

ANNOTATED MINUTES

Tuesday, January 30, 2001 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

BOARD BRIEFING

Chair Beverly Stein convened the meeting at 9:34 a.m., with Vice-Chair Lisa Naito, and Commissioners Diane Linn, Serena Cruz and Lonnie Roberts present.

B-1 Department of Community Justice Policy and Performance Review.
Presented by Elyse Clawson and Joanne Fuller.

**ELYSE CLAWSON AND JOANNE FULLER
PRESENTATION AND RESPONSE TO BOARD
QUESTIONS AND DISCUSSION INCLUDING
JUVENILE JUSTICE SYSTEM; DRUG
TREATMENT COURT; SECURE ALCOHOL AND
DRUG TREATMENT UNIT; GROUP TREATMENT
IN DETENTION; SCHOOL ATTENDANCE
INITIATIVE; ADULT COMMUNITY JUSTICE;
OFFENDER ASSESSMENT; ALCOHOL AND DRUG
SCREENING UNIT; COGNITIVE
RESTRUCTURING TRAINING; INCREASED
PROBATION AND PAROLE SUPERVISION;
CENTRALIZED INTAKE AND ASSESSMENT;
TRANSITION SERVICES FROM PRISON/JAIL TO
THE COMMUNITY; AFFORDABLE HOUSING;
EDUCATION; PROGRAM EVALUATION AND
DESIGN SERVICES; MINORITY
OVERPRESENTATION REPORT; ADULT
REDESIGN; PROBATION/PAROLE SANCTIONING
PATTERNS AND OUTCOMES; INTERCHANGE
EVALUATION; RECIDIVISM PROGRAMS;
DEPARTMENTAL COLLABORATION ON
SERVICES FOR OFFENDERS WITH MENTAL
ILLNESS, RETARDATION AND/OR
DEVELOPMENTAL DISABILITIES; OREGON
YOUTH AUTHORITY AND DEPARTMENT OF**

CORRECTIONS BUDGET ALLOCATIONS FOR COMMUNITY CORRECTIONS.

There being no further business, the meeting was adjourned at 10:38 a.m.

Tuesday, January 30, 2001 - 10:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

LAND USE PLANNING

Chair Beverly Stein convened the meeting at 10:52 a.m., with Vice-Chair Lisa Naito, and Commissioners Diane Linn, Serena Cruz and Lonnie Roberts present.

- P-1 Reopened Public Hearing and Decision on CU 00-02, Denial of a Conditional Use Permit Application for Development Within Howell Territorial Park on Property Located at 13901 NW HOWELL ROAD, PORTLAND. (Decision Continued from 10/26/00, Reset from 12/07/00, Decision Continued and Public Hearing Reopened 01/04/01).

CHAIR STEIN EXPLAINED QUASI-JUDICIAL PROCESS. AT CHAIR STEIN'S REQUEST FOR DISCLOSURE OF BIAS OR PRE-JUDGMENT OF THIS CASE, NONE WERE DISCLOSED. AT CHAIR STEIN'S REQUEST FOR DISCLOSURE OF POTENTIAL OR ACTUAL CONFLICTS OF INTEREST, NONE WERE DISCLOSED. AT CHAIR STEIN'S REQUEST FOR DISCLOSURE OF EX PARTE CONTACTS, COMMISSIONER LINN DISCLOSED SHE RECEIVED EMAILS WHICH SHE FORWARDED TO PLANNER DERRICK TOKOS AND THAT SHE HAD A CONVERSATION WITH METRO STAFF WHICH WOULD NOT BIAS HER DECISION. COMMISSIONER NAITO AND CHAIR STEIN DISCLOSED THEY RECEIVED EMAILS WHICH THEY FORWARDED TO PLANNER DERRICK TOKOS. COMMISSIONERS CRUZ AND ROBERTS DISCLOSED THEY RECEIVED EMAILS WHICH THEY DELETED. AT CHAIR STEIN'S REQUEST FOR DISCLOSURE OF SITE VISITS, COMMISSIONER LINN DISCLOSED

HER STAFF ASSISTANT LAURA BRIDGES ATTENDED JANUARY 17, 2001 MEETING WITH METRO, COUNTY AND SAUVIE ISLANDERS WHICH WOULD NOT BIAS HER DECISION. AT CHAIR STEIN'S REQUEST FOR DISCLOSURE OF CHALLENGES AND/OR OBJECTIONS, NONE WERE OFFERED.

COUNTY PLANNER DERRICK TOKOS PRESENTED STAFF REPORT AND CASE HISTORY, ADVISING THIS IS AN APPEAL OF THE MAY 17, 2000 HEARING OF METRO'S CONDITIONAL USE PERMIT APPLICATION FOR DEVELOPMENT WITHIN HOWELL TERRITORIAL PARK WHICH RESULTED IN THE JULY 2, 2000 HEARINGS OFFICER DENIAL. THE BOARD HEARD THE DE NOVO APPEAL ON MAY 26, 2000 AND THE DECISION WAS CONTINUED TO DECEMBER 7, 2000, RESCHEDULED TO JANUARY 4, 2001 AND CONTINUED TO TODAY IN ORDER TO ALLOW THE PARTIES TO WORK TOGETHER, PER BOARD REQUEST, TO RESOLVE THE THREE REMAINING ISSUES RELATING TO WHETHER METRO HAS SHOWN THAT PROPOSED IMPROVEMENTS WILL NOT CHANGE OR SIGNIFICANTLY INCREASE COSTS OF ACCEPTED FARM PRACTICES ON SURROUNDING LANDS, INCLUDING TRAFFIC INTERFERENCE WITH SEASONAL HARVESTS, CROP DELIVERY AND APPLICATION OF PESTICIDES AND HERBICIDES; WHETHER METRO HAS SHOWN THAT EXISTING ACCESS TO THE PARK WILL BE SAFE; AND WHETHER METRO HAS SHOWN THAT ADEQUATE FIRE PROTECTION IS AVAILABLE FOR PROPOSED EXPANSION, INCLUDING DESCRIPTION OF EMERGENCY SERVICE DEMANDS TO ADDRESS SAUVIE ISLAND FIRE DISTRICT CONCERNS, AND THAT EMERGENCY SERVICES WILL NOT REQUIRE FIRE SERVICE BEYOND WHAT IS CURRENTLY AVAILABLE. MR. TOKOS REPORTED THAT METRO HAS NOT REVISED ITS APPLICATION FOLLOWING THE REVISED

**SUPPLEMENTAL FINDINGS PRESENTED ON
JANUARY 4, 2001.**

**IN RESPONSE TO A QUESTION OF CHAIR STEIN,
COUNTY ATTORNEY SANDRA DUFFY REPORTED
THAT HEARINGS OFFICER LIZ FANCHER
ATTENDED THE OCTOBER 26, 2000 DE NOVO
HEARING, BUT IS NOT HERE TODAY.**

**METRO COUNSEL KENNETH HELM
INTRODUCED EXECUTIVE OFFICER MIKE
BURTON AND PLANNER LORA PRICE. MR.
HELM REPORTED THAT WHILE METRO
CONTINUES TO STAND BEHIND ITS MASTER
PLAN ADOPTED APRIL 17, 1997, THAT METRO
MET WITH SAUVIE ISLAND NEIGHBORS TO TRY
TO WORK OUT THE REMAINING ISSUES, AND
METRO HAS CONCLUDED THAT A BOARD
DETERMINATION ON WHETHER METRO HAS
MET THE LEGAL REQUIREMENTS OF THE
THREE REMAINING CONDITIONS MAY BE THE
ONLY ALTERNATIVE. MR. HELM SUGGESTED
THAT THE DECISION COULD ALSO BE
CONTINUED TO A SEPTEMBER DATE CERTAIN
TO ALLOW THE COUNTY TASK FORCE ON THE
WEST OF SANDY RIVER RURAL AREA PLAN TO
COMPLETE ITS WORK, AND THAT COUNTY
STAFF COME BACK TO THE BOARD IN JUNE
WITH A DRAFT PARK ZONE AND PLAN
AMENDMENT TO THE COUNTY LAND USE
ORDINANCE WHICH WOULD PROVIDE ONE SET
OF UNIFORM DEVELOPMENT STANDARDS FOR
PARK LANDS IN UNINCORPORATED
MULTNOMAH COUNTY, WHICH METRO COULD
ASSIST IN DRAFTING. MR. HELM SUGGESTED
THAT METRO COULD THEN BRING A NEW
APPLICATION FORWARD, PROVIDING
ADDITIONAL OPPORTUNITY FOR CITIZEN
INPUT, OR THAT THE BOARD COULD CLOSE
TODAY'S HEARING, CLOSE PUBLIC INPUT,
PROVIDE A ONE WEEK CONTINUANCE IN
ORDER TO REVIEW SUBMISSIONS TO DATE,
THEN WORK OUT A DECISION REGARDING**

**METRO'S CURRENT APPLICATION WITH THE
REVISED SUPPLEMENTAL FINDINGS
PRESENTED ON JANUARY 4, 2001.**

MIKE BURTON COMMENTED IN SUPPORT OF METRO MASTER PLAN, ADVISING HE FELT IT BEST MET THE NEEDS OF THE CITIZENS. MR. BURTON ADDED THAT AS THE PROPERTY IS NOT PRESENTLY ZONED FOR PARK BUT EXCLUSIVE FARM USE, HE SUPPORTS A CONTINUANCE TO SEPTEMBER TO ALLOW THE COUNTY TASK FORCE ON THE WEST OF SANDY RIVER RURAL AREA PLAN TO COMPLETE ITS WORK.

IN RESPONSE TO A REQUEST OF CHAIR STEIN, ATTORNEY DAN KEARNS, REPRESENTING THE SAUVIE ISLAND BOOSTERS, INTRODUCED LORA CRESWICK AND IN RESPONSE TO METRO'S REQUEST FOR CONTINUANCE, ADVISED THAT A LOT OF FOLKS HERE TODAY WANTED AN OPPORTUNITY TO SPEAK. [42 SPEAKER CARDS WERE SUBMITTED AND WRITTEN TESTIMONY WAS SUBMITTED FOR RECORD.]

COMMISSIONER NAITO ADVISED SHE APPRECIATES THAT EVERYONE CAME TODAY, BUT SUGGESTED THAT EVERYONE BE NOTIFIED TO PARTICIPATE AT ANOTHER DATE. CHAIR STEIN ADVISED SHE PREFERS NO PUBLIC TESTIMONY TODAY AS IT MAY NOT BE PERTINENT TO THE ISSUES BEFORE THE BOARD. IN RESPONSE TO A QUESTION OF CHAIR STEIN, COUNTY ATTORNEY SANDRA DUFFY ADVISED THAT ALTHOUGH THE COMMISSIONERS ARE PRECLUDED FROM DISCUSSING THE QUASI-JUDICIAL ISSUES RELATING TO THIS APPEAL, COMMISSIONER LINN COULD DISCUSS PARK ZONING LEGISLATIVE ISSUES WITH THE SAUVIE ISLAND RESIDENTS. COMMISSIONER LINN ADVISED SHE WOULD BE HAPPY TO STAY AND

DISCUSS THOSE ISSUES WITH FOLKS AFTERWARDS.

COMMISSIONER LINN EXPRESSED CONCERN THAT THE PARTIES MIGHT BE BACK HERE IN SEPTEMBER WITH THE SAME ISSUES. MR. HELM AND MR. BURTON ASSURED COMMISSIONER LINN THAT IF THE COUNTY PROCEEDS WITH UNIFORM DEVELOPMENT STANDARDS FOR PARK LANDS, METRO WOULD ULTIMATELY WITHDRAW ITS APPLICATION. MR. KEARNS SUGGESTED THAT METRO WITHDRAW ITS APPLICATION NOW, ADVISING THE WORK WAS NOT DONE IN VAIN AND IT WOULD MAKE HIS CLIENTS HAPPY. CHAIR STEIN COMMENTED IN SUPPORT OF THE PARK PLAN PROCESS AND SUGGESTED THE CONTINUANCE BE TO AN EVENING HEARING ON SAUVIE ISLAND TO ACCOMMODATE ALL THE FOLKS WHO CAME OUT TODAY. COMMISSIONER LINN QUESTIONED WHETHER ONE MONTH WAS ENOUGH TIME FOR METRO'S REQUESTED CONTINUANCE. MR. BURTON RESPONDED THAT A WEEK IS MORE THAN ENOUGH TIME TO PROCESS AND RESPOND TO MATERIALS RECEIVED TODAY, AND ADVISED THE BOARD THAT METRO WANTS TO RESERVE, AS OWNER OF THE PROPERTY, THE RIGHT THAT IT CAN CONSULT WITH THE BOARD AND SELL THE PROPERTY FOR PUBLIC USE. IN RESPONSE TO QUESTIONS OF CHAIR STEIN, MS. DUFFY REPORTED THAT METRO WANTS TO LEAVE BOTH DOORS OPEN, SO THEY CAN GO FORWARD WITH THE APPEAL OR WITHDRAW APPLICATION; AND THAT IN SEPTEMBER THE COUNTY WOULD BE CLOSER TO HAVING THE PARK ZONE PROCESS COMPLETED. IN RESPONSE TO QUESTIONS OF CHAIR STEIN AND COMMISSIONER LINN, MR. BURTON ADVISED THAT METRO IS NOT INTERESTED IN MAKING OTHER CHANGES TO ITS APPLICATION, BUT WOULD CONTINUE MAINTAINING THE PARK AS IS AND OPERATING

IT AT A MINIMUM UNTIL RESOLUTION OF A PARK ZONE PROCESS OR THE APPLICATION APPEAL.

IN RESPONSE TO QUESTION OF CHAIR STEIN, PLANNER SUSAN MUIR REPORTED THE WEST OF SANDY RIVER RURAL AREA PLAN PROCESS IS ON TRACK TO GO TO THE PLANNING COMMISSION IN JUNE AND TO THE BOARD IN SEPTEMBER. MS. MUIR ADDED THAT THEY HAD NOT EXPECTED TO PROVIDE DETAILED PARK USE, BUT THAT THEY COULD DO SO. BOARD CONSENSUS THAT THEY DO SO.

UPON MOTION OF COMMISSIONER NAITO, SECONDED BY COMMISSIONER LINN, IT WAS UNANIMOUSLY APPROVED TO CONTINUE THE HEARING TO 6:30 PM, TUESDAY, SEPTEMBER 18, 2001, AND THAT THE EVENING HEARING TO BE HELD ON SAUVIE ISLAND. MR. HELM WAIVED THE CLOCK THROUGH SEPTEMBER 18, 2001.

There being no further business, the meeting was adjourned at 11:36 a.m.

[VIA LETTER DATED AUGUST 17, 2001, METRO ADVISED THE COUNTY THAT THE PARK ZONE AND PLAN AMENDMENT APPROACH WOULD NOT REMEDY SAUVIE ISLAND RESIDENTS' CONCERNS WITH THE PENDING HOWELL TERRITORIAL PARK APPEAL, AND REQUESTED THAT THE BOARD RESCHEDULE THE SEPTEMBER 18, 2001 HEARING IN ORDER TO GIVE METRO TIME TO PURSUE GRANT FUNDING FROM THE DEPARTMENT OF LAND CONSERVATION AND DEVELOPMENT TO HIRE AN IMPARTIAL MEDIATOR TO WORK THROUGH THE REMAINING ISSUES. VIA LETTER DATED AUGUST 28, 2001, METRO WAIVED THE CLOCK THROUGH JANUARY 15, 2002. THE HEARING WAS RESCHEDULED TO 6:30 PM, TUESDAY, JANUARY 15, 2002 AT SAUVIE ISLAND.]

Thursday, February 1, 2001 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

REGULAR MEETING

Vice-Chair Lisa Naito, convened the meeting at 9:30 a.m., with Commissioners Diane Linn, Serena Cruz and Lonnie Roberts present, and Chair Beverly Stein excused.

CONSENT CALENDAR

***UPON MOTION OF COMMISSIONER LINN,
SECONDED BY COMMISSIONER CRUZ, THE
CONSENT CALENDAR (ITEMS C-1 THROUGH C-2)
WAS UNANIMOUSLY APPROVED.***

SHERIFF'S OFFICE

C-1 Off Premise Sales Liquor License Renewal for ROCKY POINTE MARINA,
23586 NW St Helens Highway, Portland

PUBLIC CONTRACT REVIEW BOARD

C-2 ORDER Exempting from the Formal Competitive Bid Process the Extension
of Contracts with Rex Heating and Tri County Furnace until June 30, 2001

ORDER 01-012.

REGULAR AGENDA

PUBLIC COMMENT

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

NO ONE WISHED TO COMMENT.

NON-DEPARTMENTAL

R-1 Health Inspections Report to Management Presentation by Auditor Suzanne
Flynn, with Craig Hunt, Janis Hull, and Lila Wickham.

SUZANNE FLYNN INTRODUCED JANIS HULL. CRAIG HUNT, LILA WICKHAM AND DAVE HOUGHTON. AUDITOR SUZANNE FLYNN AND ENVIRONMENTAL HEALTH MANAGER LILA WICKHAM PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION OF THE AUDIT FINDINGS, INCLUDING DIVISION'S WORK ON DEVELOPMENT OF DATA SYSTEM FIRST STAR TO ACCURATELY MANAGE DATA; OREGON ADMINISTRATIVE RULES; REMITTANCE FEE COLLECTED FOR STATE; FOOD AND DRUG ADMINISTRATIVE CODE; AND FOOD SERVICE ADVISORY COMMITTEE. MS. WICKHAM ADVISED THE DIVISION CONDUCTS APPROXIMATELY 8,000 INSPECTIONS ANNUALLY, INCLUDING RESTAURANT, FOOD PREPARATION, DAY CARE, SWIMMING POOLS, TOURIST/TRAVEL INDUSTRY, ADULT CARE HOMES AND VECTOR CONTROL.

