

ANNOTATED MINUTES

Tuesday, May 14, 1996 - 1:30 PM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BUDGET HEARING

Chair Beverly Stein convened the hearing at 1:34 p.m., with Vice-Chair Dan Saltzman, Commissioners Sharron Kelley and Gary Hansen present, and Commissioner Tanya Collier excused.

PH-1 Aging Services Department Budget Overview, Highlights and Action Plans. ASD Citizen Budget Advisory Committee Presentation. Opportunity for Public Testimony on the Proposed 1996-97 Multnomah County Budget. Issues and Opportunities. Board Questions and Answers.

JIM McCONNELL INTRODUCTIONS, BUDGET HIGHLIGHTS AND SELECTED ACTION PLANS PRESENTATION AND RESPONSE TO BOARD QUESTIONS. ROBERT SMITH CBAC PRESENTATION AND RECOMMENDATIONS FROM PORTLAND/MULTNOMAH COMMISSION ON AGING. ELLEN GLYNN, ESTELLE SWIFT, BEA CARROLL, ANN MONTGOMERY, VIRGINIA STOSE, JOAN SMITH, PHYLLIS BUCKINGHAM AND DON BALLINGER TESTIMONY IN SUPPORT OF FUNDING FOR MEALS FOR THE ELDERLY PROGRAMS. ANN DUFFY AND LYNDIA TATUM TESTIMONY IN SUPPORT OF FUNDING FOR EAST COUNTY PROGRAMS. WITH INTRODUCTIONS BY NARCISA PIMENTEL, TESTIMONY IN SUPPORT OF FUNDING FOR MULTI-CULTURAL SENIOR CENTERS, TRANSPORTATION AND MEALS PROGRAMS, AND COMMUNITY ETHNIC LIAISON WORKER AND OUTREACH SERVICES PROVIDED BY LANG NGUYEN, VIETNAMESE TRANSLATOR FOR CUC VO AND THANH NGUYEN; VATHARA OUNG, CAMBODIAN TRANSLATOR FOR SANG DANH; ODALIS PEREZ, HISPANIC TRANSLATOR FOR GRACIELA HERRERA AND LUZ BARRIOS; AND JAIME LOMBOS, ESPI GAMBOA, SALLY LEE, CRYSTAL KILPATRICK AND NARCISA PIMENTEL.

JEANNE PULLIAM, ESTILL DEITZ, JIM DUNCAN, JIM PAYNTER AND ESTER McGINNIS TESTIMONY IN SUPPORT OF FUNDING FOR SENIOR CENTERS; ADVOCATES AND PROGRAMS. MR. McCONNELL INTRODUCED STAFF AND DISCUSSED REDUCTION IN FEDERAL OLDER AMERICANS ACT FUNDING FOR CONGREGATE AND HOME DELIVERED MEALS. ROSANNE COSTANZO EAST COUNTY DEVELOPMENT PRESENTATION. HOLLY BERMAN PUBLIC GUARDIAN PROGRAM UPDATE. LAURIE OLSON SENIOR HELPLINE PRESENTATION AND RESPONSE TO BOARD QUESTIONS. KATHY GILLETTE MANAGEMENT INFORMATION SYSTEMS UPDATE. MS. GILLETTE AND MR. McCONNELL RESPONSE TO BOARD QUESTIONS AND DISCUSSION. JEAN DeMASTER ADULT CARE HOME PROGRAM UPDATE AND RESPONSE TO BOARD QUESTIONS. DEPARTMENT OF ENVIRONMENTAL SERVICES STAFF TO PROVIDE FOLLOW UP INFORMATION REGARDING (22) PROVIDE SUMMARY OF THE STATUS OF STRUCTURAL NEEDS AT THE GRESHAM NEIGHBORHOOD CENTER BUILDING AND SUGGESTED OPTIONS FOR SAME; AGING SERVICES STAFF TO PROVIDE FOLLOW UP INFORMATION REGARDING: (23) REVIEW POSSIBLE ENHANCEMENTS TO THE GATEKEEPER STRATEGY FOR EAST COUNTY, INCLUDING INITIATION OF A PROCESS THAT BRINGS TOGETHER SOCIAL SERVICES PROVIDERS, THE SHERIFF'S OFFICE, AND AGING SERVICES TO BETTER COORDINATE SERVICES EAST OF THE SANDY RIVER INCLUDING THE GATEKEEPER PROGRAM; (24) DISCUSSION POTENTIAL FOR LINKING SENIOR HELPLINE AND LIBRARY REFERENCE LINES TO SAVE MONEY AND PROVIDE ENHANCED SERVICE; (25) REVIEW THE ADMINISTRATIVE ACTIONS TAKEN BY AGING SERVICES TO RELIEVE PRESSURE ON THE TELEPHONE RECEPTIONIST POSITION; (26) SUGGEST A PROCESS THAT WILL HELP THE COUNTY PREPARE TO ADDRESS POTENTIAL FEDERAL BUDGET CUTS. COMMISSIONER

**HANSEN PROPOSED AMENDMENT ASD 1 \$69,430
FOR ETHNIC OUTREACH.**

There being no further business, the hearing was adjourned at 3:30 p.m.

Wednesday, May 15, 1996 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BUDGET HEARING

Chair Beverly Stein convened the hearing at 9:35 a.m., with Commissioners Sharron Kelley, Gary Hansen and Tanya Collier present, and Vice-Chair Dan Saltzman excused.

PH-2 Department of Environmental Services Budget Overview, Highlights and Action Plans. DES Citizen Budget Advisory Committee Presentation. Opportunity for Public Testimony on the Proposed 1996-97 Multnomah County Budget. Issues and Opportunities. Board Questions and Answers.

LARRY NICHOLAS BUDGET OVERVIEW, BUDGET HIGHLIGHTS AND SELECTED ACTION PLANS PRESENTATION. MIKE ZOLLITSCH CBAC PRESENTATION AND RECOMMENDATIONS. BOB ECKLAND TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS. TRICIA AZZONE, PHYLLIS JOHANSON AND HANNAH ZAIV TESTIMONY IN SUPPORT OF FUNDING TO EXTEND HOURS OF CLACKAMAS TOWN CENTER ADOPTION OUTREACH PROGRAM. MILDRED TAXER TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS. SHARON HARMON TESTIMONY IN SUPPORT OF FUNDING TO EXTEND HOURS OF CLACKAMAS TOWN CENTER ADOPTION OUTREACH PROGRAM AND RESPONSE TO BOARD QUESTIONS. STAN SEID, ROCHELLE LESSNER AND RICHARD WILLEBRAND TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS.

MARY ANN MELVIN TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS AND FUNDING TO EXTEND HOURS OF CLACKAMAS TOWN CENTER ADOPTION OUTREACH PROGRAM. KEITH COLLIER TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS. CAROLINE MILLER TESTIMONY IN SUPPORT OF FUNDING ANIMAL CONTROL OFFICER POSITION TO ENFORCE LEASH LAW IN PORTLAND PARKS AND FUNDING TO EXTEND HOURS OF CLACKAMAS TOWN CENTER ADOPTION OUTREACH PROGRAM. MIKE OSWALD RESPONSE TO QUESTION OF COMMISSIONER COLLIER CONCERNING "MASTERLEASH THEATRE" CABLE PROGRAM DEVELOPED BY PHIL CLIFFORD. MR. NICHOLAS INTRODUCED MIKE OSWALD, LANCE DUNCAN, KERI HARDWICK, TOM GUINEY, HANK MIGGINS, WAYNE GEORGE, KATHY TUNEBERG, VICKI ERVIN, CHUCK HENLEY, BOB THOMAS AND KATHY BUSSE. MR. NICHOLAS ISSUES AND OPPORTUNITIES PRESENTATION, INCLUDING DISCUSSION ON FUNDING FOR ASSESSMENT AND TAXATION; ASSESSMENT AND TAXATION SYSTEM MIGRATION; COURTHOUSE SPACE NEEDS; GEOGRAPHIC INFORMATION SYSTEM; REVIEW OF THE NATURAL AREAS FUND; AND YEON BUILDING ANNEX. MR. NICHOLAS, BOB ELLIS AND KERI HARDWICK RESPONSE TO BOARD QUESTIONS AND DISCUSSION. DEPARTMENT OF ENVIRONMENTAL SERVICES STAFF TO PROVIDE FOLLOW UP INFORMATION REGARDING (27) PROVIDE POSSIBLE ALTERNATIVE WAYS TO HANDLE PERSONAL PROPERTY VALUATION AND TAX COLLECTION; (28) EXPLAIN THE RELATIONSHIP OF COUNTY GIS EFFORTS TO THE MAJOR GIS RESOURCE AT METRO, PERHAPS INCLUDING TESTIMONY BY METRO STAFF; (29) EXPLAIN POTENTIAL FOR USING GIS BASED INFORMATION THROUGH THE INTERNET VIA WEB PAGES OR SOME OTHER MEANS OF ACCESS; (30) EXPLAIN THE

