

# **ANNOTATED MINUTES**

Tuesday, December 7, 1999 - 7:00 AM  
Portland City Hall, Lovejoy Room, Second Floor  
1221 SW Fourth Avenue, Portland

## **PUBLIC SAFETY COORDINATING COUNCIL** **MEETING**

WS-1 Discussion of Multnomah County's November 2000 Public Safety Levy with the Public Safety Coordinating Council. Chair Beverly Stein and Commissioners Sharron Kelley and Lisa Naito in Attendance. Presentations by Beverly Stein, Mike Schrunk, Chiquita Rollins, Sharron Kelley, Jim Ellis, Suzanne Riles, Jim Hennings, Kris Olson, Linda Jaramillo and Lisa Naito.

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Tuesday, December 7, 1999 - 9:30 AM  
Multnomah County Courthouse, Boardroom 602  
1021 SW Fourth Avenue, Portland

## **BUDGET WORK SESSION**

*Chair Beverly Stein convened the meeting at 9:36 a.m., with Vice-Chair Diane Linn, Commissioners Sharron Kelley and Lisa Naito present, and Commissioner Serena Cruz arriving at 9:40 a.m.*

WS-2 Emerging Budget Issues for FY 2000-2001: Department of Support Services. Presented by Vickie Gates and Invited Staff.

***VICKIE GATES, FAITH LONG, LISA YEO AND  
TOM SIMPSON PRESENTATIONS AND RESPONSE  
TO BOARD QUESTIONS AND DISCUSSION  
REGARDING CLASSIFICATION AND  
COMPENSATION, INTEGRATED ENTERPRISE  
SYSTEM, BENEFITS AND BENEFIT PROGRAM,  
AND TECHNOLOGY ISSUES.***

WS-3 Emerging Budget Issues for FY 2000-2001: Aging and Disability Services Department. Presented by Jim McConnell and Invited Staff.

**JIM MCCONNELL, MARY SHORTALL, REY ESPAÑA AND SHARON MILLER PRESENTATIONS AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION REGARDING INTEGRATING HEALTH, HOUSING AND LONG TERM CARE, IMPROVING CASE MANAGEMENT PRACTICES, IN-HOME PROVIDER SERVICES, MENTAL HEALTH FOR THE ELDERLY AND DISABLED, THE DEVELOPMENTAL DISABILITIES COORDINATOR PILOT PROJECT, AND TRANSPORTATION ISSUES.**

*There being no further business, the meeting was adjourned at 11:35 a.m.*

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Thursday, December 9, 1999 - 9:00 AM  
Multnomah County Courthouse, Boardroom 602  
1021 SW Fourth Avenue, Portland

## **REGULAR MEETING**

*Chair Beverly Stein convened the meeting at 9:07 a.m., with Vice-Chair Diane Linn, Commissioners Lisa Naito and Serena Cruz present, and Commissioner Sharron Kelley arriving at 9:35 a.m. due to another meeting.*

### **CONSENT CALENDAR**

**UPON MOTION OF COMMISSIONER LINN, SECONDED BY COMMISSIONER NAITO, THE CONSENT CALENDAR (ITEMS C-1 THROUGH C-8) WAS UNANIMOUSLY APPROVED.**

### **NON-DEPARTMENTAL**

- C-1 Appointments of Serena Cruz, Ron Wyden, Gordon Smith, Earl Blumenauer, David Wu, Dan Noelle, Mike Schrunck, Alma Soria Ayuso, David Beebe, Elyse Clawson, Robin Redwine, Frank Noonan, Steven Wax, Lynnae Berg, Bernie Guisto, Julie Franz, Jim Hennings, F. J. Capriotti, Linda Ramirez, Julie Neburka and Timothy Barnhardt to the MULTNOMAH COUNTY INS TASK FORCE
- C-2 Budget Modification NOND 03 Reclassifying Assistant County Counsel 2 Position to Assistant County Counsel 3

- C-3 Budget Modification NOND 04 Reclassifying Paralegal Assistant Position to Litigation Paralegal (Law Clerk)

**AGING AND DISABILITY SERVICES DEPARTMENT**

- C-4 Amendment 7 to Intergovernmental Agreement 100145 with Tri-Met, Extending Door-to-Door Rides for Frail Elders through June 30, 2000

**DEPARTMENT OF COMMUNITY AND FAMILY SERVICES**

- C-5 Intergovernmental Agreement 0010663 with Multnomah Education Service District, Purchasing School-to-Work Services Under the Urban/Rural Opportunity Grant through June 30, 2000

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

- C-6 RESOLUTION Authorizing Execution of Deed D001697 for Repurchase of Tax Foreclosed Property to Former Owner Marida A. Peterson

***RESOLUTION 99-237.***

**DEPARTMENT OF HEALTH**

- C-7 Budget Modification HD 7 Approving Increase of \$98,087 and 1.25 FTE in the Primary Care Behavioral Health Budget Funded with an Increase in the Federal Health Resources and Services Administration Primary Care Grant
- C-8 Budget Modification HD 8 Approving Increase of \$199,286 and 2.18 FTE in the Planning and Development Budget Funded with a Federal Health Resources and Services Administration Grant for HIV Medical Adherence Evaluation; and an Increase of \$9,478 and .2 FTE in the STD Budget Funded with State of Oregon AIDS Surveillance Grant Increase

**REGULAR AGENDA**

**DEPARTMENT OF HEALTH**

- R-1 Budget Modification HD 9 Requesting \$500,000 General Fund Contingency Transfer to the Primary Care Division, Various Accounts, to Restore Clinical Services Previously Funded through State Safety Net Funds

***COMMISSIONER CRUZ MOVED AND  
COMMISSIONER LINN SECONDED, APPROVAL***

***OF R-1. TOM FRONK AND SHARON ARMSTRONG  
EXPLANATION AND RESPONSE TO BOARD  
QUESTIONS. BUDGET MODIFICATION  
UNANIMOUSLY APPROVED.***

**DEPARTMENT OF COMMUNITY AND FAMILY SERVICES**

- R-2 NOTICE OF INTENT to Apply to the U.S. Department of Justice/Bureau of Justice Assistance 1999 Open Solicitation for \$150,000 Local Criminal Justice Planning Grant to Create a Comprehensive Plan for Domestic Violence Intervention and Prevention in Multnomah County

***COMMISSIONER NAITO MOVED AND  
COMMISSIONER CRUZ SECONDED, APPROVAL  
OF R-2. CHIQUITA ROLLINS EXPLANATION AND  
RESPONSE TO BOARD QUESTIONS AND  
COMMENTS IN RESPONSE. NOTICE OF INTENT  
UNANIMOUSLY APPROVED.***

- R-3 NOTICE OF INTENT to Apply to the U.S. Department of Justice/Bureau of Justice Assistance 1999 Open Solicitation for \$150,000 Grant to Fund Maintenance and Enhancement of Mental Health Services Provided for Youth in the Donald E. Long Juvenile Detention Center

***COMMISSIONER NAITO MOVED AND  
COMMISSIONER LINN SECONDED, APPROVAL  
OF R-3. JANICE GRATTON EXPLANATION.  
NOTICE OF INTENT UNANIMOUSLY APPROVED.***

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

- R-4 RESOLUTION Endorsing the Adoption of Land Use Planning Values for Rural Multnomah County

***COMMISSIONER NAITO MOVED AND  
COMMISSIONER LINN SECONDED, APPROVAL  
OF R-4. KATHY BUSSE EXPLANATION AND  
READING OF VALUES DEVELOPED BY BOARD,  
PLANNING COMMISSION AND INTERESTED  
PARTNERS. BOARD COMMENTS IN  
APPRECIATION OF PARTICIPATION OF STAFF,  
PLANNING COMMISSION AND INTERESTED  
PARTNERS. AT CHAIR STEIN'S SUGGESTION,***

***MS. BUSSE ADVISED SHE WILL HAVE VALUES PRINTED ON POSTER BOARD FOR USE DURING BOARDROOM HEARINGS. RESOLUTION 99-238 UNANIMOUSLY APPROVED.***

- R-5 PUBLIC HEARING and Consideration of a RESOLUTION Surrendering Jurisdiction of SW 49th Avenue (Kerr Parkway, County Road No. 1391) to the City of Lake Oswego

***COMMISSIONER LINN MOVED AND COMMISSIONER NAITO SECONDED, APPROVAL OF R-5. CLERK EXPLANATION. COMMISSIONER LINN ADVISED SHE HAS HEARD NOTHING AGAINST THE PROPOSED TRANSFER. NO ONE WISHED TO TESTIFY. RESOLUTION 99-239 UNANIMOUSLY APPROVED.***

**PUBLIC COMMENT**

- R-6 Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.

***NO ONE WISHED TO COMMENT.***

**NON-DEPARTMENTAL**

- R-7 Budget Modification NOND 02 Funding a Permanent Assistant County Counsel 1 Position and Deleting a Portion of an Existing Line Item for Temporary Employee in the Office of County Counsel

***COMMISSIONER NAITO MOVED AND COMMISSIONER CRUZ SECONDED, APPROVAL OF R-7. AGNES SOWLE AND TOM SPONSER EXPLANATION. BUDGET MODIFICATION UNANIMOUSLY APPROVED.***

- R-8 First Reading of a Proposed ORDINANCE Repealing MCC 27.300 and 27.301 and Adding New Provisions to Multnomah County Code Chapter 21 Relating to Workplace Hazards [Providing Smoke-Free Workplaces by Prohibiting Smoking in Places of Employment]

***ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER NAITO MOVED***

**AND COMMISSIONER LINN SECONDED,  
APPROVAL OF FIRST READING.**

*Commissioner Sharron Kelley arrived at 9:35 a.m.*

**COMMISSIONER NAITO EXPLANATION, AND  
COMMENTS IN APPRECIATION OF STAFF  
EFFORTS. COMMISSIONER LINN EXPLANATION  
OF RESOLUTION R-9 AND COMMENTS IN  
APPRECIATION OF THE EFFORTS OF THE  
TOBACCO PREVENTION COALITION. JERRY  
SPEGMAN, FRANK BAUMEISTER, MEL KOHN,  
MICHAEL LEWIS, CAROLYN MORRISON,  
RICHARD NORTH, PATRICIA LENT, MARGARET  
LINN, CAROL HAYWOOD, DARRYL JOANNIDES,  
CRAIG ZIELINSKI, TALEESHA PITTMAN AND  
KATIE SINNOTT TESTIMONY IN SUPPORT.  
EBONY HINCK TESTIMONY AND SUBMITTED  
SIGNED POSTCARDS IN SUPPORT OF SMOKE-  
FREE WORKPLACES. MARY CHRISTIANSEN,  
DANA KAYE, DEBY CHURNSIDE AND WARDEN  
MINOR TESTIMONY IN SUPPORT. HOWARD  
HODGES AND JOHN MCENROE TESTIMONY IN  
OPPOSITION. JIM EDDY AND GAIL JEIDY  
TESTIMONY IN SUPPORT. CRYSTAL IMES  
TESTIMONY AND SUBMITTED SIGNED  
PETITIONS IN SUPPORT OF SMOKE-FREE  
WORKPLACES. JACQUELINE MARTIN, PHENA  
HAY AND DANNA LEI TESTIMONY IN SUPPORT.  
ANDREW CRAIG SUBMITTED SIGNED PETITIONS  
TO KEEP SMOKING LEGAL IN BARS AND  
RESTAURANTS. BRUCE ALEXANDER KNIGHT  
TESTIMONY IN OPPOSITION. JONATHAN WONG  
AND MAYE THOMPSON TESTIMONY IN SUPPORT.  
ALEXANDER HAMALIAN TESTIMONY AND  
SUBMITTED SIGNED PETITIONS TO KEEP  
SMOKING LEGAL IN BARS AND RESTAURANTS,  
AND RESPONSE TO QUESTIONS OF  
COMMISSIONER LINN. KELLY SCANNELL  
TESTIMONY IN SUPPORT.**

*The public hearing on the proposed ordinance was tabled at 11:09 a.m. in  
order to address the following land use planning meeting scheduled for 11:00 a.m.*

Thursday, December 9, 1999 - 11:00 AM  
Multnomah County Courthouse, Boardroom 602  
1021 SW Fourth Avenue, Portland

## **LAND USE PLANNING MEETING**

- P-1 DE NOVO HEARING Regarding the Hearings Officer Decision Denying SEC 39-98, a Request for Approval of a Significant Environmental Concern Permit for a 120' by 60' Parking Area, Access Road and Pond Constructed on Property in the Commercial Forest Use Zoning District Located on a Forty Acre Parcel of Land Near Forest Park in West Portland.

