



Multnomah County Oregon

Board of Commissioners & Agenda

connecting citizens with information and services

REVISED

BOARD OF COMMISSIONERS

Ted Wheeler, Chair

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-3308 FAX (503) 988-3093

Email: mult.chair@co.multnomah.or.us

Maria Rojo de Steffey, Commission Dist. 1

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-5220 FAX (503) 988-5440

Email: district1@co.multnomah.or.us

Jeff Cogen, Commission Dist. 2

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214

Phone: (503) 988-5219 FAX (503) 988-5440

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Lisa Naito, Commission Dist. 3

501 SE Hawthorne Boulevard, Suite 600
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Lonnie Roberts, Commission Dist. 4

501 SE Hawthorne Boulevard, Suite 600
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Phone: (503) 988-5213 FAX (503) 988-5262

Email: lonnie.j.roberts@co.multnomah.or.us

On-line Streaming Media, View Board Meetings

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Americans with Disabilities Act Notice: If you need this agenda in an alternate format, or wish to participate in a Board Meeting, please call the Board Clerk (503) 988-3277, or the City/County Information Center TDD number (503) 823-6868, for information on available services and accessibility.

May 12, 13, 14 & 15, 2008 BOARD MEETINGS FASTLOOK AGENDA ITEMS OF INTEREST

Pg 2	6:00 p.m. Monday Public Budget Hearing
Pg 2	9:00 a.m. Tuesday DCM and DCS Budget Work Session
Pg 3	1:30 p.m. Tuesday DLS and NOND Budget Work Session
Pg 3	6:00 p.m. Tuesday Public Budget Hearing
Pg 4	1:00 p.m. Wednesday Executive Session
Pg 5	9:35 a.m. Thursday Proclamation Declaring National Public Works Week
Pg 5	9:40 a.m. Thursday Public Hearing and Consideration of an Order Approving Annexation of Territory to the Dunthorpe-Riverdale County Service District

Thursday meetings of the Multnomah County Board of Commissioners are cable-cast live and taped and may be seen by Cable subscribers in Multnomah County at the following times:

Thursday, 9:30 AM, (LIVE) Channel 30

Saturday, 10:00 AM, Channel 29

Sunday, 11:00 AM, Channel 30

Tuesday, 8:15 PM, Channel 29

Produced through MetroEast Community Media

(503) 667-8848, ext. 332 for further info

or: <http://www.metroeast.org>

Monday, May 12, 2008 - 6:00 PM
Immigrant and Refugee Community Organization (IRCO) Gymnasium
10301 NE Glisan, Portland

BUDGET HEARING

PH-1 The Communities of Color Coalition Budget Forum with a Quorum of the Multnomah County Commissioners Regarding the 2008-2009 Multnomah County Budget. Testimony is limited to three minutes per person. Fill out a speaker form available in the gymnasium and turn it into the Board Clerk.

Tuesday, May 13, 2008 - 9:00 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

BUDGET WORK SESSION

WS-1 Multnomah County 2008-2009 General Government Budget Work Session. This meeting is open to the public however no public testimony will be taken. 3 HOURS REQUESTED.

- Introductions
- DCM and DCS Citizen Budget Advisory Committee Presentation
- Department of County Management Presentation
- Department of Community Services Presentation

CABLE PLAYBACK INFO:

Tuesday, May 13 - 9:00 AM LIVE Channel 29
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Sunday, May 18 - 11:00 AM Channel 29
Monday, May 19 - 8:00 PM Channel 29

Tuesday, May 13, 2008 - 1:30 PM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

BUDGET WORK SESSION

WS-2 Multnomah County 2008-2009 General Government Budget Work Session.
This meeting is open to the public however no public testimony will be taken. 2 HOURS REQUESTED.

- Introductions
- Department of Library Services and Library Advisory Board Presentations
- Non-Departmental Agencies and Non-Departmental Citizen Budget Advisory Committee Presentations

CABLE PLAYBACK INFO:

Tuesday, May 13 - 1:30 PM LIVE Channel 29

Friday, May 16 - 10:30 PM Channel 29

Saturday, May 17 - 4:30 PM Channel 29

Sunday, May 18 - 2:00 PM Channel 29

Tuesday, May 13, 2008 - 6:00 PM
Center for Self Enhancement (SEI Auditorium)
3920 N Kerby, Portland

BUDGET HEARING

PH-1 Public Hearing on the 2008-2009 Multnomah County Budget. Testimony is limited to three minutes per person. Fill out a speaker form available in the conference room and turn it into the Board Clerk. The conference room will be open one hour prior to the hearing.

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Tuesday, May 20 - 12:30 PM Channel 30

Wednesday, May 14, 2008 - 1:00 PM
Multnomah Building, First Floor Commissioners Conference Room 112
501 SE Hawthorne Boulevard, Portland

EXECUTIVE SESSION

- E-1 The Multnomah County Board of Commissioners will meet in Executive Session Pursuant to ORS 192.660(2)(e). Only Representatives of the News Media and Designated Staff are allowed to attend. News Media and All Other Attendees are Specifically Directed Not to Disclose Information that is the Subject of the Session. No Final Decision will be made in the Session. Presented by County Attorney Agnes Sowle. 2 HOURS REQUESTED.
-

Thursday, May 15, 2008 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

REGULAR MEETING

CONSENT CALENDAR - 9:30 AM **DEPARTMENT OF COUNTY HUMAN SERVICES**

- C-1 Budget Modification DCHS-31 Reclassifying One Health Information Technician Senior Position to an Operations Supervisor Position in the Developmental Disabilities Services Division, as Determined by Class/Comp Unit of Central Human Resources

REGULAR AGENDA **PUBLIC COMMENT - 9:30 AM**

Opportunity for Public Comment on non-agenda matters. Testimony is limited to three minutes per person. Fill out a speaker form available in the Boardroom and turn it into the Board Clerk.

SHERIFF'S OFFICE - 9:30 AM

- R-1 Intergovernmental Revenue Agreement 0709015 with METRO to Provide General Investigative Police Services for Enforcement of METRO Ordinances

DEPARTMENT OF COMMUNITY SERVICES – 9:35 AM

- R-2 PROCLAMATION Declaring the Week of May 18 though May 24, 2008, as NATIONAL PUBLIC WORKS WEEK, and Recognizing the Contributions of All Multnomah County Transportation Employees

SERVICE DISTRICT - 9:40 AM

(Recess as the Board of County Commissioners and convene as the governing body for **DUNTHORPE RIVERDALE SANITARY SERVICE DISTRICT NO. 1**)

- R-3 Public Hearing and Consideration of the District's Endorsing a Petition to Annex a Single Parcel of Land to the Dunthorpe Riverdale Sanitary Service District No. 1; Pursuant to ORS 198.857; Subject to Certain Conditions

(Adjourn as the governing body for Dunthorpe Riverdale Sanitary Service District No. 1 and reconvene as the **BOARD OF COUNTY COMMISSIONERS**)

NON-DEPARTMENTAL – 9:45 AM

- R-4 PUBLIC HEARING and Consideration of an ORDER Approving the Annexation of Territory to Dunthorpe-Riverdale County Service District

DEPARTMENT OF COUNTY HUMAN SERVICES – 9:50 AM

- R-5 NOTICE OF INTENT to Apply for US Department of Justice Office of Violence Against Women Fiscal Year 2008 Funding for Education, Training and Enhanced Services to End Violence Against and Abuse of Women with Disabilities
- R-6 Budget Modification DCHS-33 Increasing Developmental Disabilities Services Division Federal/State Appropriation by \$2,259,971 to Reflect State of Oregon Funding Revisions
- R-7 NOTICE OF INTENT Authorizing Response to Request for Qualifications for Low-Income Solar Hot Water Installations Pilot
- R-8 Budget Modification DCHS-37 Increasing Community Services Federal/State Appropriation by \$93,220 in Federal Housing and Urban Development Grant Funding

DEPARTMENT OF HEALTH – 10:00 AM

- R-9 Budget Modification HD-39 Appropriating \$52,550 from the Department of Health and Human Services Health Resources and Services Administration for “Healthy Start Eliminating Disparities in Perinatal Health”
- R-10 Budget Modification HD-41 Appropriating \$15,000 from the Oregon Association of Hospitals and Health Systems for a Regional Emergency Preparedness Summit
- R-11 Budget Modification HD-42 Appropriating \$20,000 in Revenue from Washington County, Oregon for the Health Department’s Health Reserve Corps
- R-12 NOTICE OF INTENT to Submit a Proposal to the Robert Wood Johnson Foundation Healthy Eating Research: Building Evidence to Prevent Childhood Obesity Grant Competition

BOARD COMMENT

Opportunity (as time allows) for Commissioners to provide informational comments to Board and public on non-agenda items of interest or to discuss legislative issues.



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(Adjourn as the governing body for Dunthorpe Riverdale Sanitary Service District No. 1 and reconvene as the **BOARD OF COUNTY COMMISSIONERS**)

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MULTNOMAH COUNTY 2008-2009 BUDGET WORK SESSIONS AND HEARINGS

ALL MEETINGS ARE OPEN TO THE PUBLIC

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Contact Board Clerk Deb Bogstad 503 988-3277 for further information.

Cable coverage of the 2008-2009 budget work sessions, hearings and Thursday Board meetings are produced through MetroEast Community Media. Call 503 667-8848, extension 332 or log onto <http://www.metroeast.org> for cable channel program information. The budget work sessions, hearings and Board meetings will be available for viewing via media streaming at <http://www.co.multnomah.or.us/cc/pastmeetings.shtml>. Contact the Board Clerk at 503 988-3277 for further information.

Tue, May 6

10:00 a.m. to 12:00 p.m.

HEALTH AND HUMAN SERVICES WORK SESSION

Health, HD Citizen Budget Advisory Committee

CABLE PLAYBACK INFO:

Tuesday, May 6 - 10:00 AM LIVE Channel 29

Saturday, May 10 - 7:00 PM Channel 29

Sunday, May 11 - 11:00 AM Channel 29

Monday, May 12 - 8:00 PM Channel 29

Tue, May 6

1:30 p.m. to 3:30 p.m.

HEALTH AND HUMAN SERVICES WORK SESSION

Department of County Health and Human Services,
DCHS Citizen Budget Advisory Committee

CABLE PLAYBACK INFO:

Tuesday, May 6 - 1:30 PM LIVE Channel 29

Friday, May 9 - 10:30 PM Channel 29

Saturday, May 10 - 4:30 PM Channel 29

Sunday, May 11 - 2:00 PM Channel 29

Tue, May 6

6:00 p.m. to 8:00 p.m.

*Public Hearing on the 2008-2009 Multnomah
County Budget, Multnomah County East Building,
Sharron Kelley Conference Room, 600 NE 8th,
Gresham*

CABLE PLAYBACK INFO:

Tuesday, May 6 - 6:00 PM LIVE Channel 29

Friday, May 9 - 8:00 PM Channel 22

Saturday, May 10 - 2:00 PM Channel 29

Sunday, May 11 - 4:00 PM Channel 29

Tuesday, May 13 - 12:30 PM Channel 30

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Wed, May 7
9:30 a.m.

