

**HUMAN SERVICES COMMITTEE  
MINUTES  
August 21, 2012**

Present

Councilor Dan Brown, Chair  
Councilor Jeanne Raymond  
Councilor Mike Beilstein

Staff

Jim Patterson, City Manager  
Marci Laurent, Management Assistant  
Carrie Mullens, City Manager's Office

Visitors

Jennifer Moore, United Way of Benton and Lincoln Counties (UWBLC) Executive Director  
Penny York, citizen

**SUMMARY OF DISCUSSION**

	<u>Agenda Item</u>	<u>Information Only</u>	<u>Held for Further Review</u>	<u>Recommendations</u>
I.	Social Services Semi-Annual Report			Accept the second Social Services Semi-Annual Report for Fiscal Year 2011-2012
II.	Other Business	***		

Chair Brown called the meeting to order at 12:01 pm.

**CONTENT OF DISCUSSION**

I. Social Services Semi-Annual Report (Attachment)

Ms. Laurent reviewed the Social Services second semi-annual report for Fiscal Year 2011-2012. This final fiscal year (FY) report includes narratives, financial updates, and testimonials from all but one agency receiving an allocation. UWBLC suspended payments to the Corvallis Homeless Shelter Coalition (CHSC) due to the agency's inability to hire an outreach worker position the allocation was intended to support. CHSC has since filled the position, completed the first semi-annual report, and will submit their second semi-annual report in January 2013.

Ms. Laurent noted that the FY 2011-2012 allocation was reduced due to budget constraints. Council dedicated \$250,000 from the General Fund and \$102,870 came from the levy. As the administrator of the program, UWBLC received \$17,644 of the total \$352,870 fund, leaving the remaining \$335,225 for agency allocations.

In response to Councilor Beilstein's inquiries, Ms. Laurent said the report captures the final six months of the FY. The policy requires two semi-annual reports; therefore, this is the second semi-annual and final report of the FY. Financial reporting is based on the entire FY. Narratives and testimonials are based on the final six months of the FY. UWBLC and staff can change the title of the reports in the future if desired by Council.

Ms. Laurent confirmed for Councilor Beilstein that the City does not have any issues with the suspended funding for CHSC. UWBLC kept the City informed during the entire process.

Ms. Moore explained that the City continued to make full quarterly payments to UWBLC. The CHSC allocation was held by UWBLC until the outreach worker position was filled on July 1, 2012. The remaining allocation will be granted to CHSC between now and the end of the calendar year.

Councilor Beilstein noted that this FY represents the end of a three-year contract between the City and UWBLC. He opined that the partnership works well and it is his intention the relationship continue. The narratives indicate services are essential, especially during current financial conditions. In addition to the many volunteers providing services, staff members are very dedicated and sacrifice a lot to work in the social services field.

Councilor Raymond stated agreement with Councilor Beilstein's comments. She added that the partnership has been beneficial for both the City and UWBLC.

In response to Councilor Raymond's inquiries, Ms. Moore said the permanent supportive housing program administered by Community Outreach, Inc. (COI) dissolved as of June 30, 2012. COI worked with a variety of local service organizations to transition services based on the needs of each client. As a result of an assessment when the program dissolved, COI recognized a need to develop a community case manager position to help individuals remain in housing when they are in eminent danger of losing housing and to help homeless transition into housing. Having a dedicated case manager makes some individuals eligible for housing benefits. Referrals and funds come from multiple partners. COI anticipates the program to launch on September 1 with a case load of 30 to 40 people.

Ms. Moore added that another program is being developed through Work Unlimited who saw a potential fit with some services the COI permanent supportive housing program was providing to their client base. More information about this program will be available at a later date.

Ms. Moore confirmed for Councilor Raymond that CHSC continues to look for a winter shelter. Mr. Patterson said he and Mayor Manning have discussed using Walnut Community Room at Scott Zimbrick Memorial Fire Station 5 on a temporary basis for a winter shelter. Mr. Patterson intends to discuss this further with Fire Chief Emery. Mr. Patterson noted that the facility continues to be used for storage and other Fire Department related tasks.

The Committee unanimously recommends Council accept the second Social Services Semi-Annual Report for Fiscal Year 2011-2012.

Ms. Moore submitted copies of the UWBLC 2011-2012 annual report (Attachment 1) and 2-1-1 *Info* quarterly report (Attachment 2).