**CHAIR STEIN ADVISED THAT ATTORNEY FOR APPLICANTS SENT WRITTEN NOTIFICATION THIS MORNING WITHDRAWING APPEAL IN THIS MATTER. CLERK READ HEARINGS OFFICER DECISION. UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER LINN, THE HEARINGS OFFICER DECISION WAS UNANIMOUSLY AFFIRMED.**

*The land use planning meeting was adjourned and the public hearing on the proposed ordinance was resumed at 11:10 a.m.*

**T FOXE AND LINDA HAGEN TESTIMONY IN OPPOSITION. BILL PERRY TESTIMONY IN SUPPORT OF GIVING RESTAURANT INDUSTRY THE CHOICE OF GOING SMOKE-FREE. PHAEDRA CULLITON TESTIMONY IN OPPOSITION. PAT RUZICKA TESTIMONY IN SUPPORT. COMMISSIONER KELLEY MOVED AND COMMISSIONER LINN SECONDED, AMENDMENT TO SECTION 3 CHANGING THE EFFECTIVE DATE TO JULY 1, 2000. ROBERT TRACHTENBERG EXPLANATION. COMMISSIONERS LINN AND NAITO COMMENTS IN SUPPORT. AMENDMENT UNANIMOUSLY APPROVED. COMMISSIONER KELLEY MOVED AND COMMISSIONER LINN SECONDED, AMENDMENT ADDING SECTION 4 TO HAVE ENFORCEMENT DATE EFFECTIVE JULY 1, 2001. AMENDMENT UNANIMOUSLY APPROVED. COMMISSIONER KELLEY'S MOTION TO ADD ANOTHER AREA WHERE SMOKING**

**WOULD NOT BE REGULATED FAILED FOR LACK OF A SECOND. COMMISSIONERS NAITO AND LINN COMMENTS IN SUPPORT. COMMISSIONERS CRUZ AND KELLEY COMMENTS EXPLAINING WHY THEY DO NOT SUPPORT THIS LEGISLATION. CHAIR STEIN COMMENTS IN SUPPORT. FIRST READING APPROVED, AS AMENDED, WITH COMMISSIONERS LINN, NAITO AND STEIN VOTING AYE, AND COMMISSIONERS KELLEY AND CRUZ VOTING NO. SECOND READING THURSDAY, DECEMBER 16, 1999.**

R-9 RESOLUTION Establishing a Citizen Task Force on Smokefree Workplaces

**COMMISSIONER LINN MOVED AND COMMISSIONER NAITO SECONDED, APPROVAL OF R-9. CHAIR STEIN DIRECTED WENDY RANKIN TO MAINTAIN LOG ON ALL CALLS RECEIVED FOR AND AGAINST AND MAKE IT AVAILABLE TO THE BOARD AND TASK FORCE. RESOLUTION 99-240 APPROVED, WITH COMMISSIONERS LINN, NAITO AND STEIN VOTING AYE, AND COMMISSIONERS KELLEY AND CRUZ VOTING NO.**

**COMMISSIONER COMMENT/LEGISLATIVE ISSUES**

R-10 Opportunity (as Time Allows) for Commissioners to Comment on Non-Agenda Items or to Discuss Legislative Issues.

**NO ONE WISHED TO COMMENT.**

*There being no further business, the meeting was adjourned at 11:49 a.m.*

OFFICE OF THE BOARD CLERK  
FOR MULTNOMAH COUNTY, OREGON

**Deborah L. Bogstad**

Deborah L. Bogstad





**Multnomah County Oregon**

## **Board of Commissioners & Agenda**

*connecting citizens with information and services*

### **BOARD OF COMMISSIONERS**

#### **Beverly Stein, Chair**

1120 SW Fifth Avenue, Suite 1515  
Portland, Or 97204-1914  
Phone: (503) 248-3308 FAX (503) 248-3093  
Email: [mult.chair@co.multnomah.or.us](mailto:mult.chair@co.multnomah.or.us)

#### **Diane Linn, Commission Dist. 1**

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5220 FAX (503) 248-5440  
Email: [diane.m.linn@co.multnomah.or.us](mailto:diane.m.linn@co.multnomah.or.us)

#### **Serena Cruz, Commission Dist. 2**

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5219 FAX (503) 248-5440  
Email: [serena.m.cruz@co.multnomah.or.us](mailto:serena.m.cruz@co.multnomah.or.us)

#### **Lisa Naito, Commission Dist. 3**

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5217 FAX (503) 248-5262  
Email: [lisa.h.naito@co.multnomah.or.us](mailto:lisa.h.naito@co.multnomah.or.us)

#### **Sharron Kelley, Commission Dist. 4**

1120 SW Fifth Avenue, Suite 1500  
Portland, Or 97204-1914  
Phone: (503) 248-5213 FAX (503) 248-5262  
Email: [sharron.e.kelley@co.multnomah.or.us](mailto:sharron.e.kelley@co.multnomah.or.us)

#### **ANY QUESTIONS? CALL BOARD CLERK DEB BOGSTAD @ 248-3277**

Email: [deborah.l.bogstad@co.multnomah.or.us](mailto:deborah.l.bogstad@co.multnomah.or.us)

**INDIVIDUALS WITH DISABILITIES  
PLEASE CALL THE BOARD CLERK  
AT 248-3277, OR MULTNOMAH  
COUNTY TDD PHONE 248-5040, FOR  
INFORMATION ON AVAILABLE  
SERVICES AND ACCESSIBILITY.**

### **DECEMBER 7 & 9, 1999**

### **BOARD MEETINGS**

### **FASTLOOK AGENDA ITEMS OF INTEREST**

Pg. 2	7:00 a.m. Tuesday PSCC Meeting
Pg. 2	9:30 a.m. Tuesday DSS Budget Session
Pg. 2	10:30 a.m. Tuesday ADS Budget Session
Pg. 3	9:00 a.m. Thursday Regular Board Meeting, Including Consent Calendar
Pg. 4	9:30 a.m. Thursday Resolution Surrendering Jurisdiction of County Road to the City of Lake Oswego
Pg. 5	9:45 a.m. Thursday Ordinance Prohibiting Smoking in Places of Employment
Pg. 5*	11:00 a.m. Thursday SEC 39-98 Land Use Appeal Hearing
*	<b>Check the County Web Site:</b> <a href="http://www.co.multnomah.or.us/">http://www.co.multnomah.or.us/</a>

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, 9:00 AM, (LIVE) Channel 30

Friday, 10:00 PM, Channel 30

Sunday, 1:00 PM, Channel 30

Produced through Multnomah Community  
Television

**Tuesday, December 7, 1999 - 7:00 AM**  
**Portland City Hall, Lovejoy Room, Second Floor**  
**1221 SW Fourth Avenue, Portland**

**PUBLIC SAFETY COORDINATING COUNCIL**  
**MEETING**

WS-1 Discussion of Multnomah County's November 2000 Public Safety Levy with the Public Safety Coordinating Council. Chair Beverly Stein and Commissioners Sharron Kelley and Lisa Naito in Attendance. Presentations by Beverly Stein, Mike Schrunk, Chiquita Rollins, Sharron Kelley, Jim Ellis, Suzanne Riles, Jim Hennings, Kris Olson, Linda Jaramillo and Lisa Naito. 2 HOURS REQUESTED.

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**Tuesday, December 7, 1999 - 9:30 AM**  
**Multnomah County Courthouse, Boardroom 602**  
**1021 SW Fourth Avenue, Portland**

**BUDGET WORK SESSION**

WS-2 Emerging Budget Issues for FY 2000-2001: Department of Support Services. Presented by Vickie Gates and Invited Staff. 1 HOUR REQUESTED.

WS-3 Emerging Budget Issues for FY 2000-2001: Aging and Disability Services Department. Presented by Jim McConnell and Invited Staff. 1 HOUR REQUESTED.

**Thursday, December 9, 1999 - 9:00 AM**  
**Multnomah County Courthouse, Boardroom 602**  
**1021 SW Fourth Avenue, Portland**

## **REGULAR MEETING**

### **CONSENT CALENDAR - 9:00 AM**

#### **NON-DEPARTMENTAL**

- C-1 Appointments of Serena Cruz, Ron Wyden, Gordon Smith, Earl Blumenauer, David Wu, Dan Noelle, Mike Schrunck, Alma Soria Ayuso, David Beebe, Elyse Clawson, Robin Redwine, Frank Noonan, Steven Wax, Lynnae Berg, Bernie Guisto, Julie Franz, Jim Hennings, F. J. Capriotti, Linda Ramirez, Julie Neburka and Timothy Barnhardt to the MULTNOMAH COUNTY INS TASK FORCE
- C-2 Budget Modification NOND 03 Reclassifying Assistant County Counsel 2 Position to Assistant County Counsel 3
- C-3 Budget Modification NOND 04 Reclassifying Paralegal Assistant Position to Litigation Paralegal (Law Clerk)

#### **AGING AND DISABILITY SERVICES DEPARTMENT**

- C-4 Amendment 7 to Intergovernmental Agreement 100145 with Tri-Met, Extending Door-to-Door Rides for Frail Elders through June 30, 2000

#### **DEPARTMENT OF COMMUNITY AND FAMILY SERVICES**

- C-5 Intergovernmental Agreement 0010663 with Multnomah Education Service District, Purchasing School-to-Work Services Under the Urban/Rural Opportunity Grant through June 30, 2000

#### **DEPARTMENT OF ENVIRONMENTAL SERVICES**

- C-6 RESOLUTION Authorizing Execution of Deed D001697 for Repurchase of Tax Foreclosed Property to Former Owner Marida A. Peterson

#### **DEPARTMENT OF HEALTH**

- C-7 Budget Modification HD 7 Approving Increase of \$98,087 and 1.25 FTE in the Primary Care Behavioral Health Budget Funded with an Increase in the Federal Health Resources and Services Administration Primary Care Grant
- C-8 Budget Modification HD 8 Approving Increase of \$199,286 and 2.18 FTE in the Planning and Development Budget Funded with a Federal Health Resources and Services Administration Grant for HIV Medical Adherence Evaluation; and an Increase of \$9,478 and .2 FTE in the STD Budget Funded with State of Oregon AIDS Surveillance Grant Increase

**REGULAR AGENDA - 9:00 AM**

**DEPARTMENT OF HEALTH - 9:00 AM**

- R-1 Budget Modification HD 9 Requesting \$500,000 General Fund Contingency Transfer to the Primary Care Division, Various Accounts, to Restore Clinical Services Previously Funded through State Safety Net Funds

**DEPARTMENT OF COMMUNITY AND FAMILY SERVICES - 9:05 AM**

- R-2 NOTICE OF INTENT to Apply to the U.S. Department of Justice/Bureau of Justice Assistance 1999 Open Solicitation for \$150,000 Local Criminal Justice Planning Grant to Create a Comprehensive Plan for Domestic Violence Intervention and Prevention in Multnomah County
- R-3 NOTICE OF INTENT to Apply to the U.S. Department of Justice/Bureau of Justice Assistance 1999 Open Solicitation for \$150,000 Grant to Fund Maintenance and Enhancement of Mental Health Services Provided for Youth in the Donald E. Long Juvenile Detention Center

**DEPARTMENT OF ENVIRONMENTAL SERVICES - 9:15 AM**

- R-4 RESOLUTION Endorsing the Adoption of Land Use Planning Values for Rural Multnomah County
- R-5 PUBLIC HEARING and Consideration of a RESOLUTION Surrendering Jurisdiction of SW 49th Avenue (Kerr Parkway, County Road No. 1391) to the City of Lake Oswego

**PUBLIC COMMENT - 9:35 AM**

- R-6 Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.

**NON-DEPARTMENTAL - 9:40 AM**

- R-7 Budget Modification NOND 02 Funding a Permanent Assistant County Counsel 1 Position and Deleting a Portion of an Existing Line Item for Temporary Employee in the Office of County Counsel
- R-8 First Reading of a Proposed ORDINANCE Repealing MCC 27.300 and 27.301 and Adding New Provisions to Multnomah County Code Chapter 21 Relating to Workplace Hazards [Providing Smoke-Free Workplaces by Prohibiting Smoking in Places of Employment]
- R-9 RESOLUTION Establishing a Citizen Task Force on Smokefree Workplaces

**COMMISSIONER COMMENT/LEGISLATIVE ISSUES - 10:55 AM**

- R-10 Opportunity (as Time Allows) for Commissioners to Comment on Non-Agenda Items or to Discuss Legislative Issues.