RELATIONSHIP OF THE PROPOSED CONSTRUCTION PROJECTS AT THE YEON SHOP TO THE STRATEGIC SPACE PLAN; (31) SHOW A FINANCIAL ANALYSIS OF COP FUNDING FOR THE YEON SHOP PROJECTS, INCLUDING A DISCUSSION OF THE OPPORTUNITIES FOREGONE BY THE COST OF AMORTIZING THE COPS; (32) DESCRIBE THE STRUCTURAL WORK THAT WILL MAKE THE YEON SHOP STRUCTURALLY SOUND AND SEISMICALLY SAFE; (33) DISCUSS THE LAND USE PLANNING FUNCTIONS NOW CONTRACTED WITH CITIES, OR THAT MIGHT POTENTIALLY BE CONTRACTED WITH CITIES, FROM A CONSTITUENT OR CUSTOMER POINT OF VIEW. DISCUSS HOW POTENTIAL CHANGES MIGHT AFFECT THE SPACE NEEDS AT THE YEON SHOPS; (34) CONSIDER THE YEON SHOP PROJECT AND THE STRATEGIC SPACE PLAN AS THEY MIGHT RELATE TO OTHER NEEDS FOR CONSOLIDATING OPERATIONS IN EAST COUNTY. SUGGEST OTHER POSSIBILITIES FOR SECURING SPACE OR STRUCTURING ACTIVITIES FOR EASE OF CUSTOMER ACCESS; (35) EXPLORE THE POTENTIAL OF GETTING ADDITIONAL REVENUE AS A RESULT OF STEPPED UP ANIMAL CONTROL ENFORCEMENT; (36) REVIEW THE GENERAL QUESTION OF WHAT ANIMAL CONTROL'S LEGAL ENFORCEMENT RESPONSIBILITIES ARE; (37) SUMMARIZE EDUCATION EFFORTS TAKEN TO DATE TO ADDRESS THE LOOSE DOG ISSUE. COMMISSIONER COLLIER PROPOSED AMENDMENT DES 1 \$50,000 FOR LEASH AND SCOOP LAW ENFORCEMENT.

There being no further business, the hearing was adjourned at 11:55

a.m.

Thursday, May 16, 1996 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

REGULAR MEETING

Chair Beverly Stein convened the meeting at 9:32 a.m., with Vice-Chair Dan Saltzman, Commissioners Sharron Kelley, Gary Hansen and Tanya Collier present.

**COMMISSIONER SALTZMAN AND BOARD
ACKNOWLEDGED AND WELCOMED VISITING
SAUVIE ISLAND PRINCIPAL MARILYN LANE
AND HER SIXTH, SEVENTH EIGHTH AND NINTH
GRADE STUDENTS.**

CONSENT CALENDAR

**AT THE REQUEST OF CHAIR STEIN AND UPON
MOTION OF COMMISSIONER KELLEY, SECONDED
BY COMMISSIONER COLLIER, THE CONSENT
CALENDAR (ITEMS C-2 THROUGH C-6) WAS
UNANIMOUSLY APPROVED.**

AGING SERVICES DEPARTMENT

- C-2 Budget Modification ASD 9602 Adding \$263,966 in Federal Title XIX (Medicaid) from the Revised Allocation from the State of Oregon

DEPARTMENT OF ENVIRONMENTAL SERVICES

- C-3 ORDER Authorizing Execution of Deed D961328 Upon Complete Performance of a Contract to Larry Burright

ORDER 96-87.

- C-4 ORDER Cancelling Contract 15434 with James E. Steppes, Deceased, Upon Default of Payments and Performance of Covenants

ORDER 96-88.

- C-5 MC 1-96 Report of April 26, 1996 Hearings Officer Decision APPROVING, with Conditions, Request for Alteration of a Non-

Conforming Use (an Existing Single Family Dwelling in an Exclusive Farm Use Zone) with a New Manufactured Home, on Property Located at 24709 SE RUGG ROAD, GRESHAM

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES

- C-6 Intergovernmental Revenue Agreement 105106 with the City of Portland, Providing \$100,000 to Pay for Winter Emergency Shelter Services for Homeless Single Adults and Families

REGULAR AGENDA

NON-DEPARTMENTAL

- R-1 PUBLIC HEARING and Consideration of a RESOLUTION Selecting an Appointee to Fill a Vacancy in the Oregon Legislative Assembly, State Senate, District 8

CHAIR STEIN EXPLANATION OF PROCESS. BOARD CONSENSUS TO VOTE BY WRITTEN BALLOT. FIVE MINUTE PRESENTATIONS BY NOMINEES ROBERT W. BOYER AND JULIE MIKALSON. (NOMINEE PAUL McCOY WAS NOT PRESENT.) WRITTEN BALLOTS READ INTO RECORD TO REFLECT SELECTION OF ROBERT W. BOYER BY UNANIMOUS VOTE. COMMISSIONER HANSEN COMMENTS IN SUPPORT OF DEMOCRATIC CENTRAL COMMITTEE SELECTION PROCESS. BOB BOYER ACCEPTANCE COMMENTS. BOARD ACKNOWLEDGED AND EXPRESSED APPRECIATION FOR ALL DISTRICT 8 NOMINEES. RESOLUTION 96-89 APPOINTING ROBERT W. BOYER UNANIMOUSLY APPROVED.

NON-DEPARTMENTAL

- C-1 Appointments of Jennifer English and Donald Joe Williams, and Re-Appointments of Dale Dunning and Michael Twain to the MULTNOMAH COUNTY ANIMAL CONTROL ADVISORY COMMITTEE

COMMISSIONER COLLIER MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF C-1. ROBERT BABCOCK TESTIMONY

REQUESTING DELAY OF APPOINTMENTS TO THE COMMITTEE IN ORDER TO CONSIDER POSSIBLE COMPOSITION AND MEMBERSHIP CHANGES. COMMISSIONERS HANSEN, COLLIER AND KELLEY COMMENTS AND DISCUSSION IN RESPONSE. CHAIR STEIN ADVISED THE NEW ANIMAL CONTROL DIRECTOR WILL BE DIRECTED TO LOOK INTO THE COMMITTEE COMPOSITION AND MEMBERSHIP. APPOINTMENTS UNANIMOUSLY APPROVED.

PUBLIC COMMENT

- R-2 Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.

TOM CROPPER COMMENTS IN OPPOSITION TO WRITE IN CAMPAIGN TO ELECT MARGARET CARTER TO OREGON SENATE DISTRICT 8 POSITION. COMMISSIONER HANSEN COMMENTS IN RESPONSE.

DEPARTMENT OF ENVIRONMENTAL SERVICES

- R-3 PROCLAMATION Recognizing NATIONAL PUBLIC WORKS WEEK, May 19 - 25, 1996

COMMISSIONER KELLEY MOVED AND COMMISSIONER SALTZMAN SECONDED, APPROVAL OF R-3. ED ABRAHAMSON, KIP COURSER AND NASARIO GARCIA EXPLANATION, PRESENTATION OF COMMEMORATIVE CUPS TO BOARD AND READING OF PROCLAMATION. BOARD COMMENTS IN SUPPORT OF DES STAFF. PROCLAMATION 96-90 UNANIMOUSLY APPROVED.

- R-4 Intergovernmental Agreement 301556 with Rockwood Water People's Utility District, to Incorporate Needed Waterline Improvements with County's NE 207th Connector (Unit 3) Contract

COMMISSIONER COLLIER MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL

**OF R-4. JOHN DORST EXPLANATION.
AGREEMENT UNANIMOUSLY APPROVED.**

- R-5 PUBLIC HEARING and Consideration of a RESOLUTION Approving the Multnomah County 1996-2000 Transportation Capital Improvement Plan and Program

COMMISSIONER COLLIER MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-5. ED ABRAHAMSON EXPLANATION AND RESPONSE TO BOARD QUESTIONS. NO ONE WISHED TO TESTIFY. RESOLUTION 96-91 UNANIMOUSLY APPROVED.

- R-6 Second Reading and Adoption of an ORDINANCE Amending the Comprehensive Framework Plan Volume 1 Findings to Include the West Hills Reconciliation Report, as Revised and Amended by the Board, in Fulfillment of the Periodic Review Work Program Tasks for Statewide Planning Goal 5 Resources in the West Hills Rural Area

ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER SALTZMAN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF SECOND READING AND ADOPTION. TOM CROPPER AND CLARE DENISON TESTIMONY IN OPPOSITION. ORDINANCE 852 UNANIMOUSLY APPROVED.

- R-7 Second Reading and Adoption of an ORDINANCE Amending the Sectional Zoning Maps by Deleting the SEC-h (Wildlife Habitat) Zoning Overlay District for Lands to the North of the Bonny Slope Subdivision within the West Hills Rural Area

ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER KELLEY MOVED AND COMMISSIONER SALTZMAN SECONDED, APPROVAL OF SECOND READING AND ADOPTION. GORDON HOWARD EXPLANATION OF NON-SUBSTANTIVELY CORRECTED EXHIBIT MAP. UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER SALTZMAN, SUBSTITUTION OF THE CORRECTED EXHIBIT MAP WAS UNANIMOUSLY APPROVED.