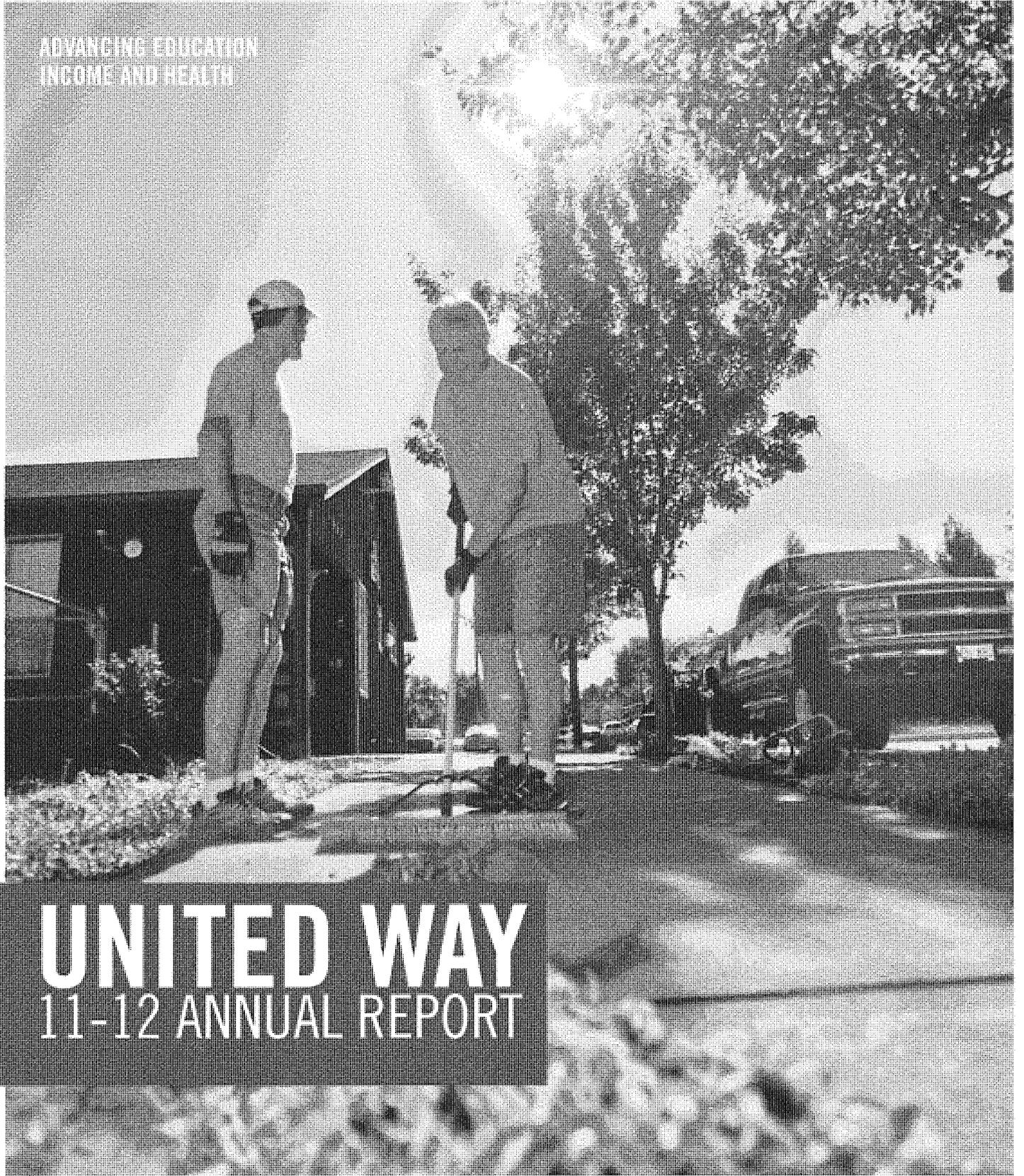
## II. Other Business

The next Human Services Committee meeting is scheduled for 12:00 pm on Tuesday, September 4, 2012 in the Madison Avenue Meeting Room.

