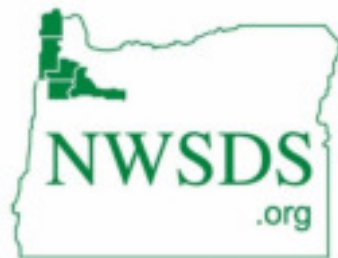


NorthWest Senior and Disability Services

Area Plan


July 1, 2021 — June 30, 2025



Area Plan

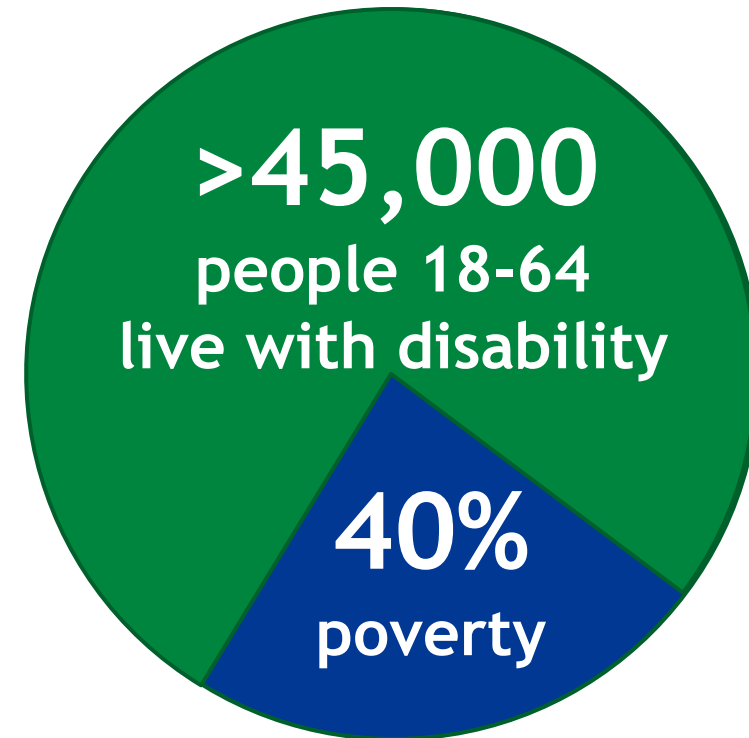
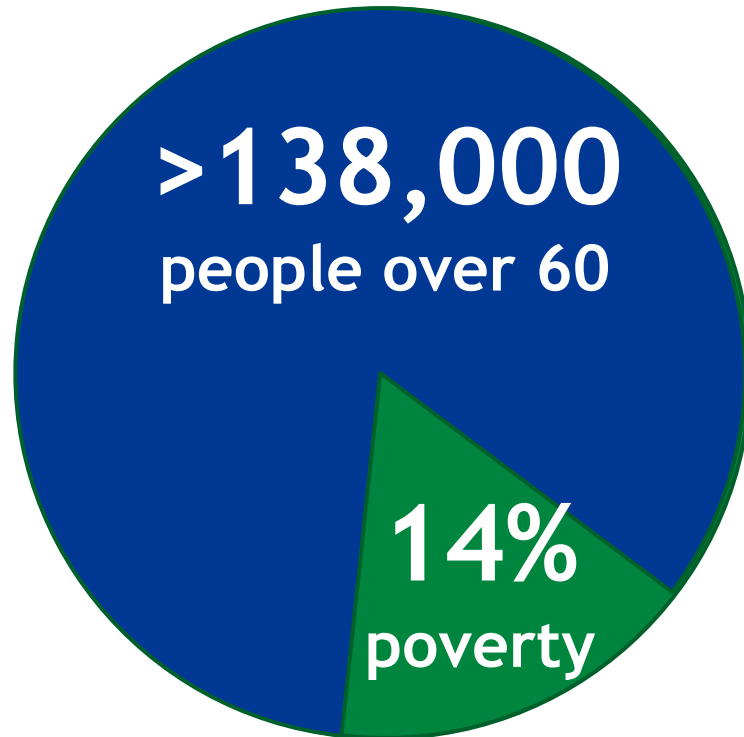
- ▶ Four year roadmap
- ▶ Highlights Oregon Project Independence and the Older Americans Act services
- ▶ Contract with the State of Oregon
- ▶ Addresses:
 - NWSDS and its services
 - Our Service Area (PSA)
 - Our priorities and strategies
 - Expansion of partnerships