DEPARTMENT OF SUSTAINABLE COMMUNITY DEVELOPMENT

R-2 Results from RESULTS: DSCD Employee Recognition Process Improvement Team. Presented by Judith Mandt.

JUDITH MANDT INTRODUCED FELLOW TEAM MEMBERS JOYCE RESARE, LISA RAND, GARY CLIFFORD, MIKE OSWALD, SARAH BERAHRMAND, MATT RAK, BOB ALCANTARA, MOLLY JACKSON AND SHARON JOHNSON. LISA RAND, JOYCE RESARE AND JUDITH MANDT PRESENTATION ON TEAM REPORT AND RECOMMENDATION TO IMPLEMENT EMPLOYEE RECOGNITION PROGRAMS WITHIN EACH DEPARTMENT, AND RESPONSE TO BOARD QUESTIONS AND COMMENTS IN SUPPORT.

R-3 Results from RESULTS: Tax Appraisal Division. Presented by Bob Ellis.

PROPERTY VALUATION MANAGER BOB ELLIS AND CHIEF APPRAISER RESIDENTIAL RANDY WALRUFF PRESENTATION OF COUNTY STAFF

**DEVELOPMENT OF NEW SOFTWARE SYSTEM
MACROS THAT ALLOWS APPRAISERS TO ENTER
DATA IN ABOUT ONE MINUTE AS OPPOSED TO
ONE HOUR, AND RESPONSE TO BOARD
QUESTIONS AND COMMENTS IN SUPPORT.
FELLOW TEAM MEMBERS BOB MILLS, JIM
SELLARS, KIM KNIFKE AND DARLENE RABJOHN
WERE INTRODUCED AND ACKNOWLEDGED.**

- R-4 Columbia River Gorge Commission Proposed Strategy and Timeline for Completing Monitoring Reports and Initiating Management Plan Review and Revision. Presented by Claire Puchy.

**MULTNOMAH COUNTY GORGE COMMISSION
REPRESENTATIVE ANNE SQUIRE INTRODUCED
GORGE COMMISSION EXECUTIVE DIRECTOR
CLAIRE PUCHY AND COUNTY PLANNER SUSAN
MUIR. MS. SQUIRE AND MS. PUCHY
PRESENTATION AND RESPONSE TO BOARD
QUESTIONS, COMMENTS IN SUPPORT AND
INPUT IN SUPPORT OF PUBLIC PROCESS AND
RECORD, AND NEED FOR COMMISSION TO
CONSISTENTLY ADDRESS ENFORCEMENT
IMPLEMENTATION AND COMPLIANCE
QUESTIONS.**

DEPARTMENT OF SUPPORT SERVICES

- R-5 RESOLUTION Authorizing Multnomah County Participation in the Homeownership Opportunity Initiative Program for County Employees and Retirees

**COMMISSIONER LINN MOVED AND
COMMISSIONER CRUZ SECONDED, APPROVAL
OF R-5. HUMAN RESOURCES DIRECTOR
FERNANDO CONILL, AARON PRINCE OF AFL-CIO
HOUSING INVESTMENT TRUST, SUE KRAKE OF
FANNIE MAE, AND DIANNE WASSON OF
HOMESTREET BANK, EXPLANATION,
PRESENTATION AND RESPONSE TO BOARD
QUESTIONS AND COMMENTS IN SUPPORT OF
PROGRAM AND LEADERSHIP OF**

**COMMISSIONER LINN AND CHAIR STEIN.
RESOLUTION 01-013 UNANIMOUSLY APPROVED.**

There being no further business, the meeting was adjourned at 11:37 a.m.

BOARD CLERK FOR MULTNOMAH COUNTY, OREGON

Deborah L. Bogstad



Multnomah County Oregon

Board of Commissioners & Agenda

connecting citizens with information and services

BOARD OF COMMISSIONERS

Beverly Stein, Chair

501 SE Hawthorne Boulevard, Suite 600
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Phone: (503) 988-3308 FAX (503) 988-3093
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Diane Linn, Commission Dist. 1

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Serena Cruz, Commission Dist. 2

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Lisa Naito, Commission Dist. 3

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Lonnie Roberts, Commission Dist. 4

501 SE Hawthorne Boulevard, Suite 600
Portland, Or 97214
Phone: (503) 988-5213 FAX (503) 988-5262
Email: lonnie.j.roberts@co.multnomah.or.us

ANY QUESTIONS? CALL BOARD

CLERK DEB BOGSTAD @ (503) 988-3277

Email: deborah.l.bogstad@co.multnomah.or.us

**INDIVIDUALS WITH DISABILITIES
PLEASE CALL THE BOARD CLERK
AT (503) 988-3277, OR MULTNOMAH
COUNTY TDD PHONE (503) 988-5040,
FOR INFORMATION ON AVAILABLE
SERVICES AND ACCESSIBILITY.**

01/30/01 & 02/01/01

BOARD MEETINGS

FASTLOOK AGENDA ITEMS OF INTEREST

Pg. 2	9:30 a.m. Tuesday DCJ Policy Briefing
Pg. 2	10:30 a.m. Tuesday Land Use Case CU 00-02 Hearing and Decision
Pg. 3	9:30 a.m. Thursday Health Inspections Audit
Pg. 3	9:45 & 9:55 a.m. Thursday DSCD PIT & Tax Appraisal Division RESULTS
Pg. 3	10:05 a.m. Thursday Columbia River Gorge Commission Briefing
Pg. 3	10:35 a.m. Thursday Participation in Homeownership Program Resolution
	The February 8, 2001 Regular Board Meeting has been cancelled
*	Board and Agenda Web Site: http://www.co.multnomah.or.us/cc/indx.html

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

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

Saturday, 9:00 AM, Channel 30

Sunday, 11:00 AM, Channel 30

Tuesday, 11:00 PM, Channel 30

Produced through Multnomah Community Television

Tuesday, January 30, 2001 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

BOARD BRIEFING

- B-1 Department of Community Justice Policy and Performance Review.
Presented by Elyse Clawson and Joanne Fuller. 1 HOUR REQUESTED.
-

Tuesday, January 30, 2001 - 10:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

LAND USE PLANNING

- P-1 Reopened Public Hearing and Decision on CU 00-02, Denial of a
Conditional Use Permit Application for Development Within Howell
Territorial Park on Property Located at 13901 NW HOWELL ROAD,
PORTLAND. (Decision Continued from 10/26/00, Reset from 12/07/00,
Decision Continued and Public Hearing Reopened 01/04/01) 1.5 HOURS.
-

Thursday, February 1 2001 - 9:30 AM
Multnomah Building, First Floor Commissioners Boardroom 100
501 SE Hawthorne Boulevard, Portland

REGULAR MEETING

CONSENT CALENDAR - 9:30 AM

SHERIFF'S OFFICE

- C-1 Off Premise Sales Liquor License Renewal for ROCKY POINTE MARINA,
23586 NW St Helens Highway, Portland

PUBLIC CONTRACT REVIEW BOARD

- C-2 ORDER Exempting from the Formal Competitive Bid Process the Extension
of Contracts with Rex Heating and Tri County Furnace until June 30, 2001

REGULAR AGENDA - 9:30 AM

PUBLIC COMMENT - 9:30 AM

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

NON-DEPARTMENTAL - 9:30 AM

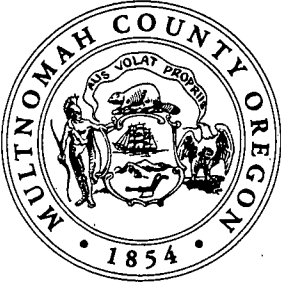
- R-1 Health Inspections Report to Management Presentation by Auditor Suzanne Flynn, with Craig Hunt, Janis Hull, and Lila Wickham. 15 MINUTES REQUESTED.

DEPARTMENT OF SUSTAINABLE COMMUNITY DEVELOPMENT - 9:45 AM

- R-2 Results from RESULTS: DSCD Employee Recognition Process Improvement Team. Presented by Judith Mandt. 10 MINUTES REQUESTED.
- R-3 Results from RESULTS: Tax Appraisal Division. Presented by Bob Ellis. 10 MINUTES REQUESTED.
- R-4 Columbia River Gorge Commission Proposed Strategy and Timeline for Completing Monitoring Reports and Initiating Management Plan Review and Revision. Presented by Claire Puchy. 30 MINUTES REQUESTED.

DEPARTMENT OF SUPPORT SERVICES - 10:35 AM

- R-5 RESOLUTION Authorizing Multnomah County Participation in the Homeownership Opportunity Initiative Program for County Employees and Retirees



Beverly Stein, Multnomah County Chair

Suite 600, Multnomah Building
501 S.E. Hawthorne Blvd.
Portland, Oregon 97214

Phone: (503) 988-3308
FAX: (503) 988-3093
E-Mail: mult.chair@co.multnomah.or.us

MEMORANDUM

TO: Commissioner Diane Linn
Commissioner Serena Cruz
Commissioner Lisa Naito
Commissioner Lonnie Roberts
Office of the Board Clerk

FROM: R. Lyne Martin

DATE: January 31, 2001

RE: Board/Briefing Meeting Absences

Chair Stein is not feeling well so she will not be able to chair the Board meeting scheduled for February 1. Vice-Chair Lisa Naito will preside.

Cc: Chair Staff

BOARD OF
COUNTY COMMISSIONERS
01 JAN 31 PM 4:43
MULTNOMAH COUNTY
OREGON



MEETING DATE: February 1, 2001
AGENDA NO: C-1
ESTIMATED START TIME: 9:30 AM
LOCATION: Boardroom 100

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Rocky Pointe Marina Liquor License Renewal

BOARD BRIEFING:

DATE REQUESTED: _____

REQUESTED BY: _____

AMOUNT OF TIME NEEDED: _____

REGULAR MEETING:

DATE REQUESTED: February 1, 2001

AMOUNT OF TIME NEEDED: Consent Calendar

DEPARTMENT: Sheriff's Office

DIVISION: Law Enforcement

CONTACT: Rod Edwards

TELEPHONE #: 503-988-4444

PERSON(S) MAKING PRESENTATION: _____

N/A

ACTION REQUESTED:

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

SUGGESTED AGENDA TITLE:

*Off Premise Sales Liquor License Renewal for Rocky Pointe Marina
23586 NW St Helens Highway, Portland*

*2/1/01 Original Application, OLCC Letter @ \$12500
CHECK to OLCC SIGNATURES REQUIRED: mailed to Mr
Tonneson; Copies to Rod Edwards*

MCSO EXECUTIVE ASSISTANT: _____

ELECTED OFFICIAL: _____

(OR)

DEPARTMENT MANAGER: _____

BOARD OF
COUNTY COMMISSIONERS
MULTNOMAH COUNTY
OREGON
01 JAN 25 PM 3 33

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ (503) 988-3277



Dan Noelle
Sheriff

MULTNOMAH COUNTY

Sheriff's Office

501 SE Hawthorne Blvd., Suite 350
Portland, OR 97214
(503) 988-4300 phone
(503) 988-4500 TTY
(503) 988-4320 Fax
www.sheriff-mcso.org

January 18, 2000

Oregon Liquor Control Commission
9079 SE McLoughlin Boulevard
Portland, OR. 97222-7355

Regarding: Rocky Point Marina
23586 NW St. Helens Hwy.,
Portland, OR. 97231

Subject: Liquor License Renewal
OFF-PREMISES SALES

Owner: Richard Tonneson
DOB: 02-20-37
23586 NW St. Helens Hwy.,
Portland, OR. 97231

The Multnomah County Sheriff's Office has completed its investigation for the above liquor license renewal. Assessment and Taxation initially reported Mr. Tonneson was delinquent in taxes. I spoke with Mr. Tonneson and explained that in order to receive a favorable recommendation from the Sheriff's Office, he would need to be in compliance with Assessment and Taxation. Mr. Tonneson contacted Assessment and Taxation and brought his accounts up to date. Assessment and Taxation reported that his payment was intended to bring into compliance but was a little short. They felt he was close enough for compliance. The Land Use Planning Division reports that they have no objection to the renewal of the liquor license. Nothing in the background check of the owner Richard Tonneson raised any questions or concerns.

With the investigation complete the Multnomah County Sheriff's Office forwards a **FAVORABLE RECOMMENDATION** for the Liquor License Renewal.

Sincerely,

DAN NOELLE
Sheriff

Exemplary service for a safe, livable community.

EDWARDS Rod A

To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

I will forward his request to the Board for approval. Thank you for all your help.

-----Original Message-----

From: HUFF Deborah R
Sent: Wednesday, January 17, 2001 12:49 PM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Rod,

I have looked at these accounts and the payments he says he made are on the accounts. The payments did not truly bring him current. I spoke with Patrice Kilmartin, Tax Collector, and she said since he intended to bring the accounts current it would be okay to say he is in compliance. If you have any questions about this just ask!!

-----Original Message-----

From: EDWARDS Rod A
Sent: Wednesday, January 17, 2001 11:42 AM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

I spoke with Mr. Tonneson about which account he made payments to. I have listed them below.

P349721, sent \$ 107.74
P417503, sent \$ 190.10
P349610, sent \$ 2,090.15
PF349718, sent \$ 593.20
P349691, sent \$ 130.03
R326353, sent \$ 191.04

I believe that these were all the ones that he was delinquent on. Please let me know if he is now current.

-----Original Message-----

From: HUFF Deborah R
Sent: Wednesday, January 10, 2001 1:47 PM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Maybe you could ask him what account number he paid on. I show a couple of accounts under his name. He has the business of Rocky Pointe Marina, 2 houseboats and some real property, all of which have delinquent taxes.

-----Original Message-----

From: EDWARDS Rod A
Sent: Wednesday, January 10, 2001 1:39 PM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Ok thanks, I'll keep asking every few days until Friday the 19th. That should be plenty of time for the payment to get entered.

-----Original Message-----

From: HUFF Deborah R
Sent: Wednesday, January 10, 2001 12:50 PM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

I don't see any payment made on his account.

-----Original Message-----

From: EDWARDS Rod A
Sent: Wednesday, January 10, 2001 11:55 AM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

How about today, has his check arrived and been applied to his taxes?

-----Original Message-----

From: HUFF Deborah R

Sent: Monday, January 08, 2001 8:13 AM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

I checked the account this morning and no payments have been posted yet. I will check again and let you know when it does.

-----Original Message-----

From: EDWARDS Rod A
Sent: Monday, January 08, 2001 6:53 AM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

I spoke with Mr. Tonneson and he told me that he mailed in his payment last week. Could you please check to see if it has posted yet.

Thank you

-----Original Message-----

From: HUFF Deborah R
Sent: Friday, January 05, 2001 8:28 AM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

He owes for the 2000 year. The first payment was due on 11/15/00.

-----Original Message-----

From: EDWARDS Rod A
Sent: Tuesday, January 02, 2001 7:14 AM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Could you tell me how much is owed and how long they have been past due.

Thanks

-----Original Message-----

From: HUFF Deborah R
Sent: Tuesday, December 26, 2000 12:32 PM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

This business is not in compliance with Assessment and Taxation. There are past due taxes.

-----Original Message-----

From: EDWARDS Rod A
Sent: Tuesday, December 26, 2000 11:49 AM
To: HUFF Deborah R
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Richard H. Tonneson
DOB: 02-20-37

-----Original Message-----

From: HUFF Deborah R
Sent: Tuesday, December 26, 2000 10:24 AM
To: EDWARDS Rod A
Subject: RE: OLCC Liquor License Renewal, Rocky Point Marina

Do you have a name associated with this business? I have a couple listings and want to make sure I look at the correct one. A name would help.

-----Original Message-----

From: EDWARDS Rod A
Sent: Tuesday, December 26, 2000 9:01 AM
To: HUFF Deborah R
Subject: OLCC Liquor License Renewal, Rocky Point Marina

The below listed establishment has requested an OLCC Liquor License Renewal, "OFF PREMISES SALES". Could your office please inform us if they are current with Assessment and Taxation.

Rocky Pointe Marina
23586 NW St. Helens Hwy
Portland, OR 97231

Thank you

EDWARDS Rod A

From: SEARS Tricia R
Sent: Thursday, January 04, 2001 2:16 PM
To: EDWARDS Rod A
Subject: OLCC renewal for Rocky Pointe Marina

Hi Rod,

In response to your request, and having reviewed our records, the Land Use Planning Division has found that there is an Under Review case on file for the subject property identified below (R#98236-0300). The Under Review case is for a pile driver and dock work. A formal citation has not been issued to Rocky Pointe Marina. It appears the Under Review case is unrelated to the sale of liquor on the premises.

Rocky Pointe Marina
23586 NW St. Helens Hwy
Portland, OR 97231

Please feel free to contact us if you require any further assistance on this matter.

Sincerely,

Tricia R. Sears
Land Use Planner
Multnomah County



Oregon

John A. Kitzhaber, M.D., Governor

Liquor Control Commission

9079 SE McLoughlin Blvd.

Portland, OR 97222-7355

(503) 872-5000

1-800-452-6522

TTY (503) 872-5013

October 31, 2000

Rocky Pointe Marina
23586 NW St. Helens Hwy
Portland, Oregon 97231

RE: LICENSE RENEWAL FOR OFF-PREMISES SALES

Dear Licensees:

We received your renewal application and fee. We cannot renew your license, however, until you have it endorsed by Multnomah County. Please take your renewal to Multnomah County with their fee and get it signed before your return it to us.

