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2009 ANNUAL REPORT

LANE COUNCIL OF GOVERNMENTS

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The process of putting together reports such as this on an annual basis is healthy for the LCOG organization and for its Executive Director. Quite often, I hear the call for more information about what the agency is doing: Tell us what's happening or Tell us what LCOG does. And yet, in most conversational settings and certainly in public forums, the breadth, depth and dynamic nature of the subject make a comprehensive response impossible. The same limitations of space and time apply here, as well. But in the pages that follow a snapshot of your council of governments is offered.

To provide the most meaningful examples of LCOG's contributions to the regional community, the time period covered here is essentially 2009. By any measure, the year just past has been challenging. The overarching issue for our country and for millions of people throughout the world has been the economy. Even for those who have not been directly impacted by homelessness, unemployment or loss of investment value and earnings, 2009 was a time of worry and uncertainty. For the public sector world in which LCOG conducts its work, the recession has yielded constricted revenues for state and local governments and corresponding budget reductions. However, difficult times tend to increase the importance of cooperation and joint venture for the sake of efficiency and effectiveness. Addressing these goals—in good times and bad—lies at the heart of LCOG's mission.

As illustrated here, your council of governments has continued to deliver on the promise of "good government." Our client-centered array of human services has maximized the well-being and independence of the senior and disabled citizens of this region. Similarly, agency's services to local government through infrastructure development, transportation planning, public safety coordination, business assistance loan programs, environmental planning and high tech information services have stretched limited public resources and advanced the quality of life for the people of the region.

Established with six participating governments in 1945 as the Central Lane County Planning Commission, LCOG is one of the oldest associations of local governments in the nation. Now a mature and well-regarded institution in Oregon, the agency has earned its reputation for high quality service. Our citizens can be proud of their council of governments. Likewise, the 28 units of local government that now comprise LCOG can be assured that this organization will continue its commitment to addressing real-world needs by applying high ethical standards and quality performance.

As LCOG's Executive Director for 28 years, I am profoundly grateful for the constant efforts of dedicated policy makers, energized citizens and talented professional staff members who have written LCOG's story of success. The Chair of the Board of Directors, Greg James of the Willamalane Park and Recreation District, has offered sensitive leadership to both the Board and to the COG's Executive Committee, and he has provided wise counsel and support to me and to the agency's professional staff. I am also appreciative for the spirit of cooperation among the talented staffs of the region's local governments. Good outcomes and good public policy require such collaborative spirit and action at the staff level, just as with elected policy makers. As often stated, LCOG is in the business of assisting governments to serve the public efficiently and effectively. That remains a vitally important business to be in.

This report is offered for the consideration and review of member governments and citizens of the region. The beginning signs of economic recovery are coming into view, but personal and organizational concern and anxiety can be expected to endure for some time. The Lane Council of Governments remains dedicated and committed to a cooperative effort to create a better future for this region. We are ideally positioned and equipped to play a key role in supporting the well-being of our citizens.

A handwritten signature in black ink that reads "George Kloeppel". The signature is fluid and cursive.

GEORGE KLOEPPEL, EXECUTIVE DIRECTOR

Technical assistance and grant writing was provided to various communities to help facilitate infrastructure and community facilities projects. Through the Lane Economic Committee, LCOG participated in creating a list which identified and prioritized local development needs and issues for state and federal assistance. The Benton, Lane, Lincoln, and Linn Regional Investment Board made investment grants to assist new and expanding businesses.

Natural Resources staff worked with the City of Eugene on natural resource portions of the annual United Front federal priorities program. LCOG continued to provide stormwater planning assistance to the cities of Eugene and Springfield including GIS mapping, analysis, and policy development. Parks and Open Space staff assisted the U.S. Army Corps of Engineers with the Metro Waterways Study, and provided an array of technical services to the West Eugene Wetland Program including the development of the Coyote Prairie Mitigation Improvement Plan and the completion of an EPA-funded wetland restoration study.

COORDINATING FOR INCREASED EFFICIENCY

As the Metropolitan Planning Organization (MPO) for the Central Lane Metropolitan Area, LCOG is responsible for transportation planning and programming to ensure safe and efficient transportation networks. The American Recovery and Reinvestment Act (ARRA) provided an opportunity for Lane County agencies to receive funding for a wide variety of projects to create jobs and stimulate the flagging economy. LCOG staff provided information and assistance to member agencies and helped bring more than \$240 million into Lane County.