**NO ONE WISHED TO TESTIFY. ORDINANCE 853
UNANIMOUSLY APPROVED, AS AMENDED.**

R-8

Request of the Riverdale School District that Board Adopt an ORDER to Initiate a Community Service Use Application and All Other Applicable Applications to the County Transportation and Land Use Planning Division on Private Land Proposed for Condemnation

COMMISSIONER SALTZMAN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF R-8. BARRY MANNING AND SANDRA DUFFY EXPLANATION. AT THE REQUEST OF MS. DUFFY AND UPON MOTION OF COMMISSIONER SALTZMAN, SECONDED BY COMMISSIONER KELLEY, CONSIDERATION OF A SUBSTITUTE RESOLUTION WAS UNANIMOUSLY APPROVED. MS. DUFFY RESPONSE TO CONCERNS OF COMMISSIONER SALTZMAN. AT THE SUGGESTION OF CHAIR STEIN AND UPON MOTION OF COMMISSIONER SALTZMAN, SECONDED BY COMMISSIONER KELLEY, AN AMENDMENT TO THE LAST WHEREAS ADDING "OR ON THE CONDEMNATION ACTION BETWEEN THE SCHOOL AND PROPERTY OWNERS" WAS UNANIMOUSLY APPROVED. MS. DUFFY AND STEVE ABEL RESPONSE TO BOARD QUESTIONS AND CONCERNS. ORDER 96-92 UNANIMOUSLY APPROVED, AS AMENDED.

NON-DEPARTMENTAL

R-9

RESOLUTION Requiring Board Approval for Studies Regarding Tolls and Congestion Pricing for Bridge Access Across the Willamette River

COMMISSIONER HANSEN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF RESOLUTION WITH DELETION OF "AT TOLL PLAZAS" FROM LAST WHEREAS. COMMISSIONER HANSEN EXPLANATION AND COMMENTS IN SUPPORT. COMMISSIONER COLLIER COMMENTS IN SUPPORT. RESOLUTION 96-93 UNANIMOUSLY APPROVED, AS AMENDED.

There being no further business, the regular meeting was adjourned at 10:30 a.m. and the briefing convened at 10:35 a.m.

Thursday, May 16, 1996 - 10:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland


BOARD BRIEFING

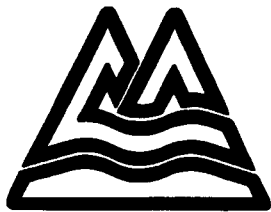
B-1 Status of the Wellness Package. Presented by Bill Farver and Members of the Wellness Team..

BILL FARVER INTRODUCED MAXINE THOMPSON, IRIS BELL, CAROL WIRE, LESLIE HAINES, JAN SINCLAIR, DONNA DENGEL, JANICE GRATTON, MEGANNE STEELE AND TOM DARBY. BILL FARVER GOALS PRESENTATION. CAROL WIRE AND LESLIE HAINES WELLNESS PHILOSOPHY PRESENTATION. MAXINE THOMPSON AND IRIS BELL PROCESS AND MEMBERSHIP PRESENTATION. CAROL WIRE CRITERIA PRESENTATION. BILL FARVER RESULTS PRESENTATION. MR. FARVER, MS. HAINES, MS. THOMPSON, MS. BELL, CHAIR STEIN AND MS. WIRE RESPONSE TO BOARD QUESTIONS AND DISCUSSION. MS. BELL TO PROVIDE BOARD WITH DATA CONCERNING EACH FAMILY CENTER.

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

OFFICE OF THE BOARD CLERK
FOR MULTNOMAH COUNTY, OREGON


Deborah L. Bogstad



MULTNOMAH COUNTY OREGON

OFFICE OF THE BOARD CLERK
SUITE 1510, PORTLAND BUILDING
1120 SW FIFTH AVENUE
PORTLAND, OREGON 97204
CLERK'S OFFICE • 248-3277 • 248-5222
FAX • (503) 248-5262

BOARD OF COUNTY COMMISSIONERS		
BEVERLY STEIN •	CHAIR	•248-3308
DAN SALTZMAN •	DISTRICT 1	• 248-5220
GARY HANSEN •	DISTRICT 2	•248-5219
TANYA COLLIER •	DISTRICT 3	•248-5217
SHARRON KELLEY •	DISTRICT 4	•248-5213

AGENDA

MEETINGS OF THE MULTNOMAH COUNTY BOARD OF COMMISSIONERS

FOR THE WEEK OF

MAY 13, 1996 - MAY 17, 1996

Tuesday, May 14, 1996 - 1:30 PM - ASD Budget Hearing.....Page 2

Wednesday, May 15, 1996 - 9:30 AM - DES Budget Hearing...Page 2

Thursday, May 16, 1996 - 9:30 AM - Regular Meeting.....Page 2

Thursday, May 16, 1996 - 10:30 AM - Board Briefing.....Page 4

*Thursday Meetings of the Multnomah County Board of Commissioners are *cablecast* live and taped and can be seen by Cable subscribers in Multnomah County at the following times:*

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

Friday, 10:00 PM, Channel 30

Sunday, 1:00 PM, Channel 30

Produced through Multnomah Community Television

INDIVIDUALS WITH DISABILITIES MAY CALL THE OFFICE OF THE BOARD CLERK AT 248-3277 OR 248-5222, OR MULTNOMAH COUNTY TDD PHONE 248-5040, FOR INFORMATION ON AVAILABLE SERVICES AND ACCESSIBILITY.

AN EQUAL OPPORTUNITY EMPLOYER

Tuesday, May 14, 1996 - 1:30 PM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BUDGET HEARING

PH-1 *Aging Services Department Budget Overview, Highlights and Action Plans. ASD Citizen Budget Advisory Committee Presentation. Opportunity for Public Testimony on the Proposed 1996-97 Multnomah County Budget. Issues and Opportunities. Board Questions and Answers. 2 HOURS REQUESTED*

Wednesday, May 15, 1996 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BUDGET HEARING

PH-2 *Department of Environmental Services Budget Overview, Highlights and Action Plans. DES Citizen Budget Advisory Committee Presentation. Opportunity for Public Testimony on the Proposed 1996-97 Multnomah County Budget. Issues and Opportunities. Board Questions and Answers. 2 HOURS REQUESTED*

Thursday, May 16, 1996 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

REGULAR MEETING

CONSENT CALENDAR

NON-DEPARTMENTAL

C-1 *Appointments of Jennifer English and Donald Joe Williams, and Re-Appointments of Dale Dunning and Michael Twain to the MULTNOMAH COUNTY ANIMAL CONTROL ADVISORY COMMITTEE*

AGING SERVICES DEPARTMENT

C-2 *Budget Modification ASD 9602 Adding \$263,966 in Federal Title XIX (Medicaid) from the Revised Allocation from the State of Oregon*

DEPARTMENT OF ENVIRONMENTAL SERVICES

- C-3 *ORDER Authorizing Execution of Deed D961328 Upon Complete Performance of a Contract to Larry Burright*
- C-4 *ORDER Cancelling Contract 15434 with James E. Steppes, Deceased, Upon Default of Payments and Performance of Covenants*
- C-5 *MC 1-96 Report of April 26, 1996 Hearings Officer Decision APPROVING, with Conditions, Request for Alteration of a Non-Conforming Use (an Existing Single Family Dwelling in an Exclusive Farm Use Zone) with a New Manufactured Home, on Property Located at 24709 SE RUGG ROAD, GRESHAM*

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES

- C-6 *Intergovernmental Revenue Agreement 105106 with the City of Portland, Providing \$100,000 to Pay for Winter Emergency Shelter Services for Homeless Single Adults and Families*

REGULAR AGENDA

NON-DEPARTMENTAL

- R-1 *PUBLIC HEARING and Consideration of a RESOLUTION Selecting an Appointee to Fill a Vacancy in the Oregon Legislative Assembly, State Senate, District 8*

PUBLIC COMMENT

- R-2 *Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.*

DEPARTMENT OF ENVIRONMENTAL SERVICES

- R-3 *PROCLAMATION Recognizing NATIONAL PUBLIC WORKS WEEK, May 19 - 25, 1996*
- R-4 *Intergovernmental Agreement 301556 with Rockwood Water People's Utility District, to Incorporate Needed Waterline Improvements with County's NE 207th Connector (Unit 3) Contract*
- R-5 *PUBLIC HEARING and Consideration of a RESOLUTION Approving the Multnomah County 1996-2000 Transportation Capital Improvement Plan and Program*

- R-6 *Second Reading and Adoption of an ORDINANCE Amending the Comprehensive Framework Plan Volume 1 Findings to Include the West Hills Reconciliation Report, as Revised and Amended by the Board, in Fulfillment of the Periodic Review Work Program Tasks for Statewide Planning Goal 5 Resources in the West Hills Rural Area*
- R-7 *Second Reading and Adoption of an ORDINANCE Amending the Sectional Zoning Maps by Deleting the SEC-h (Wildlife Habitat) Zoning Overlay District for Lands to the North of the Bonny Slope Subdivision within the West Hills Rural Area*
- R-8 *Request of the Riverdale School District that Board Adopt an ORDER to Initiate a Community Service Use Application and All Other Applicable Applications to the County Transportation and Land Use Planning Division on Private Land Proposed for Condemnation*

NON-DEPARTMENTAL

- R-9 *RESOLUTION Requiring Board Approval for Studies Regarding Tolls and Congestion Pricing for Bridge Access Across the Willamette River*
-

Thursday, May 16, 1996 - 10:30 AM
(OR IMMEDIATELY FOLLOWING REGULAR AGENDA)
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BOARD BRIEFING

- B-1 *Status of the Wellness Package. Presented by Bill Farver and Members of the Wellness Team. 1 HOUR REQUESTED.*

TANYA COLLIER
Multnomah County Commissioner
District 3



1120 SW Fifth St., Suite 1500
Portland, OR 97204
(503) 248-5217

MEMORANDUM

TO: Office of the Board Clerk
Board of County Commissioners

FROM: Michele Fuchs, Commissioner Collier's Office

DATE: May 14, 1996

SUBJECT: Absence from Budget Hearing

Please excuse Commissioner Collier's unexpected absence from the May 14, Aging Services budget hearing before the Board of County Commissioners due to County business outside the office.