Budget Work Session on the Latest Proposal for Opening the Wapato Jail, Multnomah Building, Conference Room 313, 501 SE Hawthorne, Portland

Mon, May 12
6:00 p.m. to 8:00 p.m.

Public Hearing on the 2008-2009 Multnomah County Budget, Immigrant and Refugee Community Organization (IRCO) Gymnasium, 10301 NE Glisan, Portland

Tue, May 13
9:00 a.m. to 12:00 p.m.

GENERAL GOVERNMENT BUDGET WORK SESSION
Department of County Management, DCM Citizen Budget Advisory Committee
Department of Community Services, DCS Citizen Budget Advisory Committee

CABLE PLAYBACK INFO:

Tuesday, May 13 - 9:00 AM LIVE Channel 29
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Monday, May 19 - 8:00 PM Channel 29

Tue, May 13
1:30 p.m. to 3:30 p.m.

GENERAL GOVERNMENT BUDGET WORK SESSION
Department of Library Services, Library Advisory Board
Non-Departmental, NOND Citizen Budget Advisory Committee

CABLE PLAYBACK INFO:

Tuesday, May 13 - 1:30 PM LIVE Channel 29
Friday, May 16 - 10:30 PM Channel 29

MULTNOMAH COUNTY 2008-2009 BUDGET WORK SESSIONS AND HEARINGS

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Saturday, May 17 - 4:30 PM Channel 29

Sunday, May 18 - 2:00 PM Channel 29

Tue, May 13

6:00 p.m. to 8:00 p.m.

Public Hearing on the 2008-2009 Multnomah County Budget, Center for Self Enhancement [SEI, Inc.] Auditorium, 3920 N Kerby, Portland

CABLE PLAYBACK INFO:

Friday, May 16 - 8:00 PM Channel 29

Saturday, May 17 - 2:00 PM Channel 29

Sunday, May 18 - 4:00 PM Channel 29

Tuesday, May 20 - 12:30 PM Channel 30

Mon, May 19

6:00 p.m. to 8:00 p.m.

Public Hearing on the 2008-2009 Multnomah County Budget, Multnomah Building, Commissioners Boardroom, 501 SE Hawthorne, Portland

CABLE PLAYBACK INFO:

Monday, May 19 - 6:00 PM LIVE Channel 29

Friday, May 23 - 8:00 PM Channel 22

Saturday, May 24 - 2:00 PM Channel 29

Sunday, May 25 - 4:00 PM Channel 29

Tuesday, May 27 - 12:30 PM Channel 30

Tue, May 20

10:00 a.m. to 12:00 p.m.

BUDGET WORK SESSION

Follow Up, General Questions, Amendments

CABLE PLAYBACK INFO:

Tuesday, May 20 - 10:00 AM LIVE Channel 29

Saturday, May 24 - 7:00 PM Channel 29

MULTNOMAH COUNTY 2008-2009 BUDGET WORK SESSIONS AND HEARINGS

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Sunday, May 25 - 11:00 AM Channel 29

Monday, May 26 - 8:00 PM Channel 29

Thu, May 22

1:00 p.m. to 3:00 p.m.

BUDGET WORK SESSION

Capital Budget Update

Tue, May 27

10:00 a.m. to 12:00 p.m.

BUDGET WORK SESSION

General Questions, Amendments

CABLE PLAYBACK INFO:

Tuesday, May 27 - 10:00 AM LIVE Channel 29

Saturday, May 31 - 7:00 PM Channel 29

Sunday, June 1 - 11:00 AM Channel 29

Monday, June 2 - 8:00 PM Channel 29

Wed, May 28

11:00 a.m. to 12:30 p.m.

***Tax Supervising and Conservation Commission
Public Hearing on the 2007-2008 Multnomah
County Supplemental Budget
Tax Supervising and Conservation Commission
Public Hearing on the Multnomah County 2008-
2009 Budget***

CABLE PLAYBACK INFO:

Wednesday, May 28 - 11:00 AM LIVE Channel 22

Saturday, May 31 - 4:00 PM Channel 29

Sunday, June 1 - 1:00 PM Channel 29

Tuesday, June 3 - 12:30 PM Channel 30

Thursday, June 5 - 9:30 AM Channel 22

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Thu, May 29
9:30 a.m.

Public Hearing and Resolution Adopting the 2008-2009 Budget for Dunthorpe Riverdale Sanitary Service District No. 1 and Making Appropriations
Public Hearing and Resolution Adopting the 2008-2009 Budget for Mid-County Street Lighting Service District No. 14 and Making Appropriations

CABLE PLAYBACK INFO:

Thursday, May 29 - 9:30 AM LIVE Channel 30
Saturday, May 31 - 10:00 AM Channel 29
Sunday, June 1 - 11:00 AM Channel 30
Tuesday, June 3 - 8:15 PM Channel 29

Thu, Jun 5
9:30 a.m.

Public Hearing and Resolution Adopting the 2006-2007 Multnomah County Supplemental Budget and Making Appropriations
Public Hearing and Resolution Adopting the 2008-2009 Budget for Multnomah County Pursuant to ORS 294

CABLE PLAYBACK INFO:

Thursday, June 5 - 9:30 AM LIVE Channel 30
Saturday, June 7 - 10:00 AM Channel 29
Sunday, June 8 - 11:00 AM Channel 30
Tuesday, June 10 - 8:15 PM Channel 29



MULTNOMAH COUNTY OREGON

BOARD OF COUNTY COMMISSIONERS
501 S.E. HAWTHORNE BLVD., Room 600
PORTLAND, OREGON 97204
(503) 988-5213

Lonnie Roberts • DISTRICT 4 COMMISSIONER

MEMORANDUM

TO: Chair Ted Wheeler
Commissioner Maria Rojo de Steffey
Commissioner Jeff Cogen
Commissioner Lisa Naito
Board Clerk Deb Bogstad

FROM: Sam Peterson
Staff Assistant to Commissioner Lonnie Roberts

DATE: May 12, 2008

RE: May 13, 2008 Public Budget Hearing

Commissioner Roberts will not be attending the Public Budget Hearing to be held at SEI Inc on May 13, 2008 at 6pm.

Thank you,

Sam Peterson

BOGSTAD Deborah L

From: ROJO DE STEFFEY Maria
Sent: Tuesday, May 13, 2008 7:41 AM
To: WHEELER Ted; NAITO Lisa H; ROBERTS Lonnie J; COGEN Jeff
Cc: BOGSTAD Deborah L; LASHUA Matthew; MARTINEZ David
Subject: Tonight's Meeting

I will not be able to attend the budget hearing this evening.

Maria

5/13/2008

#1

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 5/13/08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: 211

FOR: AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Jeri Shumate

ADDRESS: 621 SW Alder, Suite 810

CITY/STATE/ZIP: Portland, OR 97205

PHONE: DAYS: 503-416-2626 EVES: _____

EMAIL: jeri@211info.org FAX: 503-499-4302

SPECIFIC ISSUE: request funding

WRITTEN TESTIMONY: Comments plus brochure

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.



May 13, 2008

Good evening, and thank you, Commissioners, for the opportunity to speak to you. My name is Jeri Shumate and I am the Executive Director at 211info. I would like to strongly urge you to approve \$25,000 in funding in the 2008-2009 Multnomah County Budget for 2-1-1.

2-1-1 is a social services helpline linking people in need with the services that can help meet their needs. 2-1-1 is available in some measure to more than 75% of the US population. Last year 2-1-1 nationally answered more than nine million calls.

2-1-1 was critical in responding to Connecticut residents impacted by the events of September 11, 2001. It was the single vital link for thousands upon thousands of Louisiana residents impacted by Hurricanes Katrina and Rita. 2-1-1 filled an unprecedented role in San Diego last fall where over 130,000 calls were answered by 2-1-1 in a four-day period during the firestorms that swept that community. I am handing you the after-action report generated following San Diego's firestorm that includes some important testimonials from county officials. I probably don't need to mention that those 130,000 calls were diverted from 9-1-1.

Locally, 2-1-1 has been partially available to Multnomah County residents for exactly four years yesterday. In each of those four years, the United Way has provided over \$100,000 in dedicated funding specifically for Multnomah County residents. In each of those four years, 211info has requested financial support from Multnomah County. In each of those four years, it has been declined.

We now answer over 65,000 calls a year from Multnomah County residents. No other county that we serve generates even a fraction of that volume, yet every other major county provides financial support to strengthen the core United Way funding.

We are asking this year for funding from both Multnomah County and the City of Portland. If we do not receive this funding, we will be forced to drastically reduce our services. Please, this year support this piece of the existing Multnomah County social services infrastructure that makes your jobs profoundly easier to perform. Please fund 2-1-1. Thank you.

Jeri Shumate
Executive Director
211info
621 SW Alder, Suite 810
Portland, OR 97205
503-416-2626
jeri@211info.org

Trial By Fire:

How 2-1-1's Regional Response to the
2007 Southern California Wildfires
Underscored the Need for a Statewide Network



February 2008

United Way • AIRS ★
2-1-1
Get Connected. Get Answers.



Dear Friends of 2-1-1:

After 35 years in the information and referral field, 21 years running the program that ultimately became 2-1-1 San Diego, and a long-held passionate belief in the potential of 2-1-1 to revolutionize the way people seek and receive help, I dialed 2-1-1 in late October.

It wasn't to check the functionality of the system, nor to connect with a particular 2-1-1 specialist, nor to be sure my cell phone had access to 2-1-1 service.

It was to secure information on how best to clear the debris from my Starvation Mountain home, which burned to the ground on October 22, 2007 — the same day that had long been planned as my official retirement as CEO of 2-1-1 San Diego.

I remember feeling very proud as a volunteer — one of more than 1,200 volunteers that came to 2-1-1 San Diego's aid — worked with me, despite a dearth of specific information on available resources to clear our property. As she guided me to some web sites that we reviewed together, I remember thinking, "She's working with me. Beside me."

And that is the whole point of 2-1-1, which was designated in 2000 by the Federal Communications Commission (FCC) as the national telephone number for information and referral and is now available to approximately 75 percent of Americans and 84 percent of Californians.

As wonderful as it is to contemplate that 2-1-1 is available to more than 27 million Californians, the lessons of the wildfires must not go unheeded: **we must achieve 100 percent coverage with an integrated network that can function optimally in future disasters; and we must develop a sustainable funding model in partnership with stakeholders from every sector.**

In addition, even as we tackle the work ahead in California, we must continue to advocate for a truly national 2-1-1 system with consistent, stringent quality assurance standards; large-scale visibility of 2-1-1's benefits; and federal support for the Calling for 2-1-1 Act, which, if passed, will assist communities with the costs of operating their 2-1-1 systems.

As this report will detail — and many other post-disaster reports have also quantified over the past several years — the value of 2-1-1 is no longer in question.

Now it is incumbent upon all of us — as community leaders, citizens, legislators and funders — to understand the lessons learned and translate them into a strong commitment to 2-1-1.