Area Plan Focus Areas

- ▶ I & A Referrals and ADRC
 - ▶ Nutrition
 - ▶ Health Promotion/Behavioral Health (New)
 - ▶ Family Caregivers
 - ▶ Legal Assistance and Elder Rights Protection
 - ▶ Older Native Americans
 - ▶ Equity and Inclusion (New)
- 

Who We Serve

- ▶ We serve seniors and adults with disabilities in five counties
- ▶ Our service area has:



Who We Serve

► Disability stats



21%
hearing

16%
vision

48%
cognitive

48%
ambulatory

16%
self-care

36%
independent living

Who We Serve: Minorities and Diverse Populations

aged 65+
99,213 people

out of those...
7,177 people are
minority or BIPOC

Hispanic
4773

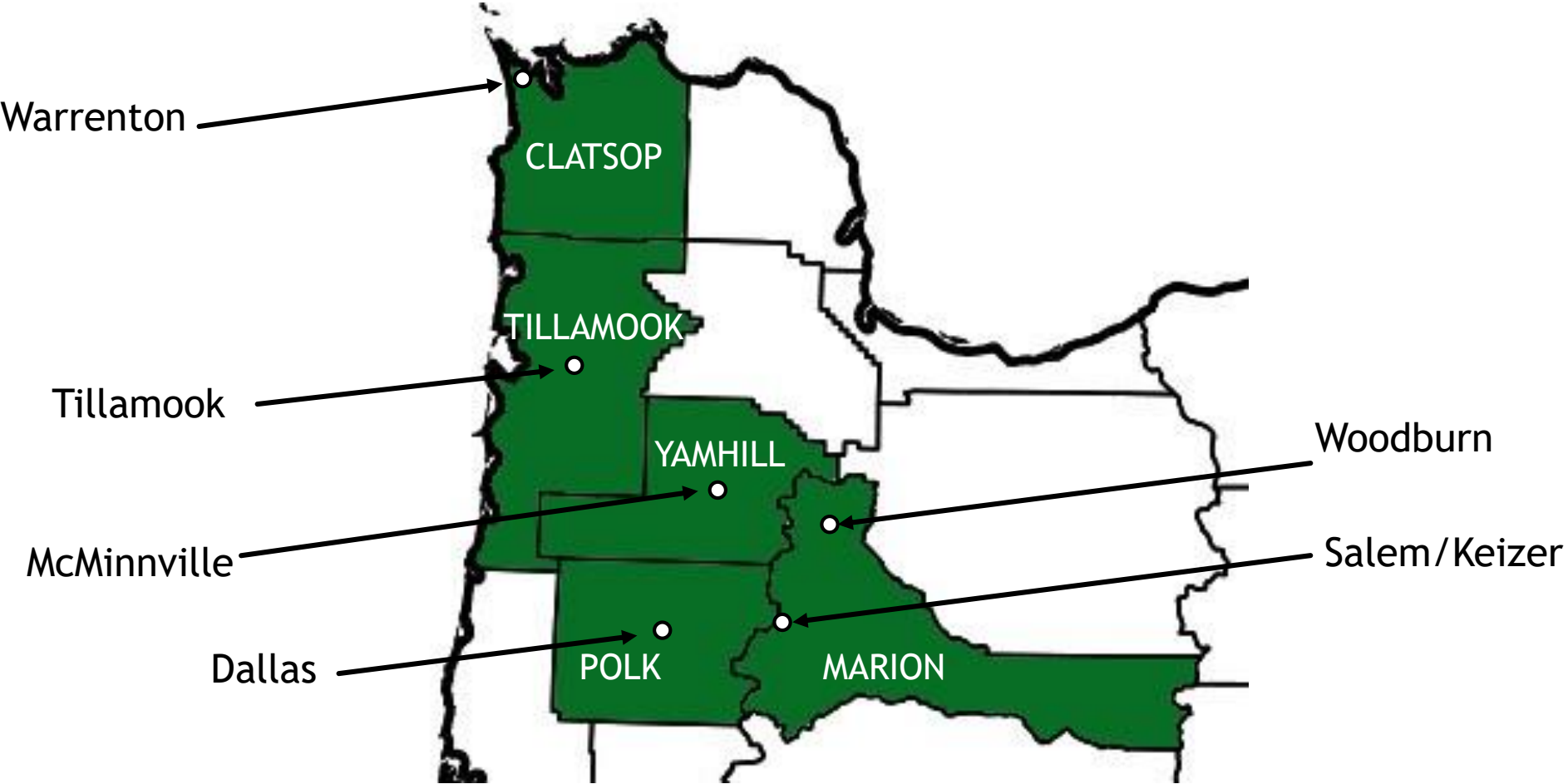
Asian
1392

**Native
American**
605

**African
American**
303

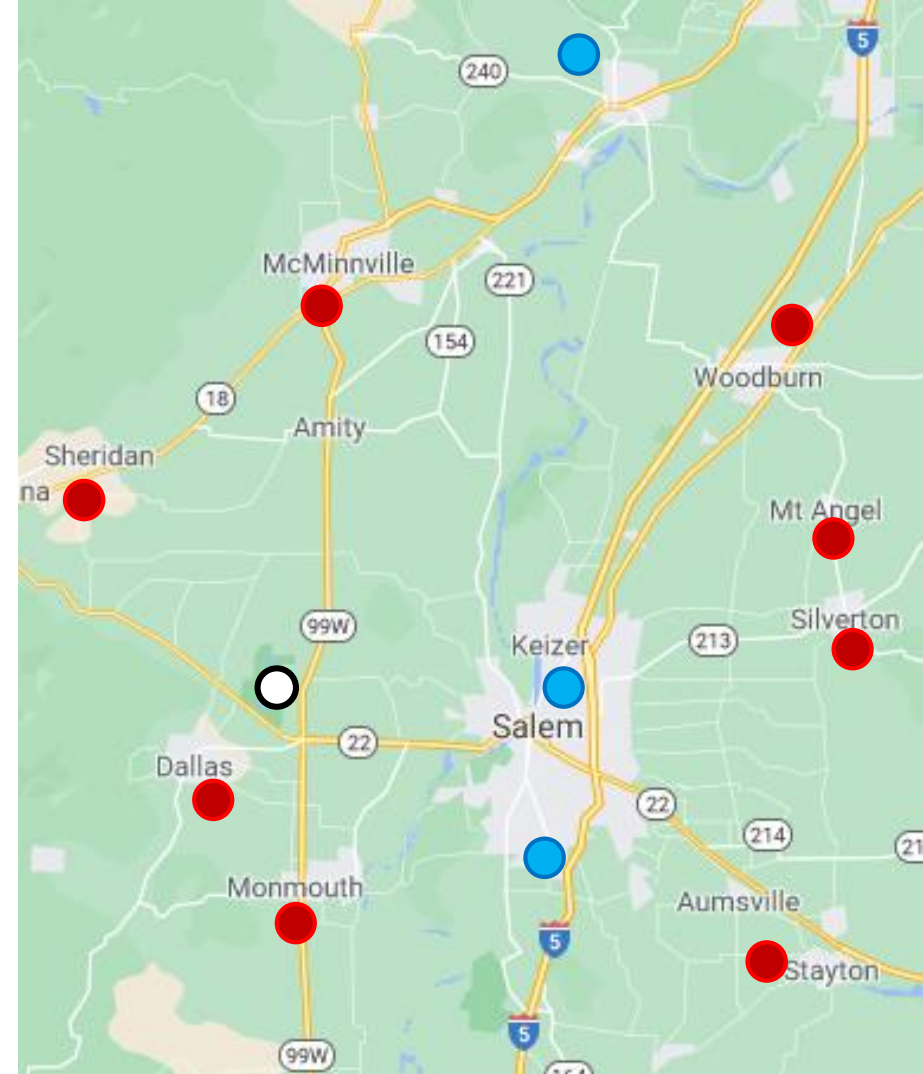
**Pacific
Islander**
104

Planning and Service Area (PSA)