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**Thursday, December 9, 1999 - 11:00 AM**  
**Multnomah County Courthouse, Boardroom 602**  
**1021 SW Fourth Avenue, Portland**

**LAND USE PLANNING MEETING**

- P-1 DE NOVO HEARING Regarding the Hearings Officer Decision Denying SEC 39-98, a Request for Approval of a Significant Environmental Concern Permit for a 120' by 60' Parking Area, Access Road and Pond Constructed on Property in the Commercial Forest Use Zoning District Located on a Forty Acre Parcel of Land Near Forest Park in West Portland. TESTIMONY LIMITED TO 20 MINUTES PER SIDE.

MEETING DATE: DEC 07 1999  
AGENDA NO: WS-1  
ESTIMATED START TIME: 7:00

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Discussion Of Multnomah County's November 2000 Public Safety Levy with the Public Safety Coordinating Council (at PSCC Meeting)

BOARD BRIEFING: DATE REQUESTED: December 7, 1999  
REQUESTED BY: Chair Stein  
AMOUNT OF TIME NEEDED: 2 hours

REGULAR MEETING: DATE REQUESTED:  
AMOUNT OF TIME NEEDED:

DEPARTMENT: Non-Departmental DIVISION: Office of the Chair

CONTACT: Carol M. Ford TELEPHONE #: 248-3956  
BLDG/ROOM #: 106/1515

PERSON(S) MAKING PRESENTATION: Chair Stein and Commissioner Naito

ACTION REQUESTED:

[X] INFORMATIONAL ONLY [ ] POLICY DIRECTION [ ] APPROVAL [ ] OTHER

SUGGESTED AGENDA TITLE:

Discussion Of Multnomah County's November 2000 Public Safety Levy  
with the Public Safety Coordinating Council  
(at PSCC's December 7 Meeting, 7:00-9:00, Lovejoy Room, Portland City Hall)

Chair Stein, Commissioners Kelley and Naito in attendance

SIGNATURES REQUIRED:

ELECTED OFFICIAL: Beverly Stein / enj  
(OR)  
DEPARTMENT  
MANAGER:

BOARD OF  
COUNTY COMMISSIONERS  
99 DEC - 1 AM 10:25  
MULTNOMAH COUNTY  
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES  
Any Questions: Call the Board Clerk @ 248-3277



**PUBLIC SAFETY COORDINATING COUNCIL MEETING**

December 7, 1999 7:00-9:00 a.m.

**Lovejoy Room, 2nd Floor, Portland City Hall**

*(wheelchair accessible)*

**AGENDA**



**I. Continental Breakfast and Networking Opportunity 7:00 am: 30 min.**

Enjoy greeting Council members and guests ahead of the meeting, over coffee, rolls, & fruit.

**II. Welcome and Introductions 7:30: 5 min.**  
*(Chair Beverly Stein) Information*

**III. Updates from Council Work Groups and Committees 7:35: 40 min.**  
*(Work Group or Committee Chairs) Information*

Brief written summaries are attached for background to these five-minute presentations:

1. Over-Representation of Minorities Work Group  
*(Chair Mike Schrunk, District Attorney)*
2. Domestic Violence Work Group  
*(Chair Chiquita Rollins, Domestic Violence Intervention Coordinator)*
3. Alcohol & Drug Criminal Justice Work Group  
*(Chair Sharron Kelley, County Commissioner 4<sup>th</sup> District)*
4. Court Work Group  
*(Presiding Judge Jim Ellis, Multnomah County Courts)*
5. 1996 Public Safety Bond Technology Program  
*(Bond Directing Team Chair Suzanne Riles, PSCC Research Director)*
6. Decision Support System/ Data Warehouse  
*(DSS Policy Committee Chair Jim Hennings, Metropolitan Public Defenders)*
7. STACS Initiative (Strategic Approaches to Community Safety)  
*(Chair Kris Olson, United States Attorney)*
8. Public Safety Coordinating Council Meetings Program Committee  
*(Chair Linda Jaramillo, Violence Prevention Coordinator)*

**IV. The November 2000 Public Safety Levy Planning Process 8:15: 15 min.**  
*(County Chair Beverly Stein; 3<sup>rd</sup> District County Commissioner Lisa Naito) Information*

**V. Discussion: The November 2000 Public Safety Levy 8:30: 30 min.**  
*(Facilitator: County Commissioner Lisa Naito) Information*

# Budget & Public Safety Levy Planning Schedule

11/19/99

DATE	FY2000-01 BUDGET	LEVY
<b>1999</b>		
<b>Oct</b>	Oct 26: Emerging Budget Issues. Intro to budget and levy process (example matrices)	County and City staff meeting re: levy capacity background materials
<b>Nov</b>	Nov 2, 8, 9: In Depth Budget reviews Nov 16 & 30: Emerging Budget Issues	Depts working on detailed Continuum database
<b>Dec</b>	Dec 7, 14: Emerging Budget Issues Dec 15: BCC Strategic Directions Dec-Feb: Depts preparing 00-02 budget submittals	
<b>2000</b>		
<b>Jan &amp; Feb</b>	Depts preparing 00-02 budget submittals End of Feb - Depts submit proposed 00-01 budgets to Budget Office/Chair's Office	County/City Levy coordination meeting. Use Big Picture Continuum. Review/Coordinate with Citizens Crime Commission
<b>March</b>	Chair's Office & Budget Office review of budget proposals. Preliminary decisions.	BCC decisions on public safety levy. Public input.
<b>April</b>	Final Executive Budget Decisions. Executive Budget released.	
<b>May &amp; June</b>	BCC Budget hearings. BCC adopt 2000-2001 Budget.	June deadline for BCC approval of levy to submit to voters.
<b>July</b>		
<b>Aug</b>		
<b>Sept</b>		
<b>Oct</b>		
<b>Nov</b>		Election
<b>2001</b>		
<b>July</b>		If approved, start collecting levy dollars
<b>2002</b>		Rivergate Jail / A&D construction completed.





## Beverly Stein, Multnomah County Chair

Room 1515, Portland Building  
1120 S.W. Fifth Avenue  
Portland, Oregon 97204

Phone: (503) 248-3308  
FAX: (503) 248-3093  
E-Mail: [mult.chair@co.multnomah.or.us](mailto:mult.chair@co.multnomah.or.us)

October 25, 1999

To: Board of County Commissioners

From: Bill Farver *BF*

Re: Levy Planning

As a follow up to your request, I asked Carol Ford to take the lead in preparing the community safety continuum matrix with information on what is currently being done and where there are gaps. Carol and I will have some examples to present to you at our opening emerging issues briefing at 9:30 a.m on Tuesday, October 26th.

As the same, time we have continued to plan in specific areas that the Board may consider in the levy to enhance the continuum. This memo explains who is taking the lead on the planning in each area. (I included the narrative from the memo and supplemented it with new sections on the planning effort in **boldface**.)

### A. Domestic Violence:

Chiquita Rollins and a Departmental planning group have met for several months devising expansions to the public safety and community victim programs. Potential themes:

- higher prosecution, punishment, treatment and supervision of domestic violence offenders
- increased shelter space and services for victims
- children's advocates to assist children cope with the impact of this violence on their lives
- alcohol and drug treatment

Chiquita's levy planning group met several times this summer and fall. They presented the results of their work on October 14. They are further along than other areas, but we wanted to present their work to have you assess how well that matched your needs for levy information. Chiquita is also facilitating a county wide long term planning discussion.

Contact: Chiquita Rollins; 248- 3691      assisted by JoAnn Fuller; 306-5599  
Denise Chuckovich; 248-3674      Gary Oxman; 248-3674



### **B. Early Childhood**

Denise Chuckovich and a planning group working with Commissioner Naito have met for several months devising expansions to the early childhood system. Several of these approaches show strong preventative links to reducing juvenile and adult crime. They include:

- expansion of Parent Child Service Centers (possibly located in elementary schools)
- provision of treatment for victims of child abuse
- provision of home visits and wrap around services for first time moms and their children (David Olds home visit model)
- provision of services to children in crisis (Child Assessment Center; Relief Nursery and flexible fund)

**Denise Chuckovich will continue facilitating this group. Commissioner Naito is convening a smaller planning group to help develop the long term plan and to work with Denise on specific levy proposals.**

**Contact: Denise Chuckovich; 248- 3674     Steve March (Commissioner Naito's office): 248-5126**

### **C. Juvenile Alcohol and Drug Services**

Elyse Clawson and the Juvenile Department will use a portion of the new state initiative funds to open a secure alcohol and drug treatment unit at the Juvenile Home and community based transition slots. The treatment gap is additional treatment resources in the community. These include additional residential, outpatient, and proctor home placements. These additions would create a continuum of service for youth with alcohol and drug problems.

**The Juvenile Justice Plan developed by Community Justice with extensive community input is the blueprint for this work. The new juvenile funds will help support a secure A and D unit. The additional options for residential, outpatient, and proctor homes are being developed by staff.**

**Contact: JoAnn Fuller; 306-5599     Meganne Steele; 248-3961**

### **D. Court based Diversion Options**

The Judges, Community Justice, and District Attorney Schrunk have collaborated for years on STOP - the drug diversion program that quickly and effectively gets appropriate offenders into treatment and out of the costly criminal justice system. STOP advocates would like to secure stable, and perhaps expanded funding, through inclusion on a levy.

In addition, the National Alliance for the Mentally Ill is advocating for Mental Health Court, a diversion alternative for appropriate offenders into treatment. A funding

proposal would include both justice system personnel and treatment and housing alternative funds.

Finally, the District Attorney and a number of justice players have piloted a community court approach in NE Portland. This model could be expanded with additional services to other areas of the city for low level crimes.

**This category includes several planning efforts. I have asked DA Mike Schrunk to prepare materials on all three for our winter discussion. The STOP program may be able to receive state support depending on how the program is operated. NAMI is working with a variety of county groups on a mental health court. Finally, the community court approach is being studied for expansion downtown.**

**Contact: Mike Schrunk: 248-3143    assisted by Elyse Clawson 248-3470**

**E. School Attendance Initiative Expansions**

Elyse Clawson and the Juvenile Department have successfully laid the groundwork for effective intervention in the lives of children and families whose dysfunction shows in poor school performance and behavior. Several effective skill based programs have been shown to reduce later criminality if applied at the elementary and high school levels. (The Board will have an opportunity to learn more about these in a planned January briefing) The current SAI structure would allow for the introduction of targeted skills based programs. In addition, the County could expand the well received Touchstone counseling program in elementary schools.

**Elyse Clawson is working with the SAI advisory committee to examine the skill based programs that have proven successful elsewhere. She and Program Coordinator Jimmy Brown will consider those options, in addition to learnings from the SAI evaluation in recommending next moves to the Board.**

**Contact: Elyse Clawson: 248-3338    Jimmy Brown: 248-3748**

**F. Mental Health system deficiencies**

The Mental Health Task Force is examining a number of current deficiencies in the treatment system. To the extent their recommendations identify more effective interventions in the lives of families whose members are afflicted with mental illness, it may be appropriate to include them on the levy.

**Contact: Mike McCracken, staff to Task Force: 763-9585**

**G. Community based alcohol and drug treatment**

The Board has already identified inadequate community residential and outpatient treatment as an important complement to the county's increasing ability to intervene with treatment in the lives of offenders who are in jail or treatment centers. Operating funds for these programs would be a natural link with the secure A and D facility.