Our communities deserve no less.



Sincerely,

Sara W. Matta
Former Executive Director
2-1-1 San Diego

2-1-1: A Critical Tool During Disasters

The National 2-1-1 Initiative was launched in July 2000 when United Way of America, the Alliance of Information and Referral Systems and several other partners successfully petitioned the Federal Communications Commission (FCC) to assign 2-1-1 as the universal telephone number for information and referral services. At the time, 2-1-1 was seen largely as a means through which those in need would more easily access a human services system that is often disjointed and confusing to understand and access.

In the nearly eight years since the FCC formally assigned the number, it has become clear to creative citizens, community leaders, funders and government officials that 2-1-1, now available to approximately 75 percent of Americans, is a powerful tool that innovative communities can leverage to address their specific needs, and 2-1-1 has gained particular notice during times of disaster.

Even as early as 2001, during the September 11 attacks, the necessity for 2-1-1 as a means of aggregating resources and enhancing post-disaster assistance became obvious. In Connecticut, where a statewide 2-1-1 system was in place, the governor optimized the 2-1-1 infrastructure to assist those searching for loved ones employed at the World Trade Center — and later used the system to connect those suffering from the attack's aftermath to mental health services.

In contrast, New York City and Washington were left with what the Brookings Institution and the Urban Institute later called, in referring particularly to D.C., a “disjointed and haphazard” health and human services system. Their follow-up report, *Calling 2-1-1: Enhancing the Washington Region's Safety Net After 9/11*, specifically recommended the implementation of a 2-1-1 system to provide a single access point through which agencies' services could be effectively coordinated. This need was particularly evident in New York City, where hundreds of unique 800 numbers were launched to assist those needing information, but ultimately added to the confusion.

Following the Katrina and Rita disasters, FEMA issued a follow-up study, the *2005 Hurricane Season After-Action Report*, in which it both recognized the accomplishments of 2-1-1 and made a strong recommendation that states move forward on statewide 2-1-1 implementation.

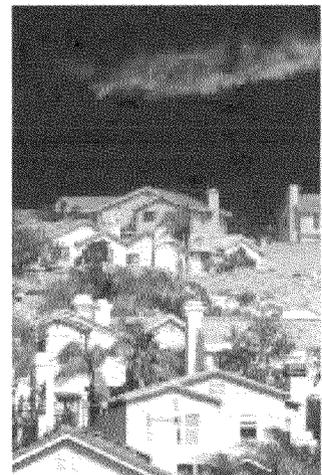
In October 2007, Southern California communities experienced first-hand the role 2-1-1 can play during a disaster. Twenty separate wildfires consumed large parts of six Southern California counties; in all, more than 500,000 people would be evacuated from homes in San Diego County alone. During these evacuations, major highways were closed as new fires began and existing fires spread. Information about evacuations, shelters, and road closures changed by the minute.

Over the period of October 21 through October 25, 2007, more than 130,000 calls to 2-1-1 were answered in the counties of Los Angeles, Riverside, Orange, San Bernardino, San Diego and Ventura, an increase of 764 percent over the same period the previous week. In a single day, October 24th, the six call centers answered more than 41,000 calls (with 2-1-1 San Diego answering 81 percent of them), comparable to the call volume of a mid-sized call center for an entire year. Unlike other types of disasters, wildfires pose the challenges of shifting evacuations, fires burning and expanding over days, continuously changing traffic closures, and simultaneous situations of response and recovery.

This report summarizes the enormous accomplishments of 2-1-1 and its multi-sector network of partners and volunteers during the October 2007 wildfires; examines the development of 2-1-1 California, particularly its ongoing commitment to disaster preparedness; and makes recommendations on how best to build upon the lessons of October 2007 to achieve and maintain the maximum state of readiness.

“2-1-1 is an essential service for our city residents every day of the year, and even more critical to support our emergency personnel in the event of a natural or man-made disaster.”

Merrilee Boyack
Deputy Mayor
City of Poway



2-1-1 Roll Out Across California

(As of 2/11/08)

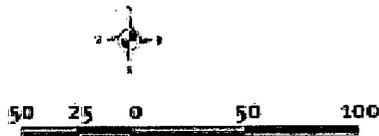


2-1-1 Activation Dates

- 2-1-1 Active
- 2008
- 2009

Planning Status

- Planning
- Pre-Planning Discussions
- No Planning



Created by ONS 4722, 4/11/04
 Project Name - 2-1-1 Roll Out
 Month - 02, 2008; System of Reference - UTM
 Manufacturer - 2-1-1 Roll Out, ONS 4722



The History of 2-1-1 California

In 2003, following statewide planning meetings among a variety of multi-sector stakeholders, the California Public Utilities Commission (CPUC) issued an Order establishing the parameters under which 2-1-1 could be provided in California. 2-1-1 California, an unincorporated collaboration, was formed in 2004 through an agreement between the California Alliance of Information and Referral Services (CAIRS) and United Ways of California (UWCA). More recently, 2-1-1 California has expanded its partnership to include Volunteer Centers of California and the Governor's Offices on Services and Volunteerism and Emergency Services. Since the first counties launched 2-1-1 services in California in 2005, 19 counties covering approximately 84 percent of the state have launched 2-1-1 service, with full coverage anticipated in 2010.

The Need for 2-1-1 in California

While the U.S. population as a whole is expected to increase at a rate of 13.4 percent between 2000 and 2015, California's rate of increase is projected at 22.3 percent.

Even as California's population is growing, the challenges of serving that population are increasing proportionately. The most frequent non-disaster-related service calls to comprehensive information and referral agencies — including those in California — are for needs such as emergency shelter; protective services including child and elder abuse; rent, food, and utility bill assistance. In terms of these indicators, California is particularly challenged.



With 14 percent of Californians currently living in poverty — nearly 18 percent in Los Angeles County — California continues to rank last among the states in affordability of rental housing, with the necessary average hourly wage to afford a two-bedroom rental unit projected at \$21.24 per hour, assuming a 40-hour work week. The Annie E. Casey Foundation's 2007 *KIDS COUNT Data Book: State Profiles of Child Well Being* reports that more than one third of children in California live in families where no parent has full-time, year-round employment.

An October 2006 report by the California Budget Project documented an alarming number of California's high-need indicators:¹

- More than one in eight Californians had incomes below the federal poverty level in 2005, notably higher than in 2001;
- The share of California children living in poverty rose from 16.4 percent in 2001 to 18.5 percent in 2005, ranking California as the 17th worst state in terms of child poverty;
- The number of Californians living without health insurance rose to 20.6 percent, with only five states indicating higher shares of uninsured non-elderly residents;
- The number of California children without health insurance rose to 1.35 million in 2005, from 1.17 million only one year prior.

Given the sheer enormity of California's human services challenges, the cultural diversity of the state (almost 40 percent do not speak English at home), and the fact that there are approximately 180,000 nonprofit organizations in the state², the need for single access point through which comprehensive, accurate information may be secured is evident.

¹ "New Census Data Show Few Gains for California." Published by the California Budget Project. Updated October 2006. Found at http://www.cbp.org/publications/documents/0608_pp_poverty_000.pdf

² The Center for Non-Profit Management referenced 178,223 nonprofit organizations currently registered in CA according to Guidestar.

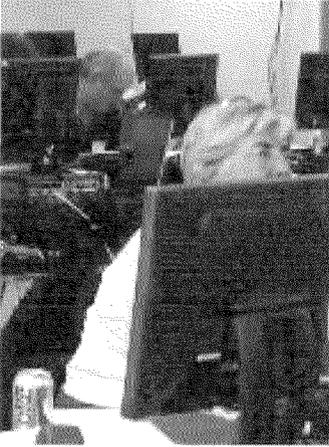
That need is significantly more acute during crises or disasters, and victims of wildfires, which are characterized by simultaneous evacuations and recoveries of long duration, are particularly prone to what has been termed the “second disaster”:

The process of seeking help from government, voluntary agencies and insurance companies is fraught with rules, red tape, hassles, delays and disappointment for survivors of disaster. Feelings of helplessness and anger are common.³

It was exactly those feelings of “helplessness and anger” that 2-1-1 was able to ameliorate following the 2005 Gulf Coast hurricanes, according to a Crisis Unit Coordinator who remained on the front lines during the many months of recovery:

“2-1-1 is the mental health hub and pulse of this area....2-1-1 has been instrumental in saving the sanity and lives of many who are still struggling to find their way through this mess.”

*Cecile Tebo, Crisis Unit Coordinator
New Orleans Police Department*



A Vision of Statewide Disaster Readiness

Since its inception, 2-1-1 California has been grounded in the vision of an integrated statewide network of independent call centers that can reduce the confusing maze of information and services that overwhelms individuals who need help, both in addressing everyday challenges and in times of disaster.

In addressing 2-1-1’s potential role in a significant California disaster, the 2-1-1 California Business Plan specifically describes a statewide network that will be ready to:

- Connect people with the specific services they need, relieving first-responder organizations
- Help federal, state and local governments get accurate, current information to the public
- Provide reassurance to callers by responding to rumors and letting callers know where they can call for support
- Work directly with service providers to ensure the dissemination of accurate information about the availability of services
- Channel the efforts of those who want to help — from spontaneous volunteers to people wishing to donate material goods or money — to the right places that can benefit most immediately and directly

As 2-1-1 California moves forward with this vision of a fully integrated, statewide 2-1-1 system, the multi-sector local and statewide partnerships that have been integral to the success of 2-1-1 California will be more critical than ever:

- The Governor’s Office of Emergency Services, which serves on the 2-1-1 California leadership team, hosted a September 2007 2-1-1 summit, and has provided significant funding through a homeland security grant for statewide technology planning and disaster preparation
- Local Offices of Emergency Services that partner closely with local 2-1-1 providers through their Emergency Operations Plans
- Volunteer Centers of California, which serves on the 2-1-1 California leadership team and provides a vital link between local 2-1-1s and the Volunteer Centers in each community

³ Diane Myers, R.N., MSN: *Psychological Recovery From Disaster: Key Concepts For Delivery of Mental Health Services*: NCP Clinical Quarterly 4(2): Spring 1994

“Information on temporary shelter, school closures, animal care, medical needs, various social services, or anything else related to the fire is now as easy as simply dialing 2-1-1.”