BOARD OF
COUNTY COMMISSIONERS
96 MAY 15 AM 10:30
MULTNOMAH COUNTY
OREGON

#1.

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

Ellen Lynn

ADDRESS

0858 S.W. Palatine Hill

STREET

Portland, OR 97219

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

ASD

SUPPORT

Loaves & Fishes

OPPOSE

SUBMIT TO BOARD CLERK

#2

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME Estelle Swift

ADDRESS 1430 SW 12th

STREET

Portland 97201

CITY **ZIP**

I WISH TO SPEAK ON AGENDA ITEM NO. _____

SUPPORT Lowest Fishes **OPPOSE** _____

SUBMIT TO BOARD CLERK
+ gtr

#3.

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME BEA CARROLL

ADDRESS 1717 SW PARK

STREET Portland

CITY 97201

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. _____

SUPPORT LOAVES & FISH **OPPOSE** _____

SUBMIT TO BOARD CLERK

#4

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

Ann Montgomery

ADDRESS

1005 SW PARK

STREET

CITY

97205
ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. _____

SUPPORT ☒ L + F **OPPOSE** _____

SUBMIT TO BOARD CLERK

9th Dist Center

#5

PLEASE PRINT LEGIBLY!

MEETING DATE 5-14-96

NAME

Virginia Stose (Stose)

ADDRESS

49th & Woodstock

STREET

Portland

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

Ethnic
meal
Site

6, 7, 8

PLEASE PRINT LEGIBLY!

MEETING DATE 5-14-96

NAME

Phyllis Buckingham * Don Ballinger
Joan Smith *

ADDRESS

6125 SE 52 *

STREET

Portland

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

meal
funding

#9

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

Rev. Ann Duffy

ADDRESS

STREET

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. ASD Budget
SUPPORT ✓ **OPPOSE**

SUBMIT TO BOARD CLERK

#10.

PLEASE PRINT LEGIBLY!

MEETING DATE 5-14-96

NAME

Lynda Tatum

ADDRESS

14659 SW Scarlett

STREET

Tigard

97224

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

ASD Budget

SUPPORT

X

OPPOSE

SUBMIT TO BOARD CLERK

#11

PLEASE PRINT LEGIBLY!

MEETING DATE

May 14, 1996

NAME

Introduce
Narcisa C. Pimentel

ADDRESS

STREET

CITY

ZIP

ASD

I WISH TO SPEAK ON AGENDA ITEM NO.

Budget

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

#12.

PLEASE PRINT LEGIBLY!

INTERPRETER **MEETING DATE** May 14, 1996

NAME

Lang Nguyen

"win"

ADDRESS

STREET

#13 Cuc Vo

CITY

#14 THANH NGUYEN

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

ASD Budget

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

#15.

PLEASE PRINT LEGIBLY!

MEETING DATE

May 14, 1996

Interpreter OUNG

NAME

Vathara ~~Hong~~ "VATHARO ONG"

ADDRESS

STREET

#16

SANG DANH

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO.

ASD Budget

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

#17.

PLEASE PRINT LEGIBLY!

MEETING DATE May 14, 1996

NAME

Odalis Perez - interpreter

ADDRESS

STREET

#18 GRACIELA HERRERA

CITY

ZIP

#19. LUZ BARRIOS

I WISH TO SPEAK ON AGENDA ITEM NO. ASD Budget

SUPPORT _____

OPPOSE _____

SUBMIT TO BOARD CLERK

#20.

PLEASE PRINT LEGIBLY!

MEETING DATE May 14, 1996

NAME

Jaime Lombos "Lombos"

ADDRESS

STREET

#21 ESP, CAMBOA #22 SALLY LEE

CITY

ZIP

#23 CRYSTAL KILPATRICK

I WISH TO SPEAK ON AGENDA ITEM NO

SUPPORT ☒

OPPOSE

ASP
Budget

SUBMIT TO BOARD CLERK

#24

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

Leanne Pulliam

ADDRESS

626 N.E. Fleming Ave.

STREET

Gresham

CITY

97030-5970

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. ASD

SUPPORT

OPPOSE

SUBMIT TO BOARD CLERK

#25

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

ESTILL DEITZ

ADDRESS

STREET

1025 NE 152nd

CITY

PDX

ZIP

97230

I WISH TO SPEAK ON AGENDA ITEM NO. PH1

SUPPORT _____

OPPOSE _____

SUBMIT TO BOARD CLERK

#26

PLEASE PRINT LEGIBLY!

MEETING DATE 5-14-96

NAME Jim Duncan

ADDRESS 3454 NE 35TH PLACE

STREET

PORTLAND, OR 97212

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. PH-1

SUPPORT ☒

OPPOSE ☐

SUBMIT TO BOARD CLERK

#27.

PLEASE PRINT LEGIBLY!

5-14

MEETING DATE

WEEK

NAME

JIM PAYNTER

ADDRESS

1820 NE 40TH AVE

STREET

PORTLAND 97212

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. _____

SUPPORT _____

OPPOSE _____

SUBMIT TO BOARD CLERK

#28.

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME

Ester McGinnis

ADDRESS

8337 SW 59th Ave.

STREET

Portland

CITY

97219

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. _____

SUPPORT Aging Services **OPPOSE** _____

SUBMIT TO BOARD CLERK

Nutrition / E. Co. / Minority / Ag.

PLEASE PRINT LEGIBLY!

MEETING DATE 5/14/96

NAME
ADDRESS

Rosemary Reashaw

STREET

CITY

ZIP

I WISH TO SPEAK ON AGENDA ITEM NO. ASD Budget
SUPPORT ✓ **OPPOSE** _____
SUBMIT TO BOARD CLERK

MEETING DATE: May 14, 1996

AGENDA #: PH-1

ESTIMATED START TIME: 1:30 PM

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Presentation and Review of Aging Services Budget

BOARD BRIEFING:

DATE REQUESTED: _____

REQUESTED BY: _____

AMOUNT OF TIME NEEDED: _____

REGULAR MEETING:

DATE REQUESTED: May 14, 1996

AMOUNT OF TIME NEEDED: 2 hours

DEPARTMENT: Aging Services

CONTACT: Jim McConnell

TELEPHONE #: 248-3441

BLDG/ROOM #: 161/3rd

PERSON(S) MAKING PRESENTATION: Jim McConnell, Staff, CBAC, Public Testimony

ACTION REQUESTED:

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

SUGGESTED AGENDA TITLE:

Aging Services Budget Overview, Highlights and Action Plans. Citizen Budget Advisory Committee Presentation. Opportunity for Public Testimony on the 1996-97 Multnomah County Budget. Issues and Opportunities. Board Questions and Answers.

SIGNATURES REQUIRED:

ELECTED
OFFICIAL: _____

(OR)
DEPARTMENT
MANAGER: _____

Pamela Stein

BOARD OF
COUNTY COMMISSIONERS
96 MAY 11 PM 4:45
MULTNOMAH COUNTY
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Office of the Board Clerk 248-3277 or 248-5222



Central Library Front Steps

Multnomah County

AGING SERVICES

May 14, 1996 1:30 P.M.

**Budget
1996-97**

Packet #3 - Information



MULTNOMAH COUNTY OREGON

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

BOARD OF COUNTY COMMISSIONERS
BEVERLY STEIN • CHAIR OF THE BOARD
DAN SALTZMAN • DISTRICT 1 COMMISSIONER
GARY HANSEN • DISTRICT 2 COMMISSIONER
TANYA COLLIER • DISTRICT 3 COMMISSIONER
SHARRON KELLEY • DISTRICT 4 COMMISSIONER

AGING SERVICES DEPARTMENT FY1997 BUDGET HEARING

TUESDAY, MAY 14TH
1:30 P.M. - 4:00 P.M.

