

DATE SUBMITTED August 8, 1988

(For Clerk's Use)

Meeting Date \_\_\_\_\_

Agenda No. \_\_\_\_\_

REQUEST FOR PLACEMENT ON THE AGENDA

Subject: Food Train

Informal Only August 16, 1988 A.M.  
(Date)

Formal Only \_\_\_\_\_  
(Date)

DEPARTMENT County Chair

DIVISION \_\_\_\_\_

CONTACT Barbara S. Donin

TELEPHONE 248-3308

\*NAME(s) OF PERSON MAKING PRESENTATION TO BOARD Linda Wright

BRIEF SUMMARY Should include other alternatives explored, if applicable, and clear statement of rationale for the action requested.

Presentation on Food Train currently being organized by U.S. Bank

(IF ADDITIONAL SPACE IS NEEDED, PLEASE USE REVERSE SIDE)

ACTION REQUESTED:



INFORMATION ONLY



PRELIMINARY APPROVAL



POLICY DIRECTION



APPROVAL

INDICATE THE ESTIMATED TIME NEEDED ON AGENDA 20 minutes

IMPACT:



PERSONNEL



FISCAL/BUDGETARY



General Fund



Other \_\_\_\_\_

BOARD OF  
COUNTY COMMISSIONERS  
MULTNOMAH COUNTY  
OREGON  
1988 AUG - 9 PM 4:25

SIGNATURES:

DEPARTMENT HEAD, ELECTED OFFICIAL, or COUNTY COMMISSIONER: Gladys McCoy<sup>td</sup>

BUDGET / PERSONNEL \_\_\_\_\_

COUNTY COUNSEL (Ordinances, Resolutions, Agreements, Contracts) \_\_\_\_\_

OTHER \_\_\_\_\_

(Purchasing, Facilities Management, etc.)

NOTE: If requesting unanimous consent, state situation requiring emergency action on back.

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**HUMAN SOLUTIONS, INC.**

4420 S.E. 64th Avenue

Portland, OR 97206

**503/248-5200**



## THE FOOD TRAIN

### THERE IS A NEED

Every day throughout the Portland Metro area people need food on an emergency basis. They are families with small children... elderly ...and the disabled. In response to this need U.S. Bank has coordinated a project called "The Food Train".

### YOUR COMPANY CAN HELP MEET THIS NEED

Each day, The Food Train project distributes food through donors such as hotels, restaurants, bakeries, etc. With the help of Broadway Cab Company and U.S. Bank's courier system we have coordinated a delivery system between food donors and the St. Francis Dining Hall which acts as a clearinghouse for the smaller agencies whose focus is feeding and servicing families.

We just need your phone call to let us know where to pick up your food donation

If you're a..... restaurant and prepare more food than you were able to serve food....

..... caterer or vending machine operator with leftover prepared food....

..... licensed food distributor with odd lots...

### IT'S EASY

Businesses are usually surprised at how easy it is to donate food.

Just make a phone call... keep the food refrigerated or frozen until we pick it up... and we'll do the rest.

- \* We operate six (6) days a week
- \* Pick-up is guaranteed before the end of each day
- \* Special arrangements are available to help meet the unique needs of your business

### IT'S SAFE

\*Safety and sanitation are stressed in handling the food

## IT'S A PORTLAND TRADITION

The Portland business community has always extended a hand to help people in need. For years Portland has reached out during the holidays and met the need. But these have been individual efforts, limited by available transportation, dependant on word-of-mouth knowledge as to who needed help.

Now The Food Train project is expanding on a Portland tradition. Through a coordinated information network and fast distribution system, this program enables businesses like yours to donate food easily and assure that it will go where it is needed year round.

## YOUR BENEFITS

As a donor to The Food Train project, you receive many benefits in addition to having the satisfaction of knowing you are helping Portland's hungry families. Your benefits include:

- Satisfaction - you are a part of the solution to hunger
- Assurance - of safe, quick, high-quality distribution
- Convenience - process of pick up takes about an hour or less from start to finish. The food is expected to be eaten on the day of delivery
- Our Guarantee - that your food donation will go directly to those who need it most
- Professional - trained volunteers and friendly reminders Treatment

## CALL WITH YOUR DONATION TODAY

U.S. Bank  
Monday through Friday (275-6244)

Broadway Cab Company  
Sunday Only (243-5801)

\* There will be NO SATURDAY PICK UP.