Please note: If the completed application is received by 12/11/2000 there is no late fee. After 12/11 but before 12/31, the late fee is 25.00. After 12/31, the late fee is \$40 and you must stop selling. Your license expires at midnight on December 31, 2000.

Sincerely,

Linda Page-Thomas
Renewal Coordinator

lpt



Oregon Liquor Control Commission
PO Box 22297, Milwaukie, OR 97269 1-800-452-6522
License Renewal Application

IMPORTANT: Failure to fully disclose any information requested, or providing false or misleading information on this form is grounds to refuse to renew the license. Your license expires December 31, 2000.

License Type: OFF-PREMISES SALES	District: 1	License #: 10986
---	--------------------	-------------------------

ROCKY POINTE MARINA, LLC
23586 NW ST. HELENS HWY
PORTLAND OR 97231

Licensee(s)

ROCKY POINTE MARINA, LLC

License: 38698 100.00 LC
Revenue: 106526 10/30/2000

Tradename

ROCK POINTE MARINA
23586 NW ST. HELENS HWY
PORTLAND OR 97231

Instructions:

1. Answer all questions completely on the renewal application.
2. Each licensee listed above must sign the renewal application. If any licensee is a legal entity (Corporation, LLC, etc.) an authorized person must sign for the entity.
3. Submit annual processing fee to your local governing body.
4. Return completed renewal application along with the appropriate license fee due before December 11, 2000 to avoid late fees.

<u>Operational Questions:</u>	<u>Responses:</u>										
(1) Please list a daytime phone number.	Phone Number: 503 543-7003										
(2) Please list all <u>arrests or convictions</u> for any crime, violation, or infraction of any law during the last year even if they are <u>not liquor related</u> for anyone who holds a financial interest in the licensed business. Attach additional sheet of paper to back of form if needed.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Name</th> <th style="width: 20%;">Offense</th> <th style="width: 20%;">Date</th> <th style="width: 20%;">City/State</th> <th style="width: 20%;">Result</th> </tr> </thead> <tbody> <tr> <td colspan="5" style="text-align: center; padding: 10px;">None</td> </tr> </tbody> </table>	Name	Offense	Date	City/State	Result	None				
Name	Offense	Date	City/State	Result							
None											
(3) Will anyone share in the profits that is not a licensee of this business? If yes, please give name(s) and explain.	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> EXPLAIN:										
(4) Were there any changes of ownership (i.e.: add/drop partners, change to corporations, etc.) not reported to the OLCC in the last year?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> EXPLAIN:										
(5) Did you make any significant changes in operation during the past year that you have not reported to the OLCC, such as changes in menu, hours of operation, or remodeling?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> EXPLAIN:										
(6) Will you be holding beer or wine tastings at your location?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES										

REJECTED
By WJ DATE 10/31/00

Please proceed to back side.

License Fees - Please make check or money order to OLCC. Do not mail cash. Send payment to OLCC.	Dollar Amount (\$)
If completed renewal application is received by 12/11/2000 please pay this amount.	\$100.00
If completed renewal application is received after 12/11/2000 but on or before 12/31/2000 please pay this amount.	\$125.00
If completed renewal application is received after 12/31/2000 please pay this amount.	\$140.00

Endorsement - Please take this form to your local governing body that is listed below before you return it to the OLCC.

MULTNOMAH COUNTY recommends that this license be GRANTED X REFUSED on (date) 02/01/01

Signed: [Signature] Title of Signer LISA NAITO, VICE-CHAIR

MANDATORY DISCLOSURE OF YOUR SOCIAL SECURITY NUMBER

Federal and State laws require you to provide your Social Security Number to the Oregon Liquor Control Commission (OLCC) on the license renewal application. The OLCC will refuse a renewal if an applicant signing the renewal fails to provide his/her Social Security Number. The Social Security Number will be used only for Child Support Enforcement purposes, unless you authorize the use of your Social Security Number for the additional administrative purposes listed below (42 USC § 666(a)(13) & ORS 25.785).

The OLCC also asks for your authorization to use your Social Security Number(s) for additional administrative purposes, to make our application process more efficient and accurate. We use your Social Security Number to:

1. Help us keep accurate records about your identity because applicants often have the same last name and birth date.
2. Ensure your identity when we run a criminal background check through law enforcement agencies.
3. Match your license application to your Alcohol Server Education class and test score (applies only to applicants who are required by law to take and pass an alcohol server education program.)

Our authority to request this use is ORS 471.290 and OAR 845-005-0012(6). Please check the box next to your signature to authorize our use of your Social Security Number for the additional administrative purposes listed above.

You will not be denied a right, benefit or privilege if you do not authorize the OLCC to use your Social Security Number for these additional administrative purposes (5 US § C 552(a)).

Signature - Please have each licensee sign below. An authorized officer with a corporation, a member of an LLC, or a partner of a limited partnership must sign for a legal entity.

Print Name	Social Security Number	Date of Birth	Date	Signature	SSN Authorization
Richard H. Thompson	540386303	2/20/37	10/17/00	[Signature]	<input type="checkbox"/> NO <input checked="" type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES
					<input type="checkbox"/> NO <input type="checkbox"/> YES



23586 NW SAINT HELENS HWY.
PORTLAND, OREGON 97231
(503) 543-7003

ST. HELENS COMMUNITY
FEDERAL CREDIT UNION
SCAPPOSE, OREGON 97056

96-7634/3232

8526

12/26/2000

PAY

TO THE
ORDER OF

OREGON LIQUOR CONTROL

\$ **125.00

One Hundred Twenty-Five and 00/100*****

DOLLARS

OREGON LIQUOR CONTROL

MEMO

VOID AFTER 60 DAYS

AUTHORIZED SIGNATURE

MP

Security features. Details on back.

⑈008526⑈ ⑆323276346⑆ 732900910271⑈

MEETING DATE: **FEB 01 2001**
AGENDA NO: **C-2**
ESTIMATED START TIME: **9:30**

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: PCRB EXEMPTION REQUEST TO EXTEND THE CONTRACTS WITH REX HEATING AND TRI COUNTY FURNACE FOR ANOTHER FOUR MONTHS

BOARD BRIEFING: DATE REQUESTED: _____
REQUESTED BY: _____
AMOUNT OF TIME NEEDED: _____

REGULAR MEETING: DATE REQUESTED: February 1, 2001
AMOUNT OF TIME NEEDED: N/A

DEPARTMENT: DSS DIVISION: Finance/Purchasing
CONTACT: Franna Hathaway TELEPHONE #: 988-5111 X22651
BLDG/ROOM #: 503/4th floor

PERSON(S) MAKING PRESENTATION: Consent Calendar


ACTION REQUESTED:

☐ INFORMATIONAL ONLY ☐ POLICY DIRECTION ☒ APPROVAL ☐ OTHER

SUGGESTED AGENDA TITLE:

PCRB EXEMPTION REQUEST TO EXTEND THE CONTRACTS WITH REX HEATING AND TRI COUNTY FURNACE FOR ANOTHER FOUR MONTHS

02/01/01 copies to Franna Hathaway

ELECTED OFFICIAL: _____
(OR)
DEPARTMENT
MANAGER: 

BOARD OF
COUNTY COMMISSIONERS
01 JAN 25 AM 11:45
MULTI-COUNTY
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ (503) 988-3277



MULTNOMAH COUNTY OREGON

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES
421 SW SIXTH AVENUE, SUITE 700
PORTLAND, OREGON 97204-1618
PHONE (503) 988-3691
FAX (503) 988-3379
TDD (503) 988-3598

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

TO: Franna Hathaway, Administrator
Purchasing Section

FROM: Lorenzo Poe, Director *Lorenzo Poe mas*
Community and Family Services

DATE: January 8, 2001

SUBJECT: Request for an additional temporary four-month Exemption for Rex Heating and
Tri County Furnace under the Contract "Furnace and Energy Related Services"
(Bid No B910-78-2315)

RECEIVED
01 JAN -9 PM 4:09
MULTNOMAH COUNTY
PURCHASING SECTION

Request for Exemption: The Department of Community and Family Services, Community Programs and Partnerships Division, Weatherization Office, requests an additional temporary exemption extension to the existing contracts with the service providers shown below for the period February 28, 2001 through June 30, 2001:

REX Heating	\$ 52,000
Tri County Furnace	\$15,000

Basis for Exemption: The original exemption request was requested in accordance with PUR-1, XII B 2 a (3): The County's economic interest would be better served to delay the RFP.

Background: This exemption extension is being requested in order to gain sufficient time to complete a competitive Bid process. Despite our best efforts, higher priorities in the Weatherization Office as well as the complexity in rewriting and getting approval of the task specifications have prevented the timely completion of the bid package. Based on present reviews of the draft documents, we will not be able to complete the competitive procurement by February 28, 2001. These two Heating/Furnace contractors were originally identified via a competitive process and are currently willing to accept County work orders. Total Requirements funding will be approximately \$67,000 during this four-month extension period.

Therefore, the Department of Community and Family Services requests approval of a four-month temporary exemption be granted to continue to contract with the indicated providers during the on-going bid development and procurement phase.

If you have any questions please contact Gerald E. Jelusich at extension 24692.

BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON
ACTING AS THE PUBLIC CONTRACT REVIEW BOARD

ORDER NO. 00-177

Exempting from the Formal Competitive Bid Process the Extension of Contracts with Rex Heating and Tri County Furnace Until February 28, 2001

The Multnomah County Board of Commissioners Finds:

- a. The Board, acting in its capacity as the Multnomah County Public Contract Review Board to review, pursuant to PCRB Rules 10.140, a request from the Department of Community and Family Services for exemption from the formal competitive bid process to extend the contracts with Rex Heating and Tri County Furnace until February 28, 2001. The funding for the exemption period will be approximately \$95,000.
- b. As it appears in the memorandum from Lorenzo Poe, the request for exemption is based upon the fact that sufficient time is required to carry out a competitive bid process. Rex Heating and Tri County Furnace were originally identified via a competitive process and are currently willing to accept County work orders.
- c. This exemption request is in accord with the requirements of Multnomah County Public Contract Review Board Administrative Rules 10.140.

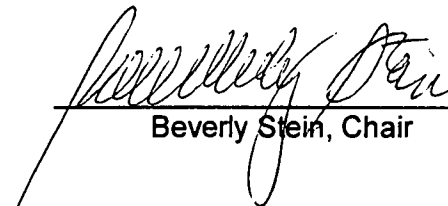
The Multnomah County Board of Commissioners, acting as the Public Contract Review Board Orders:

The contracts with Rex Heating and Tri County Furnace may be extended until February 28, 2001. The funding for the exemption period will be approximately \$95,000.

ADOPTED this 26th day of October, 2000.



BOARD OF COUNTY COMMISSIONERS FOR
MULTNOMAH COUNTY, OREGON, ACTING AS
THE PUBLIC CONTRACT REVIEW BOARD


Beverly Stein, Chair

REVIEWED:

THOMAS SPONSLER, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By 
John Thomas, Assistant County Attorney

**MULTNOMAH COUNTY
PURCHASING**

BLDG NO. 166/700

**TO: JERRY JELUSICH
COMMUNITY / FAMILY SERVICES
DEPARTMENT OF COMMUNITY & FAMILY SERVICES**

INFORMAL EXEMPTION NOTIFICATION IE 2000-335

This is to inform you that your Informal Exemption Request has been approved for the following items/services: **TEMPORARY THREE MONTH EXEMPTION FOR REX HEATING AND TRI COUNTY FURNACE**

Orders shall be placed with
the following vendor: **Rex Heating and Tri County Furnace**

The dollar amount of this Exemption shall not exceed: **\$50,000.00**

This Exemption shall start on: **06/25/2000** and expire on: **09/30/2000**

Additional Remarks: **PUR-1, XII B 2 A (3)**

The number assigned to this exemption is: IE2000 - 335

**ATTENTION: Refer to this Exemption Number and expiration date on
all future orders and communications.**

Should you have any questions regarding this notification or the Exemption, Please contact
FRANNA HATHAWAY at extension **22651**

BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON
ACTING AS THE PUBLIC CONTRACT REVIEW BOARD

ORDER NO. _____

Exempting from the Formal Competitive Bid Process the Extension of Contracts with Rex Heating and Tri County Furnace until June 30, 2001

The Multnomah County Board of Commissioners Finds:

- a. The Board, acting in its capacity as the Multnomah County Public Contract Review Board to review, pursuant to PCRB Rules 10.140, a request from the Department of Community and Family Services for exemption from the formal competitive bid process to extend the contracts with Rex Heating and Tri County Furnace until June 30, 2001. The funding for the exemption period is estimated to be \$52,000 for Rex Heating and \$15,000 for Tri County Furnace.
- b. As it appears in the memorandum from Lorenzo Poe, the request for exemption is based upon the fact that the Department needs more time to complete a competitive bid process. The last exemption (No. 00-177) expires on February 28, 2001. Due to the higher priorities in the Weatherization Office as well as the complexity in rewriting and getting approval of the task specifications, the department will not be able to complete the competitive procurement by February 28, 2001. These Heating/Furnace contractors were originally identified via a competitive process and are currently willing to accept County work orders.
- c. This exemption request is in accord with the requirements of Multnomah County Public Contract Review Board Administrative Rules 10.140.

The Multnomah County Board of Commissioners, acting as the Public Contract Review Board Orders:

The contracts with Rex Heating and Tri-County Furnace may be extended until June 30, 2001.


ADOPTED this ____ day of February, 2001.

BOARD OF COUNTY COMMISSIONERS FOR
MULTNOMAH COUNTY, OREGON, ACTING AS
THE PUBLIC CONTRACT REVIEW BOARD

Beverly Stein, Chair

REVIEWED:

THOMAS SPONSLER, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By  _____
John Thomas, Assistant County Attorney

BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON
ACTING AS THE PUBLIC CONTRACT REVIEW BOARD

ORDER NO. 01-012

Exempting from the Formal Competitive Bid Process the Extension of Contracts with Rex Heating and Tri County Furnace until June 30, 2001

The Multnomah County Board of Commissioners Finds:

- a. The Board, acting in its capacity as the Multnomah County Public Contract Review Board to review, pursuant to PCRBR Rules 10.140, a request from the Department of Community and Family Services for exemption from the formal competitive bid process to extend the contracts with Rex Heating and Tri County Furnace until June 30, 2001. The funding for the exemption period is estimated to be \$52,000 for Rex Heating and \$15,000 for Tri County Furnace.
- b. As it appears in the memorandum from Lorenzo Poe, the request for exemption is based upon the fact that the Department needs more time to complete a competitive bid process. The last exemption (No. 00-177) expires on February 28, 2001. Due to the higher priorities in the Weatherization Office as well as the complexity in rewriting and getting approval of the task specifications, the department will not be able to complete the competitive procurement by February 28, 2001. These Heating/Furnace contractors were originally identified via a competitive process and are currently willing to accept County work orders.
- c. This exemption request is in accord with the requirements of Multnomah County Public Contract Review Board Administrative Rules 10.140.

The Multnomah County Board of Commissioners, acting as the Public Contract Review Board Orders:

The contracts with Rex Heating and Tri-County Furnace may be extended until June 30, 2001.

ADOPTED this 1st day of February, 2001.



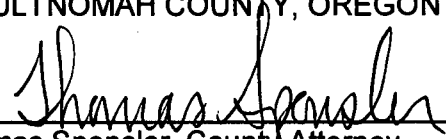
BOARD OF COUNTY COMMISSIONERS FOR
MULTNOMAH COUNTY, OREGON, ACTING AS
THE PUBLIC CONTRACT REVIEW BOARD



Lisa Naito, Vice-Chair

REVIEWED:

THOMAS SPONSLER, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By 

Thomas Sponsler, County Attorney

MEETING DATE: FEB 01 2001
AGENDA #: R-1
ESTIMATED START TIME: 9:30

(Above Space for Board Clerk's use only)

AGENDA PLACEMENT FORM

SUBJECT: Board Briefing on Health Inspections Report to Management

BOARD BRIEFING: DATE REQUESTED: Thursday, February 1, 2001

REQUESTED BY: Suzanne Flynn

AMOUNT OF TIME NEEDED: 15 minutes

REGULAR MEETING: DATE REQUESTED: _____

AMOUNT OF TIME NEEDED: _____

DEPARTMENT: Non-Departmental

DIVISION: Auditor's Office

CONTACT: Judy Rosenberger

TELEPHONE #: 503 988-3320

BLDG/ROOM #: 503/601

PERSON(S) MAKING PRESENTATION Suzanne Flynn, Craig Hunt, Janis Hull, and Lila Wickham

ACTION REQUESTED:

☒ INFORMATIONAL ONLY ☐ POLICY DIRECTION ☐ APPROVAL ☐ OTHER

SUGGESTED AGENDA TITLE:

Board Briefing on Health Inspections Report to Management

SIGNATURES REQUIRED:

ELECTED OFFICIAL: _____

(OR)

DEPARTMENT

MANAGER: _____

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions? Call the Board Clerk @ (503) 988-3277

BOARD OF
COUNTY COMMISSIONERS
01 JAN 11 PM 12:04
MULTNOMAH COUNTY
OREGON



Suzanne Flynn
Multnomah County Auditor

501 S.E. Hawthorne, Room 601
Portland, Oregon 97214
Telephone (503) 988-3320
Telefax 988-3019
www.multnomah.lib.or.us/aud

Report to Management

Health Inspections – January 2001

Health Inspections wants to further increase its emphasis on education and focus its inspection resources on higher risk areas. Based on our initial survey, we concluded that the program is progressively identifying and addressing significant obstacles to achieving this goal. This report highlights some of Health Inspection's strengths and also identifies risks that will need attention.