Mid-Willamette Valley Meal Sites

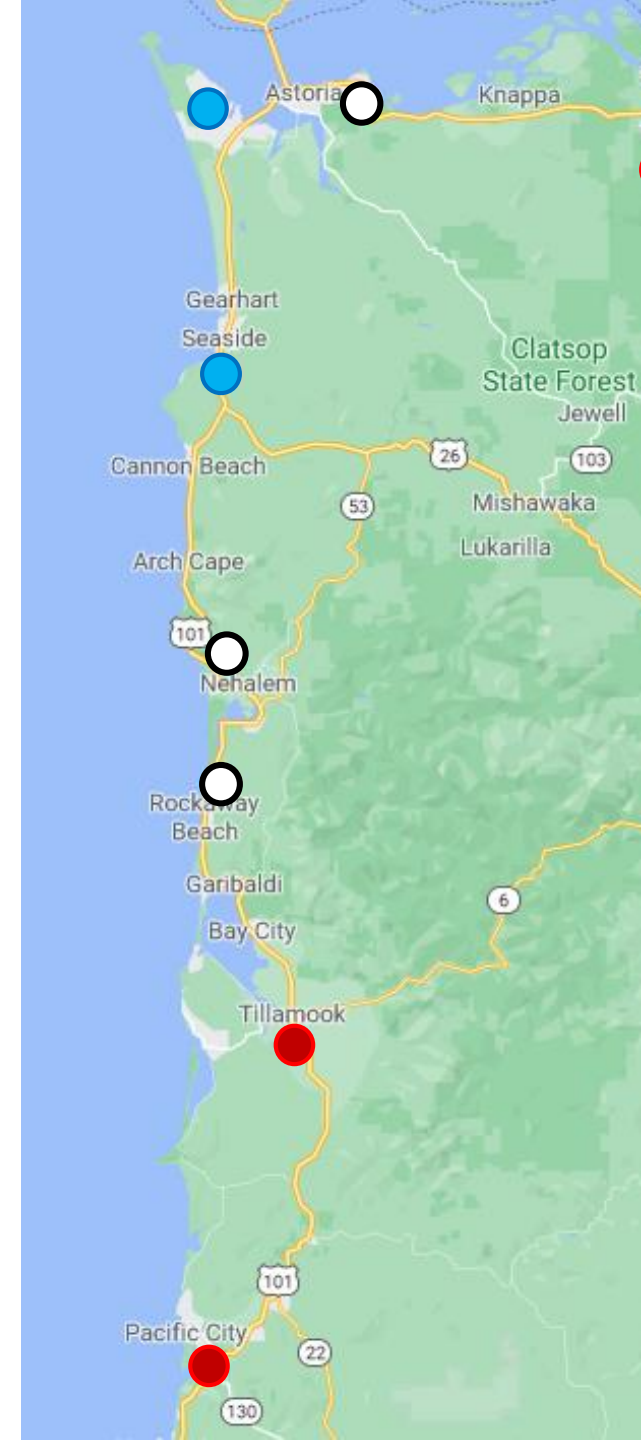
- Dallas
- Monmouth
- Woodburn
- Mt. Angel
- Silverton
- Stayton
- McMinnville
- Sheridan
- Center 50+ (Salem)
- South Salem SC
- Newberg
- Marion Polk Food Share (West Salem)