Paul Biane, Chairman
Board of Supervisors
County of San Bernardino

- California Volunteers, Office of the Governor, which serves on the California 2-1-1 leadership team and strengthens the connection to the governor's efforts and priorities
- Strong local relationships with public officials:
 - The Los Angeles County Board of Supervisors has consistently stood behind 2-1-1 LA, awarding \$5.5 million each year since the 2005 launch, investing almost \$2 million in new state-of-the-art call technology, and establishing formal contracting relationships for public-information services during emergency/disaster situations.
 - Chairman Greg Cox of the San Diego County Board of Supervisors has consistently supported 2-1-1 San Diego.
 - There has been growing support from cities, including a new task force committee of the League of Cities to further develop partnerships between 2-1-1 San Diego and local cities.
- Financial support from private organizations to develop and implement 2-1-1:
 - Local First 5 commissions across the state have provided more than \$17 million in operational support⁴ to their local 2-1-1 counterparts in recognition of the 2-1-1's value to their 0 - 5 year-old target population.
 - Local United Ways statewide provided more than \$3 million in operational support⁵ to their local 2-1-1 providers or emerging 2-1-1 services.
 - In 2001, the California Endowment awarded a \$500,000 planning grant to support the development of 2-1-1 California and its statewide business plan.
 - In 2005, the Irvine Foundation awarded a \$75,000 planning grant to support the development of 2-1-1 California and its statewide business plan.
 - Kaiser Permanente Foundation has provided operational grants to 2-1-1 in Southern California and the Bay Area, grants to the six fire-impacted counties to help offset costs related to wildfire response, and, most recently, a \$50,000 grant to support statewide implementation of the 2-1-1 California business plan.
- Businesses such as Qualcomm, IBM, Google, and AT&T, who recognize the value of 2-1-1 to the communities they serve and support the development of a strong 2-1-1 infrastructure

As the next sections illustrate, the events and lessons of the 2007 wildfires demonstrate that the Vision articulated by the 2-1-1 California Business Plan was — and remains — accurate:

2-1-1 California Vision: All Californians will have access to current community, health and disaster information 24 hours each day through a free, easy-to-remember telephone number.

In the wake of the wildfires, the only change to that vision is the substitution of the word "must" for the word "will."

⁴ Beginning in 2001

⁵ Beginning in 2004

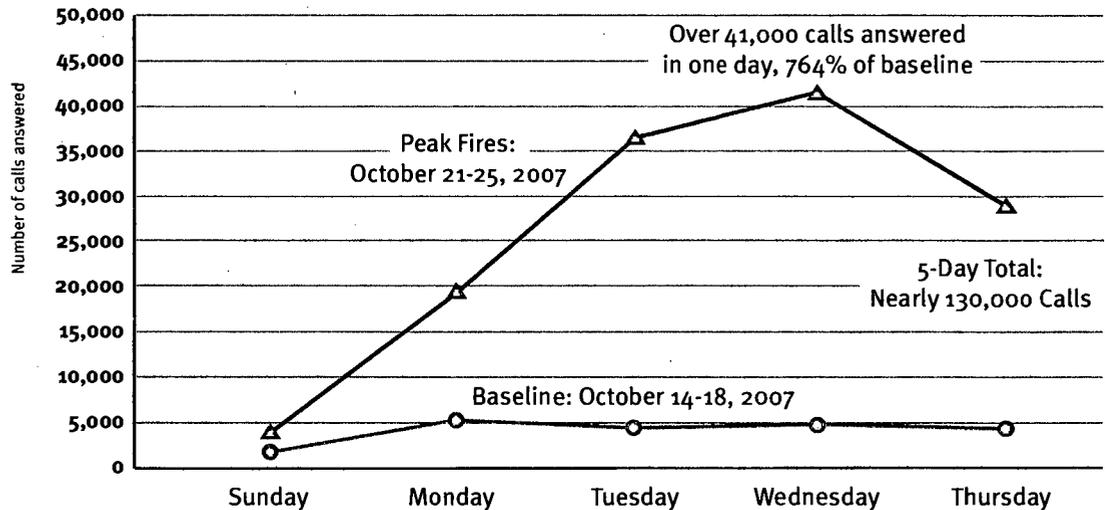
2-1-1 California Mission:

To create and sustain a statewide network that brings together high-quality local and regional 2-1-1 call centers and provides benefits beyond what is possible independently.

Goal: 100% of Californians have access to high-quality 2-1-1 services by 2010.



California Wildfire 2-1-1 Response Total Number of Calls Answered



“The 2-1-1 service was an invaluable resource during the firestorm in that it freed up calls from 9-1-1. We could give information on repopulated neighborhoods to the 2-1-1 operators. We saw 9-1-1 calls diminish over time because of that.”

Bill Gore
Undersheriff
San Diego County

2-1-1 and the 2007 California Wildfires

During the 2003 wildfires in San Diego County, the public was told to access many different numbers for fire-related information. In 2007, however, there was one number — 2-1-1.

As the Southern California wildfires erupted in late October 2007, the six counties that were ultimately named disaster areas — Los Angeles, Riverside, Orange, San Bernardino, San Diego, and Ventura — were equipped with fully operational 2-1-1 systems (see 2-1-1 coverage map on page 4), and all six had been long-time, active participants in a 2-1-1 Southern California Collaborative.

2-1-1 San Diego, serving the area of greatest impact, was previously established as an official partner with the County’s Office of Emergency services as the central source of emergency information for the public. Because of this pre-established partnership, 2-1-1 San Diego learned immediately about the activation of the County’s Emergency Operations Center on the first day of the fires.

Through an established relationship with the local Office of Emergency Services, 2-1-1 San Diego was named on information crawlers on television, noted as the number to call during daily news briefings, mentioned in radio stories, and was always included in OES press releases and on their web site. In addition, the Sheriff’s Department all carry 2-1-1 reference cards, as do many fire and rescue units. From the beginning, 2-1-1 was a central and integral part of the two-way communication necessary during this disaster, and continues to provide recovery information and referrals through Voluntary Organizations Active in Disaster (VOAD) and the Coordinated Assistance Network (CAN).

San Diego County deployed a computer-generated Reverse 9-1-1 system to alert citizens to evacuate immediately. Upon receiving the call, many residents sought out the human contact of a 2-1-1 specialist to confirm the evacuation order and to secure information about the best routes. Because of careful quality control of information, 2-1-1 was a reliable source of information not only to residents, but to the county departments as well, providing essential services such as rumor control, identification of unmet community information needs, and spontaneous donations management.

Reinforcements in both technological and human capacity were needed throughout the region to meet the tremendous call demand.

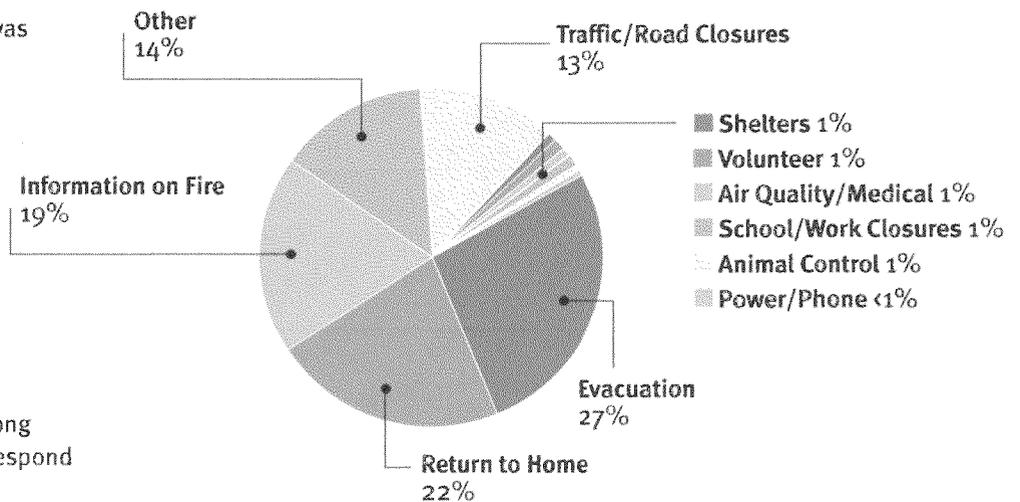
- The 2-1-1 Southern California Collaborative held daily conference calls to share information, identify gaps in resources and generate solutions together.
- Through the Enhanced Call Centers model that is integral to the vision outlined in the 2-1-1 California Business Plan, call surges can be managed effectively such as when Ventura County's 2-1-1 experienced spiked calls from multiple fire-impacted counties but was able to redirect Orange County calls to 2-1-1 Los Angeles County with less than an hour's notice.
- 2-1-1 San Diego received 25,000 on the second day of the fires, spiking to more than 44,000 calls on the third day, a 7,000 percent increase over normal operations. To effectively handle this level of call volume, 2-1-1 San Diego needed an emergency technological and telephonic ramp-up. This was provided by AT&T, Google, IBM and Qualcomm, with support from San Diego County.
- Through an existing partnership with the local volunteer center and strong connections with public departments, including the district attorney and children's services, more than 1,200 volunteers augmented staff, answered calls and donated 7,000 hours of volunteer time in San Diego alone.
- Volunteers from other California 2-1-1 providers as well as the United Way of America/Alliance of Information and Referral Systems Disaster Response Team provided support throughout the region.
- Bank of America provided a volunteer team of highly trained call specialists to relieve staff at 2-1-1 Los Angeles.
- Overall, each local 2-1-1 put services in place to meet the immediate needs of its community.

In addition to the two-way communication offered to residents, 2-1-1 provided valuable services to county and local agencies when they experienced challenges within their own operating systems:

- A first responder in San Diego County, unable to reach dispatch or 9-1-1 to report exposed power lines, called 2-1-1 to report the location of affected utility poles.
- The San Diego sheriff's office optimized 2-1-1's technological capability to provide a three-way patch among 2-1-1, the sheriff's office and mobile home residents trapped by a surrounding fire.
- In some cases when reverse 9-1-1 was misprogrammed, 2-1-1 collected information from affected callers and helped reverse 9-1-1 to track down the error.

Southern California 2-1-1s demonstrated their ability to provide vital two-way communication to tens of thousands of residents during a disaster. While the technological capacity to handle surges can be established, a sustainable network among call centers across the state is vital to respond effectively to future disasters.

Why Did They Call?



Moving Forward: Translating Lessons Learned into Action

With the lessons of the 2007 wildfires fresh in the minds of all who experienced them, the value of a 2-1-1 is increasingly expressed in terms of statewide disaster preparedness. At a January 9, 2008, follow-up workshop hosted by the California Public Utilities Commission and attended by representatives of telecommunications companies, city and government officials and 2-1-1 system leaders, Maribel Marin, executive director of 2-1-1 Los Angeles County and chair of both 2-1-1 California and the 2-1-1 Southern California Collaborative, noted the following:

“...an **integrated system** could provide a single point of coordination and provision for two-way communication with the public on disaster-related information; provide timely, emergency public information support from unaffected regions to impacted regions; and reduce pressure on critical operational communications such as 9-1-1”

The 2007 Southern California wildfires underscored the following four lessons for assuring effective disaster response:

Statewide disaster planning is absolutely critical and must draw upon the San Diego partnership model

- The local San Diego model of a strong, formalized partnership with the Office of Emergency Services (OES) ensured that 2-1-1 had been incorporated into local assistance center plans, public announcements, and two-way communications plans.
- Involvement in local Voluntary Organizations Active in Disaster (VOAD) is important prior to disasters to establish relationships important in response and recovery efforts.
- A statewide network will provide a single point of coordination and information support for public agencies.
- An integrated network will allow calls to shift to 2-1-1 providers in less affected regions, minimizing the need to send more people into affected areas.
- However, **2-1-1 must be sufficiently funded to sustain professional staff and to support the needed capacity to respond to major spikes during a disaster.**



State agencies and other partners must embrace the innovative ways 2-1-1 can address their information needs during disasters

- With appropriate funding and capacity, 2-1-1 can quickly ramp up to support local agencies by functioning as the go-to number for evacuation information, medical services, school closures, and various social services.
- During long-term recovery and rebuilding, 2-1-1 remains a critical piece of the community fabric, assisting citizens suffering through the “second disaster,” the period of helplessness that remains long after the emergency responders are gone.