Background

Organizationally, Health Inspections is located within the Environmental Health Section in the Disease Prevention and Control Division of the Health Department. The Environmental Health Section consists of Health Inspections, Food Handlers, Vector Control and Vital Records units.

Health Inspections is designed to provide education, assure safe food, prevent disease that can be acquired from food and water, improve safety in the workplace, reduce injuries and support other public health activities by incorporating prevention activities into the inspection process. Health Inspections enforces state and local environmental health laws and rules.

Under a delegation agreement with the State of Oregon, certified sanitarians working for Multnomah County perform onsite inspections at restaurants, childcare facilities, adult foster homes, schools, temporary restaurants, mobile units, hotels, pools, and other facilities to help prevent

harm to citizens. For new or reconstructed facilities, health inspectors review and approve plans.

In FY99-00 Health Inspections had approximately 21 employees and spent about \$1.46 million. Expenditures have slightly increased over the last four years while the number of inspectors has remained relatively constant. There are approximately 15 Environmental Health Specialists (inspectors), a supervisor, an Environmental Health manager, and a clerical manager who supervises eight clerical support people (including two Food Handler Unit employees). Four inspectors have lead positions and specialize in food, pools, temporary facilities, and childcare/communicable diseases.

One hundred percent of expenditures are recovered through licensing and plan review fees. Fees are established by Multnomah County ordinance in compliance with Oregon Administrative Rules. Inspection fees increased 5% in January 2001. A percentage of license fees collected are returned to the State.

	Full Food	Temporary	Pool/Spa	Child Care	Adult Foster Care	Mobile Units	Travelers	Warehouse
1994	2164	958	526	289	145	358	144	121
1995	2181	912	536	292	137	371	148	125
1996	2224	861	542	308	126	333	138	117
1997	2256	815	544	323	129	323	140	89
1998	2310	935	557	307	133	333	157	N/A

Source: Health Inspections Process Improvement Team Report, February 2000

Inspections

The table above illustrates the number and type of facilities that were inspected from 1994 through 1998. Not included in the table are plan reviews, schools, corrections, and other minor inspection responsibilities. According to the current Health Inspection's database, full food service inspections have increased to about 2,475 facilities as of December 2000.

Environment of Change

Two of the most significant changes in Health Inspections are changes in the inspections system and new data systems. The State is beginning to migrate from the 1976 to the 1999 Food Code. Thirty-eight other states have already modernized their food codes. The 1999 food code is expected to be implemented by January 2002. The switch to the new food code incorporates Hazard Analysis Critical Control Point (HACCP) principles into the inspection process. HACCP focuses more resources on higher risk situations and is closer to the Health Inspection's organizational values than the current code. The degree of change to the inspection procedure, the level of interaction with operators, inspection frequencies, the inspection scoring system, data collection, fees and overall workload is unknown as the State changes to the new code.

Health Inspections has also designed a new database. Working together with Washington County, Health Inspections employed a consultant to create a new database called First

Star. The new database went online in April 2000. The database collects information about inspection activity, billing and cash receipts. In addition to adjusting to First Star, Health Inspections, like the rest of the County, is adapting to the new SAP system.

Scope of Work Performed

Health Inspections was included in the FY2000-2001 audit schedule. We interviewed most of the environmental health inspectors and observed 11 inspections on six occasions. Interviews with inspectors included all lead and specialty area inspectors, and the supervisor. We interviewed the Environmental Health Program Manager several times and spoke with the manager of the Disease Prevention and Control Division. We obtained budget and financial trend information. Information systems were reviewed and available statistical data was obtained.

We reviewed the State Department of Health report of Environmental Health issued in February 2000. We also reviewed the most recent report of the Food Service Advisory Committee issued in February 1999 and an Environmental Health Process Improvement Team report issued in February 2000.

We performed a case study of a food borne illness outbreak that occurred during the audit. We obtained health inspection audits from other jurisdictions and researched risk-based inspection models.

During our survey, we decided not to assess whether there were too many or too few inspectors. Upcoming changes to the inspection model would likely make such an analysis of questionable value. The State Department of Health in their most recent evaluation felt that Health Inspections was appropriately staffed to perform the work under the current system.

Currently, scheduling practices and productivity would be difficult to evaluate because of the recent change to a new data system and the absence of historical data from the former information system maintained by ISD.

We ended our review in the audit survey stage. We observed that Health Inspections had been progressive in accomplishing their objectives and felt that the cost of further work exceeded expected benefits. Accordingly, our report includes less evidentiary support and more general observations than would a full performance audit. We conducted our work in accordance with the General Standards section of *Government Auditing Standards*.

Program Strengths

Personnel

During our survey work we observed highly professional and committed staff. During our observations, inspectors spoke of and employed an education-based approach to their inspections. Inspectors that we observed focused on high-risk violations during food inspections to emphasize prevention of food borne illnesses. We found that sufficient training opportunities were available for inspectors.

Health Inspections has strong institutional knowledge and experience combined with a progressive manager who has provided effective leadership for needed changes. The Environmental Health manager began work with the section in February 1999. Eight of the current inspectors have been with inspections

nine or more years. Also during this time four new health inspectors have been hired.

New Food Code

The change to the 1999 Food Code should improve food safety in Multnomah County primarily because higher risk facilities will receive more attention. Even before it became clear that the State would adopt the 1999 Food Code, Health Inspections had decided to focus more resources on inspections of higher risk facilities in addition to the inspections already required by the State. The impact was anticipated to increase short-term costs, but result in long-term savings as operator knowledge increased, violations were reduced and food safety was improved.

Process Improvement Team

In February 2000, a group of health inspectors met with their supervisor and the Environmental Health manager to "identify if the current structure supports the current and future work of the department." The Process Improvement Team (PIT) identified a number of issues and significant movement was made towards addressing them. For example, increased supervisory support needed for both clerical staff and the Vector Control Unit (freeing up supervision resources for Health Inspections) was implemented. As a result, evaluation and monitoring of inspectors and their work should improve. The report also said that there were inadequate data resources to support program direction and evaluation. Extensive efforts have been made to improve data resources. Progress has also been made towards developing needed policies and procedures.

Regulatory Oversight

Health Inspections is required by statute to have a Food Service Advisory Committee (FSAC). The FSAC currently meets every other month. The purpose of the FSAC is to oversee the operations of Health Inspections, and to improve communication between the food

industry and the County. The FSAC is made up of nine members from the industry and six members who represent consumers. The FSAC provides a report to the Board of County Commissioners every other year. Their last report was issued in February 1999.

The State also provides an onsite evaluation once every three years. The last report issued February 2000 generally showed positive results. The State reviewed inspection frequencies and went on inspections with all of the inspectors. The report noted that inspection frequencies in some areas needed to improve but stated the program was adequately staffed.

Complaint System

The complaint system appeared to be operating well. We performed a detailed case study on a food borne illness outbreak that originated through the complaint system. Health Inspections performed very well, quickly responding to the outbreak and assessing its cause. Most complaints do not lead to a food borne illness investigation but are included in the inspection process.

Other

We reviewed the cash receipting process and controls appeared adequate. There is some concern for inspectors collecting cash in the field, but it is not a frequent occurrence. A written procedure would address this concern. Health Inspections is also working to strengthen methods to reduce the number of re-inspections and to improve collections.

Program Risks

Data Systems

Although extensive effort has been directed towards improving data capacities, our biggest area of concern in Health Inspections is the new data system First Star. Health Inspections expected the State to develop a new system that was Y2K compliant. When this did not

occur the Program, along with Washington County, financed the design of a new system. As is usual with a new system, adjustments are still being made. The new First Star information system has much potential and Health Inspections has accomplished a great deal in a short amount of time.

Concerns

- **Health Department capacity to provide timely LAN support for the system** During our survey, First Star was inoperable for a week because of problems with the LAN. Lack of support places a considerable constraint on the successful use of the system and is beyond the control of Health Inspections to resolve.
- **Inability to fully utilize management information generated from inspection related activities** Health Inspections currently relies on a contractor to create new management reports in First Star. Ideally, Health Inspections should be able to query the data at will and create their own reports. Management will need to have time to develop the expertise to fully tap the system's potential. Without using the new system's data to its fullest extent, its integrity and completeness will remain in question.
- **Some inspectors have not yet developed confidence in First Star** Since multiple inspectors are capturing data, it is critical that Health Inspections is vigilant to track the system's accuracy and timely correct any problems.
- In addition to working with the new First Star system, Environmental Health seems to be struggling with the changeover to the new SAP system.

Scheduling

Health Inspections compresses inspections during the months of December and June rushing to complete State required restaurant quotas. This practice, known as "crunch time," does not meet the program's educational objective. According to some inspectors, quantity is emphasized over quality during "crunch time." Most likely, this year's rush to meet quotas is more onerous because of time spent developing and adjusting to the new database. Inspectors adjusting to scheduling their own work may be another reason. But whatever the cause, Health Inspections should strive to reduce or eliminate "crunch time" with better scheduling over the year.

There has already been some movement to address scheduling issues by having inspectors set monthly goals and through better tracking of work performed. Health Inspections has also recently set an average number of daily inspections that should be performed in a 10-hour day. Finally, because the program recently decided not to perform water inspections, approximately one-half FTE should be freed up to help meet workload requirements.

Supervision

Until December 2000, the Health Inspections supervisor was also responsible for Vector Control. This increased the risk that management's ability to measure inspector's work quality as well as their productivity would be insufficient. In addition, evaluations for some inspectors had not been performed in several years.

During our survey, Environmental Health hired a full-time manager for Vector Control and moved the supervisor to almost full time for Health Inspections. According to the program manager, the supervisor's duties will include monitoring the

work quality by going out in the field with inspectors, determining whether inspectors are consistently citing violations, and monitoring the productivity of inspectors using First Star.

Planning

Based on the high level of change in the organization, we felt there was a need for more strategic planning. Health Inspections began looking at inspection risk factors in January 2000. According to the program manager, strategic planning was delayed due to the development of the new information system. The program manager plans to resume work on strategic planning in January 2001. We would urge the Program to set aside time for planning to meet this objective.

Closures

Although Health Inspections does not emphasize an enforcement model, there are times when temporarily closing a facility is necessary for safety or license fee collection purposes. There does not appear to be many instances where a facility would be closed. However, when necessary, Health Inspections will need full authority to do so.



MULTNOMAH COUNTY OREGON



HEALTH DEPARTMENT
426 SW Stark St., 3rd Floor
PORTLAND, OREGON 97204
(503) 988-3400
FAX (503) 988-5844

BEVERLY STEIN, CHAIR OF THE BOARD
DIANE LINN, DISTRICT 1 COMMISSIONER
SERENA CRUZ, DISTRICT 2 COMMISSIONER
LISA NAITO, DISTRICT 3 COMMISSIONER
LONNIE ROBERTS, DISTRICT 4 COMMISSIONER

January 22, 2001
Suzanne Flynn, Multnomah County Auditor
501 S.E. Hawthorne, Room 601
Portland, Oregon 97214

Dear Ms. Flynn,

The Health Inspections unit and Health Department Administration appreciate the professional expertise and analysis performed by the Multnomah County Auditor Office. The concerns identified in the survey are extremely valuable and merit amelioration by management and the work unit. The following plan is provided to address the issues identified:

- **Health Department capacity to provide timely LAN support for the system.** On the departmental level, Health Department administration is working to enhance the capacity of the Information Services unit to better meet the needs of the organization. Enhanced capacity strategies include the desire to: 1) increase the Personal Computer to Information Services support personnel ratio to be more in alignment with appropriate industry benchmarks and 2) analyze current practices to assure maximization of resources. On the program level Health Inspections is currently working with Information Systems to create contingency plans to overcome the LAN issues identified.
- **Inability to fully utilize management information generated from inspection related activities.** The necessity to independently contract for a software programmer to develop the First Star database required significant resource allocation to alpha and beta testing of the program. As this process nears completion as a dedicated activity additional efforts can be transferred to management utilization of the reporting capabilities. The Health Inspections management team is currently working on incorporating Food Handlers into the First Star database and further development of management reports and management expertise to enhance program analysis and planning.
- **Some inspectors have not yet developed confidence in First Star.** Validation and verification of data in the First Star system is being addressed by committing resources to acquiring contracted technical support and dedicated management and staff time to assuring consistency of primary data while enhancing outcome measure availability. The transition to SAP during the development and implementation phase of First Star has made data validation particularly challenging. The Health Department Business Services unit recognizes the potential fiscal impact and is providing dedicated support to validating data and promoting non-duplicated data entry.

- **Scheduling.** It is the fervent desire of management to eliminate "crunch time" by review of activities and appropriate planning. The First Star system creates immediate reports for management and inspectors that provides a status of inspections by county or inspector including a list or number of complete, incomplete and complaint inspections for any time period desired. The computer system allows inspectors to adjust their schedule. The supervisor has provided each inspector with a completion quota and an assurance feedback loop. Health Inspections considers prevention of food borne illness a high priority and has initiated food borne illness complaint investigations onto each inspector's schedule as a high priority. In the last two quarters inspectors reviewed one-hundred-thirty-four food borne illness complaints. As the Auditor survey process identified, the procedures in place seem to assure response to food borne outbreaks in a timely and professional manner.
- **Supervision.** Vector Control and one supervisor provided Health Inspection supervision for the timeframe of the survey. The Process Improvement Teamwork performed in February of 2000 indicated a need for enhanced supervisory capacity. This capacity need was addressed by hiring a full time supervisor for Vector Control on December 4, 2000 providing for full time supervision of the Health Inspections unit. Additional capacity to assure that inspection consistency and appropriate standardization occurs will be created by having a full time supervisor and expanding the role of the "Food Lead" Environmental Health Specialist to include review of inspection activities.
- **Planning.** Management recognizes the criticality of strategic planning to implement the focal items identified in the Process Improvement Team report: 1) enhanced management and supervisory capacity 2) adoption of the Federal Drug Administration 1999 food code, 3) provision of inspections based upon establishment risk, 4) greater inclusion of facility operators and the community in the dialogue to improve services and 5) development and implementation of ordinances that support enforcement activities. Strategic planning will be a primary focus of 2001.
- **Closures.** Current Multnomah County ordinances do not clearly identify the enforcement mechanisms for temporary closure of facilities in the event of a food safety issue or license fee collection in the event of license expiration. A dialogue with the Health Department County attorney to identify the best strategy for enforcement ordinance development was initiated in 2000. The anticipated legislative changes to the food statutes in the 2001 legislature will support the development of an ordinance that will allow appropriate enforcement of necessary closures and expired licenses. This process will be initiated with the conclusion of this legislative session. Again, the insights provided by the Auditors office are valuable and appreciated by the Health Inspections unit. It is the desire of the Health Inspections unit to continue to improve the program and services. If any further clarification is desired, please do not hesitate to contact me.

Sincerely,

Lila Wickham, MS, R.N., MANAGER
Environmental Health

MEETING DATE: FEB 01 2001
AGENDA NO: R-2
ESTIMATED START TIME: 9:45

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Results on RESULTS presentation, DSCD, Administration Division

BOARD BRIEFING: DATE REQUESTED: _____
REQUESTED BY: _____
AMOUNT OF TIME NEEDED: _____

REGULAR MEETING: DATE REQUESTED: 2/1/01
AMOUNT OF TIME NEEDED: 10 minutes

DEPARTMENT: DSCD DIVISION: Administration

CONTACT: Judith Mandt TELEPHONE #: 86299
BLDG/ROOM #: 503/320

PERSON(S) MAKING PRESENTATION: Judith Mandt, Asst. Director

ACTION REQUESTED:

☒ INFORMATIONAL ONLY ☐ POLICY DIRECTION ☐ APPROVAL ☐ OTHER

SUGGESTED AGENDA TITLE:

Results on RESULTS presentation, DSCD
Employee Recognition Process Improvement Team

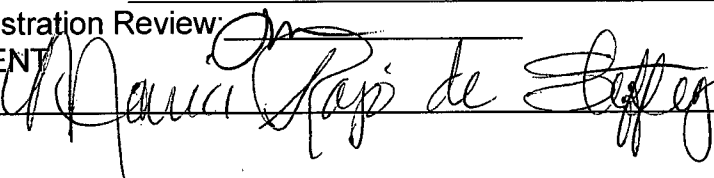
SIGNATURES REQUIRED:

ELECTED OFFICIAL:

DES Administration Review:

DEPARTMENT

MANAGER:



BOARD OF
JUDITH COMMISSIONERS
01 JAN 24 AM 10:11:00
MULTI-NOMIN COUNTY
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ 248-3277

RESULTS ON RESULTS

Employee Recognition Process Improvement Team

REPORT & RECOMMENDATIONS

I. INTRODUCTION

In July 2000, the department initiated a process improvement team to review existing employee recognition activities in the department and determine if improvements were needed. This was seen as a first step in an ongoing process; the recommendations for an employee recognition program are intended to form a framework for a successful program. We expect that later work will build upon these recommendations for a program for the department. The Administration Division formed the team and was responsible for facilitating and leading the effort; each division was represented.