Respectfully submitted,

Dan Brown, Chair

ADVANCING EDUCATION  
INCOME AND HEALTH



# UNITED WAY

11-12 ANNUAL REPORT

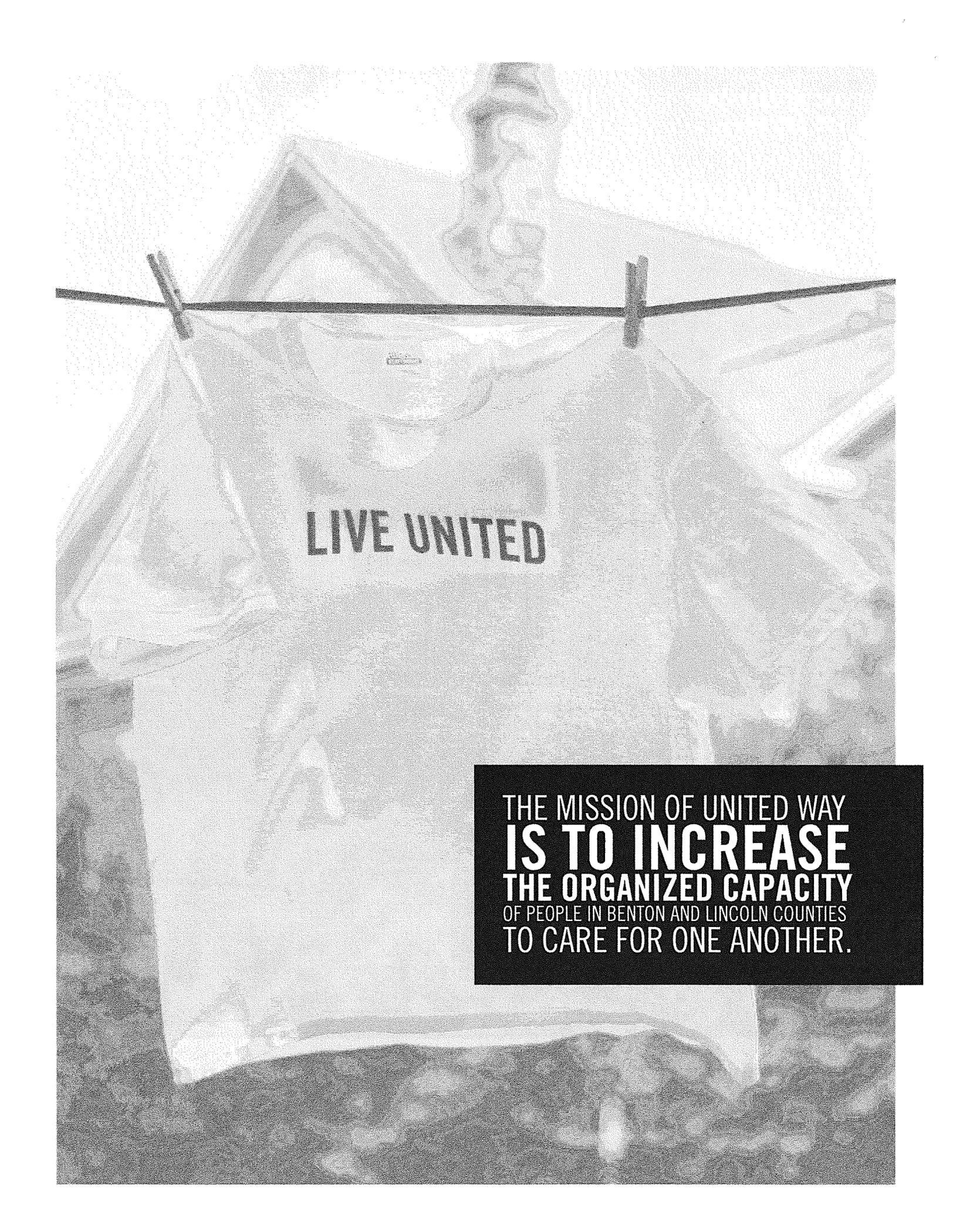
GIVE. ADVOCATE. VOLUNTEER.

United Way of  
Benton & Lincoln Counties

[unitedwayblc.org](http://unitedwayblc.org)

LIVE UNITED





**LIVE UNITED**

THE MISSION OF UNITED WAY  
**IS TO INCREASE**  
**THE ORGANIZED CAPACITY**  
OF PEOPLE IN BENTON AND LINCOLN COUNTIES  
TO CARE FOR ONE ANOTHER.

# MESSAGE FROM LEADERSHIP



Douglas Bourdo, *President*  
Chief Financial Officer  
The Corvallis Clinic

United Way's call to action is GIVE. ADVOCATE. VOLUNTEER. These three words are our invitation to individuals to join the effort of improving lives and building a stronger community. Many in Benton and Lincoln counties have accepted this invitation by giving their time, talent, and treasure to support this work.