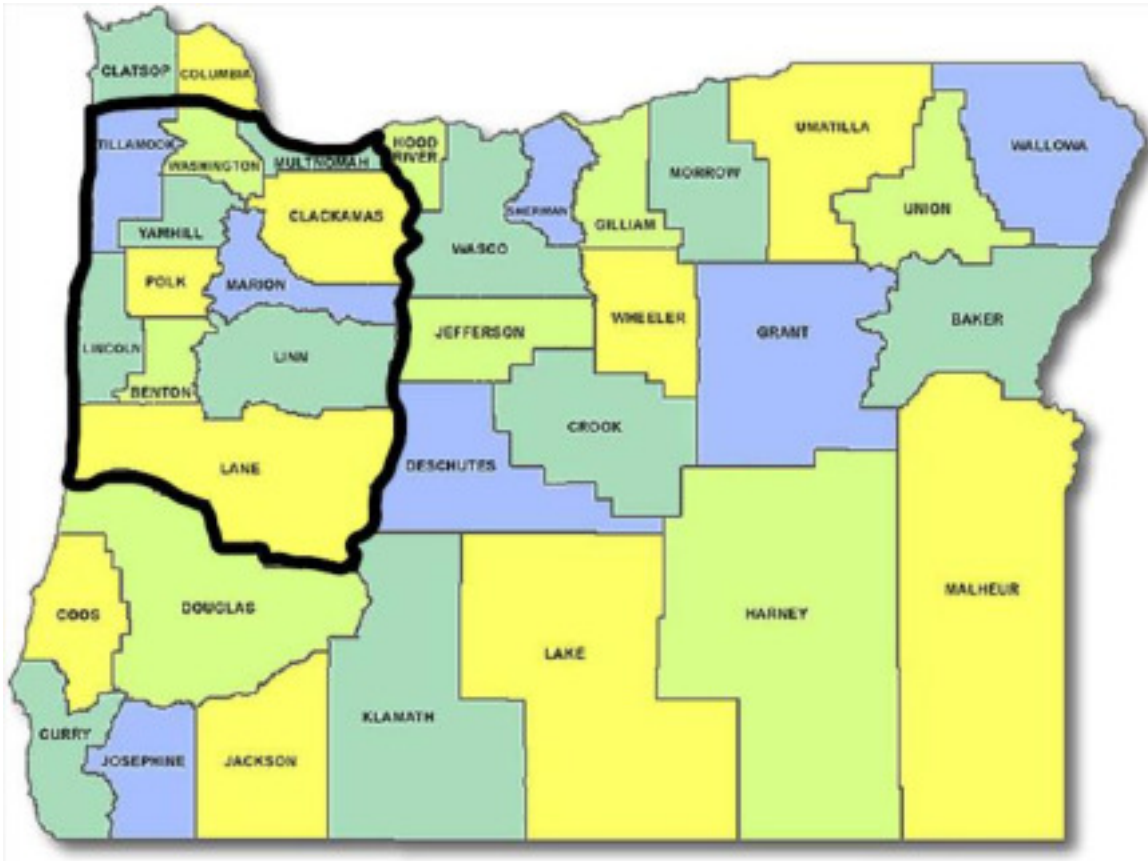
● NWSDS meal site ● NWSDS contract ○ Not an NWSDS meal site

Coast Meal Sites

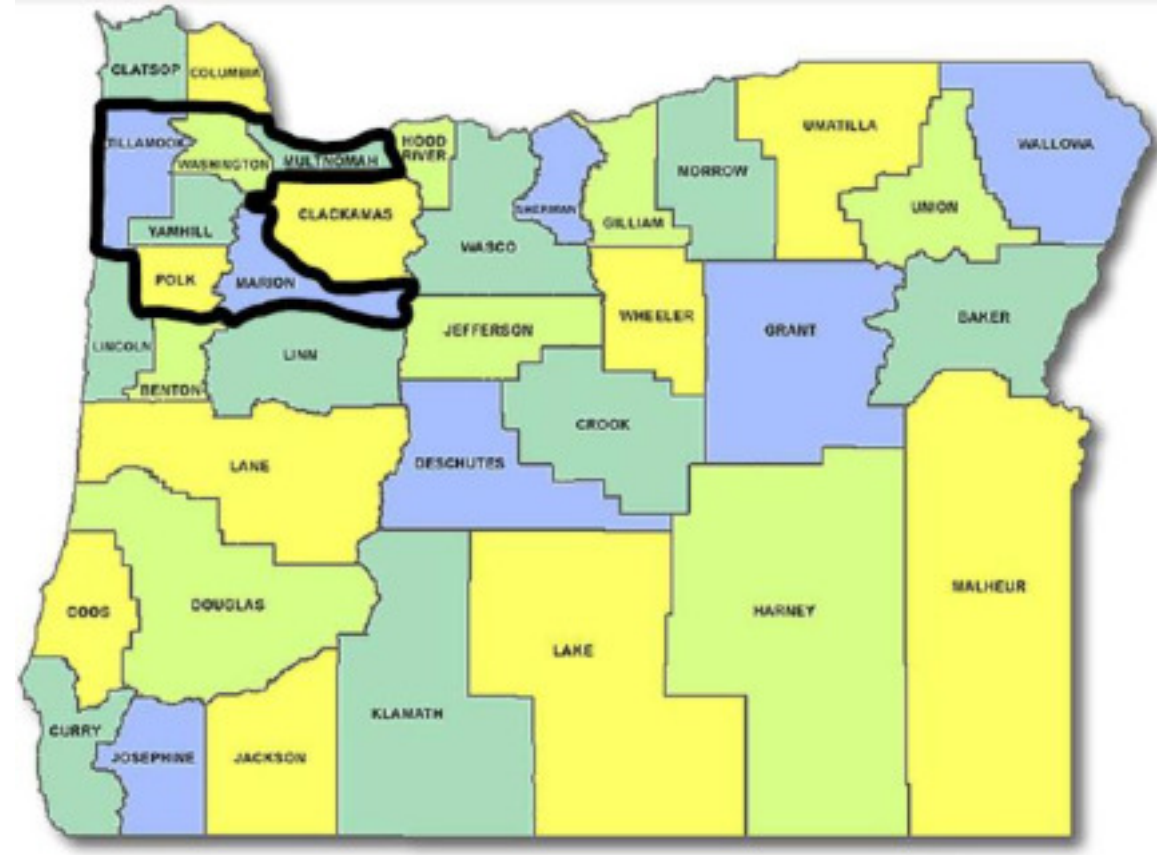
- Svensen
 - Tillamook
 - Pacific City
 - Warrenton
 - Seaside
 - Astoria
 - Nehalem
 - Rockaway
- NWSDS meal site ● NWSDS contract ○ Not an NWSDS meal site