**The recent recommendation concerning IDAP identified the Evaluation and Quality group as the convenors of a program planning and development group around alcohol and drug services. As convenor, Jim Carlson, will involve staff from MCSO, CJ, CFS, LPSCC and Commissioner's staff in the program development.**

**Contact: Jim Carlson: 248-3575**

#### **H. Technology Enhancements**

**As with the previous bond, this levy provides the opportunity to include one time funds for information technology enhancements related to these components. The funds could arise from the savings from late start up of the components, most notably the jail and alcohol and drug facility. The domestic violence package has already identified several hundred thousand needed improvements in the shelter system.**

**The Bond Technology Committee has been working closely with the major public safety units and the County IS to implement the first round of public safety information technology enhancements. I will ask Suzanne Riles, staff to that Committee, to develop a second set of recommendations for Board consideration. Suzanne will work closely with the Bond Directing Team and seek input from the Information Technology Council and the IS subcommittee of the Operating Council. They will emphasize clear project definitions and outcomes and identify whether there will be ongoing operating costs that should be considered at the same time.**

**Contact: Suzanne Riles 306-5894**

#### **OVERALL COORDINATION**

**Carol Ford, the interim Budget Manager, will continue to provide overall coordination of the agenda and scheduling for the Board briefings.**

MEETING DATE: DEC 07, 1999  
AGENDA NO: WS-2 & WS-3  
ESTIMATED START TIME: 9:30  
& 10:30

(Above Space for Board Clerk's Use ONLY)

### AGENDA PLACEMENT FORM

**SUBJECT:** Emerging Budget Issues for FY2000-2001: Dept. of Support Services and Aging and Disabilities Services

**BOARD BRIEFING:** DATE REQUESTED: December 7, 1999  
REQUESTED BY: Chair Beverly Stein  
AMOUNT OF TIME NEEDED: 2 hours

**REGULAR MEETING:** DATE REQUESTED:  
AMOUNT OF TIME NEEDED:

**DEPARTMENT:** Non-Departmental **DIVISION:** Office of the Chair  
**CONTACT:** Carol M. Ford **TELEPHONE #:** 248-3956  
**BLDG/ROOM #:** 106/1515

**PERSON(S) MAKING PRESENTATION:** Vickie Gates, Jim McConnell, others

#### ACTION REQUESTED:

☒ INFORMATIONAL ONLY ☐ POLICY DIRECTION ☐ APPROVAL ☐ OTHER

#### SUGGESTED AGENDA TITLE:

#### **Emerging Budget Issues for FY2000-2001:**

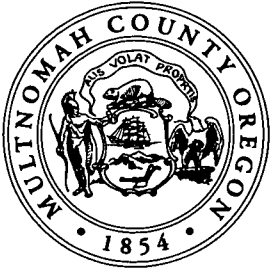
Dept. of Support Services (9:30-10:30)  
Aging and Disabilities Services (10:30-11:30)

#### SIGNATURES REQUIRED:

**ELECTED OFFICIAL:** Beverly Steinberg  
**(OR)**  
**DEPARTMENT**  
**MANAGER:** \_\_\_\_\_

CLERK OF  
COUNTY COMMISSIONERS  
99 DEC - 1 AM 10:34  
MULTNOMAH COUNTY  
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES  
Any Questions: Call the Board Clerk @ 248-3277



## Beverly Stein, Multnomah County Chair

Room 1515, Portland Building  
1120 S.W. Fifth Avenue  
Portland, Oregon 97204

Phone: (503) 248-3308  
FAX: (503) 248-3093  
E-Mail: [mult.chair@co.multnomah.or.us](mailto:mult.chair@co.multnomah.or.us)

### **STAFF SUPPLEMENTAL MEMORANDUM**

TO : Board of County Commissioners

FROM : Carol M. Ford *Carol Ford*

DATE : December 1, 1999

RE : Emerging Budget Issues for FY2000-2001: Dept. of Support Services (9:30-10:30) and Aging and Disabilities Services (10:30-11:30)

#### **I. Recommendation/Action Requested:**

As per the Board's budget debriefing in August, a series of departmental worksessions have been scheduled to identify and discuss emerging issues that will impact the FY2000-2001 budget.

#### **BCC BUDGET WORKSESSION SCHEDULE**

- |        |   |
|--------|---|
| Oct 26 | Budget worksession overview, schedule, etc.<br>Emerging Budget Issues: County Counsel   |
| Nov 2  | In-Depth Budget Review/Emerging Issues: District Attorney   |
| Nov 8  | In-Depth Budget Review/Emerging Issues: Sheriff's Office  |
| Nov 9  | In-Depth Budget Review/Emerging Issues: Adult Community Justice   |
| Nov 16 | Emerging Budget Issues: Dept of Environmental Services  |
| Nov 23 | Emerging Budget Issues: Financial Update  |
| Nov 29 | Emerging Budget Issues: Auditor's Office  |
| Nov 30 | Emerging Budget Issues: Health; Juvenile Community Justice  |
| <br>   |   |
| Dec 7  | <b>Emerging Budget Issues</b><br>9:30 to 10:30 <b>Dept of Support Services</b><br>10:30 to 11:30 <b>Aging and Disability Services</b> |
| <br>   |   |
| Dec 14 | Emerging Budget Issues<br>9:30 to 11:00      Community and Family Services<br>11:00 to 12:00    Library                               |



**II. Background/Analysis:**

After the Board's Budget Debriefing in August 1999, Dave Warren developed four "tracks" for the FY2000-2001 budget process:

Track 1. Identify and Discuss Emerging Issues: Department briefings

Track 2. In-Depth Review of Public Safety Budgets

Track 3. Serial levy Preparation

Track 4: Strategic Directions Retreat

Dave met with Board staff and individually with Commissioners to review and refine the approaches to these tracks.

Emerging Budget Issues discussion highlight issues that departments anticipate in the FY2000-01 budget year. They do not include a review of the department's complete budget and operations.

**III. Financial Impact:**

None directly. Emerging Issues will impact FY2000-2001 budget proposals.

**IV. Legal Issues:** NA

**IV. Controversial Issues:**

Controversial issues may be identified by departments.

**VI. Link to Current County Policies:**

Links to focus on providing the Board with appropriate information and data for making budgetary and policy decisions.

**VII. Citizen Participation:**

The Citizen Budget Advisory Committees (CBACs) have been given the Emerging Budget Issues schedule. The CBACs will review department budgets and report to Board during the spring Budget hearings.

**VIII. Other Government Participation:**

We will be scheduling meetings with cities to discuss levy coordination.

**Board of County Commissioners  
Emerging Issues Discussion-December 7, 1999**

**Department of Support Services  
Agenda**

1. Department Overview  
Vickie Gates, Department Director  
Overview
2. Emerging Issues
  - Integrated Information System: Continuing Support and Development  
Vickie Gates, Faith Long  
Board Discussion
  - Employee Benefit Issues  
Vickie Gates  
Board Discussion
  - Emerging Technologies  
Lisa Yeo  
Board Discussion
3. Other Issues Identified by Board
4. Follow-up Items





## MULTNOMAH COUNTY OREGON

VICKIE S. GATES, DIRECTOR  
DEPARTMENT OF SUPPORT SERVICES

PORTLAND BUILDING  
1120 S.W. FIFTH AVENUE, SUITE 1400  
P.O. BOX 14700  
PORTLAND, OREGON 97293-0700

PHONE (503) 306-5881  
FAX (503) 248-3292

AFFIRMATIVE ACTION  
BUDGET AND QUALITY  
EMERGENCY MANAGEMENT SERVICES  
EMPLOYEE SERVICES  
FINANCE  
INFORMATION SERVICES  
LABOR RELATIONS  
RISK MANAGEMENT

Date: December 1, 1999

To: Board of County Commissioners

From: *Vickie Gates*  
Vickie Gates, Director  
Department of Support Services

Subject: Other Budget Considerations

There are some other issues which will or have the potential to effect the DSS or the County's budget. While we have not prepared issues briefs individually, I want to note two issues of importance.

**City/County Information and Referral Services:** We are continuing to work toward a post Y2K implementation in March of 2000 and a final budget and plan.

It does appear that some up-front capital will be a good investment in more efficient transfer of calls, maintenance of the data base of information critical to the information and referral function, and in avoiding the increased time 10 digit calling will require. The City is currently working to finalize the equipment needed and the cost. We are also working with City staff to identify the measures for the new service so that quality improvements can be tracked. This issue will have both interim and 2000/01 impact.

**Classification and Compensation:** The Board has seen the impact of two major classification studies and heard some discussion of the outstanding issues in this area. We do have studies underway for countywide classifications identified as a priority by human resources and operational leadership in all the departments. The studies scheduled for this year include human resources positions throughout the County, fiscal positions throughout the County, and research and evaluation positions Countywide. In addition over the last months, we have become increasingly concerned with our ability to recruit and retain in information technology. Although these positions were recently reviewed and the classification changes still seem appropriate, we have slipped in the marketplace and are finding we are unable to compete effectively with our compensation levels. We are evaluating our recent experience and will use this data and market data to see what action should be taken.



# MULTNOMAH COUNTY, OREGON

BOARD OF COUNTY COMMISSIONERS  
BEVERLY STEIN  
DIANE LINN  
SERENA CRUZ  
LISA NAITO  
SHARRON KELLEY

DEPARTMENT of SUPPORT SERVICES  
PORTLAND BUILDING  
1120 S.W. FIFTH - ROOM 1400  
P. O. BOX 14700  
PORTLAND, OR 97214  
PHONE (503)306-5881

TO: Board of County Commissioners

FROM: Vickie Gates

TODAY'S DATE: December 1, 1999

REQUESTED PLACEMENT DATE: December 7, 1999

SUBJECT: Emerging Issues – Post-Implementation Integrated Enterprise System Support

## I. Background and Analysis:

Now that the Integrated Enterprise System (IES) project implementation has begun and is proceeding on schedule, it is important to focus attention on the post implementation needs. As the implementation progresses, we gain more definitive knowledge of the needs to support the production system.

The Board approved going forward with the (IES) in its adopted FY99-00 budget and approved the expenditures to implement the system on October 7, 1999. The project, now called MERLIN (Multnomah Enterprise Linked Information Network), began implementation in early October and is scheduled to go live July 1, 2000. The impact of the technical support of the new system once live as well as the functional support necessary to respond to end-user initiatives, questions, and problems will result in change that may have a financial and organizational impact on the expenditures of the County and in particular DSS to support the system.

A separate issue is the change that will occur in the departments due to changing procedures being adopted by the MERLIN project (Project Team, Subject Matter Experts, and Executive Committee).

The MERLIN project began October 4 with a budget modification approved by the Board of about \$9 million to implement the system with a July 1, 2000 target cutover date. We identified three technical positions specifically included in the Project budget to be permanent positions housed at the Information Services Division. These include an R3 administrator (R3 is the SAP software we purchased), an Oracle Data Base Architect (Oracle is the data base we are using for the SAP software), and a security specialist. The security specialist is necessary because the County intends to make as much of the information included in the system available to employees as possible which necessitates sophisticated security management to protect access to sensitive data as well as to control who can perform various types of functions.

The table from the staff report submitted with the budget modification is attached and identifies the functional areas being developed. The attachment shows the business service areas of County government that are affected by MERLIN.

Functional and technical support will be required after the cutover. Major activities that will be required to maintain the production system include:

- Assistance to users- new/changed business procedures, questions about how to use SAP software, troubleshooting problems
- Fine tuning-Natural changes in business (s/a establishing new health clinic)
- "Vector" control-bug fixes or specific configuration problems not caught in test cycle
- On-going configuration-dynamic data sets (s/a vendor lists)
- Technical environment - system performance tuning (s/a searches that perform poorly), database and hardware maintenance, system upgrades, implementing new reports and interfaces to other systems
- Training-maintaining and enhancing developed training material due to system changes (s/a new software releases, business process changes resulting from reengineering)

Based on our preliminary research into other successful SAP installations, a central core group of functional and technical employees is the most effective and efficient support model. DSS as the department responsible for central functions is the logical place to house such a group. We do not at this time have numbers for the size of the support group necessary for Multnomah County but expect to in the Spring.

One of the major benefits we expect from the SAP software is the opportunity to adopt industry-wide "best practices". The current Business Blueprint phase is identifying what procedures we will use in the areas to be implemented shown on the attachment and how the County will use them. Developing the "To Be" procedure has involved over two hundred County experts. The MERLIN project team is collecting the "As Is" state from subject matter experts (SME's) and others across the County; matching the "best practices" of SAP to the needs of the County; and developing proposed procedures. The proposed procedures are being reviewed by the SME's and also being sent to the MERLIN executive team for information and review.

The changes that will occur, as a result of these new procedures, will impact business service personnel in all departments and agencies. I expect that significant changes will occur in Support Services-particularly in the financial, technical, and human resource arenas. It is, however, premature at this time to identify what the impact will be overall on workload of central service personnel, and, by extension, on the FTE's necessary to conduct business. One constant we have found from our research is that there is a transition period into the new system that begins with increased workload and confusion, and only after time settles down and provides significant benefits to the organization. This is expected to cause a bump of cost and resource needs in the first few months of next fiscal year.

## II. Financial Impact:

There is a need for three additional permanent positions within Information Services to support MERLIN at an annual cost of approximately \$270,000. There will be a need for a permanent support team and user help system to support the County's needs, however this increase in personnel may be at least partly offset by decreases in central function (finance, human resource, and information services) duties caused by streamlined procedures. We expect to be able to present a more complete plan during DSS's budget presentation in the Spring.