AGENDA

- 1. DEPARTMENT OVERVIEW** **1:30** Jim McConnell, Department Director
 - A. Introductions
 - B. Budget Highlights
 - C. Selected Action Plans

- 2. CBAC PRESENTATION FROM PORTLAND/
MULTNOMAH COMMISSION ON AGING** **1:40** Bob Smith, Sr. Advocate

- 3. PUBLIC TESTIMONY** **2:00**

- 4. ISSUES AND OPPORTUNITIES** **2:30**
 - A. Funding for Meals
 - B. East County Development
 - C. Public Guardian Program
 - D. Senior Helpline
 - E. Management Information Systems

Jim McConnell, Director
Rosanne Costanzo, Program Dev. Staff
Holly Berman, Public Guardian
Laurie Olson, Community Info. Spec.
Kathy Gillette, Admin. Serv. Officer

- 5. QUESTIONS AND ANSWERS WITH THE BOARD** **3:15**

- 6. ADDITIONAL PUBLIC TESTIMONY** **3:45**

Aging Services Division Staff in Attendance:

Jim McConnell, Director
Holly Berman, Public Guardian
June Schumann, Community Access Mgr.
Alice Scannell, Planner
Rosanne Costanzo, Program Dev. Staff

Carol Rex, Deputy Director
Jean DeMaster, Adult Care Home Manager
Kathy Gillette, Admin. Serv. Officer
Karylann Echols, Community Organizer
Laurie Olson, Community Info. Spec.

AGING SERVICES DEPARTMENT VISION, MISSION, AND VALUES

Vision: ASD and its network of public and private partners support seniors and persons with disabilities through leadership and programs that enhance independence, dignity, choice, and individual well-being. ASD employees will have an excellent place to work.

The **mission** of ASD is:

- to have readily available and easily accessible a wide range of preventive and supportive services, quality long-term care services, and protective interventions against abuse.
- to keep people in their own homes as long as possible.
- to have alternative living arrangements that are available, adaptable, and appropriate to peoples' needs.

ASD holds the following **organizational values**:

- Be customer-driven
- Involve people in the decisions that affect them
- Promote client independence and choice
- Treat everyone with respect
- Act with personal and professional integrity
- Recognize diversity and ensure equal access
- Provide excellent service
- Use both public and private resources efficiently
- Develop effective partnerships and encourage community involvement

AGING SERVICES DEPARTMENT
1996-97 Proposed Budget

The proposed budget for ASD includes:

*** projected cuts in Federal Funds for programs as follows:**

- Title III-B of the Older Americans Act (Social Services).
- Title III-C of Older Americans Act (Congregate Meals and Home-delivered meals).
- US Dept. of Agriculture (USDA) subsidy for Senior Meals.

*** The Budget shows increases in Medicaid funding.** The funds must be spent only for the support of Medicaid Long Term Care services (they cannot replace the funding cuts listed above.) They were allocated based on caseload growth in the LTC program.

*** Increases are shown in the budget:**

- where funds are provided for a specific purpose e.g. Medicaid.
- where the County requires increases with or without additional funds e.g. COLA for staff.
- for District Senior Centers and Legal Services Contractors, where no increase has been given for the past two years.

Significant changes from FY1995-1996:

*** Additions:**

- Additional Case Managers and Support Staff for Long Term Care, and additional costs of the new LTC Branch office in East County).
- 3% COLA for District Centers and Legal Services.
- Cola for ASD staff. In Administration, these are offset by other administrative cuts.
- Add funding to the Senior Helpline for night and weekend coverage.
- Add funding to Public Guardian for night and weekend coverage.
- A County assessment of almost \$150,000 to provide for the future replacement of computer systems.

*** Cuts (All resulting from cuts in Federal Older Americans Act and USDA):**

- The Health Promotion and Elder Abuse prevention sections of the OAA are proposed for deletion: ASD will have about \$25,000 in carryover for Health Promotion.
- About 34,000 Congregate and Home-delivered meals.
- The Housing Specialist position at ASD.

AGING SERVICES DEPARTMENT

ACTION PLANS FY 96-97

Disability Services Transfer

In FY 95-96, ASD will have completed a study on the feasibility of transferring the State's Disability Services Offices to Multnomah County Aging Services Dept. If the Board of County Commissioners approve the transfer, it will occur about July 1, 1997.

During FY 1996-7, ASD will develop and complete an implementation plan for the transfer. This will involve the cooperation of ASD and DSO staff, County and State infrastructure offices, Bargaining Units, Community and Family Services Dept, Advocates for Seniors and Persons with Disabilities, etc. The Board of County Commissioners will approve the final implementation plan during the 1997-98 budget planning process.

Transitioning Long Term Care to a Capitated payment system

The planning was started in FY95-96. During 1996-97, ASD will:

- * participate with the State, other AAAs, Health Plans, National organizations etc. in defining the most efficient and effective model that will:
 - eliminate gaps and barriers in the continuum of acute and Long Term Care services for Seniors and Persons with Disabilities
 - have a financial management system for LTC that is capitated and compatible with the Medical Managed Care model.
 - preserve the values inherent in the current system i.e. Single Entry Access, focus on functionality rather than illness, keeping people in their own homes, etc.
- * continue the planning at the local level to move Multnomah County's LTC system in the direction stated above. It is not expected that the County plan will be completed in the 1996-97 fiscal year.

Legislative Education

FY 96-97 will be an important year for programs for Seniors at both the State and Federal level. Congress and the President are not agreeing on budgets or on policies affecting Health, Long Term Care, and Community Programs for the Elderly and Persons with Disabilities. The State legislature will be in session, dealing with the same issues.

ASD will be called on frequently to inform and participate with committees and Legislators in the formulation of policies and development of budget priorities.

AGING SERVICES DEPARTMENT

ISSUES AND OPPORTUNITIES

1. Reduction in Federal Older Americans Act (OAA) Title III-C funds

Congress appears determined to cut all programs of the Federal government. This includes funding for Community Nutrition and Social services for Seniors (Older Americans Act). We project a cut of 5-7% in OAA funds for FY 96-97.

The immediate impact of these cuts on Multnomah County Seniors is the reduction in OAA funding for Congregate and Home-delivered meals. We estimate a cut of \$118,000 with 34,000 fewer meals affecting Seniors.

Alternatives include:

- Serve fewer meals
- require clients to pay for meals on a sliding scale basis. This might generate about \$10,000-\$15,000 at most.
- fund the cuts with County General funds.

These cuts will affect mostly Loaves and Fishes. ASD is working with them on the issue.

2. East County Development

ASD has worked during the past year developing partnerships with East Multnomah County communities, organizations, and individuals in order to determine what services are needed by seniors in East County, and how to fund and deliver those services.

The population of elderly in East County has grown faster than seniors in the rest of the County. Based on those aged 40-59 years old, this area will continue to see a high level of growth during the next two decades.

Alternatives include:

- Reduce funding for other District Centers and reallocate funds to East County. However, all other areas are not experiencing a reduction in demand for services.
- Fund East County services with General Funds.
- Do not proceed with services in East County.

3. Public Guardian Program

The Public Guardian program continues to see increased demand for its services, due to increasing focus on abuse cases and changes to the mental health system, such as the closure of Dammasch. Further, with more potential cases coming to the Public Guardian, the ability to evaluate them regarding intake has been slowed.

In addition, because so many more of the clients are younger and based in the community, the need for after-hours coverage has increased. In the past, that responsibility has fallen to the Public Guardian.

Alternatives include:

- Continue business as usual, with intakes slowed, and other system resources responding to on-going abuse and neglect cases
- Fund additional staff, so as to speed intakes, and provide better resources to those in the community who may be able to serve as guardians if they have adequate support.

4. Senior Helpline

The Senior Helpline continues to see growth in not only requests for "simple Information and Referral" but also for more complicated requests that require contact with a Community Information Specialist. ASD has also developed resource materials for callers, with materials needing regular updates.

Due to the success of ASD's Senior Helpline, however, forty-four percent of callers in a recent study had to be called back by ASD staff. Depending on the volume and type of calls to be returned, waiting time in the same study averaged 3 hours and 31 minutes. This often results in "telephone tag" which further contributes to use of staff time.

Alternatives include:

- Continue as is, with reduced response times, and potential customer dissatisfaction
- Fund an additional position so as to maintain quick response times and current written materials.

5. Management Information Systems

During the past two years, ASD has increased its computer capacity from about 70 computers and one local area network (LAN) to over 200 computers and six LANs. In addition, where computers were used in prior years was in a DOS-based environment. Currently, ASD, like the rest of the County, is moving to the Windows-based operating system. This leads to the need to move to new software, as well.

Further, as more staff become aware of the potential of technology to assist them in their work with clients, more programming requests are directed to the three current ASD staff who support all computer operations and maintenance.

Alternatives include:

- Provide no additional programming or software support for staff
- Provide no training or protocols in regards to migrating to the new county software
- Fund two additional positions, including a manager, to adequately support ASD staff in planning, usage and programming of Information Systems.