For more information: Ruby Haughton  
U.S. Bank  
Public Affairs Division

(503) 275-5796  
P. O. Box 8837  
Portland, OR 97208

DATE SUBMITTED 8/11/88

*Clerk's Copy*

(For Clerk's Use)

Meeting Date \_\_\_\_\_

Agenda No. \_\_\_\_\_

REQUEST FOR PLACEMENT ON THE AGENDA

Subject: Gatekeeper Program

Informal Only\* 8/16/88  
(Date)

Formal Only \_\_\_\_\_  
(Date)

DEPARTMENT County Chair DIVISION \_\_\_\_\_

CONTACT Michael Dolan TELEPHONE 3308

\*NAME(s) OF PERSON MAKING PRESENTATION TO BOARD Don Eckton

BRIEF SUMMARY Should include other alternatives explored, if applicable, and clear statement of rationale for the action requested.

Video tape of Gatekeeper Program

(IF ADDITIONAL SPACE IS NEEDED, PLEASE USE REVERSE SIDE)

ACTION REQUESTED:

☒ INFORMATION ONLY ☐ PRELIMINARY APPROVAL ☐ POLICY DIRECTION ☐ APPROVAL

INDICATE THE ESTIMATED TIME NEEDED ON AGENDA 15 minutes

IMPACT:

☐ PERSONNEL

☐ FISCAL/BUDGETARY

☐ General Fund

☐ Other \_\_\_\_\_

SIGNATURES:

DEPARTMENT HEAD, ELECTED OFFICIAL, or COUNTY COMMISSIONER: Gladys McCoy

BUDGET / PERSONNEL /

COUNTY COUNSEL (Ordinances, Resolutions, Agreements, Contracts) \_\_\_\_\_

OTHER \_\_\_\_\_  
(Purchasing, Facilities Management, etc.)

NOTE: If requesting unanimous consent, state situation requiring emergency action on back.



*The Multnomah County Board of Commissioners  
and  
the Board of Directors of Human Solutions, Inc. (formerly MCCA)*

*Cordially invite you to attend a reception  
to honor the charter Gatekeeper organizations  
of mid and east Multnomah County  
and  
to announce the expansion of the Gatekeeper Project  
to the entire County*

*Thursday, August 18, 1988*

*11:00 - 11:45 a.m.*

*Board Room, sixth floor  
Multnomah County Courthouse  
1021 S.W. Fourth Avenue, Portland*

*Gladys McCoy, Multnomah County Chair,  
will proclaim "Gatekeeper Day"*

*Please RSVP by August 12*

*The Gatekeeper Program is part of Elderlink,  
a project directed by Mt. Hood Community Mental Health Center and  
funded by the Fred Meyer Charitable Trust*

# Human Solutions, Inc.

RELEASE: 8/12/88

CONTACT: Don Eckton 248-5200 or  
Steve Rapp 248-5200

PHOTO, VIDEO, AUDIO OPPORTUNITY: Yes

COUNTY PROCLAIMS "GATEKEEPER DAY" TO HONOR 21 GROUPS WHO FIND, HELP  
VULNERABLE ELDERLY;  
Project to Expand from East County to all of Multnomah County

The Multnomah County Board of Commissioners will declare Thursday, August 18th "Gatekeeper Day", in honor of businesses, private associations and government agencies that are partners in a unique program to help isolated, frail elderly. The announcement will take place at a ceremony at the Courthouse immediately following the weekly meeting of the Commissioners.

The focus of the ceremony is the "Gatekeeper Project". "Gatekeepers" are employees of businesses who are trained to spot, in the course of their regular work, isolated seniors who need any kind of help. If an employee suspects an elderly person is in need of help, he or she calls Human Solutions, Inc., a private non-profit social service agency, that then arranges a visit to the elderly person to offer help.

20 local businesses, business associations and government agencies, that have allowed their employees to be trained as gatekeepers, will be honored at the August 18th ceremony at the County Courthouse. During its first year, the Gatekeeper Program trained nearly 2,000 employees who referred 207 seniors in need of help. Seniors received such help as housekeeping, shopping assistance, transportation, medication monitoring, and mental health counseling.

A featured speaker at the ceremony will be a credit manager for Portland General Electric who made a referral that may have saved the life of a 70 year old woman.

The occasion will also announce the expansion of the project to the entire county as of July 1st this year. The project had been limited to an area east of 82nd Avenue to the County line.

"We're very pleased and excited at the prospect of expanding this program county-wide" noted Don Eckton, Executive Director of Human Solutions, Inc. "This is the ideal of a public/private partnership that works".

McCoy is scheduled to proclaim "Multnomah County Gatekeeper Day" at 11:30 a.m.. Other speakers will include Marty Lemke, Program Officer of the Fred Meyer Charitable Trust, Jim McConnell, Director of the Multnomah County Aging Services Division, Don Eckton, Executive Director of Human Solutions, Inc., and Pauline Anderson, Multnomah County Commissioner.