*Michael Oswald, Facilitator
Judith Mandt, Team Leader
Molly Jackson, Animal Control
Bob Alcantara, Property Valuation
Sarah Berahmand, Tax Collections*

*Sharon Johnson, Elections
Lisa Rand, Fac. & Prop. Management
Joyce Resare, F.R.E.D.S.
Gary Clifford, Land Use Planning
Matt Rak, Transportation*

The team met from August through January, 2001. Team work involved studying the problem, research, data collection, analyzing information about employee recognition programs in other organizations and elsewhere in the County, and reviewing the benefits of recognition. Additionally, elements that would constitute an excellent employee recognition program were identified. A survey of department employees was conducted to determine interest level in a formalized employee recognition program; of 420 employees, 195 responded.

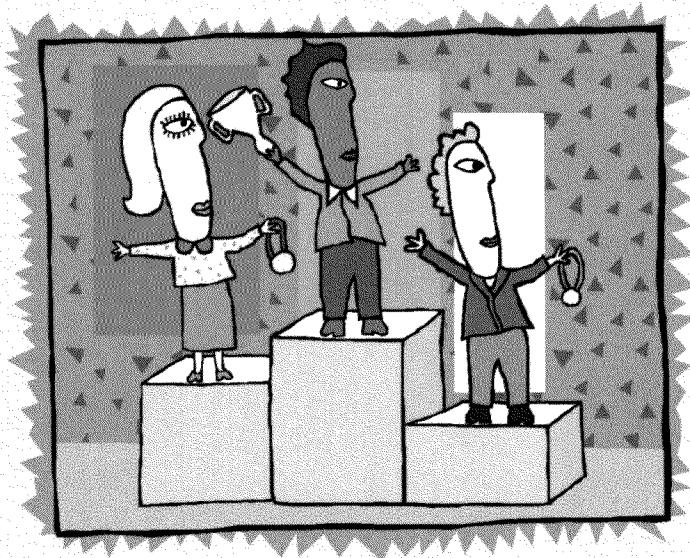
The team followed the Process Improvement model in approaching this assignment, leading to development of the recommendations of this report. Briefly, the team concluded the following:

- ❖ Recognition is important to employees.
- ❖ Each division should implement a recognition program.
- ❖ Department Director needs to sponsor employee recognition activities.
- ❖ Department policy should be developed placing high priority on and commitment to recognition, *including allocation of resources and money.*
- ❖ Expectations should be established for managers and supervisors and incorporated into annual work plans and performance evaluations.
- ❖ A standing committee should be appointed to meet quarterly to plan and coordinate department-wide programs, events, assist division efforts, set goals, monitor progress, share information, and provide feedback to the Director.

Results on Results

Employee Recognition

Process Improvement Team



**Department of
Sustainable Community Development**

Presented to the Board of County Commissioners
February 1, 2001

Introduction to the PIT

- July 2000
 - The department initiated an Employee Recognition Process Improvement Team
 - Established a PIT made up of division representatives to assess the current situation and to develop recommendations

Role of Department Leadership

- Realized the need to improve the process we use to recognize employees
- Acknowledged the importance of employee satisfaction as it relates to the

RESULTS vision of
“An Excellent Place to Work”

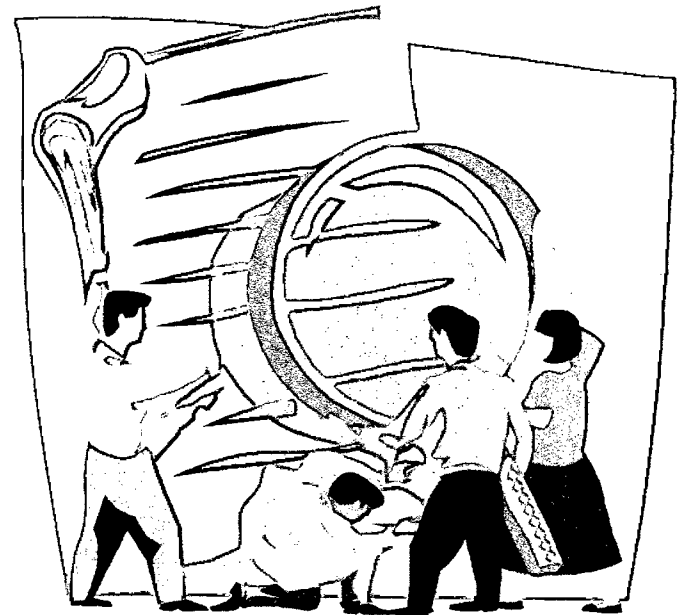
Process Improvement Model

1. Assess the current situation

2. Identify objectives

3. Identify customers

4. Analyze the problem



Current Situation

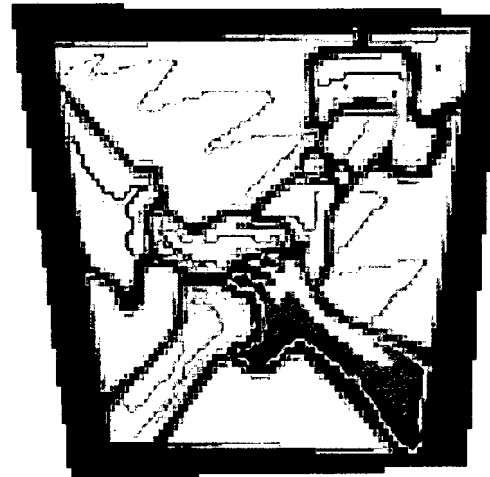
- No department-wide employee recognition program.
- Past programs were well received, but not long lasting.
- Individual divisions have varying programs

Team Objectives

- Decide if an employee recognition program would benefit the department and employees
- Determine why previous programs failed
- Design guidelines for a successful department-wide program
- Offer suggestions to ensure successful implementation and maintenance of program

Customer Benefits

- Recognition of DSCD employees could result in increased job satisfaction.
- Employees who enjoy job satisfaction have the potential to deliver increased productivity and better customer service.

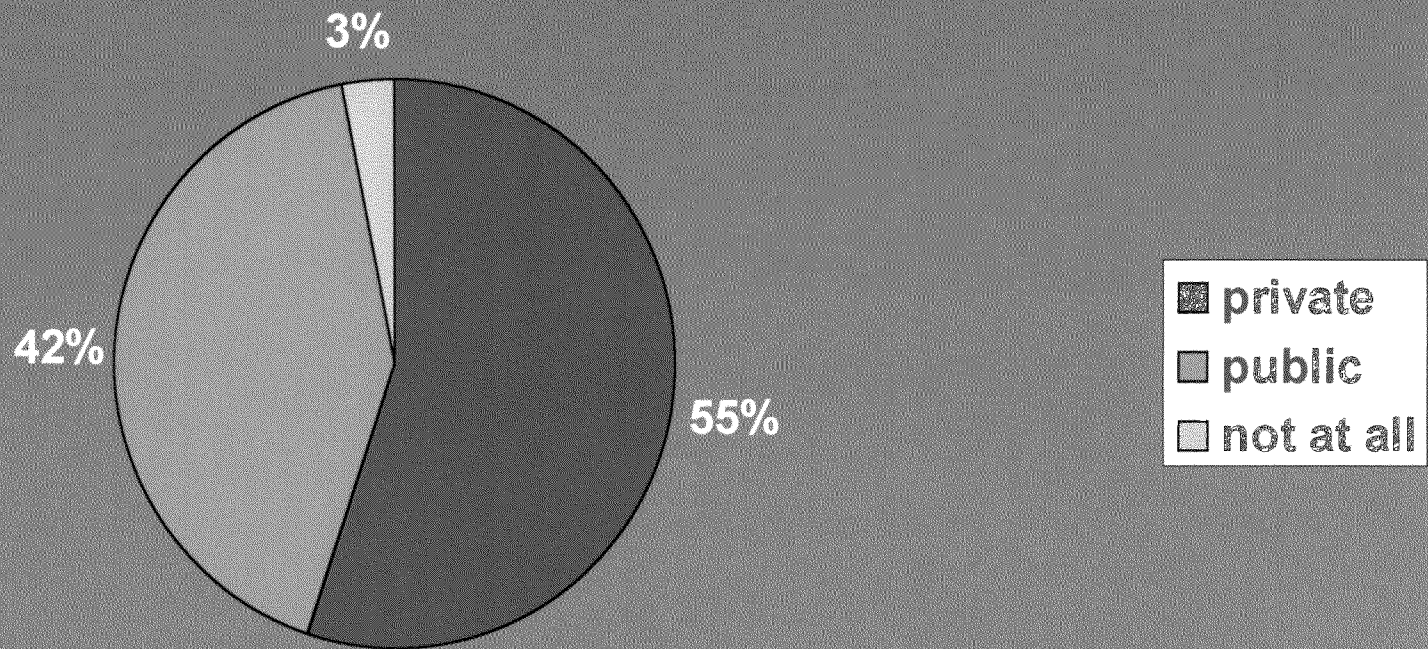


Analyzing the Problem

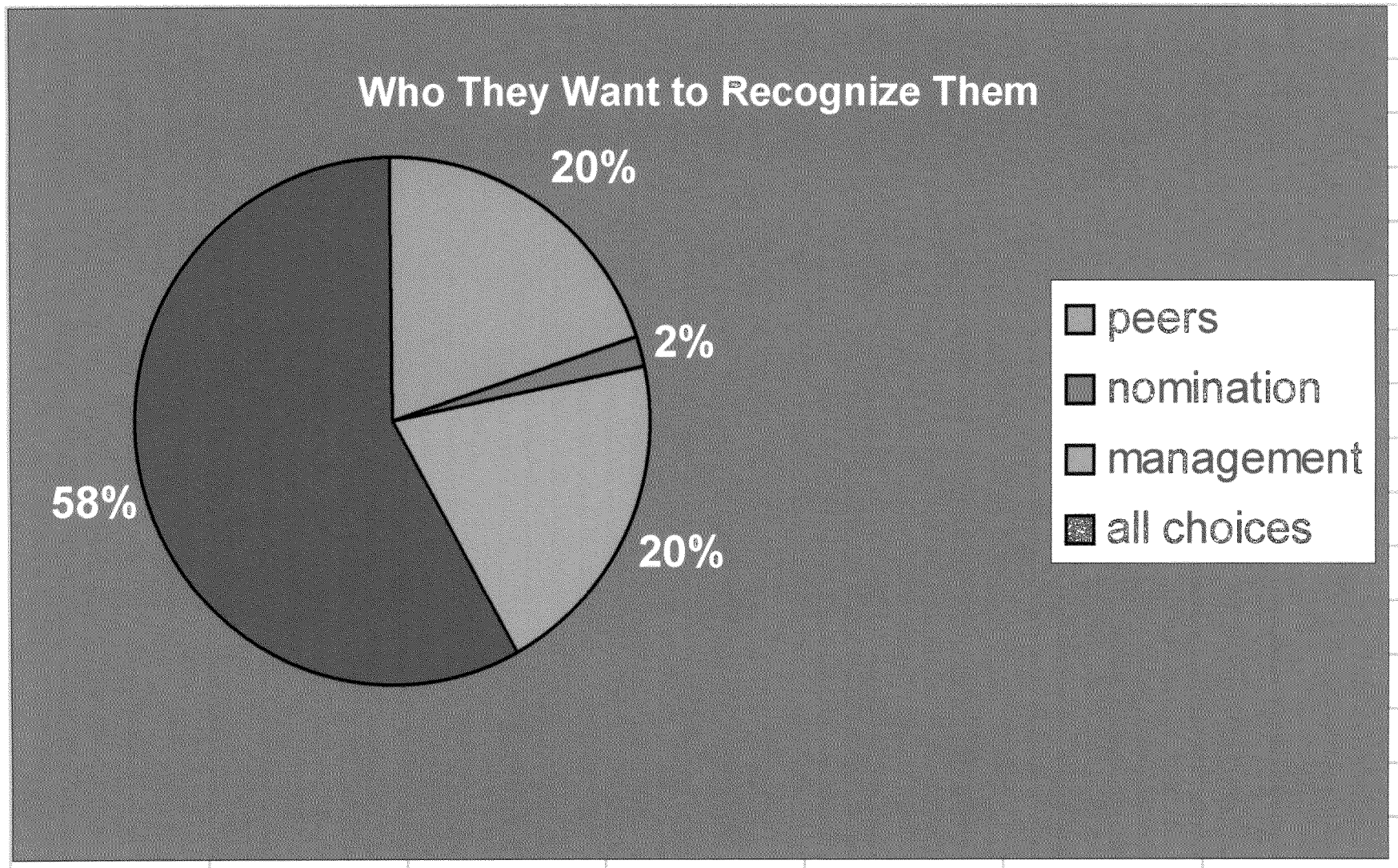
- There is a perception by many in the department that they are not recognized for the good work that they do.
- The department has struggled in the past to maintain employee recognition programs, but lack of commitment has resulted in a loss of confidence and credibility in new proposals.
- There has not been any prior attempt at determining employee preferences on how recognition should be given.

Employee Preferences

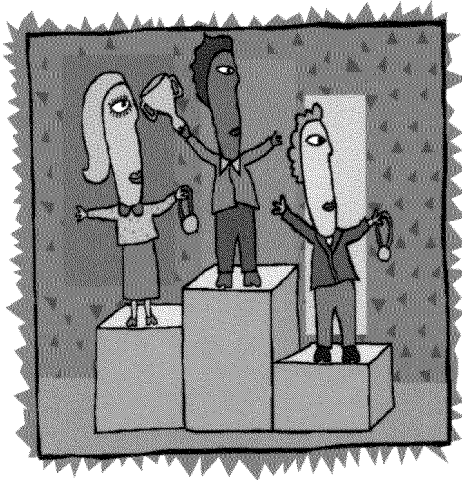
How Employees Want to be Recognized



Employee Preferences



Top 5 Employee Preferences



1. Time Off with Pay
2. Gift Certificate
3. Bonus
4. Personalized Item
5. Certificate of Appreciation

Guidelines for an Excellent Employee Recognition Program

- Have clear criteria for recognition
- Provide for inclusiveness and involvement
- Build consistency into the program
- Get dedication of resources
- Encourage proactive participation of supervisors and management

Team Recommendations

Establishing a Department Program

- Reaffirm that recognition is important
- Implement program for each division
- Sponsor director-lead department activities
- Create a policy to emphasize program as a high priority

Establishing a Program continued...

- Incorporate the program into manager's annual work plans and evaluations
- Appoint a standing committee to coordinate department-wide programs and assist individual division efforts.

Final Comments from the Team



- Team recommendations were presented to the department's leadership team
- The department's need to implement a viable program was identified and acknowledged

Next Steps...

- Standing committee will be formed, with a representative from each division, for the purpose of implementing and sustaining a program
- Standing committee will research data collected by the PIT. They will determine if the employee's top 5 preferences are practical for inclusion into a final program.
- The Department of Sustainable Community Development is dedicated to the implementation of an Employee Recognition Program

MEETING DATE: FEB 01 2001
AGENDA NO: R-3
ESTIMATED START TIME: 9:55

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Results on RESULTS presentation, DSCD, Tax Appraisal Division

BOARD BRIEFING: DATE REQUESTED: _____
REQUESTED BY: _____
AMOUNT OF TIME NEEDED: _____

REGULAR MEETING: DATE REQUESTED: 2/1/01
AMOUNT OF TIME NEEDED: 10 minutes

DEPARTMENT: DSCD DIVISION: Tax Appraisal (formerly DES division)

CONTACT: Bob Ellis TELEPHONE #: 86299
BLDG/ROOM #: 503/320

PERSON(S) MAKING PRESENTATION: Bob Ellis, Tax Appraisal Division Manager

ACTION REQUESTED:

☒ INFORMATIONAL ONLY ☐ POLICY DIRECTION ☐ APPROVAL ☐ OTHER

SUGGESTED AGENDA TITLE:

Results on RESULTS presentation, DSCD, Tax Appraisal Division

SIGNATURES REQUIRED:

ELECTED OFFICIAL: _____
DES Administration Review: _____
DEPARTMENT _____
MANAGER: Nancy Papo de Zeffey

BOARD OF
COUNTY COMMISSIONERS
01 JAN 24 AM 10:11
MULTNOMAH COUNTY
OREGON

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ 248-3277

Results on RESULTS

Property Valuation

Bob Ellis, Division Manager

December 21, 00

The division had installed a new software system, purchased to remedy obsolete programming language related to Y2K compliance issues, and to share costs related to legislative changes with other jurisdictions.

The system that best matched the need was designed for smaller counties that don't have the automation that the County has. Some functionality was lost, however, while gaining increased coordination of information with other counties.

To overcome this problem, most of the system was designed for online updating rather than by data entry departments. The unexpected outcome was that appraisers in the residential section were taking up to an hour to enter a new property that they appraised. The data entry staff couldn't use the system at all.

The solution was developed with the participation of all staff using it, collaborating with the contractor to try new ways and ideas. A series of macros was developed that allows the appraisers to enter data in about one minute per account and now one of the data entry people has also been trained to do this.

Results on **RESULTS 02/01/2001**

Introduction of Participants: Bob Ellis, Division Manager/ Assessor

Team Sponsor: Randy Walruff, Chief Appraiser Residential

Team Members:

Bob Mills; Senior Data analyst

Jim Sellars; Residential Property Appraiser

Darlene Rabjohn; Data Entry Operations Supervisor

Kim Knifke; Data Entry Operator

Prior to June of 1999 Assessment and Taxation used a computer system that was initially developed in the early 1970's and over the years significant enhancements were added in house by ISD. Measure 5 in 1990 and Measure 50 in 1997 required expensive modifications due to the age and complexity of the system, portions of which were written in Cobol.