Creating a **Focal Point** *for Seniors in East County*

Meeting the Needs of Senior Citizens in Multnomah County

The development of accessible neighborhood-based senior services in East Multnomah County has required creative partnerships linking the public and private sector. Businesses, governmental agencies, civic, health services, religious organizations and citizens are working together to address the current needs of seniors in our communities and to plan now for the future. Partnerships currently include the following:

■ Financial Commitments by Cities

- Gresham: \$10,000 approved in FY 96-97 Budget.
\$21,919 on Parks and Recreation Serial Levy.
Commitment to work on focal point development.
- Fairview: \$1,500 approved in FY 96-97 Budget.
Commitment to work on focal point development.
- Troutdale: \$1,500 approved; FY 96-97 Budget to be adopted 6/96.

■ Community Partnership Development

- The Gresham Area Chamber of Commerce's Executive Board passed a resolution on March 21 to support the development of a Focal Point in East County.
- New partnerships formed with East County Caring Community, Christian Unity, and East County Senior Coalition. Coalition Members include East County Health Office, Multnomah Community Television, Gresham Parks and Recreation Department, Courtyard Village, Zion United Church of Christ, The Village Retirement Center, Gresham Senior Center, Multnomah County District Attorney's Office, Volunteer Transportation Inc, Loaves and Fishes Centers Inc, The Heritage, Mt. Hood Community Mental Health Center, Salvation Army, Gresham United Methodist Church, Legacy Mt. Hood Medical Center, Gresham-Barlow School District, Portland General Electric, Gresham Police Crime Prevention, Senator Wyden's Office, NEMCA, YWCA, the Portland Multnomah Commission on Aging, and numerous community residents.

■ Outcomes Achieved

- Awareness of senior needs has increased in East County communities.
- Financial support has been committed from 3 of 4 Cities.
- Plans are in place to evaluate changes in access and utilization of services achieved through these East County partnerships.

Growth and Development of Multnomah County Aging Services Department's Daytime Senior Helpline

(May 1996)

Since its inception in October 1989, the Senior Helpline has been an excellent example of quality customer service in action. Its role is to provide easy access to services provided not only by Multnomah County but by the entire aging network. The success of the program is reflected in its growth and development.

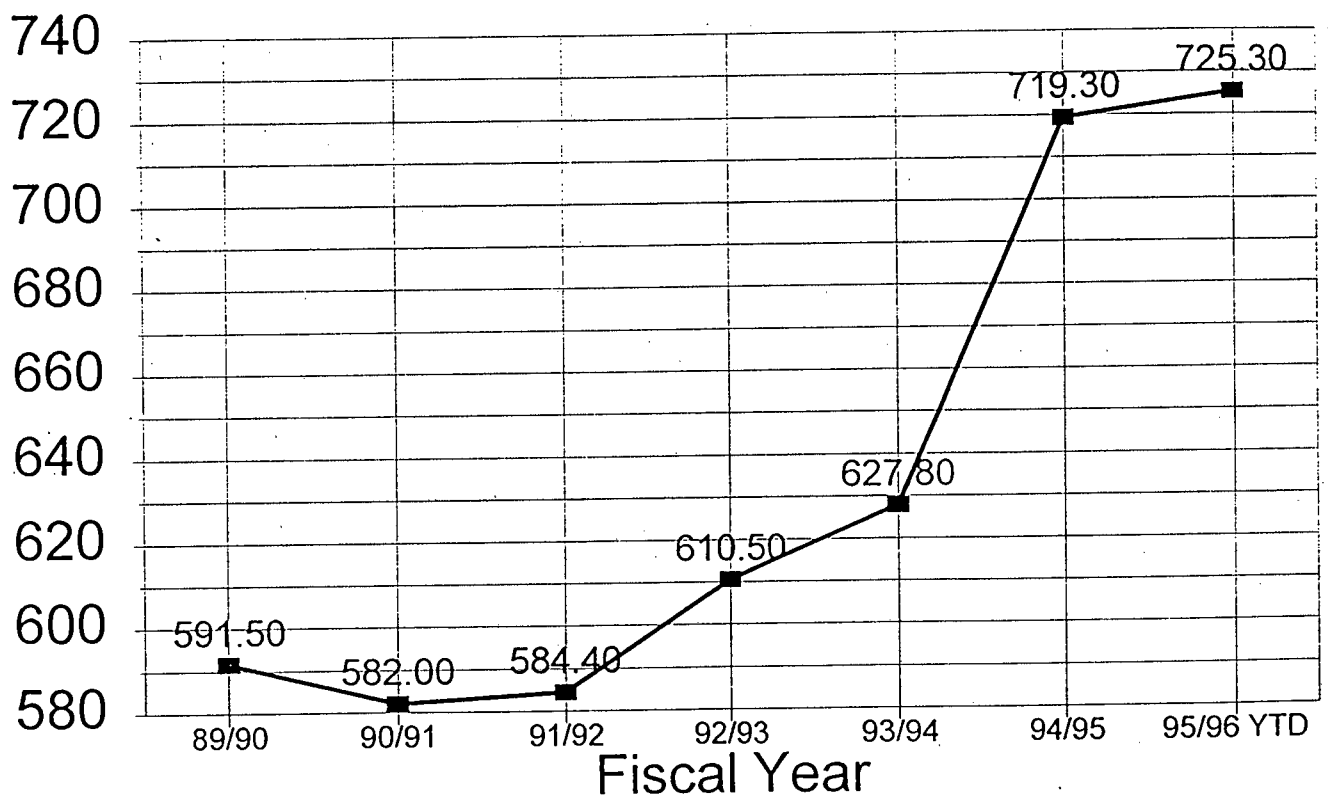
- Overall growth of new information and assistance calls is approximately 22 percent. The average monthly volume of calls has risen from 591 to 725, with peak months now reaching as high as 893 calls. As many as 330 additional calls per month cannot be counted in these statistics because they are from chronic callers or are follow-up calls from earlier inquiries.
- In response to customer demand for written information, the Senior Helpline has developed more than four dozen fact sheets and resource lists explaining complex programs and services. Regular updating is essential.
- The Senior Helpline is the catalyst for an Access Work Group which brings together intake personnel, screeners, and I&R specialists from ASD's five branches and eight District Seniors. The purpose of the two-year-old work group is to continuously improve customer service, and to promote easy access and consistency at all sites.
- The Senior Helpline plays a leadership role in crisis situations. An emergency plan now under development by members of the aging network designates the Helpline as the coordination point during weather emergencies and other disasters.

The Senior Helpline has become an integral part of the aging system in Multnomah County and has built an excellent reputation among advocates and among other I&R programs, all while operating under the original funding formula. The irony is that, unless additional staffing is funded, the program's success is also a threat to the quality of service it provides. A recent time study showed that:

- 44 percent of customers who need information beyond what the receptionist can provide cannot be helped at the time of their call because the I&R Specialist is busy assisting other callers. This is a particular danger because many calls involve elder abuse, serious self-neglect, or other crisis situations.
- Callers who need to speak with the I&R Specialist wait an average of 3 hours 31 minutes for a return call which, at times, only initiates telephone tag. The longest response time during the study was 16.5 working hours; the shortest was 15 minutes.

Daytime Senior Helpline

Average Monthly Call Volume



	TITLE III	OPI	CITY	COUNTY	TITLE XIX	USDA	FEES/RENT OTHER	FY 96-97 TOTAL	ADOPTED FY 95-96 TOTAL	CHANGE
DISTRICT CENTERS	364,698	236,635	313,763	452,205	79,105			1,446,406	1,404,321	42,085
Legal Services	30,318			17,672				47,990	46,592	1,398
Transportation	95,314			73,775				169,089	169,089	0
Health Promotion Projects	25,000							25,000	60,409	(35,409)
TRANSP. & SPEC. SERV. - TOTAL	150,632	0	0	91,447	0	0	0	242,079	276,090	(34,011)
Congregate Meals	222,910					95,153		318,063	318,063	0
Home-Delivered Meals	493,891					152,866		646,757	646,757	0
Additional USDA - All meals	0					168,287		168,287	168,287	0
FUNDING CUTS	(67,753)					(50,975)		(118,728)	0	(118,728)
NUTRITION SERVICES - TOTAL	649,048	0	0	0	0	365,331	0	1,014,379	1,133,107	(118,728)
Ethnic Meals	88,201					14,669		102,870	102,690	180
Ethnic Meals - Additional USDA						3,795		3,795	3,000	795
Ethnic Meals - Transportation	22,183							22,183	22,183	0
Multi-cultural Center Rents			50,714	44,542				95,256	93,237	2,019
Ethnic Projects - District Centers	1,000		36,000					37,000	37,975	(975)
Ethnic Staff, Materials & Serv.	36,013			14,855				50,868	48,217	2,651
Other Ethnic Services	7,621							7,621	11,497	(3,876)
ETHNIC SERVICES - TOTAL	155,018	0	86,714	59,397	0	18,464	0	319,593	318,799	794