Despite an uncertain economic future, the community nonetheless rallied behind United Way's call to action. This support resulted in development of new relationships with individuals, new partnerships with businesses and community organizations, and a steady annual campaign. For this, we are very grateful.

As we encouraged the community to respond to our call to action, we challenged ourselves--United Way leaders--to do the same. During 11-12, we promoted and supported strategies aimed at creating greater collaboration. We completed successful Days of Caring throughout Benton county and the-first-time-in-a-long-time in several Lincoln County communities. And we launched 2-1-1, an information and referral call line to help connect folks with the resources they need.

Since 1954, United Way has been a partner with generous and dedicated residents and businesses in Benton and Lincoln counties to create advance the common good. We are happy to be part of this long and special tradition.

We are proud to LIVE UNITED, and invite you to join us.



Jennifer Moore  
*Executive Director*  
United Way of Benton & Lincoln  
Counties

## 11-12 BOARD OF DIRECTORS

Douglas Bourdo, President

### Benton Members

Rod Aust  
The Corvallis Clinic

Anissa Arthenayake  
OSU Federal Credit Union

Justin Bazzano  
Citizens Bank

Douglas Bourdo  
The Corvallis Clinic

Erick Edtl  
Samaritan Health Services

Scott Elmshaeuser  
Oregon State University

Janet Gambatese  
Samaritan Health Services

Dan Hallgrimson  
Community Volunteer

Kristi Hart  
Barker Uerlings Insurance

Dr. Gerry Kosanovic  
Retired

Roger Lizut  
Community Volunteer

Aaron Manley  
City of Corvallis

Shawna Ratigan  
Hilton Garden Inn Corvallis

Sarah Wayt  
4 Spirits Distillery

Kris Winter  
Oregon State University

Tze-Yiu Yong  
Hewlett Packard

### Lincoln Members

Barbara Dougherty  
Lincon County Commission  
on Children & Families

Patti Eisler  
West Coast Bank

Betsy Henderson  
CASA of Lincoln County

Tamara Rosser  
RSVP of Lincoln County

OUR WORK WE ALL BENEFIT WHEN OUR COMMUNITIES THRIVE. WHEN WE BUILD RESILIENCY ACROSS GENERATIONS, AND WHEN OUR ECONOMY IS STRENGTHENED. TO ADDRESS THE ROOT CAUSES OF POVERTY AND ASSOCIATED CHALLENGES, UNITED WAY SYSTEM HAS UNDERGONE A 'TRANSFORMATION TO COMMUNITY IMPACT' TO CAREFULLY FOCUS COMMUNITY RESOURCES BY:

- INVESTING IN THREE CRITICAL ISSUE AREAS—INCOME, HEALTH & EDUCATION;
- IDENTIFYING AND DEVELOPING AGENCY PARTNERSHIPS THAT ARE BASED ON ABILITY TO AFFECT OUTCOMES IN THESE AREAS;
- FUNDING BASED ON COMPETITIVE BID PROCESS, WITH A FOCUS ON THOSE IN MOST NEED;
- DEVELOPING COMMON OUTCOMES AND METRICS TO MEASURE AND COMPARE PERFORMANCE; AND
- COMMUNICATING RESULTS ACROSS THREE LEVERS OF CHANGE—PROGRAM FUNDING, INITIATIVES, AND PUBLIC POLICY; AND
- GALVANIZING AND CONNECTING ALL SECTORS OF SOCIETY—INDIVIDUALS, BUSINESSES, NON-PROFIT ORGANIZATIONS AND GOVERNMENTS.

**INCOME • EDUCATION • HEALTH** United Way's three issue areas were selected because of their power to impact individuals and families through the entire life cycle. To thrive, people need to meet their basic needs and maintain good health. Throughout the school years, good health and financially stable homes breed better academic outcomes. With a good education, one is better poised for career growth and long-term financial stability. Better educated and financially stable households are also shown to be healthier. All are integrated and rely on each other to succeed.

# UNITED WAY PROGRAMS

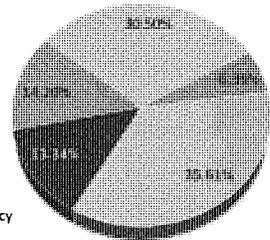
Everything we do is governed by active, independent volunteer boards. We work hard to keep costs low, so we can leverage your gift with others where it's needed most. Your contributions stay here, directly improving lives in Benton and Lincoln County communities.