## III. Legal Issues:

The contract with SAP calls for a help desk to answer at least first level questions as well as a coordination point for contact with SAP

## IV. Controversial Issues:

None

V. Link to Current County Policies:

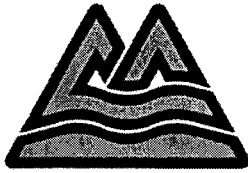
Supports good government and enables the County to maximize the value of its investment in the MERLIN system

VIII. Other Government Participation:

None

## SCOPE OF MERLIN SYSTEM

Functional Area	Original Proposal	Recommended Scope-Release 1	Remarks
Financial Accounting	<ul style="list-style-type: none"> <li>◆ General Ledger</li> <li>◆ Accounts Payable</li> <li>◆ Accounts Receivable</li> <li>◆ Funds Management</li> <li>◆ <i>Asset Accounting</i></li> </ul>	<ul style="list-style-type: none"> <li>◆ General Ledger</li> <li>◆ Accounts Payable</li> <li>◆ Accounts Receivable</li> <li>◆ Funds Management</li> </ul>	Asset Acct not as important to County- allows 1 consultant reallocation to other areas
Controlling	<ul style="list-style-type: none"> <li>◆ Cost Center Accounting</li> <li>◆ Internal Orders</li> </ul>	<ul style="list-style-type: none"> <li>◆ Cost Center Accounting</li> <li>◆ Internal Orders</li> </ul>	
Treasury	<ul style="list-style-type: none"> <li>◆ Cash Management</li> </ul>	<ul style="list-style-type: none"> <li>◆ Cash Management</li> </ul>	
Project System	<ul style="list-style-type: none"> <li>◆ Structures</li> <li>◆ Costs</li> <li>◆ Revenues and Earnings</li> </ul>	<ul style="list-style-type: none"> <li>◆ Structures</li> <li>◆ Costs</li> <li>◆ Revenues and Earnings</li> </ul>	Transfer of Asset Acct consultant for more detailed project analysis, cost collection, and billing detail.
Investment Management		<ul style="list-style-type: none"> <li>◆ <i>Capital Investment Programs</i></li> <li>◆ <i>Appropriation Requests</i></li> <li>◆ <i>Measures</i></li> </ul>	Necessary for capital budgeting. Included in Project System team scope.
Materials Management	<ul style="list-style-type: none"> <li>◆ Purchasing</li> <li>◆ Inventory Management</li> <li>◆ Invoice Verification</li> </ul>	<ul style="list-style-type: none"> <li>◆ Purchasing</li> <li>◆ Inventory Management</li> <li>◆ Invoice Verification</li> <li>◆ <i>External Services Mgmt</i></li> </ul>	Need External Services Mgmt to address County procurement process
Sales & Distribution	<ul style="list-style-type: none"> <li>◆ <i>Sales</i></li> <li>◆ <i>Shipping</i></li> <li>◆ <i>Billing</i></li> <li>◆ <i>Pricing &amp; Conditions</i></li> </ul>		Not a core County function. Can bill through A/R module-Consultants to Fin Mgmt team
Human Resources	<ul style="list-style-type: none"> <li>◆ Personnel Administration</li> <li>◆ Organization Mgmt</li> <li>◆ <i>Personnel Development</i></li> <li>◆ Benefits</li> <li>◆ Payroll</li> <li>◆ Time Management</li> </ul>	<ul style="list-style-type: none"> <li>◆ Personnel Administration</li> <li>◆ Organization Mgmt</li> <li>◆ <i>Compensation Mgmt</i></li> <li>◆ Benefits</li> <li>◆ Payroll</li> <li>◆ Time Management</li> <li>◆ <i>Work Schedules</i></li> <li>◆ <i>Time Data Recording/CATS</i></li> <li>◆ <i>Shift Planning</i></li> <li>◆ <i>Time Evaluation</i></li> <li>◆ <i>Training &amp; Event Mgmt</i></li> </ul>	Expanded due to complexity of time management and shift planning in County. Supports allocation of expenses to meet Correction, DES, ADS, Health needs



# MULTNOMAH COUNTY OREGON

## DEPARTMENT OF SUPPORT SERVICES

### COUNTY COMMISSIONERS

BEVERLY STEIN, CHAIR  
DIANE LINN, DISTRICT #1  
SERENA CRUZ, DISTRICT #2  
LISA NAITO, DISTRICT #3  
SHARRON KELLEY, DISTRICT #4

VICKIE S. GATES, DIRECTOR  
PORTLAND BUILDING  
1120 S.W. FIFTH AVENUE, SUITE 1400  
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AFFIRMATIVE ACTION  
BUDGET AND QUALITY  
EMERGENCY MANAGEMENT SERVICES  
EMPLOYEE SERVICES  
FINANCE  
INFORMATION SERVICES

### STAFF REPORT SUPPLEMENT

To: Board of County Commissioners

From: Vickie Gates, Director  
Department of Support Services

Date: December 1, 1999

Subject: Emerging Issues-Estimated Cost Increases in Employee Benefits Program for 2000/01

#### I. Recommendation/Action Requested

None

#### II. Background/Analysis

Health care benefit programs nationally, and throughout Oregon, are experiencing significant increases in premiums. The drivers of these cost increases are most often identified as;

- an aging population and subsequent higher utilization of the medical care system;
- increased litigation and behavior influenced by the fear of litigation;
- technological advances;
- a slowing of the impact of movement to managed care;
- and a significant increase in the cost of pharmaceuticals with pharmacy costs now the fastest rising component of medical care.

The health care system and purchasers continue to debate the importance of these factors and others as they seek solutions which improve quality and save costs. The Multnomah County employee benefits program as well as most other employer groups will be impacted during the next budget period.

**The Next Budget Year:** Attached is a spread sheet that projects employee benefits costs for the current budget year and the 2000/01 budget year. The initial estimates from the consultants to the program project a 30% increase in the County self-insured medical plan (ODS) and a 10.87% increase in the Kaiser medical plan. Additionally they estimate increases of 1% in the ODS dental plan, 7.8% increase in the Kaiser dental plan and a 10% increase in the Long Term Disability plan. These are preliminary estimates and they may change as more data on current year utilization becomes available.

In making the estimate for the 2000/01 year the actual costs for the 1998/99 year were used to project the 1999/00 year costs and then the estimated increases for 2000/01 were applied. Demographics have been held constant and any significant increase or decrease in the workforce would change the projections.

**Longer Range Issues:** There are two issues of longer range importance. One is the achievement of a permanent agreement for joint management of the benefits program identified in Section VI of this report.

The second issue is the health care marketplace and whether changes in current cost trends can be expected in the future and what strategies the County has to influence the current marketplace. The Board has been aware of and has encouraged the County's participation with other employers to address common health care issues and problems. Currently, Multnomah County is a member of the Oregon Coalition of Health Care Purchasers and is represented on the Board of Directors. The Coalition is composed of both private and public sector employers and represents significant buying power in the state. The Coalition's agenda is focused on increased value through quality improvement and containing the rate of increase in health care costs. Over the next year subcommittees will be working on both health care quality and joint purchasing options. The Coalition will also provide another means for employers to influence the development of public policy. It is not realistic to expect immediate results from this effort, but Employer Coalitions nationally are leaders in both quality improvement and cost containment. The Oregon Coalition now has the advantage of participation in the national organization of employer coalitions and will be evaluating the work and models developed by other coalitions throughout the United States.

**III. Financial Impact**

The estimated total increase in employee benefit plan cost for 2000/01 is \$3,367,182. The Budget and Quality Division estimates that approximately 53 percent or \$1.8 million of the total projected increase would be general fund.

**IV. Legal Issues**

None

**V. Controversial Issues**

The Multnomah County Employees' Benefits Board (MCEBB) will be reviewing the potential for plan design changes for the 2000/01 year.

Current collective bargaining agreements provide that 7/1/00 wage increases for most units may be offset by .75% if the benefit increases exceed an amount calculated by applying a cost of living formula. During the 1999/00 year the MCEBB made plan design changes that reduced benefit cost increases. This action resulted in an offset to wages for participating groups that was less than the .75% maximum wage offset.

The projected benefit plan increases for 2000/01 are significantly greater than the 1999/00 increases. As a result it is unlikely the MCEBB will make plan design changes that will reduce the .75% maximum wage offset or significantly impact the projected cost increase of the plans.

**VI. Link to Current County Policy**

The County has historically agreed to provide fully paid medical and dental coverage to its employees. Therefore the County absorbs the cost increases that occur. The question of whether that policy should continue or not will arise as early as fall of 2000 when the MCCOA contract is open. Most contracts are open for bargaining in the spring of 2001.

There are also significant related longer term issues. County contracts and policy envision the creation of a long term joint management strategy for health benefits through a permanent governing board. There is a \$1.0 million stabilization Reserve and a prospective partial wage restoration which rests on achieving a permanent agreement.

**VII. Citizen Participation**

None

**VIII. Other Government Participation**

None



**Projected 2000 and 2001 costs**

**Summary Sheet**

**Bargaining Units: All**

Bargaining Units: All			Health		Dental		Total	
			1999-2000					
2.0	funding for County Health/Dental Providers	Kaiser	1998-1999	7,966,904.98	1998-1999	1,547,226.35	9,514,131.33	
			1999-2000	111.94%	8,918,153.43	104.87%	1,622,576.27	10,540,729.71
			2000-2001	110.87%	9,887,556.71	107.80%	1,749,137.22	11,636,693.94
	ODS	1998-1999	5,977,780.00	1998-1999	1,364,999.00		7,342,779.00	
		1999-2000	99.38%	5,940,717.76	119%	1,624,348.81	7,565,066.57	
		2000-2001	130.00%	7,722,933.09	101%	1,640,592.30	9,363,525.39	
	subtotal Kaiser and ODS	1998-1999	13,944,684.98		2,912,225.35		16,856,910.33	
		1999-2000	14,858,871.20		3,246,925.08		18,105,796.28	
		2000-2001	17,610,489.81		3,389,729.52		21,000,219.33	
	Oregon Medical Insurance Pool fees				1998-1999		19,792.07	
				1999-2000	148%	29,292.26		
				2000-2001		29,292.26		
retirees				1998-1999		1,577,424.27		
				1999-2000		1,620,418.50		
				2000-2001		2,005,422.18		
life insurance/AD&D estimated	ltd	estimated	based on the 12/99 bill					
				1999-2000		277,176.96		
				2000-2001		277,176.96		
				1999-2000		877,562.52		
				2000-2001	110%	965,318.77		
1999-2000 projected cost							20,910,246.52	
2000-2001 projected cost							24,277,429.50	
estimated cost increase							3,367,182.97	

\*lbnr (Incurred but not reported) for 1999-2000 plan year was set at \$968088.00 for medical and \$125,172.00 for dental / total

\$1,093,260.00

\* margin for 1998-1999 was set at 4.50%



# MULTNOMAH COUNTY, OREGON

BOARD OF COUNTY COMMISSIONERS  
BEVERLY STEIN  
DIANE LINN  
SERENA CRUZ  
LISA NAITO  
SHARRON KELLEY

DEPARTMENT of SUPPORT SERVICES  
PORTLAND BUILDING  
1120 S.W. FIFTH - ROOM 1400  
P. O. BOX 14700  
PORTLAND, OR 97214  
PHONE (503)306-5881

TO: Board of County Commissioners

FROM: Vickie Gates

TODAY'S DATE: December 1, 1999

REQUESTED PLACEMENT DATE: December 7, 1999

SUBJECT: Emerging Issues – County Technology Needs

## **I. Recommendation/Action Requested:**

The County will need to decide to what extent it continues implementation of initiatives from the Strategic Plan for Information Technology during FY 2000-2001. The initiatives under consideration are:

- a. **Decision Support System for Justice** – ongoing funding request (in addition to funds which have been obtained from non-County partners)
- b. **County's Virtual Private Network** – expand current use, cost reduction opportunity
- c. **Data Warehousing** – integrate departmental data "silos" and improve management reporting (decision support systems and GIS data mapping), must do concurrently with departmental warehousing/decision support system projects
- d. **Geographic Information Systems (GIS)** – expand current service for use by all departments, make accessible via the Mint, and link to decision support systems
- e. **Imaging/Electronic Document Management** – storing documents, pictures, other images electronically in place of paper files; faster and cheaper document storage, distribution (versus fax/courier), and access (search/retrieval from desktop PCs)

## **II. Background and Analysis:**

Multnomah County has made huge strides in utilizing information technology to improve business processes since beginning implementation of its Strategic Plan for Information Technology in 1997. Implementing a County Wide Area Network (WAN), standard desktop PC configuration, software suite, and email system has revolutionized how we communicate and transact business within the County. The County is currently implementing the SAP system to utilize "best practices" in financial and human resources management, to provide data integration and make "real-time" information accessible for better policy and program decision-making.