	TITLE III	OPI	CITY	COUNTY	TITLE XIX	USDA	FEES/RENT OTHER	FY 96-97 TOTAL	ADOPTED FY 95-96 TOTAL	CHANGE
In-home Services	52,443	608,597 *					22,000	683,040	683,340	(300)
Respite Care		27,267						27,267	27,267	0
Adult Day Care		21,833						21,833	21,833	0
IN-HOME SERVICES	52,443	657,697	0	0	0	0	22,000	732,140	732,440	(300)
* \$90,000 of OPI is paid by State of Oregon, not in County Budget										
MULTI-DISCIPLINARY TEAMS					126,776			126,776	118,176	8,600
24-Hour Access				20,760	112,452			133,212	87,001	46,211
SHIBA							13,919	13,919	0	13,919
Gatekeeper - Personnel, M & S			16,000	26,333			3,000	45,333	48,923	(3,590)
Info. Referral - Personnel, M & S	17,014	1,500		30,874	16,119			65,507	63,734	1,773
Reception	9,264	3,743		13,103	9,360			35,470	32,634	2,836
ACCESS SERVICES - TOTAL	26,278	5,243	16,000	91,070	137,931	0	16,919	293,441	232,292	61,149
Advocacy ###, ///	46,360	25,721		104,380	173,043			349,504	353,833	(4,329)
Beyond Bricks and Mortar							0	0	55,441	(55,441)
Intergenerational/Adult Care Home										
Activities Programs				67,732	19,153			86,885	84,808	2,077
Sub-tenant rents, Senior Centers			14,286	73,428			115,090	202,804	185,468	17,336
Elder Abuse Training	8,727							8,727	9,174	(447)
Materials and Services	7,740	2,222		58,565	15,796			84,323	56,807	27,516
ADVOCACY AND MISC. GRANTS	62,827	27,943	14,286	304,105	207,992	0	115,090	732,243	745,531	(13,288)
COMMUNITY SERVICES - TOTAL	<u>1,460,944</u>	<u>927,518</u>	<u>430,763</u>	<u>998,224</u>	<u>551,804</u>	<u>383,795</u>	<u>154,009</u>	<u>4,907,057</u>	<u>4,960,756</u>	<u>(53,699)</u>

	TITLE III	OPI	CITY	COUNTY	TITLE XIX	USDA	FEES/RENT OTHER	FY 96-97 TOTAL	ADOPTED FY 95-96 TOTAL	CHANGE
LTC SERVICES - TOTAL				65,000	7,850,402		13,000	7,928,402	6,377,324	1,551,078
PUBLIC GUARDIAN ***				83,587	392,072		27,000	502,659	454,147	48,512
ADULT CARE HOME LICENSING *** ###				42,871	729,534		136,000	908,405	776,932	131,473
Personnel and support	126,099	50,626		400,310	488,508		2,500	1,068,043	1,081,362	(13,319)
PMCOA				4,965	35,293			40,258	40,258	0
ASD Department-wide Indirect Costs				51,434	161,739		339	213,512	370,871	(157,359)
ADMINISTRATION TOTAL	126,099	50,626	0	456,709	685,540	0	2,839	1,321,813	1,492,491	(170,678)
TOTAL EXPENSES - ALL ASD	<u>1,587,043</u>	<u>978,144</u>	<u>430,763</u>	<u>1,646,391</u>	<u>10,209,352</u>	<u>383,795</u>	<u>332,848</u>	<u>15,568,336</u>	<u>14,061,650</u>	<u>1,506,686</u>
*** - Position(s) were added by Add Packages during the FY1996 Budget process										
### - Position(s) were added during the Fiscal Year due to increased Medicaid funding										
/// - Position cut during FY1997 Budget process										
FYI - Local Match - Not included in the figures above				1,044,434				1,044,434	1,142,672	(98,238)

Multi Ethnic Community (for Testimony) on
Group Leader Narcisa C. Pimentel needed for Community
advocate Ethnic Seasonal Worker

① - Lang Nguyen - Translator for Vietnamese
Seniors: Cuc Vo
+ Thanh Nguyen

② - Vathara Oung - Translator for Camb.
~~Seniors~~ Sang Danh

③ - Jaime Lombos Outreach Worker
Crystal Kilpatrick - also American
Sally Lee Chinese
Espirito Zambo - Filipino

④ - Hispanics Odalis Perez Translator
Graciela Herrera } Hispanics
Luz Barrios }



HOUSING AUTHORITY of PORTLAND

135 S.W. Ash Street
Portland, OR 97204-3540
(503) 228-2178 Fax # (503) 228-4872 TDD # (503) 226-6095

May 14, 1996

Chair Stein and Multnomah County Board of Commissioners,

This letter is to support the funding of the Housing Specialist with Multnomah County Aging Services Department (ASD). By the use of this position, over the last several years HAP has created a successful partnership with Aging Services. This working partnership has had a great impact on both HAP's elderly residents as well as persons who are elderly and living in our community.

This is an especially vulnerable time for public and assisted housing. Nationally these programs are taking deep funding cuts in a time when elderly who, in most cases happen to be the "poorest of the poor" so desperately need safe and affordable housing. Quite frankly, funding of elderly housing, especially for those with very small fixed income, is not a high priority by the majority of our leaders in Washington. We must assist them in making informed choices and that means organizing ourselves and educating Congressional decision makers. The Aging Services Department Housing Specialist is a key player in that role!

The ASD Housing Specialist has been directly involved with the development, training and implementation of many of our programs that serve the elderly community. This includes the *Congregate Housing Services Program* that provides low cost housing and site based support services, the *Special Needs Housing and Services Program* that assists families and individuals including elderly to be given a priority for housing, and the *Mixed Population Steering Committee* that provides direction in creating a housing atmosphere where younger disabled and elderly can successfully live within the same housing site. For all of these programs, the Housing Specialist serves as our direct link to ASD. In order to continue this successful partnership, and serve the most vulnerable in our community, this link is imperative. We ask for your support.

Sincerely,

Judi Pitre
Deputy Executive Director
Housing Authority of Portland



Equal Housing Opportunity

BOGSTAD Deborah L

From: WARREN Dave C
To: McCONNELL Jim; GILLETTE Kathy; NICHOLAS Larry F; OSWALD Michael L
Cc: CLARK Susan L; KLINK Howard A; POE Lorenzo T; TINKLE Kathy M; SIMPSON Thomas G; ODEGAARD Billi I; FRONK Tom R; CLAWSON Elyse; STEELE Meganne A; COBB Becky; COOPER Ginnie; GOODRICH Jeanne; AAB Larry A; FARVER Bill M; BOGSTAD Deborah L; #BUDGET; #CHAIR'S OFFICE; #DISTRICT 1; #DISTRICT 2; #DISTRICT 3; #DISTRICT 4
Subject: Follow Up on 5/14/96 Aging Services Budget Review
Date: Tuesday, May 14, 1996 4:29PM

Here is a list of items about which the Board of Commissioners would like additional information.

Please prepare responses to the Board's questions. I suggest the responses state the question and then state the response. If appropriate, the response may be a reference to an attached document. Please respond to all the questions by Friday, May 24.

Send a copy of the answers to Ching Hay (for Aging issues) or Keri Hardwick (the DES issue). They will review them (for no more than one working day), perhaps even supplement the response with additional work, and forward it to the Chair's Office;

Taking no more than one working day, Bill will review the responses to see that they answer the question(s) clearly, add anything they feel is needed, and return it to Ching and Keri;

Ching and Keri will communicate any proposed changes to you or give you the OK to print;

Deliver 10 copies to Kathy Nash in Budget & Quality. She will package your material with a sequentially numbered cover page and an index so the Board can tell what they receive, tell that it is in response to issues raised and at which hearing, the date they received it, and be assured they have received all the packets.

Budget & Quality will deliver the packets to the Office of the Board Clerk who will distribute them to the Board.

Follow up Items

Environmental Services

22. Provide the Board with a summary of the status of structural needs at the Gresham Neighborhood Center building and your thinking about the options for dealing with the building.

Aging Services

23. Review possible enhancements to the Gatekeeper strategy for east county.

24. Discuss the potential for linking the Senior Helpline and the Library reference lines to save money and provide enhanced service.

25. Review the administrative actions taken by Aging Services to relieve pressure on the telephone receptionist position.