## GRANTS PROGRAM

Supports direct human service programs and initiatives in United Way's impact areas of Education, Income (or financial stability), and Health. Our goal is to create lasting changes that will help children gain the skills to succeed in school and life, help families and individuals become financially stable and independent, and help people achieve physical, mental and emotional health and well-being.

## COMMUNITY INVESTMENT

- Education
- Income
- Health
- UW Programs
- UW Partner Agency designations



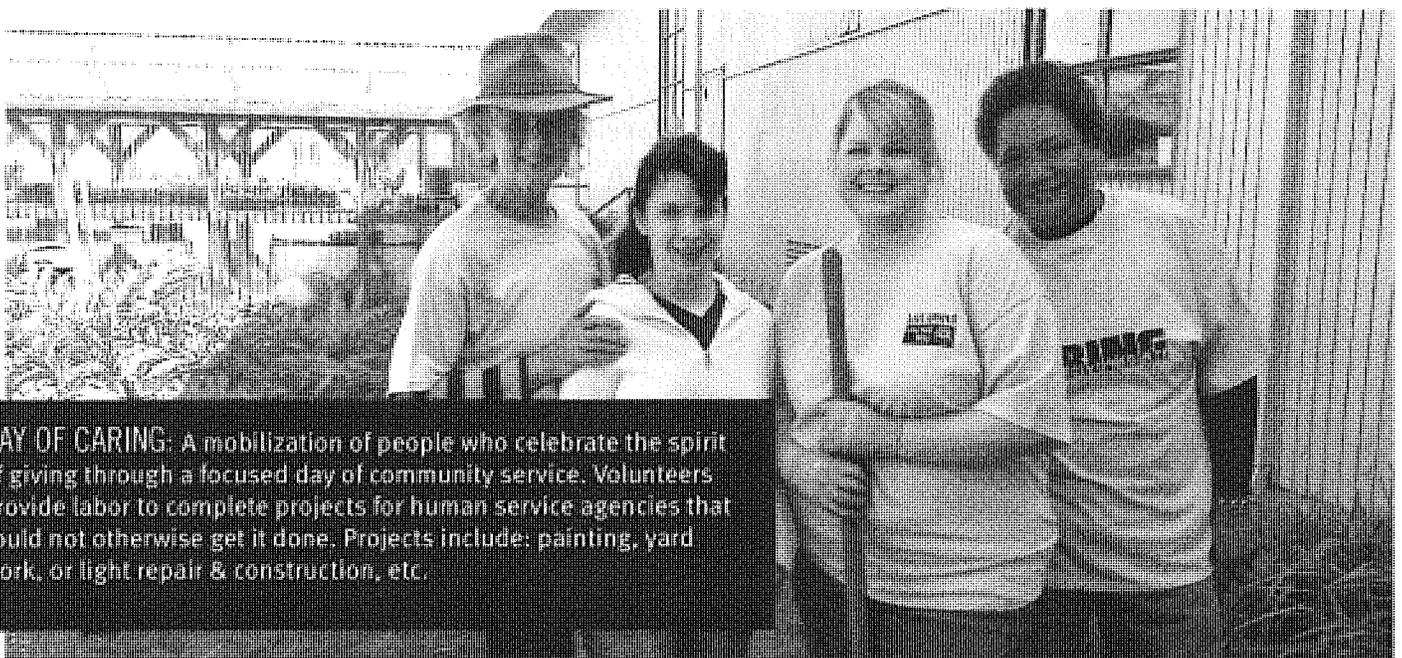
## DAY OF CARING

Many people have difficulty finding time to volunteer outside of work hours, but still have a great interest in volunteering. Day of Caring allows work groups to volunteer during work hours for an opportunity to get up close and personal with programs and SEE how invested dollars improve lives. Many of our partners would not be able to start or finish the work Day of Caring volunteers complete.



The first Day of Caring was held in Benton County in 1994 with nearly 100 volunteers working on 30 projects. Lincoln County revived the tradition in 2011 with 14 volunteers completing 2 projects in Newport and Lincoln City.

In 2011, 552 volunteers at 66 projects across Benton county.  
In Lincoln County, 16 volunteers at 3 projects in Newport, Waldport and Lincoln City.