By 1995 we recognized that due to a number of reasons the system had to be replaced – either in house with consultants help; or through the purchase of a package from a vendor. Dealing with implementing Measure 50 delayed progress, however timing became critical as the new system was also our Y2k fix. We eventually contracted with The Software Group, known as TSG, signed contracts, made our conversion, and managed to go live in July of 1999 on time and within budget.

The system we selected was less expensive than the other options, and was the only one time tested in Oregon. Washington County has used this product for over ten years and with it now being used by 9 counties the cost of maintenance will be lower for all. As part of the agreement with TSG, they absorb the cost of system changes needed to stay current with Oregon law. In comparison, Measure 5 and Measure 50 each cost us around a half million dollars.

While TSG was the system that best matched our needs, it was a system that was designed for smaller counties that typically did not have the automation that Multnomah County had. Multnomah County is the largest conversion ever performed by TSG. While TSG offered us increased flexibility in many areas, some functionality was lost. There are elements contained in our original RFP that are still to be developed and installed by TSG.

Throughout A & T many teams were formed which we called "Advance Teams" and after conversion they matured into "Process Improvement Teams". We appreciate this opportunity for one of these teams' to tell you about one of the shortcomings of the system and how they overcame it.

Multnomah County uses a computer-assisted method of appraising residential property. In order to facilitate this, a large amount of data needs to be gathered and uniformly and efficiently entered into the system. After TSG converted our basic property data, we had the task to clean it up, recreate our numerous land and improvement calculation tables, code files and so forth. This team was responsible for the cleanup and verification of all the converted data, the reestablishment of all our cost and code tables, and to determine the best way to make TSG work effectively for Multnomah County as it applies to residential appraisal. One of the components they dealt with, that we will briefly show you today involves how to get the appraisers field data entered into the system.

With our previous in house system, we had developed a batch data entry system that did not rely on the end user to do the input. Each year to support a staff of approximately 16 appraisers it took the equivalent of 3 clerical FTE to gather, enter, and verify that the data was correctly entered. While a batch entry system was part of the original RFP, TSG was not designed with such a concept in mind. Most of the new systems available, including TSG, are designed for online updating rather than by data entry departments. With this type of system the outcome is that the appraisers are expected to do their own data entry. In preliminary trials, it became apparent that on average each appraisal would take approximately one hour to enter. The system involved numerous screens and a need for written processes and forms to be developed. In order to meet current production goals we budget a total of one hour per appraisal resulting in each appraiser performing 1200 appraisals per year. To use TSG as purchased would essentially cut production in half. A solution had to be found.

The teams goal in regards to this issue was clear, we needed to find a way for the appraiser to quickly capture their field work into a format that would allow a third party to enter that information. Then once gathered, this information needed to be entered as efficiently into the system as possible. If not, it would still take as designed 6-8 entry operators per year. Our team came up with a process and the corresponding forms that have the field appraisers capture the data in the field. This work is then transferred to a data input user interface screen that we have developed. Various interface screens have been developed with a corresponding program that converts the entries on the interface screen into a string of typed commands using excel and word and once formatted, this information is uploaded into TSG through a series of macros that the team has developed. This process has been used to automate the entry process for new construction, remodels, land divisions, and calculating measure 50 exception value.

The time and cost saving's are dramatic. It takes five minutes to now enter the typical account. In addition, a data entry support staff and not the appraiser do this entry. We now estimate the entry support staff can consist of one FTE with trained backup at a cost of \$60,000 per year. This compares to 6-8 FTE we estimate as the system is designed at a projected cost of \$250,000 and the three

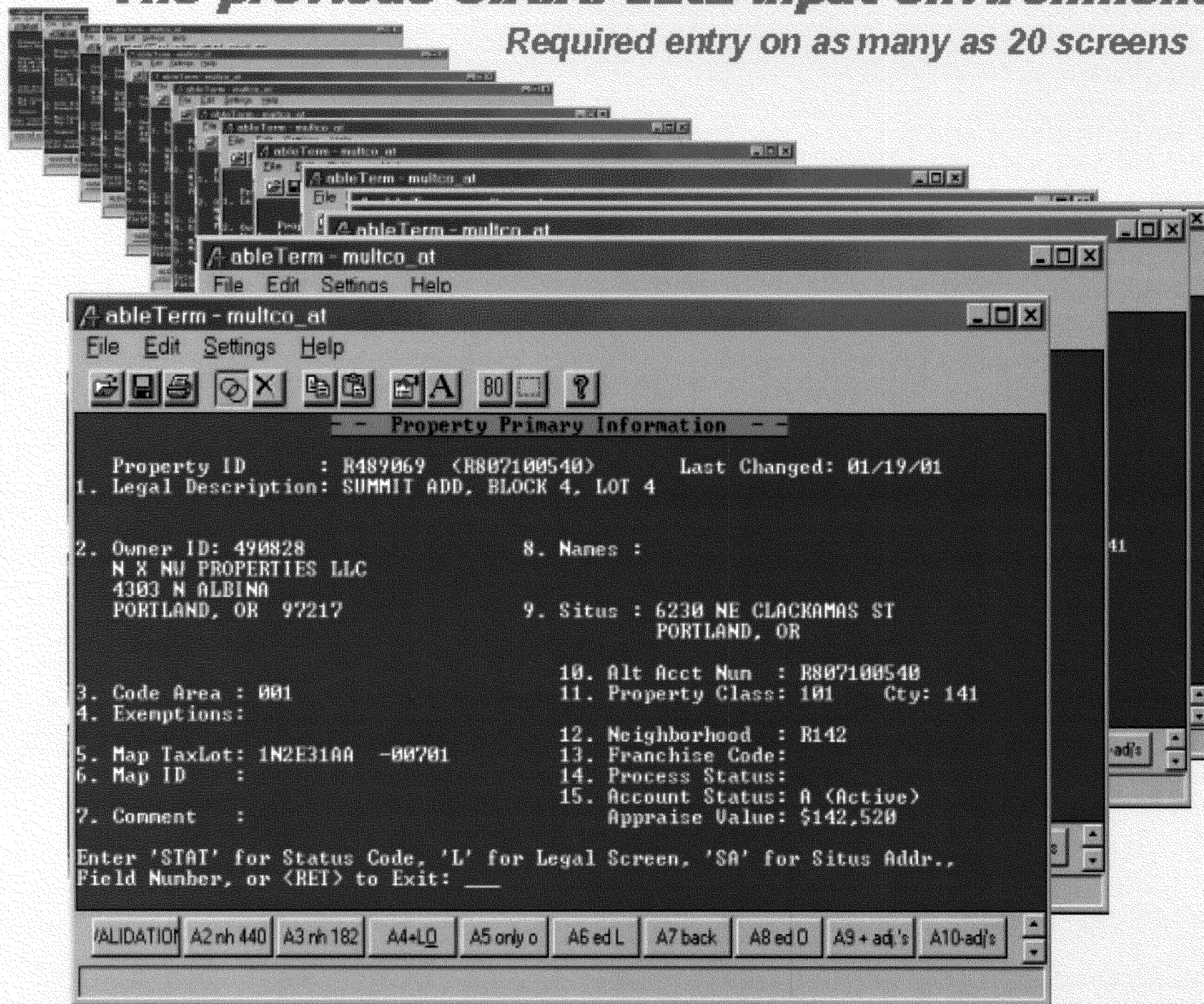
FTE we were using in our old system at a cost of \$120,000. Another byproduct is quality control. Much of the potential for human error the system as purchased created has been eliminated. This goes a long way to assure accurate appraisals are entered with correct exception values calculated resulting in a much higher quality of work product and customer satisfaction.

Please take a look at the attached screen prints. The first one displays just a sample view of the number of screen's an appraiser would have to visit to enter a typical appraisal. The second screen print displays the new data entry application developed that involves the appraiser using a single form. To further enhance employee training and ongoing quality control, the team has also developed online tutorials that describes the remodeling screen and how it's used. The employees will access these tutorials through the LAN.

I would like to thank you for the opportunity to publicly acknowledge the hard work of this team. The conversion took place in July of 1999. Our work year for the tax roll is October through September. The team started work immediately and was inventing processes while the staff was in the field doing the work. The team had work piling up for which processes had not yet been developed. They had 2000 condominium accounts to process with a couple weeks to go and no process. They invented a batch process that entered the basic information needed to get an accurate bill out with in a couple of days. New challenges continually arose on a daily basis. Yet the team knew if we did not succeed then possibly only half of the expected work or less for the year would be accomplished. If that occurred the lost to taxing districts would exceed a million dollars. The team was successful and the set aside piles of work shrank to the point that the last record was inputted on the last day possible with 15 minutes to spare.

The previous O.A.A. data input environment

Required entry on as many as 20 screens



The new data entry application

Remodeling Data Input

Account no. **R5544** 01/25/01 ☐ *chk if it has rem. but no permit* ☐ inside inspection ☒ Y ☐ R ☐ N ☐ problem? initials **MET** date **12/28/00**

Changes to Existing Segments

Step 1: Enter all U's segs 1st, then changes, then removes.
Step 2: Enter the segment no. that's changed or removed, & write in only the change. For a 2nd imp use I 2, seg# e.g. I2,3

U	C	R	seg no.	type	Class	Size	Misc RG

Adding Segments

Step 3: Enter, or check RG, only for miscellaneous improvements ☐ for U ☒ ☐ Write in other rg% ☒ Check for 50% ☒ Chk for 100%

type	Class	Size	U	RG
FB	4	140		

Char.Edits

check U to update or ☒ U ☒ check to add

item	code
1 mod fp	
1 reg fp	
4 beds	
other bed	
2 full bth	
other batl	

R.G. Change

Change the RG ☐ 90 Exception value ☒ Y ☐ N ☐ no
a change in RG with no exception=ongoing maintenance
Is the change in Rg due to remodeling? ☒ Y ☐ N ☐ If there is a check in 1-4, the rest of the form should be blank

1. Was it incomplete or not started? ☒ Y ☐ N
2. There isn't a need to see it, deactivate permit ☒ Y ☐ N
3. was there a demo, ☒ Y ☐ N
4. with a subsequent new permit? ☒ Y ☐ N
Leave the permit active ☒ Y ☐ N state reason below
RG transfer to floor segments 2 3 4 5 6 7 8 9 # # # #

Editing Imp

item	code
6. foundatn	
7. ext. wall	
8. int. finish	
9. roof cov	
10. roof sty	
11. flooring	
13. heat, AC	
14. fireplace	

write code=change sum = 0

Adding osd

date use manual input ☐ eg. Sfr to duplex

3	4	5	6	7	8	9

Conversion

From To

Data Input

Respond to categories of Remodeling activity

Inside inspect ☒ Y ☐ R ☐ N ☐ initials **MET**

Adding Segments

Step 3: Enter, or check RG, only for miscellaneous improvements ☐ for U ☒ ☐ Write in other rg% ☒ Check for 50% ☒ Chk for 100%

type	Class	Size	U	RG
FB	4	140		

Char.Edits

check U to update or ☒ U ☒ check to add

item	code
1 mod fp	
1 reg fp	
4 beds	
other bed	
2 full bth	
other batl	

R.G. Change

Change the RG ☐ 90 Exception value ☒ Y ☐ N ☐ no
a change in RG with no exception=ongoing maintenance
Is the change in Rg due to remodeling? ☒ Y ☐ N ☐ If there is a check in 1-4, the rest of the form should be blank

1. Was it incomplete or not started? ☒ Y ☐ N
2. There isn't a need to see it, deactivate permit ☒ Y ☐ N
3. was there a demo, ☒ Y ☐ N
4. with a subsequent new permit? ☒ Y ☐ N
Leave the permit active ☒ Y ☐ N state reason below
RG transfer to floor segments 2 3 4 5 6 7 8 9 # # # #

Editing Imp

item	code
6. foundatn	
7. ext. wall	
8. int. finish	
9. roof cov	
10. roof sty	
11. flooring	
13. heat, AC	
14. fireplace	

write code=change sum = 0

Adding osd

date use manual input ☐ eg. Sfr to duplex

3	4	5	6	7	8	9

Conversion

From To

Appraisers enter data on a form which is transferred to a single screen

Describe the type of work, eg. Family room addition, kitchen remodel, rehab.

Meeting Date: FEB 01 2001
Agenda No: R-4
Est. Start Time: 10:05

(Above Space for Board Clerk's Use ONLY)

AGENDA PLACEMENT FORM

SUBJECT: Columbia River Gorge Commission proposed strategy and timeline for completing monitoring reports and initiating Management Plan review and revision.

BOARD BRIEFING Date Requested:
 Amt. of Time Needed:
 Requested By:

REGULAR MEETING Date Requested: February 1, 2001
 Amt. of Time Needed: 30 Min.

DEPARTMENT: DSCD **DIVISION:** Land Use Planning
CONTACT: Susan Muir **TELEPHONE:** 988-3043
 BLDG/ROOM: 455 / 116

PERSON(S) MAKING PRESENTATION: Claire Puchy, Director CRGC

ACTION REQUESTED

☐ Informational Only ☒ Policy Direction ☐ Approval ☐ Other

SUGGESTED AGENDA TITLE

Columbia River Gorge Commission proposed strategy and timeline for completing monitoring reports and initiating Management Plan review and revision.

SIGNATURES REQUIRED

Approved By: _____

Elected Official: _____

or

Department Manager: *[Signature]*

01 JAN 24 AM 10:11
MULTNOMAH COUNTY
OREGON
CLERK OF
COUNTY COMMISSIONERS

SUPPLEMENTAL STAFF REPORT

TO: Board of County Commissioners

FROM: DSCD – Land Use Planning Division, Susan Muir

DATE: January 17, 2001

RE: Columbia River Gorge Commission proposed strategy and timeline for completing monitoring reports and initiating Management Plan Review and Revision.

1. Recommendation/Action Requested:

The Gorge Commission is seeking input and comments from all 6 Counties in the scenic area on the draft strategy and timeline (attached) for the Review and Revision process for the Columbia River Gorge National Scenic Area - Management Plan.

2. Background/Analysis:

Review of the Management Plan (which implements the National Scenic Area Act) is required every 5-10 years by the Act in order to assess its effectiveness. The Gorge Commission staff, Forest Service and County Planners prepare a preliminary effort of assessment through 'monitoring reports'. The Gorge Commission has already approved the Scenic Resources and Agricultural and Forest Lands monitoring reports, which Multnomah County Land Use Planning staff participated in and commented on.

3. Financial Impact:

There is no financial impact for commenting on the draft strategy and timeline. Participation in the monitoring reports, review and revision processes with the

Gorge Commission are accounted for in the Land Use Planning Division work plan and budget.

4. Legal Issues:

There are no legal issues identified at this time.

5. Controversial Issues:

There are no controversial issues identified at this time.

6. Link to Current County Policies:

The fifth Rural Area Plan to be completed by Multnomah County Land Use Planning Division will be on the Columbia River Gorge Scenic Area. Land Use Planning is set to finish the fourth Rural Area Plan late this year and then begin work on the Scenic Area Rural Area Plan. The timing of that effort will be coordinated with any efforts to revise the Management Plan. At that time, a comprehensive review of current policies and any new policies in plan revision will be coordinated and reviewed.

7. Citizen Participation:

Citizen participation will be incorporated into the process at different stages throughout the monitoring reports and plan review and revision.

8. Other Government Participation:

The Gorge Commission is seeking input from other counties and tribes in this process.

RECEIVED

00 DEC 20 PM 12:05

MULTNOMAH COUNTY
PLANNING SECTION

Post Office Box 730 • White Salmon Washington 98672 • 509 493 3323 • Fax 509 493 2229

December 18, 2000

Beverly Stein
Multnomah Board of Commissioners
1120 SW 5th Avenue, Suite 1510
Portland, OR 97204-1935

Dear Chair Stein:

The Gorge Commission has developed a preliminary strategy for reviewing and revising the Management Plan and an important first step is consulting with counties and tribes. Gorge Commission members appointed by counties will soon be contacting their respective County Commission to make appointments to meet with them in January.

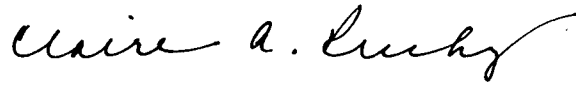
The National Scenic Area Act requires that the Gorge Commission conduct a review of the Management Plan every five to ten years to assess how well the Plan is meeting the objectives of the Act. As a precursor to that review, the Commission staff, with the help of a number of county and Forest Service planners, produced the Scenic Resources and Agricultural and Forest Lands reports, approved by the Commission in November. The remaining monitoring reports (Economic, Natural, Recreation, and Cultural resources reports) will be completed during the next few months. The Commission appreciated receiving many constructive and useful comments as the draft reports were being finalized. Now the Commission is seeking your further involvement as it begins the Plan Review and Revision process.

Enclosed please find the preliminary draft of a proposed strategy and timeline for completing monitoring reports and initiating Management Plan Review and Revision. Gorge Commission staff, working with Commission committees, prepared this draft as a starting point for the Plan Review and Revision process. We want to consult with you early in the process to get your input on the proposed strategy and timeline, as well as any initial suggestions you may have for topics to be covered during the course of Plan Review. Additional opportunities will be provided throughout the process to identify topics for Plan Review.

The proposed strategy is a preliminary draft, subject to revision based on input from the counties and tribes and further review by the Gorge Commission. The Gorge Commission will review the preliminary draft and receive public comments at the January and February Commission meetings, and finalize the preliminary draft strategy at its regularly scheduled meeting on February 10, 2001. In addition, you may submit written comments.

Thank you for your review of the enclosed drafts. We look forward to initially meeting with you in January and continuing to work with you during this process.