Effective planning must incorporate an understanding that while disasters are local, they are also very often regional and statewide crises and therefore require 100% coverage with regional collaboration

- 29 counties in California currently have no plans for providing 2-1-1 service.
- Regional collaboratives recently formed in the Bay Area and in the Central Valley need support; additional collaboratives will be necessary to assure quality 2-1-1 service in disasters statewide.

All Californians must join together to ensure that Enhanced 2-1-1 service is available to all

- Immediate funds are needed to enable priority, one-time investments to create the statewide network through linkage of centers and resource database integration.
- Community leaders, legislators, funders and citizens must plan comprehensively to ensure ongoing operational funding for 2-1-1 California.

2-1-1 California is committed to realizing its goal of assuring 2-1-1 services for 100% of Californians by 2010, and playing a critical role as one part of the State’s comprehensive and effective disaster response team.

“I was in the 2-1-1 call center during the first hours of the fire and saw firsthand how quickly 2-1-1 San Diego was able to ramp up and take on the critical role of keeping citizens informed during the wildfires. 2-1-1 has become the centerpiece of our region's communications system, providing critical health and community information to people who need it.”

Greg Cox
Chairman
San Diego County Board of Supervisors



Printing provided by a generous grant from
IMPACT: A Fund for Change Through Volunteerism,
spearheaded by the **UPS Foundation**.

2-1-1 California

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of America**

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May 13, 2008

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Jeri Shumate
Executive Director
211info
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Portland, OR 97205
503-416-2626
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Trial By Fire:

How 2-1-1's Regional Response to the
2007 Southern California Wildfires
Underscored the Need for a Statewide Network



February 2008

United Way • AIRS 
2-1-1
Get Connected. Get Answers.



Dear Friends of 2-1-1:

After 35 years in the information and referral field, 21 years running the program that ultimately became 2-1-1 San Diego, and a long-held passionate belief in the potential of 2-1-1 to revolutionize the way people seek and receive help, I dialed 2-1-1 in late October.

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I remember feeling very proud as a volunteer — one of more than 1,200 volunteers that came to 2-1-1 San Diego's aid — worked with me, despite a dearth of specific information on available resources to clear our property. As she guided me to some web sites that we reviewed together, I remember thinking, "She's working with me. Beside me."

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In addition, even as we tackle the work ahead in California, we must continue to advocate for a truly national 2-1-1 system with consistent, stringent quality assurance standards; large-scale visibility of 2-1-1's benefits; and federal support for the Calling for 2-1-1 Act, which, if passed, will assist communities with the costs of operating their 2-1-1 systems.

As this report will detail — and many other post-disaster reports have also quantified over the past several years — the value of 2-1-1 is no longer in question.

Now it is incumbent upon all of us — as community leaders, citizens, legislators and funders — to understand the lessons learned and translate them into a strong commitment to 2-1-1.

Our communities deserve no less.



Sincerely,

Sara W. Matta
Former Executive Director
2-1-1 San Diego

2-1-1: A Critical Tool During Disasters

The National 2-1-1 Initiative was launched in July 2000 when United Way of America, the Alliance of Information and Referral Systems and several other partners successfully petitioned the Federal Communications Commission (FCC) to assign 2-1-1 as the universal telephone number for information and referral services. At the time, 2-1-1 was seen largely as a means through which those in need would more easily access a human services system that is often disjointed and confusing to understand and access.

In the nearly eight years since the FCC formally assigned the number, it has become clear to creative citizens, community leaders, funders and government officials that 2-1-1, now available to approximately 75 percent of Americans, is a powerful tool that innovative communities can leverage to address their specific needs, and 2-1-1 has gained particular notice during times of disaster.

Even as early as 2001, during the September 11 attacks, the necessity for 2-1-1 as a means of aggregating resources and enhancing post-disaster assistance became obvious. In Connecticut, where a statewide 2-1-1 system was in place, the governor optimized the 2-1-1 infrastructure to assist those searching for loved ones employed at the World Trade Center — and later used the system to connect those suffering from the attack's aftermath to mental health services.

In contrast, New York City and Washington were left with what the Brookings Institution and the Urban Institute later called, in referring particularly to D.C., a “disjointed and haphazard” health and human services system. Their follow-up report, *Calling 2-1-1: Enhancing the Washington Region's Safety Net After 9/11*, specifically recommended the implementation of a 2-1-1 system to provide a single access point through which agencies' services could be effectively coordinated. This need was particularly evident in New York City, where hundreds of unique 800 numbers were launched to assist those needing information, but ultimately added to the confusion.

Following the Katrina and Rita disasters, FEMA issued a follow-up study, the *2005 Hurricane Season After-Action Report*, in which it both recognized the accomplishments of 2-1-1 and made a strong recommendation that states move forward on statewide 2-1-1 implementation.

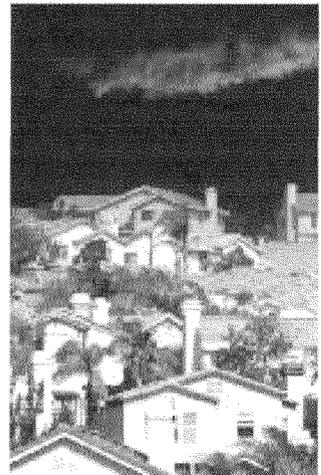
In October 2007, Southern California communities experienced first-hand the role 2-1-1 can play during a disaster. Twenty separate wildfires consumed large parts of six Southern California counties; in all, more than 500,000 people would be evacuated from homes in San Diego County alone. During these evacuations, major highways were closed as new fires began and existing fires spread. Information about evacuations, shelters, and road closures changed by the minute.

Over the period of October 21 through October 25, 2007, more than 130,000 calls to 2-1-1 were answered in the counties of Los Angeles, Riverside, Orange, San Bernardino, San Diego and Ventura, an increase of 764 percent over the same period the previous week. In a single day, October 24th, the six call centers answered more than 41,000 calls (with 2-1-1 San Diego answering 81 percent of them), comparable to the call volume of a mid-sized call center for an entire year. Unlike other types of disasters, wildfires pose the challenges of shifting evacuations, fires burning and expanding over days, continuously changing traffic closures, and simultaneous situations of response and recovery.

This report summarizes the enormous accomplishments of 2-1-1 and its multi-sector network of partners and volunteers during the October 2007 wildfires; examines the development of 2-1-1 California, particularly its ongoing commitment to disaster preparedness; and makes recommendations on how best to build upon the lessons of October 2007 to achieve and maintain the maximum state of readiness.

“2-1-1 is an essential service for our city residents every day of the year, and even more critical to support our emergency personnel in the event of a natural or man-made disaster.”

Merrilee Boyack
Deputy Mayor
City of Poway



2-1-1 Roll Out Across California

(As of 2/11/08)



2-1-1 Activation Dates

2-1-1 Active

2008

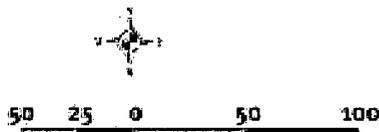
2009

Planning Status

○ Planning

○ Pre-Planning Discussions

○ No Planning



Office of Emergency Services
 Department of Public Safety
 March 13, 2008
 2-1-1 Roll Out Across California



The History of 2-1-1 California

In 2003, following statewide planning meetings among a variety of multi-sector stakeholders, the California Public Utilities Commission (CPUC) issued an Order establishing the parameters under which 2-1-1 could be provided in California. 2-1-1 California, an unincorporated collaboration, was formed in 2004 through an agreement between the California Alliance of Information and Referral Services (CAIRS) and United Ways of California (UWCA). More recently, 2-1-1 California has expanded its partnership to include Volunteer Centers of California and the Governor's Offices on Services and Volunteerism and Emergency Services. Since the first counties launched 2-1-1 services in California in 2005, 19 counties covering approximately 84 percent of the state have launched 2-1-1 service, with full coverage anticipated in 2010.

The Need for 2-1-1 in California

While the U.S. population as a whole is expected to increase at a rate of 13.4 percent between 2000 and 2015, California's rate of increase is projected at 22.3 percent.

Even as California's population is growing, the challenges of serving that population are increasing proportionately. The most frequent non-disaster-related service calls to comprehensive information and referral agencies — including those in California — are for needs such as emergency shelter; protective services including child and elder abuse; rent, food, and utility bill assistance. In terms of these indicators, California is particularly challenged.



With 14 percent of Californians currently living in poverty — nearly 18 percent in Los Angeles County — California continues to rank last among the states in affordability of rental housing, with the necessary average hourly wage to afford a two-bedroom rental unit projected at \$21.24 per hour, assuming a 40-hour work week. The Annie E. Casey Foundation's 2007 *KIDS COUNT Data Book: State Profiles of Child Well Being* reports that more than one third of children in California live in families where no parent has full-time, year-round employment.

An October 2006 report by the California Budget Project documented an alarming number of California's high-need indicators:¹

- More than one in eight Californians had incomes below the federal poverty level in 2005, notably higher than in 2001;
- The share of California children living in poverty rose from 16.4 percent in 2001 to 18.5 percent in 2005, ranking California as the 17th worst state in terms of child poverty;
- The number of Californians living without health insurance rose to 20.6 percent, with only five states indicating higher shares of uninsured non-elderly residents;
- The number of California children without health insurance rose to 1.35 million in 2005, from 1.17 million only one year prior.

Given the sheer enormity of California's human services challenges, the cultural diversity of the state (almost 40 percent do not speak English at home), and the fact that there are approximately 180,000 nonprofit organizations in the state², the need for single access point through which comprehensive, accurate information may be secured is evident.

¹ "New Census Data Show Few Gains for California." Published by the California Budget Project. Updated October 2006. Found at http://www.cbp.org/publications/documents/o6o8_pp_poverty_00o.pdf

² The Center for Non-Profit Management referenced 178,223 nonprofit organizations currently registered in CA according to Guidestar.

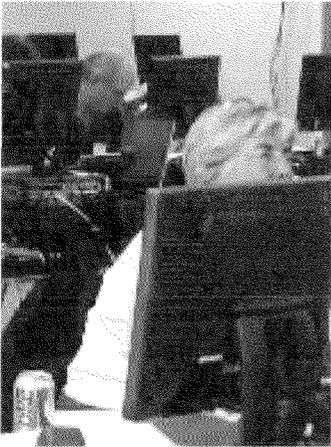
That need is significantly more acute during crises or disasters, and victims of wildfires, which are characterized by simultaneous evacuations and recoveries of long duration, are particularly prone to what has been termed the “second disaster”:

The process of seeking help from government, voluntary agencies and insurance companies is fraught with rules, red tape, hassles, delays and disappointment for survivors of disaster. Feelings of helplessness and anger are common.³

It was exactly those feelings of “helplessness and anger” that 2-1-1 was able to ameliorate following the 2005 Gulf Coast hurricanes, according to a Crisis Unit Coordinator who remained on the front lines during the many months of recovery:

“2-1-1 is the mental health hub and pulse of this area....2-1-1 has been instrumental in saving the sanity and lives of many who are still struggling to find their way through this mess.”