The Confederated Tribes of Siletz Indians



The Confederated Tribes of Grand Ronde Indians



Information and Assistance/ADRC

- ▶ **Goal 1: Promote awareness of ADRC and its purpose with underserved populations and community partners.**
 - Objective 1.1: Increase consumer contact
 - Objective 1.2: Identify new community partnerships
 - Objective 1.3: Educate Oregon Department of Human Services (ODHS) partners in use of the ONE system about ADRC and its purpose

- ▶ **Goal 2: Increase ADRC customer service satisfaction & standards.**
 - Objective 2.1: Conduct ADRC secret shopping
 - Objective 2.2: Review current ADRC prioritization of OAA programs and develop new strategies for improvement.
 - Objective 2.3: Develop Options Counselor (OC) worker of the day (WOD).

Nutrition Services

- ▶ **Goal 1: Increase efficacy of program delivery and volunteer mgmt. policies.**
 - Objective 1.1: Committee to assess program efficacy and gaps in policies.
 - Objective 1.2: Create a yearly training for volunteers.
 - Objective 1.3: Survey meal sites and evaluate the service delivery model.

- ▶ **Goal 2: Promote Agency services and supports that address the social determinants of health to program participants.**
 - Objective 2.1: Distribute nutrition educational materials to home-delivered meal participants (monthly).
 - Objective 2.2: Offer virtual menus (in English, Spanish and Russian) with nutrition education and community resource information.
 - Objective 2.3: : Distribute agency resource information to home-delivered meal participants (quarterly).

Nutrition Services (cont.)

- ▶ **Goal 3: Decrease food insecurity for seniors, with a specific focus on seniors who are homebound, in rural communities, and from minority groups.**
 - Objective 3.1: Identify and address gaps that will decrease food insecurity for consumers, specifically for those that are homebound.
 - Objective 3.2: Pilot the Bounty Box Food program in Tillamook County.
 - Objective 3.3: Evaluate the potential of piloting medically tailored meals and meal plans for consumers discharged from rehab or the hospital within one of the five counties.

Health Promotions/Behavioral Health

- ▶ **Goal 1: Identify and implement alternative payment methods to increase the sustainability of the different Health Promotion and Mental Health (MH) programs.**
 - Objective 1.1: Identify and implement alternative payment methods for the Diabetes Self-Management Program.
 - Objective 1.2: Develop and incorporate mental health and addiction services for older adults in Marion, Polk, and Yamhill counties.
- ▶ **Goal 2: Increase the volume of health promotion, fall prevention and behavioral health services provided to consumers in all five counties.**
 - Objective 2.1: Implement a targeted outreach campaign using Community Information Exchange systems (e.g UniteUs) and ADRC.

Health Promotions/Behavioral Health (cont.)

- ▶ **Goal 3: Address barriers to consumers accessing services, with a specifically underrepresented groups.** (undocumented people; Pacific Islanders and Native Americans; and non-Medicaid eligible)
 - Objective 3.1: Identify and address the barriers to accessing services of different consumer groups
- ▶ **Goal 4: Develop or expand programs to meet identified needs.** (Based on community needs assessments and advisory groups)
 - Objective 4.1: Address the need for medication management of NWSDS in-home consumers.
 - Objective 4.2: Improve non-emergent medical transportation to rural areas within NWSDS PSA.

