations. Current programming includes:

*“I feel lighter and I even don’t have as much pain in my hip as before.”*

## Living Well Workshops

These 6-week workshops help participants with chronic pain, diabetes, or other chronic conditions learn how to better their health by learning about nutrition, exercise, goal setting, and improving communication skills. S&DS offers 3 different specialized types of Living Well workshops:

- Living Well with Chronic Pain
- Living Well with Diabetes
- Living Well with Chronic Conditions



This past year S&DS offered **6** total workshops serving **63** participants

## Powerful Tools for Caregivers

Participants learn skills to better handle the challenges of caregiving for adults suffering from stroke, Alzheimer’s, Parkinson’s, or other conditions. Geared toward un-paid family caregivers, this community-based program is conducted in small groups over a 6-week period.

## Walk with Ease

This 9-week group walking course meets twice weekly. The groups complete stretching and strengthening exercises, and are led on a progressively longer walk, with the goal of increasing physical activity and endurance.



**1** series completed serving **9** participants

## Program to Encourage Active and Rewarding Lives (PEARLS)

PEARLS is an intervention program for older adults with mild to moderate depression. Trained PEARLS counselors teach depression management techniques through 6-8 one-on-one, in-home sessions. This program addresses the symptoms of depression and improves participants’ quality of life through assistance with setting goals and problem solving. Note: PEARLS was defunded at the State level in August 2020.



**42** participants served



# 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.

*24 People Served, 1,000 Volunteer Hours*

## Senior Companion Program through Lane Community College

Part of the Corporation for National & Community Service, this program provides supportive services and companionship to isolated consumers.

While similar to the ElderHelp program, Senior Companion differs as volunteers must be age 55+, volunteer 15-40 hours weekly, and meet low income guidelines. Senior Companions receive a modest stipend.

*177 People Served, 14,560 Volunteer Hours*

## Senior Law – Oregon Law Center

Consultations on non-criminal legal matters are provided free of charge. Services are based in community centers throughout Lane County.

*973 People Served, 3,231 Attorney/Volunteer Hours*

## Supportive Services – Lane Senior Support Coalition (LSSC)

LSSC is a local nonprofit that maintains an emergency support fund for at-risk seniors. Funds are used for services or products that are not currently eligible to be paid by other local, state, or federal funds/programs. Funds are typically used to pay for one-time expenses, such as an overdue utility bill, minor home repair, or unexpected uncovered medical expense. To donate, visit [www.lanessc.org](http://www.lanessc.org).