*Cecile Tebo, Crisis Unit Coordinator
New Orleans Police Department*



A Vision of Statewide Disaster Readiness

Since its inception, 2-1-1 California has been grounded in the vision of an integrated statewide network of independent call centers that can reduce the confusing maze of information and services that overwhelms individuals who need help, both in addressing everyday challenges and in times of disaster.

In addressing 2-1-1’s potential role in a significant California disaster, the 2-1-1 California Business Plan specifically describes a statewide network that will be ready to:

- Connect people with the specific services they need, relieving first-responder organizations
- Help federal, state and local governments get accurate, current information to the public
- Provide reassurance to callers by responding to rumors and letting callers know where they can call for support
- Work directly with service providers to ensure the dissemination of accurate information about the availability of services
- Channel the efforts of those who want to help — from spontaneous volunteers to people wishing to donate material goods or money — to the right places that can benefit most immediately and directly

As 2-1-1 California moves forward with this vision of a fully integrated, statewide 2-1-1 system, the multi-sector local and statewide partnerships that have been integral to the success of 2-1-1 California will be more critical than ever:

- The Governor’s Office of Emergency Services, which serves on the 2-1-1 California leadership team, hosted a September 2007 2-1-1 summit, and has provided significant funding through a homeland security grant for statewide technology planning and disaster preparation
- Local Offices of Emergency Services that partner closely with local 2-1-1 providers through their Emergency Operations Plans
- Volunteer Centers of California, which serves on the 2-1-1 California leadership team and provides a vital link between local 2-1-1s and the Volunteer Centers in each community

³ Diane Myers, R.N., MSN: *Psychological Recovery From Disaster: Key Concepts For Delivery of Mental Health Services*: NCP Clinical Quarterly 4(2): Spring 1994

“Information on temporary shelter, school closures, animal care, medical needs, various social services, or anything else related to the fire is now as easy as simply dialing 2-1-1.”

Paul Biane, Chairman
Board of Supervisors
County of San Bernardino

- California Volunteers, Office of the Governor, which serves on the California 2-1-1 leadership team and strengthens the connection to the governor's efforts and priorities
- Strong local relationships with public officials:
 - The Los Angeles County Board of Supervisors has consistently stood behind 2-1-1 LA, awarding \$5.5 million each year since the 2005 launch, investing almost \$2 million in new state-of-the-art call technology, and establishing formal contracting relationships for public-information services during emergency/disaster situations.
 - Chairman Greg Cox of the San Diego County Board of Supervisors has consistently supported 2-1-1 San Diego.
 - There has been growing support from cities, including a new task force committee of the League of Cities to further develop partnerships between 2-1-1 San Diego and local cities.
- Financial support from private organizations to develop and implement 2-1-1:
 - Local First 5 commissions across the state have provided more than \$17 million in operational support⁴ to their local 2-1-1 counterparts in recognition of the 2-1-1's value to their 0 - 5 year-old target population.
 - Local United Ways statewide provided more than \$3 million in operational support⁵ to their local 2-1-1 providers or emerging 2-1-1 services.
 - In 2001, the California Endowment awarded a \$500,000 planning grant to support the development of 2-1-1 California and its statewide business plan.
 - In 2005, the Irvine Foundation awarded a \$75,000 planning grant to support the development of 2-1-1 California and its statewide business plan.
 - Kaiser Permanente Foundation has provided operational grants to 2-1-1 in Southern California and the Bay Area, grants to the six fire-impacted counties to help offset costs related to wildfire response, and, most recently, a \$50,000 grant to support statewide implementation of the 2-1-1 California business plan.
- Businesses such as Qualcomm, IBM, Google, and AT&T, who recognize the value of 2-1-1 to the communities they serve and support the development of a strong 2-1-1 infrastructure

As the next sections illustrate, the events and lessons of the 2007 wildfires demonstrate that the Vision articulated by the 2-1-1 California Business Plan was — and remains — accurate:

2-1-1 California Vision: All Californians will have access to current community, health and disaster information 24 hours each day through a free, easy-to-remember telephone number.

In the wake of the wildfires, the only change to that vision is the substitution of the word “must” for the word “will.”

⁴ Beginning in 2001

⁵ Beginning in 2004

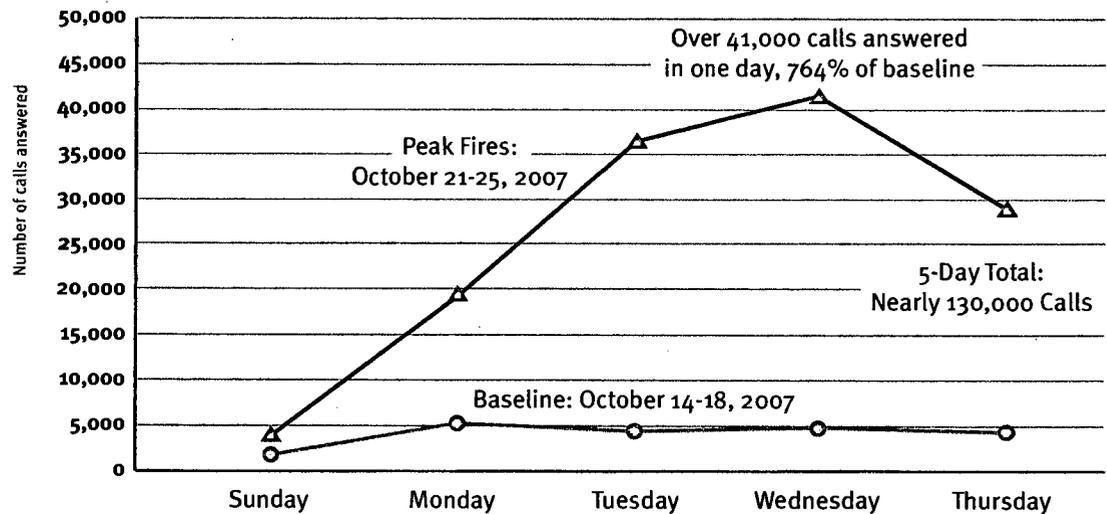
2-1-1 California Mission:

To create and sustain a statewide network that brings together high-quality local and regional 2-1-1 call centers and provides benefits beyond what is possible independently.

Goal: 100% of Californians have access to high-quality 2-1-1 services by 2010.



California Wildfire 2-1-1 Response Total Number of Calls Answered



“The 2-1-1 service was an invaluable resource during the firestorm in that it freed up calls from 9-1-1. We could give information on repopulated neighborhoods to the 2-1-1 operators. We saw 9-1-1 calls diminish over time because of that.”

Bill Gore
Undersheriff
San Diego County

2-1-1 and the 2007 California Wildfires

During the 2003 wildfires in San Diego County, the public was told to access many different numbers for fire-related information. In 2007, however, there was one number — 2-1-1.

As the Southern California wildfires erupted in late October 2007, the six counties that were ultimately named disaster areas — Los Angeles, Riverside, Orange, San Bernardino, San Diego, and Ventura — were equipped with fully operational 2-1-1 systems (see 2-1-1 coverage map on page 4), and all six had been long-time, active participants in a 2-1-1 Southern California Collaborative.

2-1-1 San Diego, serving the area of greatest impact, was previously established as an official partner with the County’s Office of Emergency services as the central source of emergency information for the public. Because of this pre-established partnership, 2-1-1 San Diego learned immediately about the activation of the County’s Emergency Operations Center on the first day of the fires.

Through an established relationship with the local Office of Emergency Services, 2-1-1 San Diego was named on information crawlers on television, noted as the number to call during daily news briefings, mentioned in radio stories, and was always included in OES press releases and on their web site. In addition, the Sheriff’s Department all carry 2-1-1 reference cards, as do many fire and rescue units. From the beginning, 2-1-1 was a central and integral part of the two-way communication necessary during this disaster, and continues to provide recovery information and referrals through Voluntary Organizations Active in Disaster (VOAD) and the Coordinated Assistance Network (CAN).

San Diego County deployed a computer-generated Reverse 9-1-1 system to alert citizens to evacuate immediately. Upon receiving the call, many residents sought out the human contact of a 2-1-1 specialist to confirm the evacuation order and to secure information about the best routes. Because of careful quality control of information, 2-1-1 was a reliable source of information not only to residents, but to the county departments as well, providing essential services such as rumor control, identification of unmet community information needs, and spontaneous donations management.

Reinforcements in both technological and human capacity were needed throughout the region to meet the tremendous call demand.

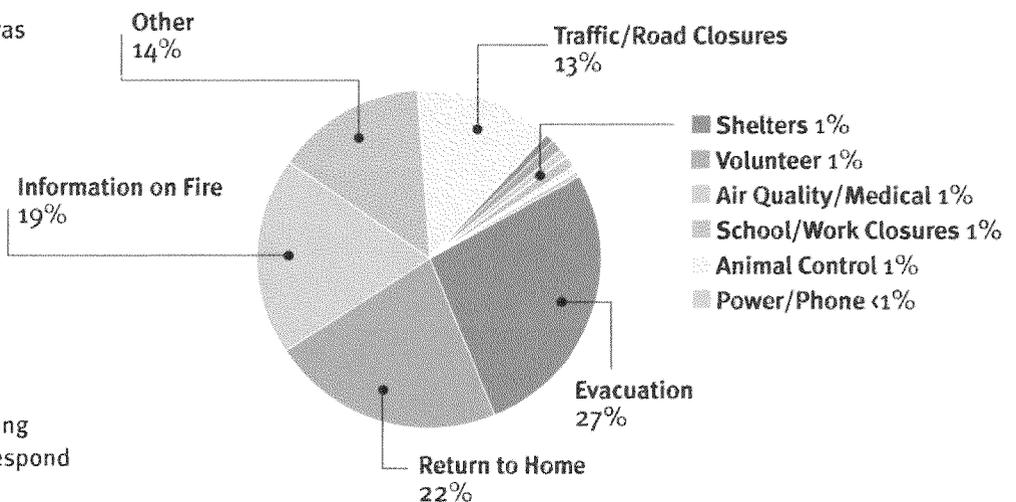
- The 2-1-1 Southern California Collaborative held daily conference calls to share information, identify gaps in resources and generate solutions together.
- Through the Enhanced Call Centers model that is integral to the vision outlined in the 2-1-1 California Business Plan, call surges can be managed effectively such as when Ventura County's 2-1-1 experienced spiked calls from multiple fire-impacted counties but was able to redirect Orange County calls to 2-1-1 Los Angeles County with less than an hour's notice.
- 2-1-1 San Diego received 25,000 on the second day of the fires, spiking to more than 44,000 calls on the third day, a 7,000 percent increase over normal operations. To effectively handle this level of call volume, 2-1-1 San Diego needed an emergency technological and telephonic ramp-up. This was provided by AT&T, Google, IBM and Qualcomm, with support from San Diego County.
- Through an existing partnership with the local volunteer center and strong connections with public departments, including the district attorney and children's services, more than 1,200 volunteers augmented staff, answered calls and donated 7,000 hours of volunteer time in San Diego alone.
- Volunteers from other California 2-1-1 providers as well as the United Way of America/Alliance of Information and Referral Systems Disaster Response Team provided support throughout the region.
- Bank of America provided a volunteer team of highly trained call specialists to relieve staff at 2-1-1 Los Angeles.
- Overall, each local 2-1-1 put services in place to meet the immediate needs of its community.

