



Administration Office
Area Agency on Aging
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Rogue Valley Council of Governments (RVCOG) Senior Advisory Council (SAC) Meeting Minutes

Monday, August 3, 2026, 12:30 pm to 2:30 pm, In-Person & Virtual meeting
<https://us06web.zoom.us/j/89249620009?pwd=qKymfN131SKQPRswjwyj1fDarOc0ky.1>

Meeting ID: 892 4962 0009 Passcode: 734456 Dial in 1-408-638-0968

PARTICIPANTS

- Natalie Mettler – SAC Chair
- Ava Walters – SAC Member
- Noriko Toyokawa – SAC Member
- Monica Guterrez –SAC Member
- Leslie McIntyre – SAC & DSAC Member
- Dave Gross – SAC Member
- Mike Stanek – SAC Member
- LeAnn Peabody – SAC Member
- Ann Marie Alfrey – RVCOG Executive/AAA Director
- Jon Pfefferle – RVCOG Nutrition Program Director
- LeAnne Turnbull – RVCOG SDS Staff
- Luis Ibáñez – RVCOG SDS Staff
- Sunshine Redline – RVCOG SDS Staff

GUESTS

- Joanna Wilson –DSAC Member
- Diana Burney – DSAC Liaison, Admin Specialist ODHS APD SDS Office
- Leah Swanson – All Care
- Betsy Miller – Deputy Ombudsman
- Diana Bennington – Community Volunteer Network
- Daniel Swartz – ASL/English Interpreter
- Erin Trimble – ASL/English Interpreter
- Jennifer Fross – Josephine County Public Health
- Kat Scott – SHIBA & CVN
- Ana Gonzalez - APD

NOT PRESENT:

- Monique Clark – RVCOG SDS Program Director
- Tyler Johnson – SAC Member

CALL TO ORDER – Natalie M. called the meeting to order at 12:30 pm.

GENERAL MEETING BUSINESS

Introductions of guests and public comments –

Review and approval of June 1, 2026, Minutes – Mike Stanek motioned, Ava seconded, Natalie approved

ANNOUNCEMENT & OTHER TOPICS

- Executive Committee recommends that Joanna Wilson be submitted to the RVCOG Board for SAC membership.
- Additions to agenda
 - State's Multi-Sector Plan for Aging (MPA)-they are seeking volunteers to serve committees to help with the MPA: <https://sharedfutureoregon.org/get-involved/>. SAC members who are interested in serving and/or could help spread the word in their respective communities would be appreciated.
 - Request - Many Council members & meeting guests don't know what many acronyms stand for. Please explain when using them.
 - Request - Many of our meetings will have an ASL interpreter. Anytime you want to speak, please say your name first.
- In-person meetings - It is suggested we schedule in-person SAC meetings in January (not our SAC meeting, but our SAC/DSAC Orientation would be in person), June and October. This would give us the opportunity to meet in-person 3 times a year. Although we will still have a virtual option.

Presentation Betsy Miller, Deputy Long Term Care Ombudsman and Oregon Public Guardian
program Betsy.M.Miller@rights.oregon.gov

AAA Leadership Report - Ann Marie Alfrey

- **Year 1 Area Plan update Service Matrix and Delivery**
 - Subcontract out - Assisted Transportation (OAA definition anybody who cannot get in and out a vehicle on their own). One of the barriers is there are service gaps in our region, and a service barrier that with the OAA we cannot serve people who might be benefit eligible under Medicaid. We do have some money for transportation and can identify a contractor to help us.
 - Congregate meals using TRIO for our meal preparation.
 - Guardianship is provided by Center for Nonprofit Legal services in Jackson County
 - Health Promotion evidence based partnering with La Clinica to provide classes
 - Community Volunteer network has a program called Age-Well, Age-Wise a kind of peer support program we have a successful partnership with

- There are some non-evidence based health promotion programs we have some allocated funds for Home Delivered meals, home repair and modification. Still working with Rebuilding Together Rogue Valley
- Non-assisted transportation, we've long partnered with Rogue Valley Transportation District (RVTD), JCT for bus passes. We now have new agreements with CVN as part of their Call a Ride program, and also with Unite who will be providing transportation services.
- **Goals set for the past year**
 - Updated ADRC tracking to include whole FY (July 1 to June 30) instead of just month of July to get better idea of number of calls these employees manage. There were 1,777 individual consumers served, 2,387 calls were answered. Line managed M-F 9-4. Database is verified and updated twice a year.
 - Options Counseling - set a goal of 25 units of service. We did 103 for the full year, which is less than 10. Reallocated Case Manager personnel who used to answer the ADRC line due to the OPIM caseload. Case Managers are carrying one and a half times what the State considers a full case load. We have had huge turnover rates in staffing. Our goal is updated to 12 units of service per month.
 - Seeing a huge increase in calls from people with suicidal ideations. Provided a 4-hour suicide prevention training provided for SDS and some Nutrition program staff. A lead Case Manager attended ASSIST training, a more in-depth suicide prevention training. InformUSA training is required for staff working the ADRC line, and is being provided to newer Case Managers to keep them trained to help with the services when staffing issues level out.
 - Outreach on ADRC participated in many tabling events, making connections with the community.
 - We perform monitoring and quality control, Melanie monitors and makes sure proper data is collected. We're working on a survey for people who have received ADRC services, to better collect data rather than a follow-up phone call.
 - Nutrition – OAA is shrinking due to Covid money going away. Advocacy is needed for Older American Act funds. There has not been a measurable increase in this funding. Food has seen a high inflation and we also have to pay our meal prep contractor.
 - State has in their state plan to request for carry-out meals for congregate, we have approval from the State to implement this when the Federal fiscal year starts in October. Applies to people who do not qualify for home delivery. Putting together a policy that meets all requirements.
 - Agreements with Costco and ACCESS for supplemental food that goes with home delivery.
 - Federal funding cuts to food banks are showing decrease in food supplies, so our partnership that provided extra food has really scaled back as food banks struggle to maintain offerings for their partners.
 - Around the world meals, bringing culturally specific meals to the menu. Really successful ones will be added to the menu rotation.
 - Recruiting for volunteers
 - Continue to be a member of Meals on Wheels national campaign
 - Have agreements in place with American Red Cross, working on meeting with HIV Alliance to build recognition. New program brochures have been translated into Spanish and are being circulated.