*92 People Served with over \$31,000 of emergency assistance*

## Money Management

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

*181 People Served, 3,081 Service Hours*



# Eligibility Services



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

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

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

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

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

## *Will someone speak my language when I register for services?*

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



**217**

Average monthly new requests for benefits

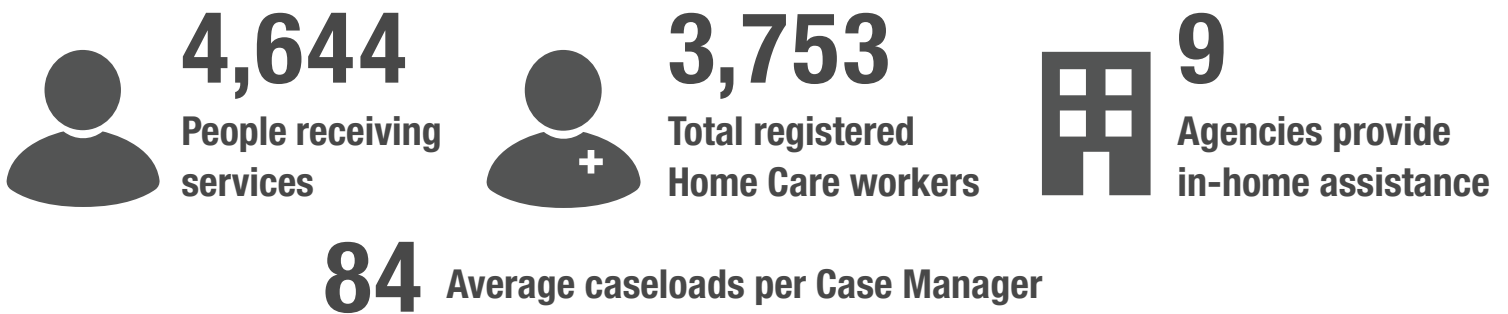
**18,931**

Total SNAP or medical services cases

**676** Average caseloads per worker

# 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.

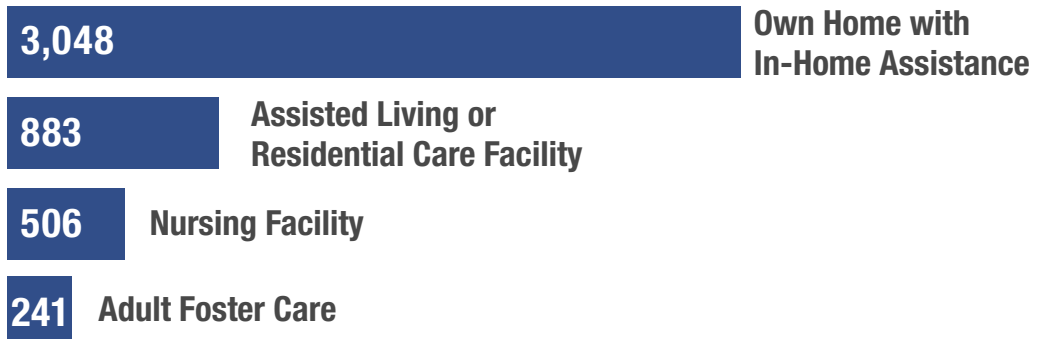


The Transition & Diversion program helps individuals avoid unnecessary placements or lengthy stays in nursing facilities.



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

According to the AARP 2020 Long-term Services and Supports (LTSS) State Scorecard, Oregon is ranked the 4th best in the nation for LTSS.



# 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	730	18%
Potential Neglect by Caregiver	1,113	26%
Potential Verbal Abuse	377	22%
Potential Self Neglect	695	18%
Potential Physical Abuse	219	26%
Potential Sexual Abuse	35	11%
Potential Abandonment	7	43%
Other Reasons	37	14%
Totals	3,213	21%

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

**In response to Covid-19, APS hosted a virtual training called, “Covid-19: Scams, Fraud, and Elder Abuse.” Twenty-two participants attended.**

Residential Type	Investigated	Substantiated
Adult Foster Home	82	10%
Assisted Living Community	267	30%
Community	2,139	18%
Nursing Facility	34	21%
Residential Care Facility	691	29%
Totals	3,213	21%

Note: A new state system for tracking Adult Protective Services launched in Fiscal Year 2019. Data is tracked differently than prior years. Some data is no longer available at the local level.

In June 2020, LCOG S&DS launched a multi-media elder abuse awareness campaign including paid commercials on location television, advertisements on local transit, video PSAs on our website and radio, social media posts, and a letter to the editor of our local newspaper from our Director. S&DS completed 140 activities targeted at public awareness about elder abuse.



**Help prevent elder abuse and neglect.**

*Take a few minutes to talk with an older relative, friend, or neighbor*

For information or help, call Senior & Disability Services:

**541-682-3353**

Elder Abuse Awareness Month

# Program Data Comparison

## Three Year Fiscal Year Comparison

Aging and Disability Resource Connection (ADRC)	FY20	FY19	FY18	% Change FY19 to FY20
<b>ADRC Call Type by Percentage</b>				
Food / Financial	18%	23%	25%	-22%
Health Care / Insurance	12%	16%	12%	-25%
In-Home Care Needs	33%	19%	13%	74%
Housing	10%	19%	23%	-47%
Phone Calls Answered *New phone system mid-year FY19, data available differs from prior phone system data. Phone tree has been refined over the past few years so more calls route to direct phone lines	18,047	15,061	17,940	20%

Senior Connections	FY20	FY19	FY18	% Change FY19 to FY20
Persons Receiving Case Management	1,684	1,701	1,305	-1%
LTD Ride Assessments *Program impacted by Covid-19	2,961	4,080	4,134	-31%
Volunteer Driver Rides *More volunteers	6,110	9,070	7,571	-33%
Persons Who Received Energy Assistance	792	727	636	9%