In addition to the two-way communication offered to residents, 2-1-1 provided valuable services to county and local agencies when they experienced challenges within their own operating systems:

- A first responder in San Diego County, unable to reach dispatch or 9-1-1 to report exposed power lines, called 2-1-1 to report the location of affected utility poles.
- The San Diego sheriff's office optimized 2-1-1's technological capability to provide a three-way patch among 2-1-1, the sheriff's office and mobile home residents trapped by a surrounding fire.
- In some cases when reverse 9-1-1 was misprogrammed, 2-1-1 collected information from affected callers and helped reverse 9-1-1 to track down the error.

Southern California 2-1-1s demonstrated their ability to provide vital two-way communication to tens of thousands of residents during a disaster. While the technological capacity to handle surges can be established, a sustainable network among call centers across the state is vital to respond effectively to future disasters.

Why Did They Call?



Moving Forward: Translating Lessons Learned into Action

With the lessons of the 2007 wildfires fresh in the minds of all who experienced them, the value of a 2-1-1 is increasingly expressed in terms of statewide disaster preparedness. At a January 9, 2008, follow-up workshop hosted by the California Public Utilities Commission and attended by representatives of telecommunications companies, city and government officials and 2-1-1 system leaders, Maribel Marin, executive director of 2-1-1 Los Angeles County and chair of both 2-1-1 California and the 2-1-1 Southern California Collaborative, noted the following:

“...an integrated system could provide a single point of coordination and provision for two-way communication with the public on disaster-related information; provide timely, emergency public information support from unaffected regions to impacted regions; and reduce pressure on critical operational communications such as 9-1-1”

The 2007 Southern California wildfires underscored the following four lessons for assuring effective disaster response:

Statewide disaster planning is absolutely critical and must draw upon the San Diego partnership model

- The local San Diego model of a strong, formalized partnership with the Office of Emergency Services (OES) ensured that 2-1-1 had been incorporated into local assistance center plans, public announcements, and two-way communications plans.
- Involvement in local Voluntary Organizations Active in Disaster (VOAD) is important prior to disasters to establish relationships important in response and recovery efforts.
- A statewide network will provide a single point of coordination and information support for public agencies.
- An integrated network will allow calls to shift to 2-1-1 providers in less affected regions, minimizing the need to send more people into affected areas.
- However, **2-1-1 must be sufficiently funded to sustain professional staff and to support the needed capacity to respond to major spikes during a disaster.**



State agencies and other partners must embrace the innovative ways 2-1-1 can address their information needs during disasters

- With appropriate funding and capacity, 2-1-1 can quickly ramp up to support local agencies by functioning as the go-to number for evacuation information, medical services, school closures, and various social services.
- During long-term recovery and rebuilding, 2-1-1 remains a critical piece of the community fabric, assisting citizens suffering through the “second disaster,” the period of helplessness that remains long after the emergency responders are gone.

Effective planning must incorporate an understanding that while disasters are local, they are also very often regional and statewide crises and therefore require 100% coverage with regional collaboration

- 29 counties in California currently have no plans for providing 2-1-1 service.
- Regional collaboratives recently formed in the Bay Area and in the Central Valley need support; additional collaboratives will be necessary to assure quality 2-1-1 service in disasters statewide.

All Californians must join together to ensure that Enhanced 2-1-1 service is available to all

- Immediate funds are needed to enable priority, one-time investments to create the statewide network through linkage of centers and resource database integration.
- Community leaders, legislators, funders and citizens must plan comprehensively to ensure ongoing operational funding for 2-1-1 California.

2-1-1 California is committed to realizing its goal of assuring 2-1-1 services for 100% of Californians by 2010, and playing a critical role as one part of the State’s comprehensive and effective disaster response team.

“I was in the 2-1-1 call center during the first hours of the fire and saw firsthand how quickly 2-1-1 San Diego was able to ramp up and take on the critical role of keeping citizens informed during the wildfires. 2-1-1 has become the centerpiece of our region's communications system, providing critical health and community information to people who need it.”

Greg Cox
Chairman
San Diego County Board of Supervisors



Printing provided by a generous grant from
IMPACT: A Fund for Change Through Volunteerism,
spearheaded by the **UPS Foundation**.

2-1-1 California

www.211california.org
Maribel Marin, mmarin@211la.org
David M. Smith, dsmith@vcunitedway.org

**United Way
of America**

701 North Fairfax Street
Alexandria, Virginia 22314-2045
www.unitedway.org



#2

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05/13/08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: 211 info

FOR: AGAINST: THE ABOVE AGENDA ITEM

NAME: Robyn Johnson

ADDRESS: 624 SW Alder, Suite 810

CITY/STATE/ZIP: Portland, OR 97205

PHONE: DAYS: 503-416-2625 EVES: 503-740-0516

EMAIL: robyn@211info.org FAX: _____

SPECIFIC ISSUE: Funding for 211info

WRITTEN TESTIMONY: Comments

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.



Thank you Commissioners. My name is Robyn Johnson and I am an Information and Referral Specialist for 211info. I am here today to request that you include program offer #10009, titled "211info" in the 2008-2009 final budget and approve its passage.

As an I & R specialist I can answer about 100 calls over the course of one day. The types of calls I receive are as varied as the persons who make the calls. We receive requests for referrals to organizations that provide energy assistance to pay a PGE bill or to an agency that can provide a food box; in addition to calls from those wanting to donate unneeded house hold items or possibly from someone needing to find a place to volunteer their time. From time to time I receive calls from your own office staff hoping to find community resources for constituents with needs. No matter who the caller is-- each represents a real and particular need of someone in my city or the next city over. Each call is answered by a live person who is prepared to hear that individual's requests and needs, to help them prioritize and problem solve with ideas, encouragement and compassion, to assist in connecting them to a service or organization that can help them meet their needs.

If we do not receive this funding, 211info will be forced to reduce our services and as many as 40,000 calls to 211 will go unanswered. I cannot imagine which of the callers would not get help.

Will it be the call from a 17 year old girl from South East Portland, who is looking for an apartment? She had no income but needed to find housing for herself and her child who would arrive in one month. Over the course of our conversation she explained she was trying to go to school and look for housing and go to appointments and felt overwhelmed. It was apparent to me that she could use a support system and I suggested that she look at housing specifically available to teens who are pregnant or parenting, such as Elizabeth House. This organization assists by providing a stable housing situation, pregnancy support and help developing Living and Parenting skills.

Will it be the call from a Woman with a two year old daughter sustaining a high fever? She was referred to us by the Multnomah County Health Department because they were unable to see her. She and her daughter were currently uninsured but in the process of applying for the Oregon Health Plan for her daughter, understanding that she was ineligible. However her daughter needed to be seen today-- a Tuesday. Which may not seem like a real difficulty, but if you are two years old, uninsured, your family is traveling by bus and you need to see a doctor, Tuesday is a bad day because The Children's Community Clinic is closed. After looking at these barriers I explained that Providence Immediate Care was an option for her. While at first, it seemed prohibitively expensive, I explained that Providence was available by bus, they have a

reduced rate for those who are uninsured, as well as financial aid and they were open until 9:00 pm.

That any or all of these calls go unanswered means that needs of my neighbors, your friends and our families- go unanswered and that is untenable to me. Again, I am asking you to please include Program Offer #10009, titled "211info", in the 2008-2009 final budgets and approve its passage. Thank You.

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621 SW Alder, Suite 810
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If we do not receive this funding, 211info will be forced to reduce our services and as many as 40,000 calls to 211 will go unanswered. I cannot imagine which of the callers would not get help.

Will it be the call from a 17 year old girl from South East Portland, who is looking for an apartment? She had no income but needed to find housing for herself and her child who would arrive in one month. Over the course of our conversation she explained she was trying to go to school and look for housing and go to appointments and felt overwhelmed. It was apparent to me that she could use a support system and I suggested that she look at housing specifically available to teens who are pregnant or parenting, such as Elizabeth House. This organization assists by providing a stable housing situation, pregnancy support and help developing Living and Parenting skills.

Will it be the call from a Woman with a two year old daughter sustaining a high fever? She was referred to us by the Multnomah County Health Department because they were unable to see her. She and her daughter were currently uninsured but in the process of applying for the Oregon Health Plan for her daughter, understanding that she was ineligible. However her daughter needed to be seen today-- a Tuesday. Which may not seem like a real difficulty, but if you are two years old, uninsured, your family is traveling by bus and you need to see a doctor, Tuesday is a bad day because The Children's Community Clinic is closed. After looking at these barriers I explained that Providence Immediate Care was an option for her. While at first, it seemed prohibitively expensive, I explained that Providence was available by bus, they have a

reduced rate for those who are uninsured, as well as financial aid and they were open until 9:00 pm.

That any or all of these calls go unanswered means that needs of my neighbors, your friends and our families- go unanswered and that is untenable to me. Again, I am asking you to please include Program Offer #10009, titled "211info", in the 2008-2009 final budgets and approve its passage. Thank You.

Robyn Johnson
Information and Referral Specialist
211info
621 SW Alder, Suite 810
Portland, OR 97205
503.416.2625
robyn@211info.org

#3

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 5/13/08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: 211 Info

FOR: AGAINST: THE ABOVE AGENDA ITEM

NAME: JOHN TAPOGNA

ADDRESS: 888 SW FIFTH AVENUE

CITY/STATE/ZIP: PORTLAND, OR 97204

PHONE: DAYS: 503 222-6060 EVES: _____

EMAIL: tapogna@portland.ecoaw.com FAX: 503 222-1504

SPECIFIC ISSUE: SEEKING FUNDING TO EXPAND HOURS OF SERVICE WITHIN MULTNOMAH COUNTY.

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#4

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk

This form is a public record

MEETING DATE: 5/13/08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: Approval of Chair Wheeler's Budget

FOR: X AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Marj Cannon Metropolitan Family Service

ADDRESS: 2200 NE 24th Ave

CITY/STATE/ZIP: Portland OR 97213

PHONE: DAYS: 503-249-8215x14 EVES: _____

EMAIL: marjc@metfamily.org FAX: _____

SPECIFIC ISSUE: Approval of budget

WRITTEN TESTIMONY: I would like to thank Chair Wheeler and the County Commissioners for their support of the SUN school programs and services for older adults.