**DAY OF CARING:** A mobilization of people who celebrate the spirit of giving through a focused day of community service. Volunteers provide labor to complete projects for human service agencies that could not otherwise get it done. Projects include: painting, yard work, or light repair & construction, etc.

# UNITED WAY PROGRAMS

United Way is founded on a simple principle: by acting together we can make positive change in the community that we could never achieve alone. We do this through an investment strategy called Community Impact. Our goal is to help people with their needs today while also creating deep and lasting changes by addressing the three underlying elements that are the foundation of successful lives and a successful community: education, income and health.

## 2-1-1 INFORMATION AND REFERRAL

2-1-1 is a free service, sponsored by United Way, providing a confidential referral to ANYONE who needs help. Solutions are unique to the individual and circumstance. Dial 2-1-1 or search online at [www.211info.org](http://www.211info.org).



In late 2010, United Way partnered with the Lincoln County Commission on Children & Families, United Way of Linn County and other stakeholders to become a local tri-county hub for the 2-1-1 call center. As a data hub, we help maintain up-to-date information on available services in Benton, Lincoln and Linn counties; it's free to any service provider to list their program.

Callers receive "more than just a referral;" Call center staff are trained to answer a wide variety of questions and often suggest creative ways to help folks get their need met.

Since inception, over 1,800 individuals and families have been connected with the help they needed. During the first quarter 2012 the top five caller requests were for SNAP, rental assistance, shelter, dental care and electrical assistance. 70% of the calls were made by females and the majority of all callers were between ages 20-49. 81% of all callers reported incomes below the poverty line.

A Waldport caller was stressed out because he needed gasoline to look for a job. The call taker suggested that we try South Lincoln Resources. He later reported that he had assistance 15 minutes after he called. He said the call specialist's cheerfulness was contagious and he was going to job interviews.

By centralizing information and referral, 2-1-1 helps minimize administration costs across safety net organizations, allowing them to focus on providing service to their clients. Over time, United Way will be able to use statistical information to augment Needs Assessment(s) and other community planning.

## PRESCRIPTION DRUG DISCOUNTS

With national partner Familywize, United Way provides prescription assistance cards for the uninsured and underinsured, reducing the cost for prescription medication. Cards are accepted at most local pharmacies. There is no enrollment, no activation and no fees.

Discounts cover prescription drugs and can reduce costs by an average of 35%.

2011 average savings:

\$37,000 Lincoln County residents  
\$30,000 Benton County residents

Snap the QR code (→) to download a free card.



## EITC Tax Program

Aiming to put savings and tax refunds in taxpayers' pockets, United Way supports free tax preparation programs for people that may be eligible for tax refunds through the Earned Income Tax Credit (EITC).

We've partnered with AARP, RSVP and other stakeholders to expand the capacity of the Tax Aide program in Benton county, helping people identify and qualify for tax credits.

Tax Aide filed over 1,600 tax returns during the 2012 season--57.6% were for folks under age 60--for EITC credits totaling just over \$415,000 and total refunds just over \$1.7 million.

# ANNUAL CAMPAIGN

We value the hundreds of supporters at all levels who invest in United Way allowing us to continue our commitment to improving lives in the areas of Education, Income and Health. United Way recognizes the following companies and their employees for their combined giving to the 11-12 community campaign.

## Benton County

<u>Top 10 Workplace Campaigns</u>	<u>\$ Amount</u>
CFD-Charitable Fund Drive	\$71,199
Samaritan Health Services	\$36,545
Hewlett Packard	\$30,000
CH2M Hill	\$25,911
Evanite	\$18,382
Bi-Mart	\$10,106
OSU Federal Credit Union	\$13,995
City of Corvallis	\$11,298
The Corvallis Clinic	\$9,089
Benton County	\$8,541

## Lincoln County

<u>Top 10 Workplace Campaigns</u>	<u>\$ Amount</u>
Samaritan Health Services	\$8,854
Bi-Mart	\$7,043
Lincoln County School District	\$5,022
West Coast Bank	\$3,253
UPS - Newport	\$2,357
Lincoln County	\$2,198
NW Natural	\$1,945
IBM	\$1,260
Wal-Mart	\$1,094
Oregon Coast Aquarium	\$1,042

## Outstanding Campaign Awards

Bi-Mart  
 CH2M Hill  
 Evanite  
 Georgia-Pacific  
 Lincoln Elementary School  
 Newport Intermediate School  
 Oregon Coast Aquarium  
 Samaritan Health Services  
 Taft High (Lincoln)  
 The Corvallis Clinic