Senior Meals	FY20	FY19	FY18	% Change FY19 to FY20
Persons who Received MOW *Program impacted by Covid-19	1,375	1,460	1,353	-6%
Total Meals Delivered	192,421	188,871	181,188	2%
People Served at Café 60	931	943	806	-1%
Total Café 60 Meals Served	71,206	66,259	62,687	7%
Total Senior Meal Fundraising	\$529,905	\$539,665	\$383,479	-2%

Oregon Project Independence	FY20	FY19	FY18	% Change FY19 to FY20
Total person 60+ with Any OPI service *Reduced SPL	229	317	240	-28%
Total persons 19-59 with Disabilities with Any OPI service	84	89	79	-8%



# Program Data Comparison

Health Promotion Programs	FY20	FY19	FY18	% Change FY19 to FY20
<b>Living Well Workshops</b>				
Participants *Program stopped in March 2020 due to Covid-19	63	98	167	-36%
Workshops Offered *Program stopped in March 2020 due to Covid-19	6	13	17	-54%
<b>PEARLS *Program was defunded at the State level in August 2020.</b>				
Participants Screened	42	45	48	-7%
Estimated Program Hours	842	690	1,000	22%

Community Programs	FY20	FY19	FY18	% Change FY19 to FY20
<b>Reassurance - Elder Help</b>				
People Served *Program impacted by Covid-19	24	44	42	-45%
Total Volunteer Hours *Program impacted by Covid-19	1,000	1,674	2,495	-40%
<b>Senior Law - Oregon Law Center</b>				
People Served *Client seeking services was impacted by Covid-19	973	1,012	1,112	-4%
Total Attorney/Volunteer Hours *More complex cases	3,231	3,269	3,348	-1%
<b>Money Management</b>				
People Served *Program impacted by SSA management change	181	194	133	-7%
Service Hours *Program impacted by SSA management change	3,081	3,517	2,691	-12%

Eligibility Services: SNAP & Medicaid	FY20	FY19	FY18	% Change FY19 to FY20
Average Worker Caseload	676	652	644	4%
Total Open Cases	18,931	18,263	18,044	4%