- OSU extension is not able to provide nutrition education due to Federal funding cuts
- Food Hero for older adults is going out in English and Spanish. Food Hero was done by University Extension, Food & Friends have taken over the distribution of food for older adults for them since they lost their funding.
- RVCOC website overhaul coming soon
- Health Promotions going well, have a successful partnership with LaClinica, they have delivered the classes in Spanish. Can find us on Connect Oregon and Unite Us for referrals.
- Family Care Giver (FCG) newer program for older caregivers taking care of younger family members, refer them to ADRC for assistance
- Powerful Tools for FCG are still going on. There is an option for a virtual class, but there is not a lot of interest for it.
- We've served 141 FCG in the last Fiscal Year. We took over the Alzheimer's caregiver care receiver support group that is going really well.
- FCG waitlist no longer than 90 days, says a lot being as we have 1 person running the program
- Outreach with Tribes going well, made connections with Sophia at Cow Creek along with the Coquell tribe. Will have cultural training around our Tribal populations. Jesse Spain formerly of Painted Horse will be providing training in September and we will be participating in Tribal regional gatherings
- OPI continues to dominate our Case Managers. We are up to 430-450 OPIM consumers. Program is wildly successful.

Aging and People with Disabilities (APD) Report – Ana Gonzalez, Deputy District Manager for APD -Adults & People with Disabilities

- Jeremy will be out for a few months
- Agency with Choice, we now have a provider and can start enrolling clients into this in-home care option. Medicaid clients receiving care in their home now have an option to sign up. Will provide them more time working and managing their home care worker, dealing with scheduling issues and home care worker problems. Home care workers will be hired, trained and background checked by Agency. Beginning to sign up consumers.
- OEP processes financial side, launched a new scheduling board. Now have a Statewide long-term care scheduling board that has all eligibility works trained specifically to administer the Medicaid long-term care program. This focuses on long-term care only. Workers will develop experience and knowledge to understand the program. Scheduling appointments are 2-3 weeks out right now, the board got behind quicker than they thought.
- Disabilities office that was Downtown on 6th Street is officially closed. Reassigned all staff to State St office. Signage is updated serving all populations in one building. Working through combining email boxes and phone numbers as staff are working from 2 email inboxes and phone numbers due to this move. Being mindful of the timing and having clear guidance on where people need to call to be served.
- Hiring pause has been lifted and are now able to fill vacancies without having to wait 6 months. Now able to fill four case manager positions.

Standing Committee Chair Reports -

- **Executive Committee** – Natalie Mettler – committee discussed items for this meeting’s agenda and upcoming agendas, and planning presenters through the end of the year.
 - **Aging & Disability Resource Connection (ADRC)** – Natalie Mettler - The quarterly support services committee reports are deferred until September 14th SAC meeting for ADRC.
 - **Nutrition Advisory Committee** - Jon Pfefferle – last FY served over 250k meals which met our goal for home delivered meals (HDM). About 41.5% HDM’s are for people participating in Medicaid services, including Title 19, OPIM and state personal plan care.
 - **Communications & Outreach Committee (C&O)** - Noriko Toyokawa – talked about 4 major issues that need to work on right now. Generate more specific plans for outreach, annual plans including possible implementation strategies, make contact with SAC executive members in the next couple weeks.
- SAC/DSAC Joint Advocacy Committee** - David Gross – invitations have gone out for September 18th candidate forum, reviewed O4AD presentation on the Big Beautiful bill being implemented, concern about the large decrease already in SNAP enrollment, and Sept & Oct presentation on how bills become law.
- **Home & Community Based Care Committee (HCBC)** - Ava Walters – collected a lot of information from people about what their concerns were and what their priorities were. This year’s focus is on education and the next meeting on September 14th will have a presentation from Jonas Wolffer from APD at the next meeting.
 - **Disability Services Advisory Council** - APD Diana Burney – successfully spent all their budget at biennium on new swag for community outreach and tabling events. Looking for more tabling events. Currently have 2 open membership positions on the DSAC with one person interested.

Adjourn – Natalie adjourned the meeting at 2:02pm