### Golden Glove Award (DOC)

Hewlett Packard  
 West Coast Bank

## Individual Awards

### Golden Megaphone (Advocacy)

Doug Bourdo  
 The Corvallis Clinic

Barbara Dougherty  
 Lincoln County Commission on  
 Children & Families

### Golden Pom Pom (Campaign Champion)

Beth Mathewson  
 Newport Intermediate

Cheryl Tiede  
 Evanite

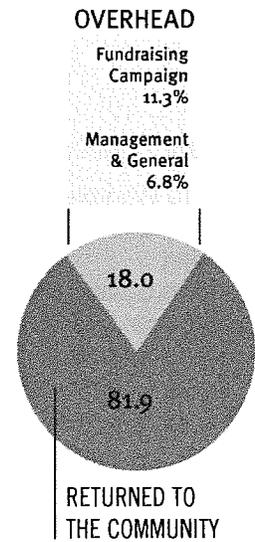
**UNIQUE APART  
 POWERFUL  
 TOGETHER**

# FINANCIAL INFORMATION

The trust and confidence of our donors is important to United Way. Accounting is maintained with regular finance and program reports, audits, and on-site visits. For a complete copy of our audited financial statements, please contact us at (541) 757-7717 or view it online at [www.unitedwayblc.org](http://www.unitedwayblc.org).

	July 1, 2010 - June 30, 2011	July 1, 2009 - June 30, 2010
<b>PUBLIC SUPPORT AND REVENUE</b>		
<b>Public Support:</b>		
Gross Campaign results, including amounts raised for others	\$605,046	626,888
Less Amounts Directed to 501(c)3 Agencies:	(116,417)	(109,423)
Provision for uncollectible pledges	(23,191)	(3,448)
Net Campaign Revenue	465,438	514,017
<b>Revenue:</b>		
Donated services	65,645	37,546
Administrative Services revenue	18,254	23,594
Other	6,284	3,994
Total Revenue	90,183	65,134
Total public support and revenue	555,621	579,151
<b>EXPENSES</b>		
Program Grants and Community impact program services	387,040	379,548
Supporting services:		
Fund-raising (campaign)	76,640	96,478
Management and general	46,502	33,872
Total allocations and expenses	510,182	509,898
Increase (decrease) in net assets	45,439	69,253
Net assets, beginning of year	178,597	109,344
Net assets, end of year	224,036	178,597

## 2011 EXPENDITURES



\*\* United Way Overhead  
Based on IRS Form 990

\*\* Sources of contributions come from individuals, foundations or corporate gifts.

# THANK YOU!

Volunteers are integral to United Way's strength and success and serve in varied roles within every function of the organization. We are extremely grateful for our more than 800 volunteers' commitment and their combined hours of time. We couldn't do what we do without YOU!

	<u>Volunteers</u>	<u>Hours</u>	<u>Values</u>
Volunteer Leadership	35	944	\$20,164
Campaign Volunteers	146	5,139	\$109,769
Community Investment	42	1,193	\$25,482
Needs Assessment	5	150	\$3,204
Day of Caring	572	1,844	\$39,388
Other Volunteers	3	84	\$1,794

based on average value of \$21.36/hr  
([www.independentsector.org/programs/research/volunteer\\_time.html](http://www.independentsector.org/programs/research/volunteer_time.html))



UNDERNEATH EVERYTHING WE ARE,  
UNDERNEATH EVERYTHING WE DO,  
**WE ARE ALL PEOPLE.**  
CONNECTED, INTERDEPENDENT, UNITED.  
AND WHEN WE REACH OUT A HAND TO ONE,  
WE INFLUENCE THE CONDITION OF ALL.  
THAT'S WHAT IT MEANS TO  
**LIVE UNITED.**