Gatekeeper Day News Release  
Page two

Current gatekeeper organizations include the Gresham Police Department, Gresham Sanitary Services, Mid-County Sewer Project, Gresham Annexation Office, Retail Oil Credit Managers, Pacific Power & Light Co., Emergency Medical Service Workers, Portland Fire Bureau, Northwest Natural Gas, and Portland General Electric.

Also the Gresham Fire Department, Gresham Public Works, Portland General Electric, Care Ambulance, Buck Medical Service, City of Portland Auditors, Multnomah County Sheriff's Department, U.S. Post Offices, U.S. Bank, AA Ambulance, and General Telephone and Electric.

The Gatekeeper Program is a component of Elderlink, a 3-year demonstration project funded by the Fred Meyer Charitable Trust. The Elderlink Project is designed to locate and provide comprehensive services to at-risk elderly. The Elderlink Project is administered by the Mt. Hood Community Mental Health Center. Multnomah County Aging Services and Health Services Divisions also play a role in the project.

The program began February, 1987

- 30 -

[A gatekeeper, corporate representatives and the program manager will be available for interviews]



## GATEKEEPER HONOR ROLL

AA Ambulance

Northwest Natural Gas  
Co.

Buck Medical Service

Pacific Power & Light Co.

Care/TVA Ambulance

Portland Fire Bureau

General Telephone &  
Electric

Portland City Auditors

Gresham Annexation  
Office

Portland General Electric

Gresham Fire Dept.

Portland Police Bureau  
East Precinct

Gresham Police Dept.

Retail Druggists  
Association

Gresham Public Works

Retail Oil Credit  
Managers

Gresham Sanitary  
Services

U.S. Bank

Mid-County Sewer  
Project

U.S. Post Office

Multnomah County  
Sheriff's Dept.



*Community support for the elderly*

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*"Friendship is a sheltering Tree."*

-Samuel Coleridge

The Gatekeeper Program assists vulnerable older Americans. A tree was chosen to symbolize the program because the tree is a symbol of life, growth and strength. Like tree roots in touch with life-giving nutrients in the earth, Gatekeepers are the link between the older person and community services. In many cases, the Gatekeeper Program has saved lives. In other cases, it's given a new lease on life to the person assisted. A successful Gatekeeper Program helps make communities stronger, healthier and certainly friendlier places in which to live.

## GATEKEEPER RECOGNITION RECEPTION

August 18, 1988  
11:00 - 11:45 a.m.

Multnomah County Courthouse  
Board Room, Sixth Floor

### P R O G R A M

Welcome & Overview of Gatekeeper Program	Don Eckton, Executive Director Human Solutions, Inc.
Gatekeeper Success Story	A Gatekeeper
Acknowledge Fred Meyer Charitable Trust	Pauline Anderson, Multnomah County Commissioner
The Fred Meyer Charitable Trust	Marty Lemke, Senior Program Officer The Fred Meyer Charitable Trust
Announce Expansion County-wide	Jim McConnell, Director, Multnomah County Aging Services Division
Proclaim "Gatekeepers" day	Gladys McCoy, Chair, Multnomah County Board of Commissioners
Recognize Gatekeeper Organizations & Present Certificates	Gladys McCoy, Joe Gorciak, Chair of the Board, Human Solutions, Inc.
Cut Cake & Social Time	All

[0106P:SHR]



## Fact Sheet

### What is the Gatekeeper Program?

The Gatekeeper Program, operated by Human Solutions Inc., provides an entry mechanism to a network of services designed to meet the special needs of at-risk older adults. The Gatekeeper Program is a component of Elderlink, a 3-year demonstration project designed to identify isolated east County seniors and bring them help at the first signs of distress.

### How Does the Program Work?

A social service agency recruits businesses and organizations in the community to serve as partners in the effort to locate vulnerable older adults. Their employees become "Gatekeepers", people who come in contact with older adults during daily work activities and who are trained to recognize seniors who might need help.

### Gatekeeper Vital Statistics

- The program began February, 1987
- There are currently 1,966 gatekeepers representing 21 organizations
- 207 referrals have been received from gatekeeper organizations
- 48% of those referred have been helped
- 25% of those referred were already receiving help, and the referral alerted their service provider to new or additional needs they had
- Gatekeepers can refer a senior with a single phone call to Human Solutions, Inc., 248-5200

### Gatekeeper Target Area

Original target area: East of 82nd avenue to the Multnomah County line  
Expanded target area as of July 1, 1988: All of Multnomah County

### How is the Older Adult Helped?

Gatekeeper referrals are linked with services which match their needs and which will preserve their independence and dignity. Some services available to Gatekeeper referrals include:

housekeeping	personal care	home repairs
financial help	shopping assistance	telephone reassurance