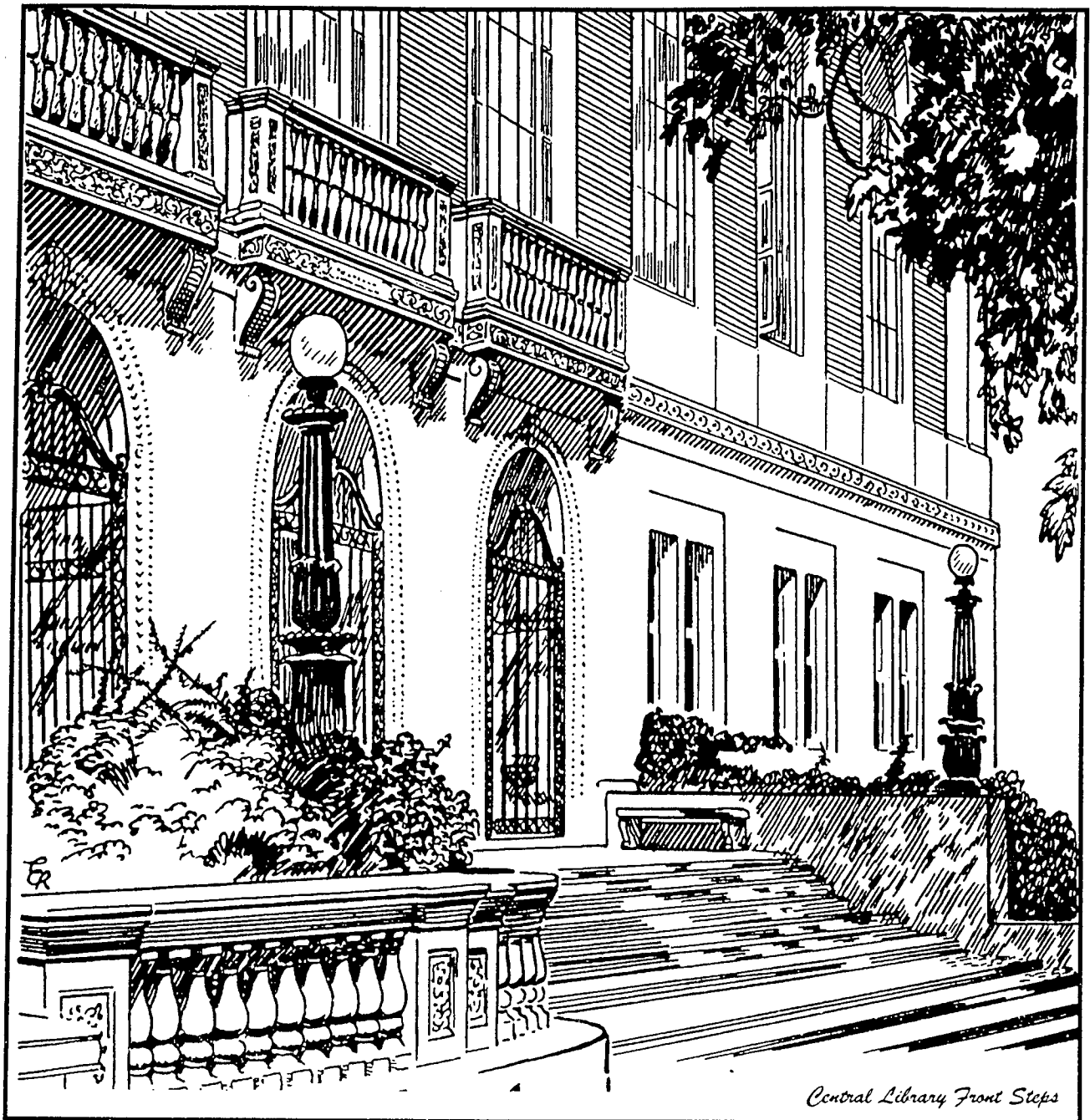
26. Suggest a process that will help the County prepare to address potential Federal budget cuts.

BOGSTAD Deborah L

From: WARREN Dave C
To: McCONNELL Jim; GILLETTE Kathy; NICHOLAS Larry F; OSWALD Michael L
Cc: BOGSTAD Deborah L; #BUDGET; #CHAIR'S OFFICE; #DISTRICT 1; #DISTRICT 2; #DISTRICT 3; #DISTRICT 4
Subject: Further Followup on the 5/14/96 Aging Services Budget Hearing
Date: Wednesday, May 15, 1996 9:20AM

Commissioner Kelley has asked me to pass on the following clarification of her request for further information.

23. Review possible enhancements to the Gatekeeper strategy for east county, including initiation of a process that brings together social services providers, the Sheriffs Office, and Aging Services to better coordinate services east of the Sandy river including the Gate Keeper program.



Central Library Front Steps

Multnomah County

Aging Services

June 4, 1996

Packet #12 - Follow-up

MULTNOMAH COUNTY
OREGON

96 JUN - 3 PM 12:43

BOARD OF
COUNTY COMMISSIONERS

**Budget
1996-97**

AGING SERVICES DEPARTMENT - RESPONSE TO BOARD OF COUNTY COMMISSIONERS QUESTIONS FROM MAY 14, 1996

22. Provide the Board with a summary of the status of structural needs at the Gresham Neighborhood Center building, and your thinking about the options for dealing with the building.

This question has been referred to the Department of Environmental Services. This building would not be cost-effective to repair. The County's Capital Improvement Project list (CIP) indicates a total of nearly one million dollars in repairs needed over the next several years. This does not include seismic repairs (the Gresham Neighborhood Center is in the top five buildings needing seismic repairs of all Multnomah County buildings) or ADA-related expenses. Recent emergency repairs led the City of Gresham to give Multnomah County only a one-year occupancy permit for the building. Also, the lease for the 501 building in Gresham, which is being sub-leased from the City of Gresham, goes to just June 30, 1998.

ASD's long term plan is to have a full District Center focal point in Gresham, i.e., a facility large enough to house the ASD East Branch (now in temporary office space in Gresham), a meal site, a Senior Center, and the YWCA Senior Access program. The existing Gresham facility is not large enough for this District Center, nor does the 501 building provide enough space to have a full District Center, including a senior center and meal site.

Because planning for a new site will include numerous community partners with ASD, and possibly other County Departments, East County municipalities, and community agencies, ASD expects to begin planning for future development during FY1997. The new office in Gresham will assist ASD in determining the demand for services, and the types of services most needed by East County clients.

23. Review possible enhancements to the Gatekeeper strategy for East County, including initiation of a process that brings together social services providers, the Sheriffs Office, and Aging Services to better coordinate services east of the Sandy River including the Gatekeeper program.

Enhancements planned are:

- ASD recently re-trained post office staff throughout Multnomah County, including Corbett and Troutdale. Carriers working out of the Cascade Locks Post Office in Hood County (serving the Warrendale, Dodson, and Bonneville areas) will be trained in FY1996-1997.

- The Gatekeeper Refresher Training will be conducted with the Multnomah County Sheriff's staff in FY1996-1997. Special attention will be given to East County.

- ASD has identified potential new Gatekeepers for rural Gorge areas, including six suburban/rural water companies (water bureaus have been great gatekeepers). Training will be offered to these groups in FY1996-1997.

In addition, ASD, the East County Senior Coalition, and other ASD partners have held a number of meetings, community forums, etc. in East County during the current fiscal year. Sites for these events have included Corbett, Gresham and Troutdale. Citizens have identified needed services in their communities. As further East County development occurs, such planning will continue in FY1997, including further enhancement or coordination by the Gatekeeper program.

24. Discuss the potential for linking the Senior Helpline and the Library reference lines to save money and provide enhanced service.

From discussion between ASD and Library staff, both departments are in agreement that the services provided by the two departments are significantly different.

The Library reference line is an information-only phone line. Items that can be "looked up" such as addresses, the author of a quote or book, dates of historic events, etc., can be answered quickly by staff with limited training. ASD will work with Library staff to see that basic senior information is available through the Library. This will enhance access for seniors and their families, but will not save money.

The Senior Helpline provides information, and it is also a problem-solving phone line for seniors in need of advice. Those who answer calls may receive simple requests for information, but often assessment skills are necessary to determine if callers have needs greater than those presented at the initial question. Often, there may be multiple solutions to multiple needs of a caller, and staff answering the Helpline also need to be able to prioritize needs.

Further, protective service and risk intervention calls come to the Senior Helpline. These calls need a quick response, and extensive knowledge of the ASD resources. The teamwork that has evolved among ASD staff who respond to these calls is a critical component in building the ASD system.

25. Review the administrative actions taken by Aging Services to relieve pressure on the telephone receptionist position.

The ASD receptionist in the Mead building answers all Central office calls to ASD; answers the Senior Helpline; and greets visitors and clients to the third floor. (There are actually four incoming phone lines, the message center, and a TTY device.)

In FY1995-1996, ASD installed direct-dial telephone lines for most staff, so that the call is received initially at the staff person's phone. Nearly everyone on the floor also now has voice mail. This reduces the number of messages that need to be taken each day. While there are just a few staff who do not have voice mail at this time, adding more voice mail boxes will not significantly reduce the receptionist's time. While this has assisted in keeping the front desk work load manageable, it is still difficult to have uninterrupted time that can be used to answer more than the most rudimentary Senior Help line calls at the front desk.

Even with these efforts, phone calls through the switchboard have increased 19.5% since 1989-1990.

26. Suggest a process that will help the County prepare to address potential Federal budget cuts.

Other Departments, as well as Aging Services, are affected by the Federal budget cuts. The actual cuts in FY1995-1996 were not anywhere near what was initially proposed by the Congressional leadership. What will happen in FY1996-1997 at this point is anybody's guess. Adding further to the confusion is what may might happen in the November, 1996 national elections.

We are recommending that the affected Departments and the Budget Office work together to develop a report to be presented to the Board shortly after the November elections. This data will set the ground work for the County's FY1997-1998 budget. Forecasting for the budget will begin in January, 1998.