The initiatives currently under consideration represent the next steps in the County's long-range strategic technology plan. Each one builds upon the foundation the County has established

through network infrastructure and the SAP core business system. Implementation of the proposed initiatives can be immediate or longer range. Some offer cost reduction opportunities (VPN and Central Imaging). Others need to be implemented before lost opportunity costs become insurmountable (Data Warehousing and GIS). We are working with the Operating Council and the Information Technology Council to determine which meet highest priority business needs within County departments.

**How do these initiatives "fit" into the future of information technology at Multnomah County?** The County's strategic plan for technology utilization in support of its business needs is clear. The Internet, and networking in general, is changing how every organization conducts business, and Multnomah County is no exception. Cheaper and faster electronic transactions are replacing paper, phone, and fax-based processes (both within and between organizations). Networks have enabled data from once disparate systems to be integrated via "data warehouses" and "decision support systems" to provide more meaningful information for program and policy managers. Organizations are forming new partnerships based on information sharing via networks, e.g. the Decision Support System for Justice. More information is accessible from the desktop than ever before, requiring systems that "sift" out the most important information and present it in ways that aid quick decision-making, e.g. Web "portals" and GIS maps. Wireless networks and mobile computing devices (notebook computers, hand-held "Palm Pilots", cell phones with Internet access) will soon make mobile computing the rule rather than the exception. You will no longer need to be at your desk for access to email, the Internet, and County information systems. Each of the initiatives currently under consideration moves the County one step closer to this longer-range strategic vision for how business will be conducted in the future.

### **III. Financial Impact:**

**a. Justice Decision Support System** – Estimated cost is \$437,131 to continue development and operation in FY 00-01. Of this total, \$385,000 will be requested from County general fund. Of the \$168,000 of funding which has been secured by the DA's Office from non-County partners (Portland Police, Gresham Police, State Courts), approximately \$53,000 can be applied to FY 00-01 costs. Costs cover 3 full-time technical staff at ISD, 1 full-time Coordinator at PSCC, hardware and software maintenance costs, staff PCs and training.

**b. Virtual Private Network (VPN)** -- Initial implementation (hardware/software purchase and installation for 200 users of JIN and Justice-DSS) was funded by the PSCC Technology Bond (\$98,328). Expanding use to up to 1,000 users from various County departments requires 1.0 FTE (new) in ISD to manage the VPN service and deploy to new users, purchase of client software for 800 new users, and hardware/software maintenance costs. Estimated cost for FY 00-01 is \$142,163.

Currently department LAN administrators maintain a "dial up" server for remote access to the County for email, requiring a server with modem lines and a person to maintain it for each LAN. Additionally, there is a cost per user of the dial-up server estimated at \$5,760 for a 5-year period. All remote access to the County WAN could be provided via the single central VPN service at a 5-year estimated cost per user of \$1,825 (one-third the current cost). Service improvement and efficiencies include speeds up to 256 Kbps (5 times faster than currently available), eliminating the need for departmental "dial up" servers and their staffing, and improving network security.

**c. Data Warehousing** – The first step toward integrating departmental data "silos" is the development of a county-wide data model (or models) which:

- Identifies key data which is shared or is currently redundant in various systems,
- Identifies how the data in one system links to the data in another system,
- Documents how and where the data is stored, and how to access it,

- Documents the common data definition and how used in various systems,
- Is used to leverage existing data in building new applications and decision support systems.

Two (new) FTE are required in ISD to work with departments to develop and document the models, and make them accessible via the Mint for use by departmental systems development staff. A server and modeling software is needed. Estimated cost is being determined.

Without central data models, departments expend resources doing data modeling for each new systems development project, resulting in the redundant data fields, and lack of common data definition standards (e.g. may not be compatible with standards required to utilize GIS), and may not be integrated easily with other systems. The longer the County continues to develop systems without central data models, the greater the cost to re-engineer those systems to integrate them later. The County should consider beginning the data modeling effort concurrent with implementation of the SAP system, to leverage the modeling which is part of that project, and to facilitate the integration of SAP data with other county data.

**d. Geographic Information Systems (GIS)** – There are three parts to this initiative to make the County's current investment in GIS available and useful to all County departments:

- Convert the County Assessor maps into GIS format to give County departments (and non-County agencies) an accurate and timely GIS parcel base required to meet departmental needs for GIS. Total estimated cost is \$269,923. Includes one-time costs of \$198,380 for data conversion and software, and ongoing personnel costs (to maintain GIS-based assessor maps) of \$71,543.
- Add a GIS Coordinator to the staff of two existing GIS analysts to manage deployment of GIS services to all departments. Total estimated cost is \$108,822. Includes one-time costs of \$20,000 for equipment and software, and ongoing personnel and training costs of \$88,822.
- Add a third GIS analyst to maintain and enhance the GIS component of the Justice Decision Support System (initial development to be funded by federal NIJ grant). Estimated cost is \$205,543. Includes one-time costs of \$130,000 for a server, software, and training, and ongoing personnel costs of \$75,543.

The GIS parcel maps that we currently receive from Metro cannot be used to meet the GIS needs for many county departments because: (1) they are not current (updates are only available every 3-4 months), (2) they are not accurate (Metro cartographers make assumptions about connecting parcel lines for Multnomah County properties which may not be correct), and (3) Metro chooses to place in "text" fields data we need stored in tables to produce some of our GIS applications. We are currently the only County in the region not maintaining our own GIS parcel base. This is the most basic data layer needed by County departments for GIS applications. For many departments, GIS products are not useful until this base layer is available, is accurate, and is up to date. It will take at least a year to create the parcel base layer. With every year we delay, we're at least another year away from having it available for GIS applications (although we have a current need for integrating GIS into the existing Justice Decision Support System, and plans to integrate into SAP and other systems).

**e. Imaging/Electronic Document Management** – Estimated total cost is \$457,432. Includes one-time costs of \$357,432 for purchase of central imaging server, optical disk storage, FileNet enterprise-edition indexing software (\$125,000), and two image capture stations, and an ongoing cost of \$100,000 for software maintenance and 1.0 FTE to maintain the system and assist departments in deploying applications.

Departments have implemented single-office imaging solutions to meet their immediate needs. None of these systems enable sharing of scanned documents, files, photos, or other images with other departments over the WAN, nor can any of the existing systems be integrated to the SAP system. A single central imaging system can serve the needs of individual departments as well as capture and store information received in non-electronic form (e.g. personnel photos, copies of contracts, RFPs, correspondence,

catalogs and price lists for online purchasing, etc.) and link it to related SAP data. The sooner a central imaging/indexing system can be implemented, the sooner we can eliminate the need to purchase and maintain and staff multiple imaging systems within the County.

#### **IV. Legal Issues:**

Determining security, confidentiality and access rights to data made available via decision support systems, data warehouses, GIS products, and the VPN.

Determining record management requirements for original documents versus scanned images stored electronically.

#### **V. Controversial Issues:**

Controlling distribution of departmental data made available via central data models, data warehouses, decision support systems, and/or central imaging system.

#### **VI. Link to Current County Policies:**

Utilizing these technologies will help departments reach County benchmarks.

#### **VII. Other Government Participation:**

**DSS-Justice** involves the Federal NIJ, Portland Police, Gresham Police, State Department of Corrections, State Courts, Metro Public Defenders Office, and County justice departments.

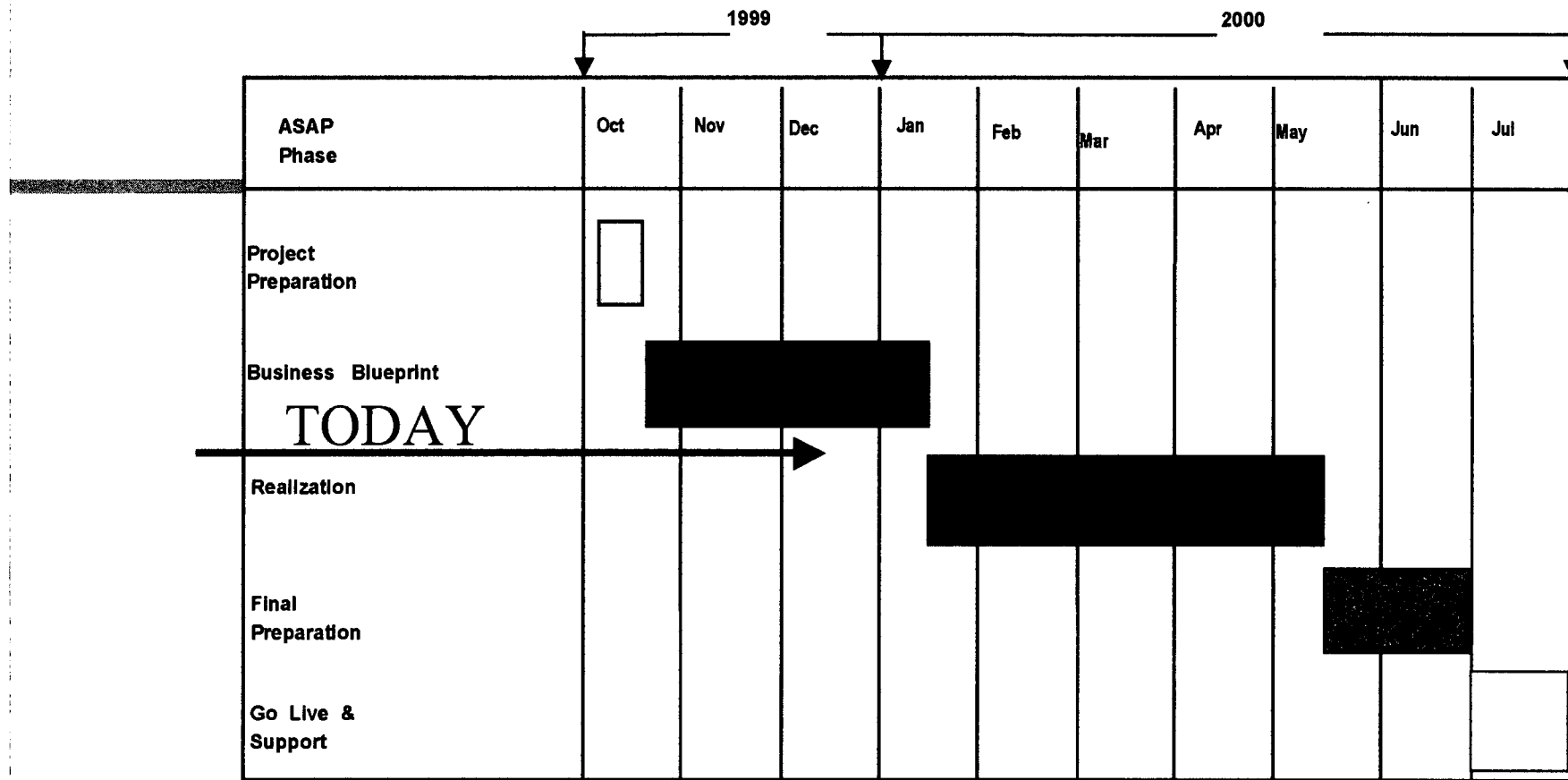
**GIS** involves Metro, Clackamas and Washington Counties, City of Portland, Federal NIJ, and other jurisdictions utilizing GIS within the State of Oregon.

**Data Warehousing** currently involves all agencies listed for DSS-Justice and GIS, as well as other departments within the State of Oregon.

**VPN** potentially provides connectivity to County systems for any other agency with whom we partner on projects.

**Imaging** is (at least initially) focused internally within the County, although there may be opportunities to collaborate with other jurisdictions implementing imaging systems as well.