### Gatekeeper Organizations

Portland General Electric	Gresham Fire Department
Gresham Public Works	Buck Medical Service
Mid-County Sewer Project	Gresham Annexation Office
Retail Oil Credit Managers	General Telephone and Electric
Portland Fire Bureau	Northwest Natural Gas
Pacific Power & Light Co.	Gresham Police Department
Care/TVA Ambulance	Gresham Sanitary Services
City of Portland Auditors	Multnomah County Sheriff's Dept.
U.S. Post Offices	U.S. Bank
AA Ambulance	Retail Druggists Association
Portland Police Bureau-East Precinct	

### Gatekeeper Project Participants

Original funding: Fred Meyer Charitable Trust  
Expansion funding: Multnomah County ASD and Human Solutions, Inc.  
Operation: Human Solutions, Inc. (formerly MCCA)  
Administration: Mt. Hood Community Mental Health Center

## THE GATEKEEPER PROGRAM: A Closer Look

The Gatekeeper Program is one component of Elderlink, a 3-year demonstration project funded by Fred Meyer Charitable Trust and administered by Mt. Hood Community Mental Health Center. Elderlink was created to identify isolated East Multnomah County seniors and to bring them appropriate help at initial signs of distress. The Gatekeeper Program provides an entry mechanism to the Elderlink network of services which was designed to meet the special needs of impaired older adults.

There is often an invisible "gate" between seniors who need help and the community resources that can help them. To get the help they need, seniors must find the gate and open it. Many older Americans live active, independent lives, or have family or friends who step in to help when necessary. But there is a large group of older people who live alone and have no one with whom they have regular contact. These elderly may simply not know help is available or how to access it, or they may be reluctant to ask for help. Some may be embarrassed by their situation or fearful of losing their independence. Others may be suffering from a physical or mental condition which interferes with their judgement and capacity to understand their problems. With no one watching out for them, these elderly citizens are especially vulnerable when things go wrong. Problems like confusion, unexpected income loss, or health emergencies can quickly worsen if left unchecked, forcing an older adult into serious decline, hospitalization, or even death.

Under contract with Mt. Hood Community Mental Health, Human Solutions Inc. (formerly MCCA) developed the Gatekeeper Program as a way of reaching those older adults who are unable to reach out for help themselves. The program assumes that community and social service organizations are partners in the effort to find vulnerable older adults in need of help to preserve their independence. "Gatekeepers", people who come in contact with older adults during their daily work activities, are trained to recognize those who might be in need of help.

Any person who works with the public is a potential Gatekeeper, and employees whose work takes them to seniors' homes - either in person or by phone - have a special opportunity to help: a postal worker might notice mail or newspapers piling up on a porch; a customer service representative for a utility company may get a call from an older person who can't pay the bill because most of the month's income went to buy medicine; or a meter reader could notice unsanitary or unsafe conditions in the yard or home of a senior.

While some employees have been aware of senior customers who needed help, they haven't known how to help or even if it's appropriate to try. As Gatekeepers, they are given the skills they need to be of real assistance in their community. They learn the signs of a potential problems: things that they can see or observe (a neglected yard or an interruption in a prompt bill payment pattern), things they can smell (strong pet odors), things they can hear (statements like "No one cares"), and things they can feel (a personality change such as withdrawal or hostility).

**THE GATEKEEPER PROGRAM: A Closer Look**  
**Page two**

When a Gatekeeper identifies an older person needing help, he or she has a single phone number to call that reaches an Information Specialist. They describe their concerns, and a trained case manager investigates the situation, assesses the older person's need for services, and coordinates the delivery of those services.

With 21 organizations now participating as partners in this project, the Gatekeeper Program has become a unique community effort and an effective method for linking older adults with services. This strong and broad-based organizational commitment has produced nearly 2,000 Gatekeepers at work in our community.

Since the project began in February 1987, Gatekeepers have referred 207 individuals, 48% of whom have been provided with or linked with new services. Another 25% were receiving services prior to the referral. Even in these instances Gatekeepers have played a vital role. The timelines of Gatekeeper referrals serves to complement social service agencies case monitoring activities of vulnerable and high-risk older adults through their ability to spot changes in client behavior or circumstances. Gatekeeper referrals can provide social service agencies with the opportunity to intervene prior to a situation evolving into a full-blown crisis.

Gatekeepers are the link between isolated seniors with unattended needs and sources of help. At the very least, they can call attention to a potential problem. And sometimes they can make the difference between life and death.

Based on the success of the Elderlink Gatekeeper Program and an interest and responsibility to identify and reach out to Multnomah County elderly citizens in need, the Multnomah County Aging Services Division is launching a County-wide Gatekeeper Program. The Aging Services Division, Human Solutions Inc., and other aging service providers have begun working together to identify organizations to be targeted for the County-wide program.

**By Cathy Clay, Director, Department of Aging Services  
Human Solutions, Inc.**

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