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#5

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk

This form is a public record

MEETING DATE: 5-13-08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: SUN schools - Hubs - Total 5565 programs.
FOR: X AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Tony Hopson

ADDRESS: 3920 N Kerby

CITY/STATE/ZIP: Portland OR 97227

PHONE: DAYS: 503-289-6721 EVES: _____

EMAIL: TonyhpSelfenhancement.org FAX: _____

SPECIFIC ISSUE: _____

WRITTEN TESTIMONY: Prevention - Pay me now or
Pay me later. Sun provides that prevention
for 100's of kids.

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#6

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Monique Allen

ADDRESS: 5701 NE 10th

CITY/STATE/ZIP: Portland - 97211

PHONE: _____ DAYS: _____ EVES: 971-5707730

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: Slow System Programs

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#7

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: Sun Schools

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Michelle Brazil

ADDRESS: 3920 N. Kerby

CITY/STATE/ZIP: PHD OR

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: _____

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
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3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#8.

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Pat Sherman

ADDRESS: 3920 N. Kerby

CITY/STATE/ZIP: Portland OR

PHONE: DAYS: 503-249-021 EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: targeted

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#9

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05-13-08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: Support the social service budget from fed wheeler.

FOR: AGAINST: THE ABOVE AGENDA ITEM

NAME: Berenice Marin

ADDRESS: 5300 NE Cully Blvd #31

CITY/STATE/ZIP: portland, OR 97218

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: Education, after school program

WRITTEN TESTIMONY: To keep the ~~the~~ funds to the programs. to helps students like me.

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#10

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Estofany Parra-Diaz

ADDRESS: 6335 n.e Skidmore

CITY/STATE/ZIP: Portland, OR. 97218

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: _____

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

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4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

11

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 5/13/08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: SEI

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Kathleen Hampton

ADDRESS: 4815 N. E 10th Ave

CITY/STATE/ZIP: Port One 97211

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: _____

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

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2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

#13

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk

This form is a public record

MEETING DATE: 05-13-08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: SUN Service Expense

FOR: _____ AGAINST: X THE ABOVE AGENDA ITEM

NAME: Lakeitha Elliott

ADDRESS: 219 NE 219th Ave

CITY/STATE/ZIP: Boreham, OR

PHONE: _____ DAYS: (503) 819-6180 EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: _____

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Address the County Commissioners from the presenter table microphones. Please limit your comments to **3 minutes**.
3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

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2. Written testimony will be entered into the official record.

#14

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 5-13-08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: ~~___~~ AGAINST: X THE ABOVE AGENDA ITEM

NAME: Mikayla L. Nelson

ADDRESS: ~~843 NE Stafford St~~

CITY/STATE/ZIP: ~~Portland, OR~~

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: SEI
8th GRADE Ankeny Green

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
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3. State your name for the official record.
4. If written documentation is presented, please furnish one copy to the Board Clerk.

IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

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2. Written testimony will be entered into the official record.

#15

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Tyresha Hale

ADDRESS: _____

CITY/STATE/ZIP: _____

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: SEI - Sun programs

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

1. Please complete this form and return to the Board Clerk.
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IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

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2. Written testimony will be entered into the official record.

#16

MULTNOMAH COUNTY BOARD OF COMMISSIONERS
PUBLIC TESTIMONY SIGN-UP

Please complete this form and return to the Board Clerk
This form is a public record

MEETING DATE: 05.13.08

SUBJECT: Multnomah County 2008-2009 Budget

SPECIFIC BUDGET TOPIC: _____

FOR: _____ AGAINST: _____ THE ABOVE AGENDA ITEM

NAME: Marché Back

ADDRESS: _____

CITY/STATE/ZIP: _____

PHONE: _____ DAYS: _____ EVES: _____

EMAIL: _____ FAX: _____

SPECIFIC ISSUE: SEI

WRITTEN TESTIMONY: _____

IF YOU WISH TO ADDRESS THE BOARD:

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IF YOU WISH TO SUBMIT WRITTEN COMMENTS TO THE BOARD:

1. Please complete this form and return to the Board Clerk.
2. Written testimony will be entered into the official record.

BOGSTAD Deborah L

From: DARGAN Karyne A

Sent: Friday, May 23, 2008 12:54 PM

To: ROJO DE STEFFEY Maria; COGEN Jeff; WHEELER Ted; ROBERTS Lonnie J; NAITO Lisa H; SHERIFF; GRIFFIN-VALADE LaVonne L; SCHRUNK Michael D

Cc: #DRM; LASHUA Matthew; MARTINEZ David; MADRIGAL Marissa D; FARVER Bill; MCLELLAN Jana E; WEST Kristen; MACK Thomas M; WESSINGER Carol M; FALKENBERG Keith E; BOGSTAD Deborah L; NEBURKA Julie Z; HAY Ching L; JASPIN Michael D; ELKIN Christian; CAMPBELL Mark; BURDINE Angela L; DURANT Sarah; WU Liang; DARGAN Karyne A; AAB Larry A; YANTIS Wanda; KIRK Christine A; MARCY Scott; THOMAS Bob C; ELLIOTT Gerald T; COBB Becky

Subject: Responses to BCC questions from 5/13/08 Budget Worksession on General Government

Dear Members of the Board -

Attached are the departmental responses to questions posed by the Board at the 5/13/08 Budget Worksession on General Government. Please do not hesitate to contact me if you have any questions.

Thanks,
Karyne

MULTNOMAH COUNTY OREGON

5/13/2008



FY 2009 General Government Budget Worksession Follow-Up

Issues/Discussions/Findings

Department of County Management

Naito: Would like a chart of DCM revenues, especially A&T. Also would like to see percentage of service reimbursements that are coming from the General Fund

DCM Response:

FY 2009 DCM Approved Budget - General Fund Revenues

	CAFFA *	Fees	Other	Total
Assessment & Taxation	\$ 3,553,200	\$ 5,595,000	\$ 130,500	\$ 9,278,700
Finance Division			\$ 329,979	\$ 329,979
Director's Office			\$ 9,767	\$ 9,767
	\$ 3,553,200	\$ 5,595,000	\$ 470,246	\$ 9,618,446

* CAFFA - County Assessment Function Funding Assistance from Oregon Department of Revenue

FY 2009 DCM Approved Budget - Percent DCM General Fund Revenue Supported

FY 2009 General Fund Expenditures	Total FY 2009 GF Expenditures	% Supported by Revenue	% General Fund Supported
Assessment & Taxation	\$ 15,175,757	61.1%	38.9%
DCM Non A&T	\$ 19,292,877	1.8%	98.2%
All DCM	\$ 34,468,634	27.9%	72.1%

FY 2009 Approved Budget - Service Reimbursements by County Funds

	From General Fund	% From General Fund	From All Other Funds	From All Funds
Risk Management	\$ 33,583,511	48.6%	\$ 35,464,706	\$ 69,048,217
Facilities Management	\$ 19,844,870	52.7%	\$ 17,787,111	\$ 37,631,981
Fleet Management	\$ 3,459,127	58.3%	\$ 2,470,633	\$ 5,929,760
Mail Distribution	\$ 1,788,591	56.6%	\$ 1,369,822	\$ 3,158,413
Information Technology	\$ 15,775,689	50.5%	\$ 15,450,083	\$ 31,225,772
	\$ 74,451,788	50.6%	\$ 72,542,355	\$ 146,994,143

Wheeler: Do we have adequate resources devoted to facilities projects?

DCM/Facilities Response:

There is no doubt that Facilities is stretched very thin to manage all the projects that require attention right now. In many ways this is a "perfect storm" with issues on major projects which we thought would be resolved by now and others which required more and earlier attention than we expected.

We have done a careful analysis of what is required and are working with the DCM Director and the Chair's Office to add some temporary assistance for project management during the peak problem time in the next 8 -12 weeks. In addition, our budget as currently shown in the Chair's proposed budget

provides for changes in staffing and work assignment which will help balance the load. The one area where we are not comfortable that we have adequate coverage is in administrative support and we are considering approaches for adding one FTE in that area. With these changes, we believe we will that we will have adequate coverage for all projects.

Naito [amendment]: Add \$100,000 for land use re: height adjustment and bridge head
DCM Response :

The current and proposed budget includes funding for this purpose (in the Courthouse Program Offer). We believe this requirement has already been addressed.

Naito [amendment]: Add 0.50 FTE for the Courthouse Project

DCM/Facilities Response:

The Courthouse Program Offer which is included in the Chair's proposed budget includes a full-time position plus support from a second position for the work on the Courthouse. We believe this should be adequate to support the project.

Department of Community Services

Rojo: How much has code compliance increased due to new position?

DCS Response:

For the period January through April 2007, 11 cases were closed. For the period January through April 2008, 47 cases were closed. An increase in the average per month from 2.8 to 11.8.

Chair: Would like post analysis election report regarding how it went?

DCS Response:

It is too early for a definitive review; however, there were no major issues to report from Election Day. Information will be compiled and brought before the Board at a later date.

Chair: How much bridge funding can be done with existing dollars?

DCS Response:

We have sufficient funding through the end of FY 2009. At that point the two major factors that will determine how far we can proceed with the Sellwood Bridge are:

1. Which alternative is chosen and the design costs associated with that alternative.
2. How the Sauvie Island loan issue is resolved

Chair [amendment]: Move funding for Wapato from contingency into operating budgets.

Amendment proposed for consideration

Chair: Chair's Office draft letter of support to Trimet for CCFC.

Chair's Office to prepare letter in support to Trimet for CCFC.

Rojo [amendment]: Add up to \$150,000 for Communities of Color participatory research

Amendment proposed for consideration

Naito [amendment]: Homeless youth, \$358,400.

Amendment proposed for consideration

Naito [amendment]: 4.00 FTE Corrections Health Nurses

Amendment proposed for consideration

Naito: Wants to understand relationship between deferred maintenance/COP/DCM prior to Capital Briefing

Budget Office Response:

The two are not related. The Deferred Maintenance COP that we are proposing to pay off in the FY 2009 budget was part of a \$61.2 million debt offering issued in FY 1999-2000. That COP funded a number of items including the Multnomah County East Building, purchase of the County's SAP system, and improvements to the Mead and McCoy Buildings.

The Deferred Maintenance portion of that COP issue was \$15 million and it funded a wide variety of deferred maintenance projects. It has been supported by a \$1.4 million annual payment from the General Fund. Those payments are currently scheduled through FY 2015. The Executive Budget proposes to use \$9.8 million of OTO revenue which will relieve the General Fund of this \$1.4 million annual payment.

There continues to be a Deferred Maintenance backlog and we have been funding it with a surcharge assessed on facilities rates for the past several years. During the briefing it was mentioned that we would fall further behind in Deferred Maintenance because the surcharge rate had not been increased this year. The Facilities Strategic Plan calls for an 8% increase in the rate each year. The choice we face next year is to increase the rate by 16% (currently, it is set at \$2.35 per square foot) or identify additional funds that could be used to support the CIP program.