## Current Status



## Current Status

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- Project Team Training 60% Complete
- System Design Underway
- Walk Through of Business Processes
  - December 14 & 15
  - January 12 & 13
- Technical Environment in Process



## Support Once Merlin Is Live

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- Functional Support
- Technical Support
- Knowledgeable Staff
- Maintenance v Enhancements







# MULTNOMAH COUNTY OREGON

AGING AND DISABILITY SERVICES  
AREA AGENCY ON AGING  
421 S.W. 5TH, 3RD FLOOR  
PORTLAND, OREGON 97204  
HELPLINE: (503) 248-3646 ADMINISTRATION: 248-3620  
TTY: 248-3683 FAX: 248-3656

BOARD OF COUNTY COMMISSIONERS  
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DIANE LINN • DISTRICT 1 COMMISSIONER  
SERENA CRUZ • DISTRICT 2 COMMISSIONER  
LISA NAITO • DISTRICT 3 COMMISSIONER  
SHARRON KELLEY • DISTRICT 4 COMMISSIONER

To: Multnomah County Board of County Commissioners  
From: Jim McConnell, Director Aging and Disability Services  
Date: December 7, 1999  
Subject: Emerging Budget Issues

Thank you for this opportunity to speak with you about emerging budget issues facing Aging and Disability Services (ADS). As you know, the mission of ADS is to assist older adults and persons with disabilities to live as independently as possible with a range of accessible, quality services that meet their diverse needs and preferences. We fulfill this mission by providing a variety of programs including, but not limited to, operation of Long Term Care branches serving persons eligible for Medicaid funding, a 24 Hour Helpline, a Gate Keeper program, a Public Guardian/Conservator program, an Adult Care Housing program, a partnering program with community based organizations to operate District Senior Centers, a meals program through Loaves and Fishes, and an Emergency Housing Assistance program.

1999 was a good year for ADS. We were proud to host the national conference of Area Agencies on Aging in July. Our department has made great technology improvements and our branches are now connected to county e-mail. We currently have over 400 people, including our advisory groups, contractors, community members and all employees developing a three-year strategic plan. We continue to lead the nation in promoting community-based care and finding employment for people with disabilities.

As we prepare for the 2000-01 fiscal year we face several significant issues that we ask you to consider. While these issues do not necessarily carry with them immediate requests for additional resources, they are significant in terms of potential long-term use of Federal, State and County resources. The issues we would like to discuss with you are as follows:

- 1) Integration of Health Care and Long-term Care
- 2) Quality Case Management and Technology
- 3) In-Home Providers
- 4) Mental Health
- 5) Developmental Disability Program Coordination
- 6) Transportation

We hope to discuss these issues with you this morning, answer any questions you may have about our programs and incorporate your ideas into our budget preparation process for the FY 2000-2001 Budget. Thank you very much for taking the time to meet with us. If you have any questions please call me or a member of my leadership team at 248-3620.

## **Issue 1: Integrating Health, Housing and Long-term Care**

The State of Oregon has a task force studying the integration of Health and Long-term Care. The client focus is to have a single system that is easy to enter, and easy to move through as people have both health and long-term care needs.

Most Elderly of persons with disabilities who are eligible for Medicaid in Oregon are enrolled in managed care health plans. Several years ago, the State decided to also capitate Mental Health Services for persons who are persistently mentally ill. Long-term care is the next possible candidate for capitation of services. Other States have integrated Health and Long-term care for these populations by incorporating the LTC system into the existing HMO systems. The Aging Network in those States complains that the capitated systems present barriers to the development of a true continuum of services for clients.

Capitation is one option for Oregon. The State integration Task Force is looking at others. But the bias towards managed care will win unless we can convince the State decision-makers that the Oregon LTC approach and values are still valid and should drive any decisions toward integration of Health and LTC.

ADS will continue to work with the State in developing plans for better integration, but not at the cost of dismantling a Long-term care system that is client focused and works very well meeting their needs.

## **Issue 2: Improving Case Management Practices and developing and implementing a Case Management Information System**

Case management is a core service delivered by ADS. It also is an important service for improving client health and long-term care outcomes. Case managers are the service coordinators for clients and usually are aware of the various health, personal and family issues likely to impact their clients' health status.

Unfortunately, the communication with health and long-term care providers has not been very systematic or streamlined. For example, there is not always an easy way to alert the health care system of things that might have an impact on a clients health condition. Conversely, the acute care system does not have an efficient way of informing case managers or care providers of changes in medications or care needs.

Through our work with the Quality Case Management Initiative, ADS has done a through review of the case management information systems throughout the country. We found several systems that offered parts of the things we need to create a better system to support improved client services. However, there were none that could be purchased as is, and we are in the process of determining the feasibility of developing our own case management information system.

We have entered into a contract with a consultant to do a feasibility study of developing our ideal information system. The system should;

- reduce duplication of data entry,
- better coordinate care among providers by allowing limited access to client files for care partners,
- and allow local access for managers to client information for planning and evaluation.

The system will also need to electronically send information to the Senior and Disabled Services Division at the state to arrange for provider payments. This requires documentation of the systems requirements. We hope to have this portion of the process completed by the end of January.

Depending upon what we learn from the feasibility study, we will most likely be developing a request for proposal for contractors during the winter. We are using one time only funding from the state to enter into this contract. The funding needed to carry out the development of the system is included in our current year budget. It is possible that by the time we do a full request for proposal for a system development contractor, we may not be able to expend the funds during the current fiscal year. If that happens, we will need to return to the Board of County Commissioners to obtain approval to carryover the funding into 2001.

### Issue 3: In-home Provider Services

Over the last year, ADS has worked to improve in-home services. The Board of County Commissioners approved funding to improve the quality of in-home services by funding a position to develop basic standards, to support training and improve efficiency of worker placements by eliminating extensive provider travel time. We worked with state advocacy groups to improve wages. However, significant areas for improvement are still needed, especially in the area of benefits.

If we are to improve the quality of care for clients, we must increase provider wages, fund benefits, change the perception of care giving as a valued occupation and establish it as a career.

The turnover of in-home providers is high. An ADS branch office pilot study estimated a turnover rate of approximately 50%. Low wages and no benefits contribute significantly to high turnover, putting ADS clients at greater risk of low quality care.

In-home Providers are independent contractors, employed by individual clients and paid by the State. The beginning wage in August was \$7.99. In September 1999, state authorized wages were raised to \$8.21/hr after the provider has six months of paid experience and the ADS approved training of 12 hours. After the state raised in-home provider rates, the private home agencies also raised their rates to compete, some are now paying \$12 and hour.

An August 1999 survey of ADS clients and their in-home providers looked at 546 respondents (273 non-relative provider/client matched couples) and presents valuable insights into the In-home Provider program. The survey shows that the in-home program works for clients when the relationship between the client and the provider is good. However, we need to learn much more about the factors for clients that are not successful.

#### **Opportunities:**

Strategies for ensuring quality home care services for elderly and people with disabilities are varied and include the following:

#### **1. Advocacy.**

An Advocacy Group which grew out of a March 1997 ADS Community Forum has continued to meet as the Caregiver Legislative and Policy Committee. Plans are being made to work intensely with candidates before the 2001 session to educate legislators about the caregiver crisis. This advocacy group supported the Multnomah County 1999 Living Wage Resolution.

#### **2. Improve quality of service.**

The ADS 1999 In-home Provider survey identified training needs in health care, emergency decision making, working with special needs such as vision-impaired clients and how the program works.

Improving quality in the In-home Provider program requires:

- Improvement in monitoring of the activities of the provider.
- Standards around training, certification and criminal background check procedures.
- Creating a career development opportunity by improving the readiness of potential caregivers. The Federal Welfare to Work program has forced many unskilled people to seek employment. Many of these people have applied for caregiver positions throughout the system.
- Improvement in transportation which is often a barrier to matching In-home providers with a job opportunity.

The In-home Provider Quality Assurance Coordinator position funded through the last budget will use this data to improve our program. This position would develop standards that address training and

certification. The person will distribute stipends for training, publish a newsletter and organize support groups.

3. Creating a career development opportunity by improving the readiness of potential caregivers. The Federal Welfare to Work program has forced many unskilled people to seek employment. Many of these people have applied for caregiver positions throughout the system. ADS established standards for entry level training, and will increase the requirements for continuing education opportunities by offering training routinely.

#### **Issue 4: ADS and Mental Health**

ADS staff have identified that many individuals with severe and persistent mental illness are reporting increasing difficulty finding their way through the complexities, barriers and cracks in the mental health system. The problems of access to services, coordination of services, and follow-up services, have worsened since the changes to the State's Mental Health programs in the 1990s. Those changes have led to tragic reductions in quality of life for clients and increased costs to public systems other than Mental Health that have to deal with the fallout.

ADS Case Managers have direct contact with over 5,000 clients who are users of the Mental Health System. They report that many mentally ill clients are in crisis because the current system is not meeting essential and critical needs.

- Clients have difficulty accessing services. There are long waits, problems with communication and service coordination, denials of service by the Managed Care Organizations.
- The types of treatment and amounts of treatment available to clients have been significantly reduced.
- Access to Mental Health supportive services such as case management, skill training, and housing specialists has been reduced.
- Services are not well coordinated, and no single entity assumes responsibility for oversight of the services provided an individual client. Confidentiality issues prevent the sharing of essential information.
- Follow-up care to individuals discharged from the State Hospitals is inadequate. At the same time, there are long waiting lists of people needing admission to State facilities.

These problems in the system must be resolved if mentally ill residents of Multnomah County are to receive appropriate treatment and supportive services. For that to happen:

1. The Mental Health system for Multnomah County must include:
  - Single entry/easy access for people needing services.
  - Case management to assure that people will not fall through the cracks.
  - A continuum of service that includes both clinical treatment services and supportive services such as housing placement, skill-building, jobs counseling, day care, etc.
  - Customized services for specific populations such as people with head injuries.
  - Access to services without barriers or "second-guessing" by Managed Care.
  - Strong linkages to other support systems in the community.
  - Planning that involves partners outside the Mental Health system.
2. The Mental Health delivery system must be integrated with the other support networks in the community, such as ADS, Housing, Employment, etc., with "short cuts" that help partners access essential services for clients.

## **Issue 5: ADS and Developmental Disabilities Program Coordination**

Statewide, an estimated 3000-4000 developmentally disabled adults are on waiting lists for residential and vocational services. They often stay on waiting lists for many years, and may never receive services unless their situation becomes critical due to the death of a parent or some other major life change. In Multnomah County, there are over 1,000 developmentally disabled adults on the waiting list for services.

The Developmental Disabilities Services Division (DDSD) at Community and Family Services provides case management to people on the waiting list, but is unable to provide additional services because of funding limitations from the State. Aging and Disability Services provides some basic financial eligibility, food stamps and medical coverage, but has been unable to provide long-term care services because of language in the Senior and Disabled Services Home and Community Based Waiver which specifically excludes persons whose primary diagnoses are mental illness or developmental disability. There are other barriers as well.

There is activity at the state level related to this issue. Senate bill 919, passed during the 1999 session, required the State Mental Health and Developmental Disabilities Services Division to develop a plan to serve people on the waiting list. The plan is to be reported to the Legislature in February, 2000. However, funding for any additional services may not be available until the following biennium.

In the meantime, ADS and DDSD have started a joint project to look for ways to remove some of the barriers that keep our two agencies from providing essential services to this needy population. Additionally, we want to make sure that staff explore all the possibilities in the existing service delivery system for addressing these needs. Our primary goals are to develop a proposal for approval at the state as a demonstration project and to find collaborative ways to use the existing system more effectively to expand services.

## **Issue 6: Transportation**

1999 has been a landmark year for special needs transportation in funding (an infusion of \$3+ million into the district), public interest, leadership, quality improvement, and a growing interest development of an overall plan for special needs transportation. During the fall, Commissioner Diane Linn oversaw the development of recommendations for improvements to the Tri-Met/OMAP Medical Transportation Program (MTP) as part of its audit panel, and she challenged the Tri-Met leadership to consider joint planning for special needs transportation.

In letters responding to Commissioner Linn and Jim McConnell, Tri-Met General Manager Fred Hansen expressed his interest in "how to best serve the needs of not just OMAP clients but all individuals with special transportation needs." He went on to direct his staff "to set up a meeting for the 3 counties to discuss this issue." ADS fully supported the Commissioner as she considered options for improvement to the MTP.

### **Opportunities**

Opportunities ahead for specialized transportation in the tri-county area will include:

- Planning for uses of \$3+ million in new Specialized Transportation Fund (STF) monies,
- Participating in the development, with Tri-Met, policy makers, and other partners, of a joint vision and plan for reliable, accessible transportation for those with special needs.