Metro Planning staff continued to support Eugene, Springfield and Lane County in their effort to collaboratively plan and coordinate area-wide issues such as Metro Plan updates, text and diagram amendments, and many other projects ranging from wastewater to natural resources.

PROTECTING HEALTH AND SAFETY

Resource Development staff acquired more than \$5.3 million in grants and loans this past year for LCOG partners. Projects and programs supported with these funds included after-school programs for youth, telecommunication development, land preservation and conservation, street network planning, and wastewater collection and reclamation. Services for LCOG members and clients included grant research, application coordination and facilitation, grant writing and editing, design and implementation of project evaluations, and grant administration.

Emergency Communications staff provided support to Lane County, the cities of Eugene and Springfield, and EWEB, who have developed a shared radio system for the metro area and eastern Lane County. Over the next year, the system will be expanded to cover all of Lane County. The telephone-based Community Emergency Notification System (CENS) is used to alert areas threatened by natural or human-made disasters. Real world use, including notification of Cottage Grove residents that their water supply was again safe, show the power and flexibility of this tool.



SUPPORTING PUBLIC SERVICE



LCOG planning staff provided support to help six members with their immediate planning needs, reviewing and processing applications for development. LCOG also provided long term planning assistance, code development services, planning grant applications, and a variety of other planning services. LCOG continued to provide planning assistance in Benton, Linn, and Douglas Counties.

Legal Services staff served as legal counsel for the cities of Coburg and Canyonville and provide hearings official services to Lane County, Eugene, Springfield, and Lane Regional Air Protection Agency. LCOG members benefited from legal trainings in subjects as diverse as government ethics, the Open Meetings Law, the Public Records Law, and the quasi-judicial decision making process.

The Oregon Planning Institute, an annual conference produced by LCOG and attended by over 400 planners and related professionals from across the state is in its fourth decade of providing a forum for networking along with an array of informational and professional development sessions.



INCREASING CITIZEN AWARENESS

Community Safety and Creative Services staff worked with the Lane County Public Safety Coordinating Council to update the Report Card on the Criminal Justice System in Lane County and the accompanying, more in-depth Report Card Data Book.

BUILDING CAPACITY

The Telecommunications Program provided telephone systems to eight core agencies. The systems include over 8,000 telephones in hundreds of locations throughout Lane and Benton counties. Recent activity included the replacement of voice mail systems and improvement in computers used to help departments manage citizen phone calls. These systems help add or subtract telephone-answering resources to the quality of the inbound calls. Several Voice-Over-Internet Protocol (VOIP) telephone systems are installed in 4J schools.



In 2009, LCOG rolled out a completely rewritten Regional Land Information Database (RLID) website. Featuring better integration, easier customization, more powerful queries and new information reporting and download options, the new RLID is a significant improvement over its 10 year old predecessor. The RLID team celebrated this milestone by accepting the Urban and Regional Information Systems Association (URISA) 2009 Distinguished Systems in Government award for enterprise systems. Work continued on the multi-year migration effort to redesign and update legacy GIS data and tools. The team also led an important regional project to acquire very high resolution LiDAR data for key portions of Lane County and the Eugene-Springfield metro area—the data will be instrumental to future high precision mapping and terrain modeling initiatives. Despite the economic downturn, RLID continued to enjoy growth in the number of subscribers.

The Applied GIS and Data Services Program completed and supported numerous projects for member agencies and others. As part of a consultant team led by EcoNorthwest, LCOG GIS staff developed a buildable lands inventory model and data set for the Eugene Comprehensive Lands Analysis (ECLA) project. For Eugene Water and Electric Board, staff designed and

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implemented a database that provides access to the drinking water distribution system control and data acquisition (SCADA) archive data sets. Throughout the year, GIS staff worked with the Census Bureau to provide and update local data for the 2010 Census effort. Among the many other new and continuing projects supported during the year are:

- the Communities and Schools Together (CAST) project which seeks to improve child health in the Bethel School District. It is a partnership with the Oregon Research Institute and the Bethel School District;
- EWEB's drinking water source protection program McKenzie Basin water quality monitoring;
- Collection of statewide structures of critical importance mapping for the USGS National Map and GNIS data stewardship plan development;
- Eugene field data collection including regulated on-street parking inventory and citywide commercial and industrial land use inventory;
- region-wide wetlands and riparian inventories;
- School District 4J boundary change process mapping;
- and launch of a new storefront on the LCOG website for distribution of standard and custom maps and data.