Family Caregivers

- ▶ **Goal 1: Increase level of support provided to caregivers through continued development and promotion of caregiver support groups, counseling, respite services, and trainings.**
 - Objective 1.1: Increase electronic marketing and promotion of trainings and support groups.
 - Objective 1.2: Increase caregivers education on the importance and benefits of support groups and how to use their respite benefit to attend group meetings.
 - Objective 1.3: Promote importance of counseling services in English, Spanish and other languages.

Family Caregivers (cont.)

- ▶ **Goal 2: Expand awareness of family caregiver resources and supports through outreach with community partners and diverse family caregivers.**
 - Objective 2.1: Conduct FCSP presentations with community partners through service integration teams, emergency housing networks, senior networking groups, school counselors, vocational rehab, and other groups in each county.
 - Objective 2.2: Create outreach in other languages and target to specific underrepresented populations to increase diverse participants.
- ▶ **Goal 3: Decrease barriers to caregiver services and supports.**
 - Objective 3.1: Minimize overload of information and resources provided to caregivers during initial visit.
 - Objective 3.2: Simplify reimbursement for supplemental & respite services.
 - Objective 3.3: Conduct FCSP phone survey to identify barriers, program improvements, and consumer satisfaction.

Elder Rights and Legal Services

- ▶ **Goal 1: Educate and provide tools for individuals at-risk of being exploited by a scam as well as for victims of scams.**
 - Objective 1.1: Develop a detailed 'Stop and Verify' outreach plan regarding the prevention and impact of scams.
 - Objective 1.2: Develop a website resource tool that can be used to identify possible scams.
 - Objective 1.3: Create strategies that help victims of scams prevent future reoccurrence.

Older Native Americans (cont.)

- ▶ **Goal 1: Increase education and awareness about the ADRC with older Native Americans and Native American community partners.**
 - Objective 1.1: Ensure that Native American community partners are familiar with the ADRC and NWSDS programs, and how to make referrals.
 - Objective 1.2: Promote ADRC and NWSDS programs through culturally specific outreach materials and native events.
- ▶ **Goal 2: Provide support & education to Native American family caregivers.**
 - Objective 2.1: Increase amount of Native Americans served by promoting respite services through the family caregiver program, Relatives as Parents Program, OPI, OPI Pilot, and Medicaid in-home services.
 - Objective 2.2: Collaborate with the Confederated Tribes of Siletz and the Confederated Tribes of Grand Ronde to support family caregivers and their loved ones with dementia in their tribal service area.

Older Native Americans (cont.)

- ▶ **Goal 3: Collaborate with the Confederated Tribes of Siletz and the Confederated Tribes of Grand Ronde to offer culturally appropriate and evidence-based health promotion programs.**
 - Objective 3.1: Offer Wisdom Warriors (culturally appropriate) within both tribal service areas.
 - Objective 3.2: Reduce the number of falls in older Native Americans by collaborating with the Confederated Tribes of Siletz and the Confederated Tribes of Grand Ronde to offer Otago.

Equity and Inclusion

- ▶ **Goal 1: Empower agency management, staff, and volunteers to integrate equity, diversity, and inclusion in their work to aid in understanding the experiences and complexities of the diverse communities served by NWSDS.**
 - Objective 1.1: Assess staff and volunteer experiences with equity and inclusion as it relates to them and to the consumers NWSDS serves.
 - Objective 1.2: Complete an Agency Equity Plan approved by the Office of Equity and Multicultural Services.
 - Objective 1.3: Implement a staff training plan on equity and inclusion for year 2021.

Public Hearing/Approval Process

- ▶ January 27 – February 18, 2021: Post public comment/public hearing notice on the NWSDS Website, Facebook, lobbies and share via email.
- ▶ January 27 – February 5: Public hearing notices were published in the following:
 - *Headlight Herald* - Tillamook County
 - *Daily Astorian* - Clatsop County
 - *Statesman Journal* - Marion and Polk County
 - *New Register* - Yamhill County
- ▶ February 18, 2021: Public Hearing held via Zoom by NWSDS Advisory Councils, recommendation to Board of Directors for approval.
- ▶ February 25, 2021: Area Plan adopted by the NWSDS Board of Directors
- ▶ March 19, 2021: Final plan submitted to ODHS/CS&SU.
- ▶ May 7, 2021: DHS/APD will review submitted Area Plans and provide feedback
- ▶ June 4, 2021: If applicable, edits/corrections will be resubmitted.