### **Significant actions in 1999 affecting Special Needs Transportation**

- Joint BCC/ADS/Service partner participation on Tri-Met/OMAP audit panel recommend significant improvements to the Medical Transportation Program.  
Commissioner Diane Linn, Vicki Hersen of Elders in Action, and Jan Campbell of DSAC participated on an internal OMAP/Tri-Met audit panel on reducing risk within the Medical Transportation Program. ADS supported their work in preparing draft policies that have been approved by the Tri-Met Board making significant improvements in the function and management of the MTP. These changes address the oversight and evaluation role of the MTP Advisory Group, thoroughness of driver background checks, and the incidence of late pickup on return trips for Medicaid case managed clients who are significantly frail, ill, or disabled.
- Successful advocacy with Legislature for \$9 million in new STF \$  
O4AD successfully worked with legislators, Elders in Action, DSAC, other advocates, and Tri-Met to win \$9 million of general fund monies earmarked for expansion of special needs transportation for older adults and persons with disabilities.
- Infusion of \$3+ million of new STF funds into the district during biennium  
As a result of the successful advocacy efforts with the legislature, the 3-county transit district will receive in this biennium \$3,058,519 in new Special Transportation Funds (STF) to expand and improve services for special needs transportation.
- AAAD/Tri-Met agree to joint planning for new STF funds  
The AAAD's met with Fred Hansen to initiate discussion on joint planning for special needs transportation. The planning will initially guide development of projects for funding through new STF funds.





Multnomah County

# **Proposed Funding Sources** **Aging and Disability Services Department** **FY 1999-2000**

## **Federal Funds**

### **Older Americans Act (OAA) For Persons 60+**

#### **Title III**

Social services, transportation, information and assistance, legal assistance

#### **Title III C-1**

Congregate Meals

#### **Title III C-2**

Home Delivered Meals

#### **Title III D**

In-Home Services

#### **Title III F**

Health Promotion Services

#### **Title VII**

Prevention of elder abuse neglect and exploitation \$1,902,366

#### **USDA**

Federal subsidy for elder nutrition programs \$350,000

### **Social Security Act Title XIX Medicaid For Eligible Persons with Disabilities and Persons 65+**

Case Management, arrange for In-Home Services, Nursing Home and Adult Foster Care Services \$21,486,820\*

(\*Includes transfer of \$1,261,273 from Fund 156 to Fund 100)

## **State Funds**

### **Oregon Project Independence (OPI)**

- ◆ In-Home Services
- ◆ Case Management
- ◆ Respite Care
- ◆ Adult Day Care \$953,117

## **Local Funds**

### **Multnomah County General Fund**

- ◆ Adult Care Home Licensing Program Licensing/Monitoring
- ◆ Public Guardian Program
- ◆ Community Services
- ◆ Senior Centers \$3,671,326
- ◆ Focal Point

### **General Funds Cities of Portland, Gresham Fairview and Troutdale**

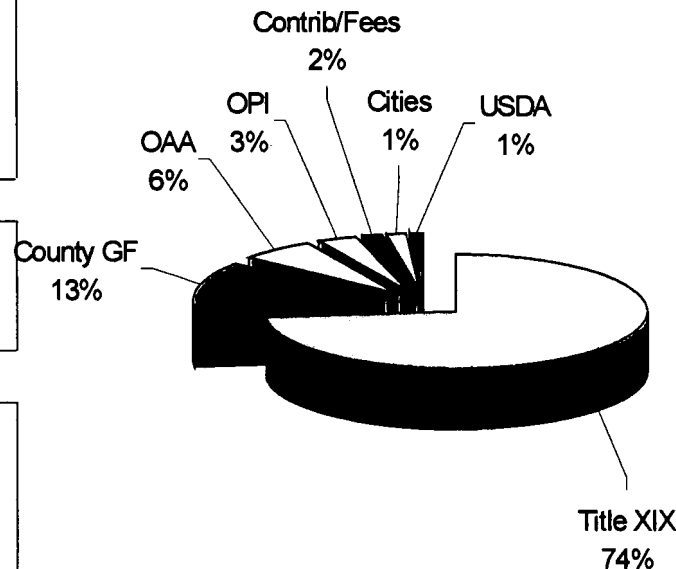
- ◆ Senior Centers
- ◆ Gatekeeper \$429,310
- ◆ East County Access

### **Projected Contribution/Fees**

- ◆ Client Contributions/Fees
- ◆ ADS Resources
- Adult Housing Fees
- Public Guardian Client Fees
- Grants and Gifts \$557,936

(Note: In addition, some contractors provide additional services funded through their own resources and client contributions. These funds are reported to ADS, but are not included in the County budget. Estimated amount \$2.4 million cash and \$700,000 in-kind resources per year.)

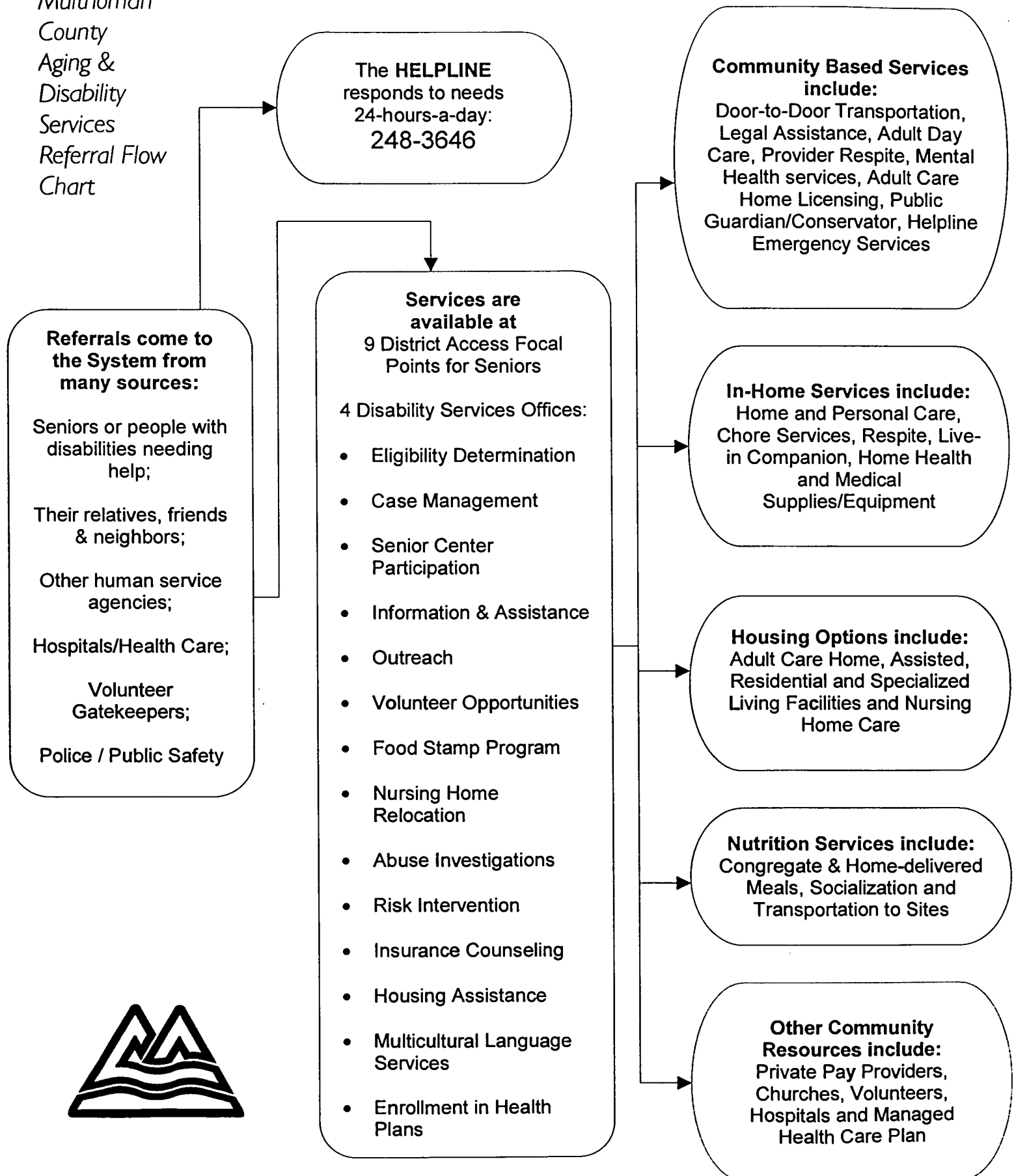
## **Funding Source**



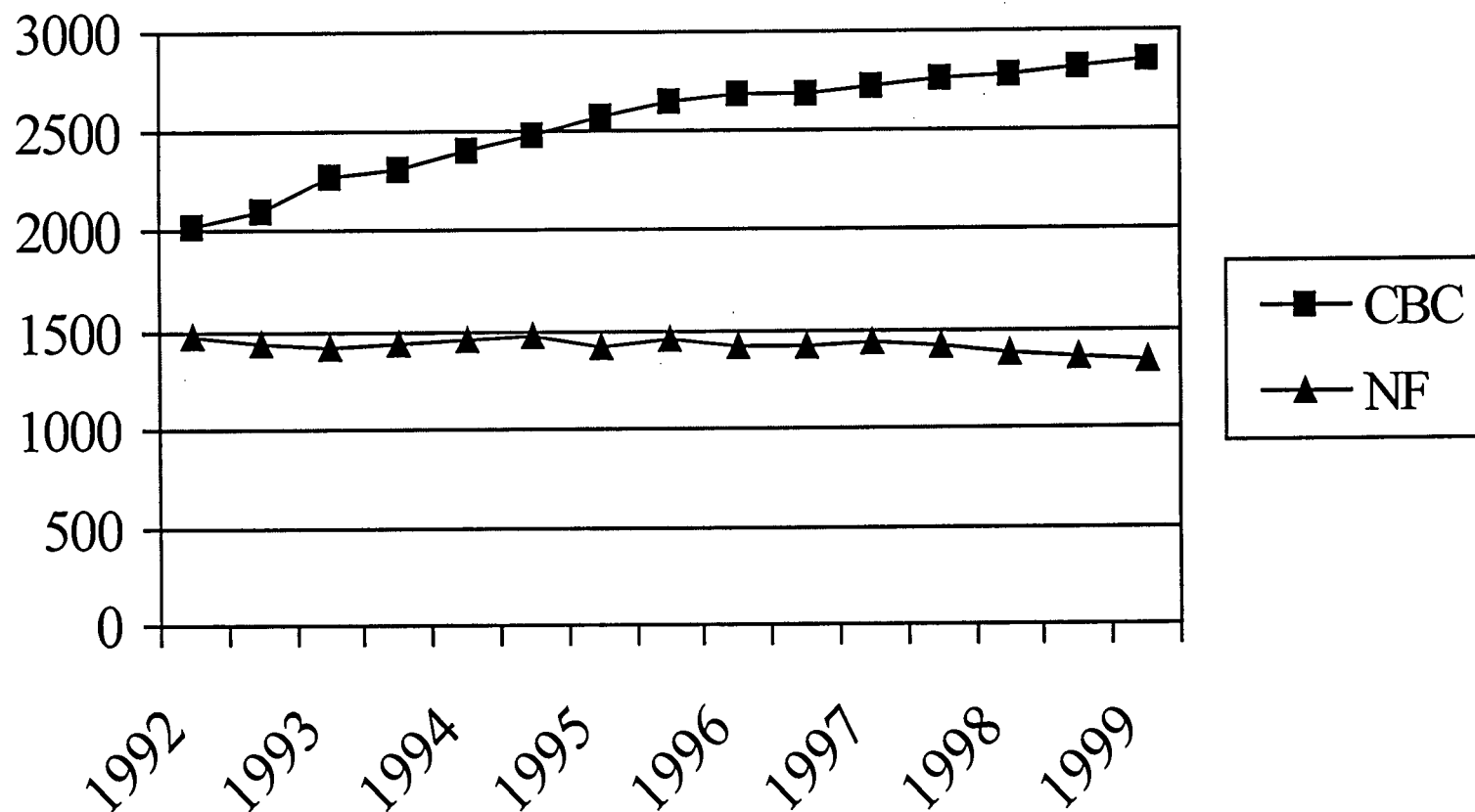
**Total \$29,350,875  
(estimated)**

Note: Medicaid services are paid directly by Senior and Disabled Services. These are estimated to be more than \$55 million per year.)

Multnomah  
County  
Aging &  
Disability  
Services  
Referral Flow  
Chart



# Nursing Facility/Community-Based Care



The trend shows continued retention of clients in community based care.  
(The graph represents numbers of elderly served for comparison purposes.)