Sincerely,

A handwritten signature in cursive script, reading "Claire A. Puchy". The signature is written in dark ink and is positioned above the printed name and title.

Claire A. Puchy
Executive Director

Enclosures: timeline and draft strategy for Management Plan Review/Revision

c: Gorge Commissioners
County Planning Directors

PRELIMINARY DRAFT

Proposed Strategy Monitoring Reports, Management Plan Review and Revision

Monitoring and Planning/Finance Committees
Columbia River Gorge Commission
December 11, 2000

MONITORING REPORTS (Cultural, Natural and Recreation Resources)

1. Prepare Preliminary Draft Reports
 - A. Gorge Commission (GC) and Forest Service (FS) staffs collect data with interagency team [December 2000 – January 2001]
 - B. GC and FS staffs prepare preliminary draft reports [February 2001]
2. Prepare Draft Reports
 - A. Monitoring Committee and interagency team review and comment on preliminary draft reports [late February 2001]
 - B. Based on comments from committee and team, GC and FS staffs prepare draft reports [late February – late March 2001]
3. Comment Period on Draft Reports
 - A. GC and FS staffs distribute draft reports [late March 2001]
 - B. Public comment on draft reports, 45-day comment period [early May 2001]
4. Prepare Final Draft Reports
 - A. GC and FS staffs summarize comments, and review with Monitoring Committee [early May 2001]
 - B. Based on direction from Monitoring Committee, GC and FS staffs prepare final draft reports [May 2001]
5. *Prepare/Distribute Final Reports
 - A. GC and FS staffs present final draft reports at GC meeting. Public may comment on reports. GC approves reports, with or without changes [mid June 2001]
 - B. GC and FS staffs prepare and distribute final reports [late June 2001]

PLAN REVIEW AND REVISION

1. Develop Plan Review/Revision Strategy
 - A. Staffs develop plan review/revision strategy [December 2000]
 - B. *Present strategy to Gorge Commission [January 2001]

2. Review Proposed Strategy with Counties and Tribes
 - A. *GC and USFS meet with county commissioners and tribal councils to review proposed plan review/revision strategy (*GC Chair and county representative, USFS*) [January 2001]
 - B. *GC and USFS make proposed strategy available to public, using web, libraries, etc. (*GC and USFS staffs*) [January 2001]
 - C. *GC review and approval of strategy [February 2001]
3. *Identify Topics/Public Involvement
 - A. *GC and USFS meet with county commissioners and tribal councils to identify topics for plan review/revision (*GC Chair and county representative, USFS*) [February – April 2001]
 - B. *County/tribal planners at bi-monthly meeting (*GC and USFS staffs*) [February and April 2001]
 - C. *Interest group meeting(s), e.g., CGU/Gorge Reality, Friends, others (*GC Executive Director or Commissioners, USFS*) [February – April 2001]
 - D. *Three public meetings to be held at eastern, central and western locations in the Gorge (*GC planners, Executive Director and/or Commissioners, USFS. County planners may be able to help set up and facilitate these meetings*) [April 2001]
4. Categorize and Prioritize Topics
 - A. Summarize, categorize and prioritize topics (*GC and USFS staffs, Monitoring Committee*) [May – June 2001]
 - B. *Present to GC for approval (*GC staff and Monitoring Committee*) [July 2001]
5. Plan Review/Revision by Topic--Public Involvement
 - A. Prepare options/analysis papers for each prioritized topic (*GC and USFS staffs*) [July 2001– March 2002]
 - B. *Public notification/distribution of topic papers (*GC and USFS staffs, web, libraries, county planning departments*) [July 2001– March 2002]
 - C. *Public meetings organized by subject for discussion and summary (*GC and USFS staffs*) [July 2001– March 2002]
 - D. Staff analysis, formulation of recommendations following each subject area meeting (*GC and USFS staffs*) [August 2001 – March 2002]
 - E. *Following subject area public meetings and staff analysis, present packages of recommendations to GC for preliminary endorsement pending integration of all proposed revisions and submission for overall adoption (*GC staff and Monitoring Committee*) [August 2001 – March 2002]
6. Integrate and Package Final Revisions for Gorge Commission
 - A. GC and USFS staffs integrate and package draft recommendations and develop for GC (*GC and USFS staffs and Monitoring Committee*) [April 2002 – May 2002]
 - B. *GC adopts plan revisions [June 2002]

7. Concurrence by Secretary of Agriculture
 - A. GC submits plan revisions to Secretary of Agriculture [June 2002]
 - B. Secretary of Agriculture reviews plan revisions, and approves or denies revisions [Within 90 days] (If Secretary denies revisions, GC would revise and resubmit the revisions or vote to override the Secretary's decision.)
8. Revise Land Use Ordinances
 - A. GC and counties revise land use ordinances to incorporate plan revisions
 - B. GC and counties submit revised ordinances to GC and Secretary of Agriculture for approval

* Denotes opportunities throughout the process for public comments/involvement



Columbia River Gorge Commission

Management Plan Review and Revision: A Public Process

Background Information

- In 1986, the U.S. Congress adopted the Columbia River Gorge National Scenic Area Act.
- The purposes of the Act are to protect and enhance the scenic, natural, cultural and recreational resources of the Columbia River Gorge, and support the economy of the area by encouraging growth to occur in urban areas and allowing economic development consistent with resource protection.
- Congress authorized the states of Oregon and Washington to create a bi-state agency — Columbia River Gorge Commission — to consult with the Federal, Tribal, state, and local governments and members of the public to create and adopt a Management Plan for the Scenic Area.
- The Management Plan was developed over a four-year period, and adopted in 1991.
- Congress directed the six Gorge counties to adopt Scenic Area Land Use Ordinances that are consistent with the Management Plan. If counties lack their own ordinance, the Gorge Commission must adopt and administer land use ordinances to insure that use of non-Federal lands in the National Scenic Area (excluding urban areas and Tribal lands) is consistent with the Management Plan.
- Congress directed the Gorge Commission to review the Management Plan, no sooner than five years, and no later than ten years, after adoption to determine how well the Management Plan is working to achieve the purposes of the Act, and whether it should be revised. Any revisions made by the Gorge Commission must be concurred on the by Secretary of Agriculture.

The Process of Plan Review and Revision

- A series of reports will provide factual information that will be used to review the Management Plan. These reports include: the *Growth Report* and *Economic Monitoring Report*, completed in 1997 and 1998, respectively; the *Scenic Resource Report* and *Agricultural and Forest Lands Report*, approved in November 2000; and reports on recreation, natural and cultural resources, to be completed in spring 2001. The Washington and Oregon Economic Development Departments are completing reports regarding the implementation of the economic development grants and loans program.
- In the winter and spring of 2001, the Commission will conduct a series of meetings with tribal, federal, state, county, and local governments, with interest groups, and with the public to identify issues and topics for consideration during Plan Review and Revision.
- The proposed issues and topics will be organized and prioritized.
- A series of meetings will be held to discuss and develop recommendations for revisions.

Opportunities for Public Involvement

There will be many opportunities for all interested individuals and groups to provide comments, identify topics, and be involved in developing recommendations for revisions. These will include:

- Gorge Commission meetings
 - Public Meetings
 - Written Comments
-

Commissioners

Thirteen Commissioners are appointed to four-year terms by elected officials from Washington, Oregon and each of the six Gorge counties.

Oregon Governor Appointees:

Doug Crow
Louie Pitt, Jr.
Dave Robertson

Washington Governor Appointees:

Jim Luce
Katharine Sheehan (Vice-Chair)
Wayne Wooster

County Commission Appointees:

Kenn Adcock, Klickitat County
Donald Dunn, Wasco County
Walter Loehrke, Skamania County
Joe Palena, Clark County
Joyce Reinig, Hood River County
Anne W. Squier, Multnomah County (Chair)

Secretary of Agriculture Appointee:

Daniel Harkenrider, USDA Forest Service (non-voting)

Staff

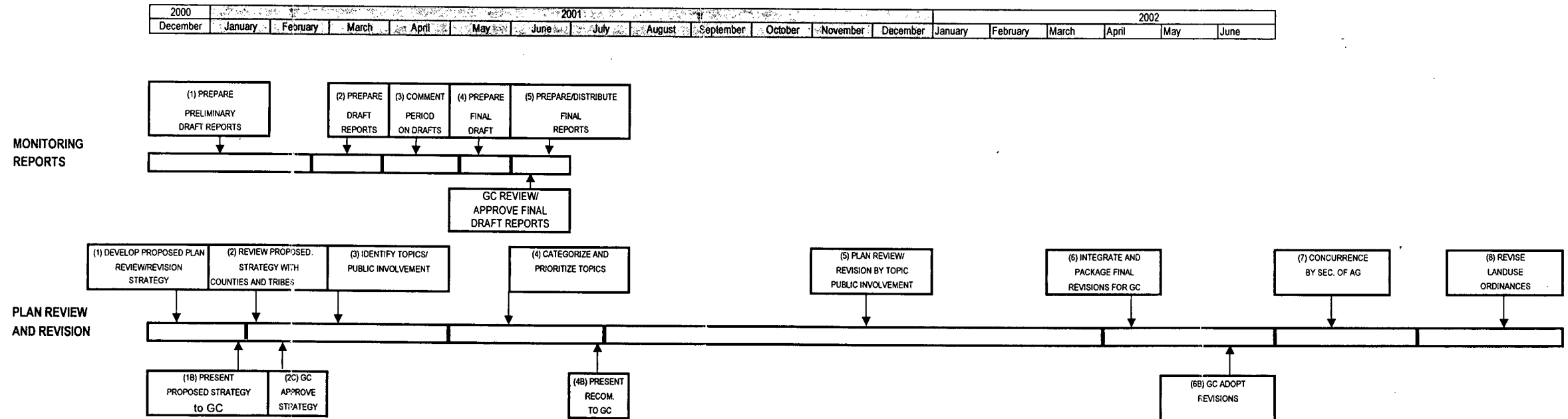
Claire A. Puchy, Executive Director
Judith Maule, Public Outreach Coordinator
Jeff Litwak, Counsel
Bob McIntyre, Administrative Assistant
Nancy Andring, Secretary
Allen Bell, Senior Planner
Brian Litt, Senior Planner
Gary Pagenstecher, Planner
Margo Blosser, GIS Coordinator

Questions? Please contact us.

Columbia River Gorge Commission
Phone: 509-493-3323
Fax: 509-493-2229
E-Mail : crgc@gorge.net
<http://www.GorgeCommission.org>

Preliminary Draft Proposed Timeline Monitoring Reports, Management Plan Review and Revision

Monitoring and Planning/Finance Committees
Columbia River Gorge Commission
December 11, 2000



*Plan review and revision would be intermingled with recommended revisions considered by Commission as each subject is addressed; package of revisions integrated as whole towards end of process.

MEETING DATE: FEB 01 2001
AGENDA NO: R-5
ESTIMATED START TIME: 10:35
LOCATION: Boardroom 100

(Above Space for Board Clerk's use only)

AGENDA PLACEMENT FORM

SUBJECT: **Multnomah County Homeownership Initiative Program**

BOARD BRIEFING:

Date Requested: _____

Requested by: _____

Amount of Time Needed: _____

REGULAR MEETING:

Date Requested: February 1, 2001

Amount of Time Needed: 30 min

DEPARTMENT: DSS DIVISION: Human Resources

CONTACT: Fernando Conill TELEPHONE #: 988-3113
BLDG/ROOM #: 503/4

PERSON(S) MAKING PRESENTATION: Fernando Conill, HR Division; Aaron Prince, AFL-CIO Housing Investment Trust; Sue Krake, Fannie Mae; Dianne Wasson, HomeStreet Bank

ACTION REQUESTED:

{ } INFORMATION ONLY { } POLICY DIRECTION {X} APPROVAL { } OTHER

Amending MCC Chapter 9, County Employment Policies, to Prohibit Discrimination Based on Gender Identity, Familial Status and Source of Income

Attached documents: Staff Report; Memorandum of Understanding Exhibit.

02/01/01 copies to Fernando Conill, Jeff Cohen,
Beverly Stein & Diane Linn

SIGNATURES REQUIRED:

ELECTED OFFICIAL: _____

OR

DEPARTMENT MANAGER: _____

Mary Cecilia Johnson

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ (503) 988-3277

BOARD OF
COUNTY COMMISSIONERS
01 JAN 24 4:11:12Z
MULTNOMAH COUNTY
OREGON



MULTNOMAH COUNTY OREGON

DEPARTMENT OF SUPPORT SERVICES
HUMAN RESOURCES DIVISION

MULTNOMAH BUILDING
501 SE HAWTHORNE BLVD.
4th FLOOR
P.O. BOX 14700
PORTLAND, OREGON 97293-0700

PHONE: 503-988-5015
FAX: 503-988-6257
TDD: 503-988-5170

SUPPLEMENTAL STAFF REPORT

- TO:** Beverly Stein, Chair, Multnomah County
Board of County Commissioners
- FROM:** Fernando J. Conill, Director, HR Division *F.J.C.*
- CC:** Cecilia Johnson, Director, Department of Support Services
- DATE:** January 24, 2001
- RE:** Resolution on Multnomah County Homeownership Opportunity Initiative Program
1. **RECOMMENDATION/ACTION REQUESTED:** Adoption of Resolution authorizing Multnomah County to participate in the Homeownership Opportunity Initiative Program for County employees and retirees.
 2. **BACKGROUND/ANALYSIS:** Multnomah County has an opportunity to provide a home financing service to its employees and retirees, through HomeStreet Bank, in collaboration with the AFL-CIO Housing Investment Trust and Fannie Mae, providing potentially significant cost savings to home purchasers, and in cases of refinancing. The services include (see Attachment): Lower closing costs, competitive rates/flexible underwriting, reduced mortgage interest rates, enhanced/flexible home loan services for program participants.
 3. **FINANCIAL IMPACT:** None. Multnomah County does not incur a cost for this program. HomeStreet Bank (like our credit unions, PACE and Multco, who also provide home financing services to county employees and retirees) incurs the total costs for marketing, administration and servicing this program.

4. **LEGAL ISSUES:** None. A Memorandum of Understanding between HomeStreet Bank and Multnomah County (see Attachment) establishes the scope of the collaboration. The agreement can be terminated, by either party, with 30 days' notification.
5. **CONTROVERSIAL ISSUES:** Our credit unions, PACE and Multco, have expressed concern that the county not market this program exclusively or preferentially to its employees. The credit unions want to be represented as a potentially equally viable home financing option, and are committed to referring county employees to the best home financing options, including HomeStreet Bank—but they want the same access to our employees that we would provide HomeStreet Bank. The HR Division has met with the credit unions, and we have assured them that the county will partner with them and HomeStreet Bank to ensure that our employees and retirees are fully aware of the full complement of choices that they have in home financing services offered through county vendors. The county will not recommend one vendor over another—that will be the employees' choice to make, as they evaluate what is in their best interest related to home financing. Providing a common educational forum—such as Mortgage Fairs—countywide, where all three lenders are available to our employees, on the same day and time, is one way we will collaborate effectively.
6. **LINK TO CURRENT COUNTY POLICY:** The program is linked to our values and benchmarks in three keys ways: 1. By providing enhanced services to our employees (thus helping improve the quality of life for our employees and retirees) the county reinforces the value that the county is an excellent place to work, 2. By engaging in this partnership—made possible through the AFL-CIO Housing Investment Trust—the county reinforces the positive and working collaboration which we value, between Labor and Management, 3. Pride of homeownership is one key aspect of developing strong and sustainable communities—an important vision and benchmark of Multnomah County. This program supports and enhances that vision.
7. **CITIZEN PARTICIPATION:** None
8. **OTHER GOVERNMENT PARTICIPATION:** The program will be administered, internally, by the Human Resources Division of the Department of Support Services. Human Resources organizations in county departments have already been briefed and have been provided an overview of the program. Their role will be to provide space/locations where employees may be briefed on these services (on employees' personal time).

BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON

RESOLUTION NO. _____

Authorizing Multnomah County Participation in the Homeownership Opportunity Initiative Program for County Employees and Retirees

The Multnomah County Board of Commissioners Finds:

- a) Home ownership is widely held to be an important anchor of neighborhood stability and Multnomah County is committed to the expansion of homeownership opportunities for its citizens.
- b) Many Multnomah County employees and retirees have expressed an interest in being able to purchase a home, but for reasons of lack of housing affordability, have not been able to do so.
- c) Multnomah County desires to be an excellent employer, and to partner with its unions on improving the quality of life of employees and retirees.
- d) The AFL-CIO Housing Investment Trust, Fannie Mae and HomeStreet Bank wish to partner with Multnomah County to promote affordable home ownership for Multnomah County employees and retirees. The program will provide reduced loan origination fees, below market mortgage rates for the first 60 payments, and reduced mortgage insurance premiums, as well as negotiated savings on appraisal, funding fees and closing cost fees. The program will also take advantage of the services of HomeStreet Bank in developing a joint education process for County employees who are interested in home ownership.
- e) It is in the County's interest to participate in the Homeownership Opportunity Initiative and to offer this program to County employees and retirees.
- f) The County also wishes to encourage participants to consider Multnomah County first--when considering a home purchase—reinforcing the fact that the County is an excellent place to live and work.
- g) It is also in the County's interest to continue to fully support and make available to its employees and retirees, the existing home-financing services currently available through our credit unions, Multco and PACE.

The Multnomah County Board of Commissioners Resolves:

- 1) The County Chair is authorized to sign/execute the Memorandum of Understanding for the Homeownership Opportunity Initiative program, as described in Exhibit A, and

subject to any collective bargaining requirements the County may have. The program shall continue indefinitely or until terminated by either Multnomah County or HomeStreet Bank, with thirty (30) days' advance written notice.