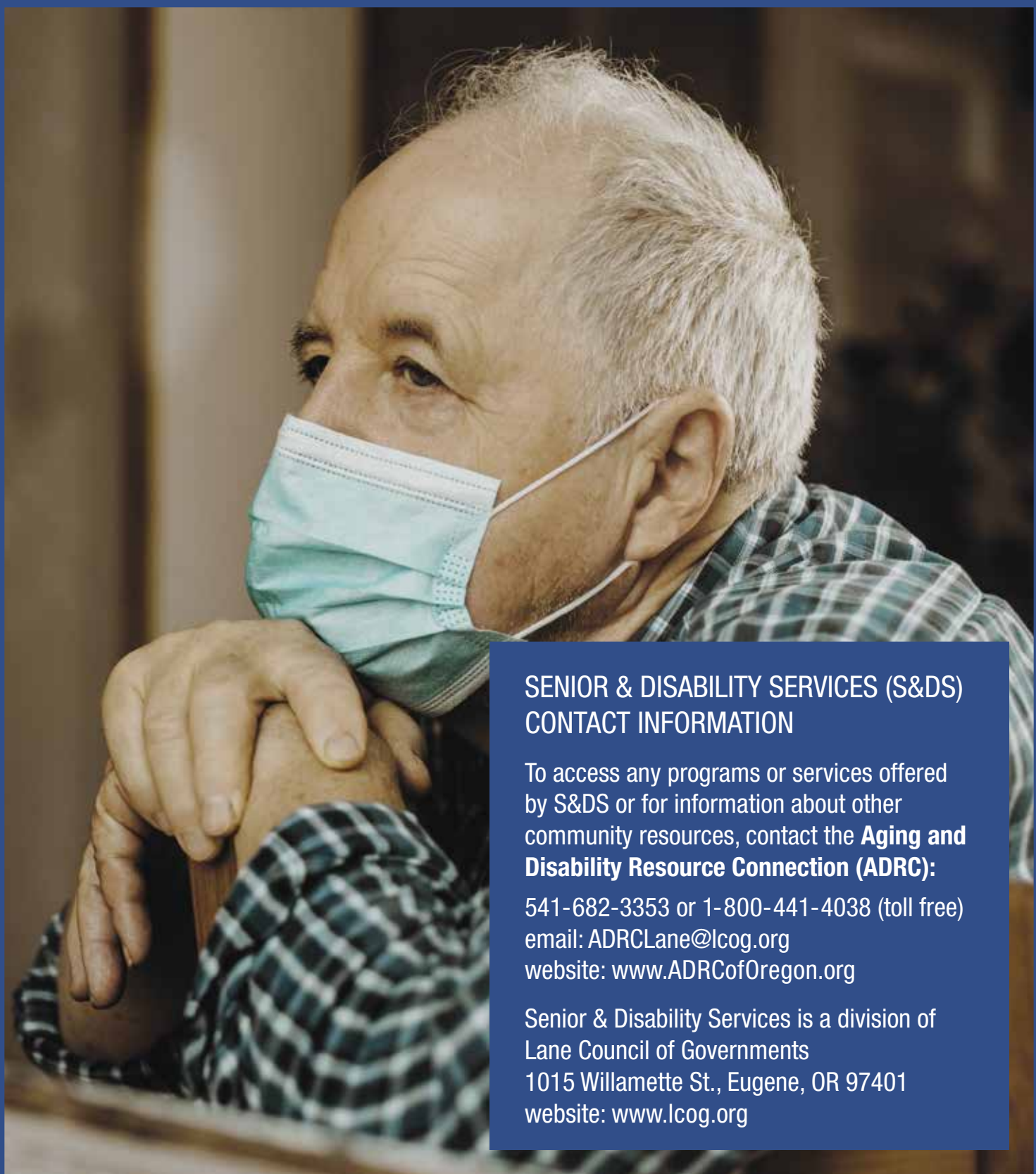


# Program Data Comparison

Case Managed In-Home Care Services	FY20	FY19	FY18	% Change FY19 to FY20
<b>Living Situation</b>				
Living in Own home *Increasing need for in-home services	3,048	3,077	2,834	-1%
Adult Foster Care (data reflects S&DS Medicaid beds only)	241	214	231	13%
Assisted Living/Residential Care Facility	883	782	782	13%
Nursing Facility	506	483	454	5%
<b>Other Case Managed Data</b>				
Average Worker Caseload *Additional staff added in FY18	84	85	83	-1%
Total Persons Served	4,644	4,556	4,301	2%
Total Registered Home Care Workers	3,753	3,299	3,258	14%
<b>Transition &amp; Diversion</b>				
Total T&D Referrals *COVID-19 decreasing the frequency of moves	173	195	188	-11%
Transitions from Nursing Homes *COVID-19 decreasing the frequency of moves	75	91	68	-18%
Diversion from Nursing Homes *Less diversions in FY20	4	8	11	-50%

Adult Protective Services	FY20	FY19	FY18	% Change FY19 to FY20
<b>Abuse Allegation Types Investigated</b>				
Potential Financial Exploitation	730	597	767	22%
Potential Neglect by Caregiver	1,113	694	1,037	60%
Potential Verbal Abuse	377	324	355	-9%
Potential Self Neglect	695	523	472	33%
Potential Physical Abuse	219	202	230	8%
Potential Sexual Abuse	35	36	42	-3%
Potential Abandonment	7	14	18	-50%
Other Reasons	37	45	66	-18%
Totals	3,213	2,435	2,987	32%
<b>Abuse Allegations Substantiated by Type</b>				
Potential Financial Exploitation	18%	21%	27%	-3%
Potential Neglect by Caregiver	26%	25%	36%	1%
Potential Verbal Abuse	22%	17%	18%	5%
Potential Self Neglect	18%	15%	23%	3%
Potential Physical Abuse	26%	19%	23%	7%
Potential Sexual Abuse	11%	19%	12%	-8%
Potential Abandonment	43%	7%	17%	36%
Other Reasons	14%	9%	11%	5%
Average Substantiated	21%	20%	28%	1%

Note: New state database launched in FY19. Data available at local level limited, and data captured by system differs from prior years. New data baseline established FY19 due to this.



## 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):**

541-682-3353 or 1-800-441-4038 (toll free)  
email: [ADRCLane@lcoog.org](mailto:ADRCLane@lcoog.org)  
website: [www.ADRCoforegon.org](http://www.ADRCoforegon.org)

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website: [www.lcoog.org](http://www.lcoog.org)