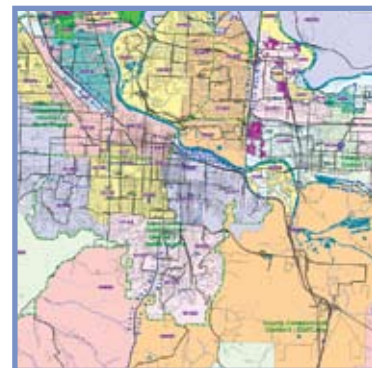
Metro Television continued to provide cable television, Comcast Cable 21, and internet coverage of the City of Eugene Council, the Lane County Board of Commissioners and Metropolitan Policy Committee meetings. Metro Television also produced a monthly program entitled "Working City" for the City of Eugene, and "Working for You" for Lane County, as well as provided video production services for various departments and divisions. Scheduled time slots throughout the week can be found at www.MetroTV.org.

Creative Services staff produced a wide variety of materials including financial reports, newsletters, presentation materials, maps, and reports for natural resource projects, small cities, and other member agencies including an updated City of Creswell street map. Staff continued to design and maintain a number of websites for internal use as well as small city websites. The City of Eugene Airport, the City of Veneta, and the City of Creswell websites were also redesigned by Creative Services staff.

ENTERPRISE FUNDS

LCOG approved 24 small business loans, providing assistance to new and expanding businesses throughout Lane County. These loans are expected to create over 250 new jobs. LCOG provided staff assistance to the Cascades West Economic Development District, which provides business development support to key economic clusters and regional economic development planning. LCOG also provided project management services for infrastructure construction projects.

The past fiscal year saw significant changes in LCOG's Enterprise Real Estate with the refinancing of LCOG's Springfield Building and the purchase of the Park Place Building in downtown Eugene. The LCOG Governmental Services and Administrative Services Divisions that were leasing office space in the Wells Fargo Building now occupy the fourth and fifth floors of the new building.



STRATEGIC ACTIVITIES TOWARD BUILDING A BETTER FUTURE

As an organization, S&DS doesn't plan to just sit and wait for the "senior tsunami" to hit. By taking advantage of special grants and pursuing new projects this past year, S&DS began laying the groundwork for a better future, one that seeks to offer coordinated, easy to access services. S&DS' work falls into three areas, as noted.

Establishing a Local Aging and Disability Resource Center

In October 2008 the State of Oregon was awarded a three-year \$1.6 million grant from the Centers for Medicaid and Medicare Services and the Administration on Aging. The goal of the grant is to improve the hospital discharge planning process, increase access to information on long-term services and supports, and provide early intervention services to prevent or delay the need for Medicaid. The State's Department of Human Services chose to partner with Lane Council of Governments Senior & Disabled Services as the first pilot site for the local Aging and Disability Resource Center (ADRC).



What's an ADRC and why is it needed? An ADRC is not a facility or a building, but rather it is an array of information and assistance services for people looking for help with long-term care services and supports. The ADRC serves as a *clearinghouse of information* for consumers, family members and friends as they seek to find resources for those that are aging or disabled. The ADRC is designed to *streamline access* to information about long-term care. Personal assistance is offered to help people learn about and navigate through the maze of options for care. The ADRC is designed to be a *highly visible* and trusted place where people of all incomes and ages can turn for unbiased, reliable information on the full range of long-term support options. The ADRC *integrates* aging and disability service systems so that people of all ages will have access to the information and assistance they need. This past year, S&DS staff worked with partner agencies and community members to gather input and put the pieces in order for an April 2010 rollout.

Building New Partnerships and Collaborations



This past year S&DS established new partnerships with Lane Transit District, LaneCare (Lane County's Mental Health Organization for Oregon Health Plan participants) and Lane Independent Living Alliance to provide a more coordinated service approach, maximizing on each agencies' strengths. Through our contract with LTD, S&DS now incorporates Transportation Coordination into our portfolio of services for seniors and people with disabilities. Using special funds through a LaneCare grant, a Mental Health Specialist is now available to care providers and case managers to help problem solve and preserve community placements. In partnership with Lane Independent Living Alliance, peer mentoring and training is now available to teach basic employer skills to clients who hire and supervise their own home care workers.