- 2) The Department of Support Services' Human Resources Division, will function as the County's contact for this program, and will coordinate necessary marketing efforts with HomeStreet Bank.

ADOPTED this 1st day of February, 2001.

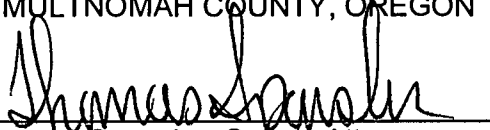
BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON

Beverly Stein, Chair

REVIEWED:

THOMAS SPONSER, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By


Thomas Sponsler, County Attorney

Multnomah County Homeownership Opportunity Initiative

Partnering with Multnomah County

February 1, 2001



AFL-CIO HOUSING INVESTMENT TRUST

Multnomah County Homeownership Opportunity Initiative

Program Savings & Features

Provided by HomeStreet Bank & AFL-CIO Housing Trust

- **Interest rate reduced by 1/2 percent for first five years**
- **Reduced loan origination fee- roughly one-half percent in price lower than traditional lenders.**
- **Negotiated savings on appraisal, funding fee, and closings cost fees. Saves borrower \$1,000 to \$1,500 when closing.**
- **Reduce mortgage insurance premium by one-quarter percent.**
- **High quality customer service.**
- **Close coordination with non-profit housing counseling groups.**
- **Referrals to services to assist buyers in need of credit counseling or down payment assistance.**
- **Availability of wide range of loan programs should borrower not meet HOI criteria.**



AFL-CIO Housing Investment Trust

February 1, 2001

Multnomah County Homeownership Opportunity Initiative

Closing Cost Savings via Hometown Home Loan Program

Standard Conventional Loan		Hometown Home Loan	
Assume \$200,000 loan amount		Assume \$200,000 loan amount	
Loan Origination Fee (1%)	2,000.00	Loan Origination Fee (.5%)	1,000.00
Appraisal	400.00	Appraisal	295.00
Credit Report	85.00	Credit Report	0.00
Tax Service Fee	50.00	Tax Service Fee	49.00
Funding Fee	400.00	Funding Fee	175.00
Flood Determination Fee	22.00	Flood Determination Fee	13.00
Escrow Fee	500.00	Escrow Fee	500.00
Title Insurance	352.95	Title Insurance	352.95
Recording Fee	100.00	Recording Fee	100.00
Inspection (Optional)	300.00	Inspection (Optional)	250.00
<hr/>		<hr/>	
Total To Close	4,209.95	Total To Close	2,734.95
Savings as a Percent of the Purchase Price	1.50%	HOMETOWN HOME LOAN SAVINGS	
		\$1,475.00	



AFL-CIO Housing Investment Trust

February 1, 2001

Multnomah County Homeownership Opportunity Initiative

Monthly Payment Comparison

Monthly Payment-Conventional Loan		Monthly Payment-Buydown Loan	
Purchase Price	206200.00	Purchase Price	206200.00
Mortgage Amount (97%)	200000.00	Mortgage Amount (97%)	200000.00
P&I @ 7%	1330.67	P&I @ 6.5% buydown rate	1264.20
Tax & Insurance	150.00	Tax & Insurance	150.00
Mortgage Insurance (1%)	166.67	Mortgage Insurance (.77%)	128.33
PITIMI	1647.34	PITIMI	1542.53
Household Income needed to qualify	5882.00	Average Household Income	4673.00
Housing Debt Ratio	28.01%	Housing Debt Ratio	33.01%

Leverage Created:

- √ Monthly payment reduced by \$104 per month
- √ Qualifying income reduced by \$14,508 (annual income)



AFL-CIO Housing Investment Trust

February 1, 2001

Multnomah County Homeownership Opportunity Initiative

- **Total monthly savings to borrower of \$104 per month**
- **Savings to borrower including closing costs reduction and 60 month buydown total \$7,715**
- **Reduces annual income to qualify approximately \$14,500**



Multnomah County Homeownership Opportunity Initiative

What Role the County Plays in Marketing to Employees

Communication Efforts

- Communicate program availability through E-Mail System
- Frequent articles and advertisements in the employee newsletter for county departments.
- Assist with wide circulation of payroll insert about homeownership program.
- Coordinate with county employee unions to broadcast program availability.

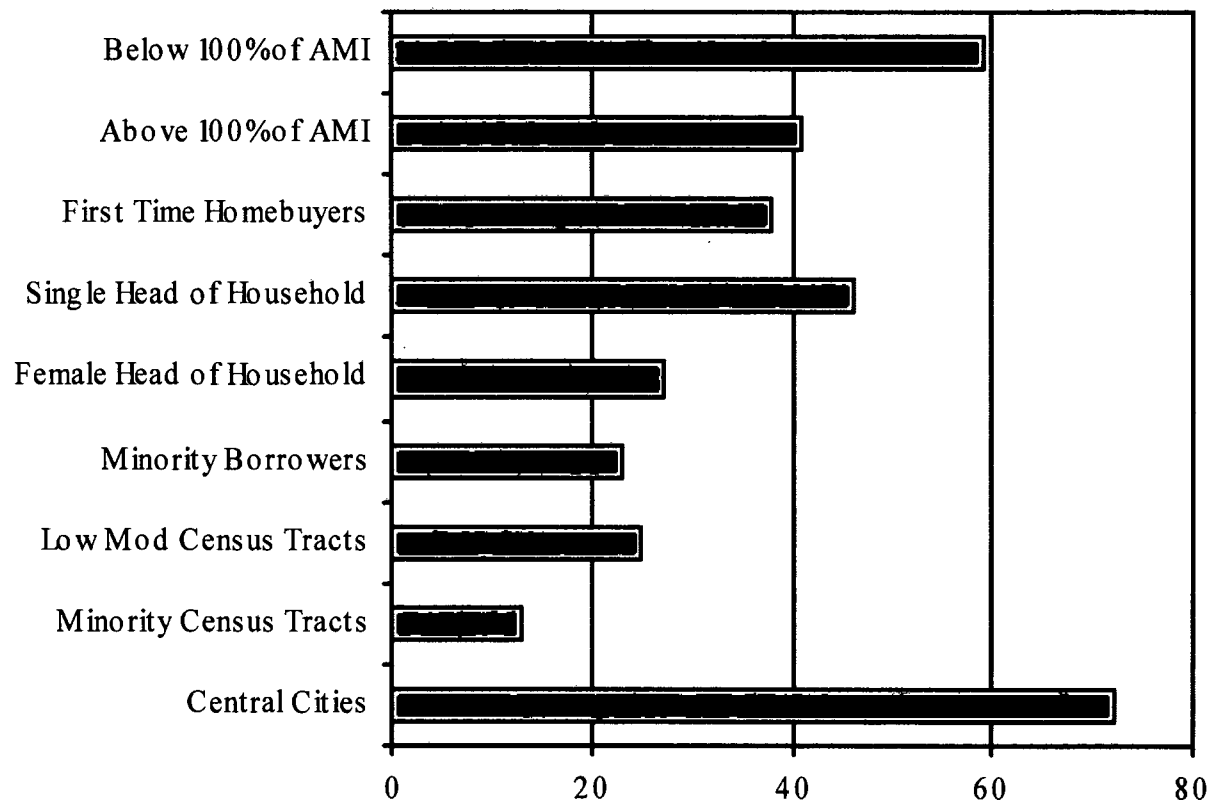
On-Site Meetings

- Lender to participate in employee benefit fairs.
- Lender to host brown-bag lunch meetings at schools, police HQ, fire department, and main city offices.
- Portland Housing Center to include lender in homebuying fair or at homebuyer information offices.
- Coordinate lender involvement in Commissioner's housing efforts.



The Homeownership Opportunity Initiative

Results: \$55 million in mortgage loans to union members over a 32 month period



Multnomah County Homeownership Opportunity Initiative

Patricia Graham

**Multnomah County Dept. of Youth &
Family Services**

Single mother of four

1 1/2 years in the homebuying process

**Homebuyer education through the Portland
Housing Center**

**\$15,000 down payment assistance through "Project
Buydown"**

**\$3,300 in grant funds from HomeStreet Bank
through the Federal Home Loan Bank's HomeStart
matched savings program**

**\$1,000 in closing cost savings through Hometown
Home Loan**

**Three bedroom home with a yard, utility room and
carport**



BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON

RESOLUTION NO. 01-013

Authorizing Multnomah County Participation in the Homeownership Opportunity Initiative Program for County Employees and Retirees

The Multnomah County Board of Commissioners Finds:

- a) Home ownership is widely held to be an important anchor of neighborhood stability and Multnomah County is committed to the expansion of homeownership opportunities for its citizens.
- b) Many Multnomah County employees and retirees have expressed an interest in being able to purchase a home, but for reasons of lack of housing affordability, have not been able to do so.
- c) Multnomah County desires to be an excellent employer, and to partner with its unions on improving the quality of life of employees and retirees.
- d) The AFL-CIO Housing Investment Trust, Fannie Mae and HomeStreet Bank wish to partner with Multnomah County to promote affordable home ownership for Multnomah County employees and retirees. The program will provide reduced loan origination fees, below market mortgage rates for the first 60 payments, and reduced mortgage insurance premiums, as well as negotiated savings on appraisal, funding fees and closing cost fees. The program will also take advantage of the services of HomeStreet Bank in developing a joint education process for County employees who are interested in home ownership.
- e) It is in the County's interest to participate in the Homeownership Opportunity Initiative and to offer this program to County employees and retirees.
- f) The County also wishes to encourage participants to consider Multnomah County first--when considering a home purchase--reinforcing the fact that the County is an excellent place to live and work.
- g) It is also in the County's interest to continue to fully support and make available to its employees and retirees, the existing home-financing services currently available through our credit unions, Multco and PACE.

The Multnomah County Board of Commissioners Resolves:

- 1) The County Chair is authorized to sign/execute the Memorandum of Understanding for the Homeownership Opportunity Initiative program, as described in Exhibit A, and


subject to any collective bargaining requirements the County may have. The program shall continue indefinitely or until terminated by either Multnomah County or HomeStreet Bank, with thirty (30) days' advance written notice.

- 2) The Department of Support Services' Human Resources Division, will function as the County's contact for this program, and will coordinate necessary marketing efforts with HomeStreet Bank.

ADOPTED this 1st day of February, 2001.



BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY, OREGON



Lisa Naito, Vice-Chair

THOMAS SPONSLE, COUNTY ATTORNEY
FOR MULTNOMAH COUNTY, OREGON

By 

Thomas Sponsler, County Attorney

Exhibit A

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ("Memorandum") is entered into between the County of Multnomah ("the County"), an Oregon municipal corporation and HomeStreet Bank ("HomeStreet Bank"), a Washington Savings Bank, as of the _____ day of _____, 1997.

The County and HomeStreet Bank hereby enter into this Memorandum of Understanding to memorialize their mutual intentions as follows:

1. Actions of HomeStreet Bank

HomeStreet Bank shall continue to carry out, during the term of this Memorandum, the program for financing home ownership as described in the document entitled "Hometown Loan Program" ("HomeStreet Bank program"), a copy of which is attached and incorporated herein by this reference. The HomeStreet Bank program shall be available to employees of the County, as designated by the County, including new hires, temporary, and part-time employees, as well as, retirees (collectively, "Eligible Participants").

The HomeStreet Bank program shall include, without limitation, and in addition to any terms contained in the document entitled Hometown Loan Program:

a. For each Eligible Participant:

- 1) An effective payment rate for the first sixty (60) payments at ½% below the mortgage note rate for those borrowers obtaining financing through the Homeownership Opportunity Initiative program sponsored by the AFL-CIO Housing Investment Trust (subject to availability of funding)
- 2) A reduced loan origination fee ½% lower than the regular loan origination fee customarily charged to any other borrower on a similar transaction for the purchase or refinance of a principal residence for such Eligible Participant within the limits of those counties identified here as applicable (hereafter called, "Applicable Counties") — in the State of Oregon (Multnomah, Clackamas, Columbia, Marion, Polk, Washington and Yamhill), and in the State of Washington (Vancouver, Clark, Skamania, West Klickitat). Subject to individual credit limitations, the Eligible Participant shall not be charged an interest rate (computed before taking account of loan fees) higher than any other borrower would customarily be charged on a similar transaction. The discounted loan origination fee shall not apply to purchases or refinances of properties outside the County limits, but shall be made available on all first mortgage loan products offered by HomeStreet Bank within the Applicable Counties' limits.
- 3) Negotiated savings on appraisal, funding fee, and non-regulated closing cost fees on all first mortgage loan products offered by HomeStreet Bank, in the approximate amount of \$1,000 to \$1,250 (including loan origination fee discount) at closing.

- 4) ¼% reduction in mortgage insurance premium on all Homeownership Opportunity Initiative loans, per the agreement between the AFL-CIO Housing Investment Trust and PMI Mortgage Insurance Company.
- b. Delivery to the County of a sufficient quantity of materials describing the Hometown Home Loan Program for delivery to all Eligible Participants, as well as a copy of all materials used in the Hometown Home Loan program. Any such materials shall be subject to the prior approval of the County, not to be unreasonably withheld. Except for any materials required by law or materials whose content must meet certain legal requirements, any materials prepared by the County for this Hometown Home Loan Program shall be subject to the prior approval of HomeStreet Bank, which shall not be unreasonably withheld.
- c. Full compliance by HomeStreet Bank with all Fair Housing and nondiscrimination laws and regulations, which are hereby incorporated by reference.
- d. Evaluation of all Eligible Participants for their qualification for the HomeStreet Bank programs described in the Hometown Home Loan description, attached to and incorporated herein.

2. Actions of the County

- a. The County shall announce to all Eligible Participants the availability of the program as an incentive to home ownership within the Applicable Counties for such employees.
- b. The County shall deliver to all Eligible Participants materials prepared by HomeStreet Bank describing the Hometown Home Loan program, subject to the County's approval in advance. The County shall not be required and is not agreeing to deliver materials describing services unrelated to home mortgage loans.
- c. The County shall place notices in departmental newsletters, in new employee orientation packets and on bulletin boards in appropriate locations describing the Hometown Home Loan Program.
- d. The County shall not be responsible for any costs or expenses incurred by HomeStreet Bank in connection with the Hometown Home Loan Program.
- e. The County hereby agrees that HomeStreet Bank shall have the exclusive right to provide mortgage services to Eligible Participants under the Hometown Home Loan Program, and that no other lender shall participate in the program without the express written consent of HomeStreet Bank.

3. Term of the Hometown Home Loan Program

The HomeStreet Bank Program shall continue indefinitely or until terminated by either the County of Multnomah, or HomeStreet Bank with adequate notice, as defined in Section 4. Neither party is committed to any further actions after the termination of the HomeStreet Bank program. Termination shall not adversely affect any pending loan application or closing.

4. Termination, Amendments and Modifications

This agreement and the obligations of all parties hereunder may be terminated without cause by the County or the lender by providing thirty (30) days advance written notice served on the other parties by first class mail addressed as follows:

To the County:

County of Multnomah
(Insert Address)

To: HomeStreet Bank:

Affinity Lending Department
601 Union St., Suite 2000
Seattle, WA 98101

This agreement may be amended or modified at any time by written agreement of all of the parties hereto.

In order to signify their mutual intentions as set forth above, the parties have signed this Memorandum of Understanding as of the day and year first above written.

Reviewed:

**Thomas Sponsler, County Attorney
For Multnomah County, Oregon**

The County of Multnomah

By: _____
Thomas Sponsler, County Attorney

By: _____
Beverly Stein, Chair

HomeStreet Bank

By: _____
Richard W.H. Bennion,
Executive Vice President

HOMETOWN HOME LOAN BENEFITS

Mortgage loan programs made available to your employees through HomeStreet Bank are offered to participants at a discount from the cost to the general public.

- **Homeownership Opportunity Initiative Program**
 - ◆ Interest Rate Buydown of .50% for first five years of loan
 - ◆ Reduced private mortgage insurance premiums
 - ◆ Low down payment requirement
 - ◆ Reduced closing costs
- **Rehab/remodel and Construction Financing**
 - ◆ Finance purchase and remodel in one easy loan
 - ◆ Extensive rehabilitation financing available (Conventional and FHA)
 - ◆ All-in-one construction program available
- **Lower Closing Costs on all Loan Types**
 - ◆ Loan fee reduced 50%
 - ◆ Discounts on home inspections, appraisals and other closing costs
 - ◆ Escrow fees reduced 50% or more
 - ◆ Realtor contributions
 - ◆ Seller contributions allowed for closing costs
- **Competitive Rates/Flexible Underwriting**
 - ◆ Standard ratios (28/36) increased by 5-7% (33/40) or more for most programs
 - ◆ ALL program discounts are from published rates - No overages or pricing adjustments for Hometown loans
 - ◆ Full range of mortgage programs including FHA, VA, Conventional, Jumbo, Portfolio and No-income verifier loans
 - ◆ Zero-down payment programs with no income restrictions
- **Special Programs for Low/Moderate Income Homebuyers**
 - ◆ Below-market interest rates for first-time homebuyers
 - ◆ Low down or down payment assistance available
- **Enhanced Service for Hometown Home Loan Participants**
 - ◆ Special phone line for program users (628-0207)
 - ◆ Extended hours 8AM-9PM M-F, 9AM -5PM Sat
 - ◆ 24 hour loan approval on most programs
 - ◆ Free pre-approvals
 - ◆ On-site informational seminars and one-on-one counseling