Improving Customer Service

Easy access and timely response often gets lost in the world of government. S&DS has its own challenges on this front as state revenue shortages often result in staffing and funding cuts. However, this past year S&DS completed several quality improvement projects to improve customer service. Through a special "Services Intake Project", improved customer service was achieved through shorter wait times for intake appointments. Using a specialized "Transition and Diversion" Coordinator, 95 people moved out of a nursing institution and into a more home-like community setting, saving the taxpayers approximately \$1,377,000 last year. And finally, by instituting in-person consultations with potential caregivers such as Adult Foster Home providers and Home Care Workers, potential providers gained a better understanding of the scope and requirements of the job early in the process, and staff members were able to gather all needed documents at one sitting, expediting the process and reducing the need for repeated contacts.

JUST THE FACTS: SUMMARY OF S&DS SERVICES DELIVERED

Older Americans Act Programs

- 1,735 individuals received information, assistance and care coordination through the Senior Connections Program.
- 1,531 participants received 151,303 meals through the Senior Meals Program.
- 1,976 Escort rides were provided in rural areas.
- 3,588 hours of respite care were provided.
- \$18,849 was raised in grassroots donations last year for the Senior Connections Program.
- The Senior Connections Program also received \$211,264 in grants and special project funds.
- The Senior Meals Program raised \$240,044 in charitable dollars this past year to sustain services to the community.
- S&DS contracted with community organizations to provide the following services, Senior Law, Money Management, In-Home Care, Caregiver Support and Training, Ombudsman Recruitment, Friendly Visitors, Special Transportation, and Metro Area Meals on Wheels.

Public Assistance Programs

- A total of 14,692 people received Medicaid and/or Food Stamps through S&DS, a growth of 1,466 people (or 11%) over last year.
- Between July 1, 2008 and June 30, 2009, 5,796 people requested information about Medicaid and/or Food Stamps.
- 17 new commercial Adult Foster Homes were licensed to bring the total to 115 Commercial Adult Foster Homes in Lane County with a total capacity of 509 beds.
- Over 1,500 Home Care Workers provided help to Medicaid recipients. S&DS staff processed all vouchers (timesheets). The total annual payment for in-home care provided by Home Care Workers in Lane County was \$9,231,841.
- S&DS Adult Protective Services received 2,354 referrals of potential abuse or neglect.

State Funded Programs and the Power of Volunteers

State-funded programs such as the Oregon Project Independence and services provided through volunteers often fill a critical gap in people's lives, helping them to postpone or prevent the need for Medicaid.

- Last year a total of 230 unduplicated clients received case management and in-home care through the Oregon Project Independence Program.
- 95 intakes for new Oregon Project Independence clients were completed, with 23 participants in the special hospice program and 72 new people opened for service.
- 25,263 hours of in-home care were provided through Oregon Project Independence.
- 49 people received Meals on Wheels through Oregon Project Independence.
- 9,652 meals were provided through the program.

Volunteers were used effectively across the agency to expand services, as shown below.

- 352 volunteers helped the Senior Meals Program by assisting in group dining sites or delivering Meals on Wheels to the homebound.
- These 352 volunteers donated 39,132 hours of their time to the Senior Meals Program.
- 120 volunteers provided assisted transportation, friendly visits, help with shopping, mail, light housekeeping, etc. to Senior Connections Program participants.
- These 120 volunteers donated 16,435 hours of their time to the Senior Connections Program.



LANE COUNCIL OF GOVERNMENTS' 28 MEMBER GOVERNMENTS AND AGENCIES:

**CITY OF COBURG
CITY OF COTTAGE GROVE
CITY OF CRESWELL
CITY OF EUGENE
CITY OF FLORENCE
CITY OF JUNCTION CITY
CITY OF LOWELL
CITY OF OAKRIDGE
CITY OF SPRINGFIELD
CITY OF VENETA
CITY OF WESTFIR
EMERALD PEOPLE'S UTILITY DISTRICT
EUGENE WATER & ELECTRIC BOARD
FERN RIDGE LIBRARY DISTRICT
LANE COMMUNITY COLLEGE
LANE COUNTY
LANE EDUCATION SERVICE DISTRICT
LANE LIBRARY DISTRICT
LANE TRANSIT DISTRICT
PORT OF SIUSLAW
RIVER ROAD PARK & RECREATION DISTRICT
SCHOOL DISTRICT 19
SCHOOL DISTRICT 4J
SCHOOL DISTRICT 52
SCHOOL DISTRICT 68
SIUSLAW RURAL FIRE PROTECTION DISTRICT
WESTERN LANE AMBULANCE DISTRICT
WILLAMALANE PARK & RECREATION DISTRICT**



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**DESIGN, LAYOUT, AND EDITING
LCOG CREATIVE SERVICES**

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