**GIVE. ADVOCATE. VOLUNTEER.**

United Way of  
Benton & Lincoln Counties

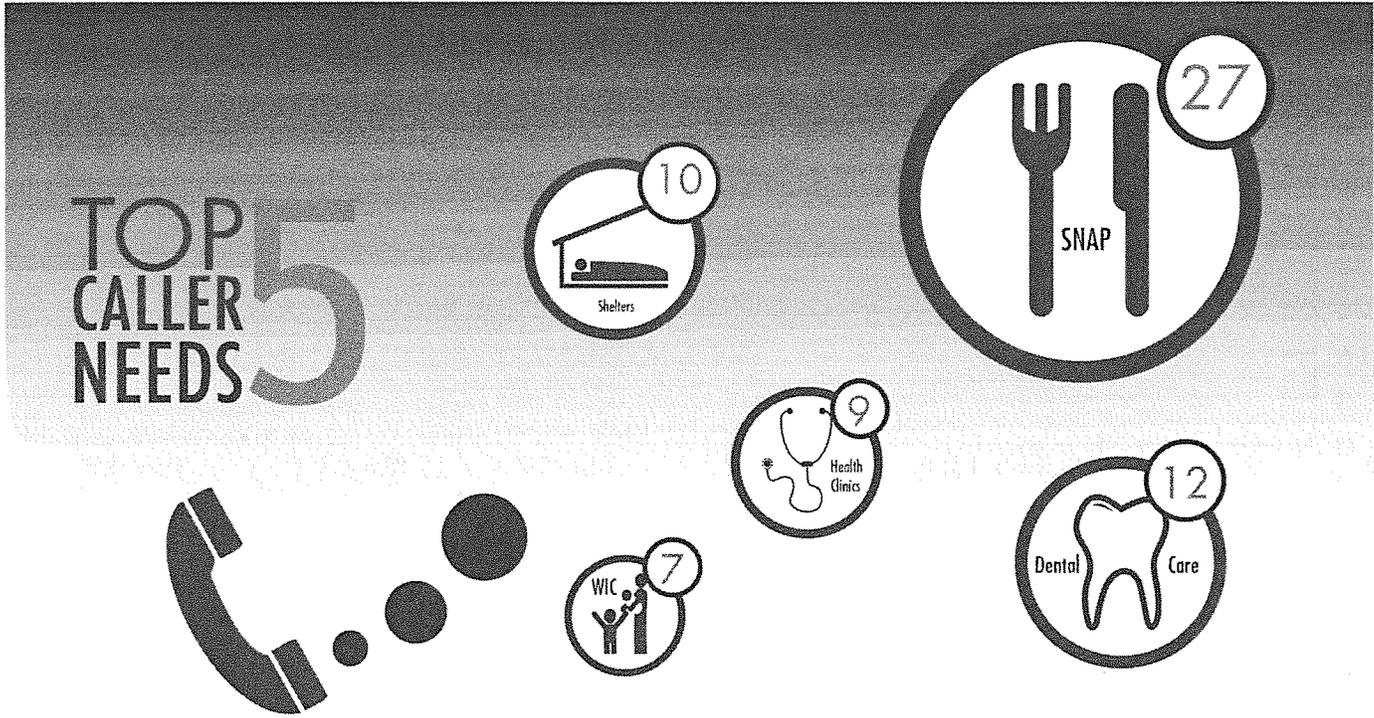
[www.unitedwayblc.org](http://www.unitedwayblc.org)



# Quarterly Report: Benton County April 1, 2012 - June 30, 2012



## What needs do 211info callers have? | .....



The top five caller needs were: SNAP (food stamps), dental care, shelter, health clinics and WIC.

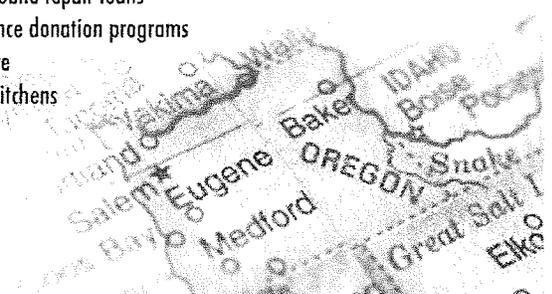
## What needs were not met? | .....

There were 12 unmet needs in Benton County during this quarter.

Sometimes unmet needs occur when the agencies that provide a certain type of assistance are out of funds. Oftentimes, community need greatly outweighs the help available. Other times, services simply do not exist in a community. For example, there are often requests for free or low-cost burial services.

### Examples of unmet needs for Apr-Jun 2012

- Environmental hazards evaluation
- Home barrier evaluation/removal services
- Home maintenance and minor repair services
- Automobile repair loans
- Appliance donation programs
- Bus fare
- Soup kitchens



In strategic partnership with:





Quarterly Report: Benton County  
April 1, 2012 - June 30, 2012

How many people call 211info?

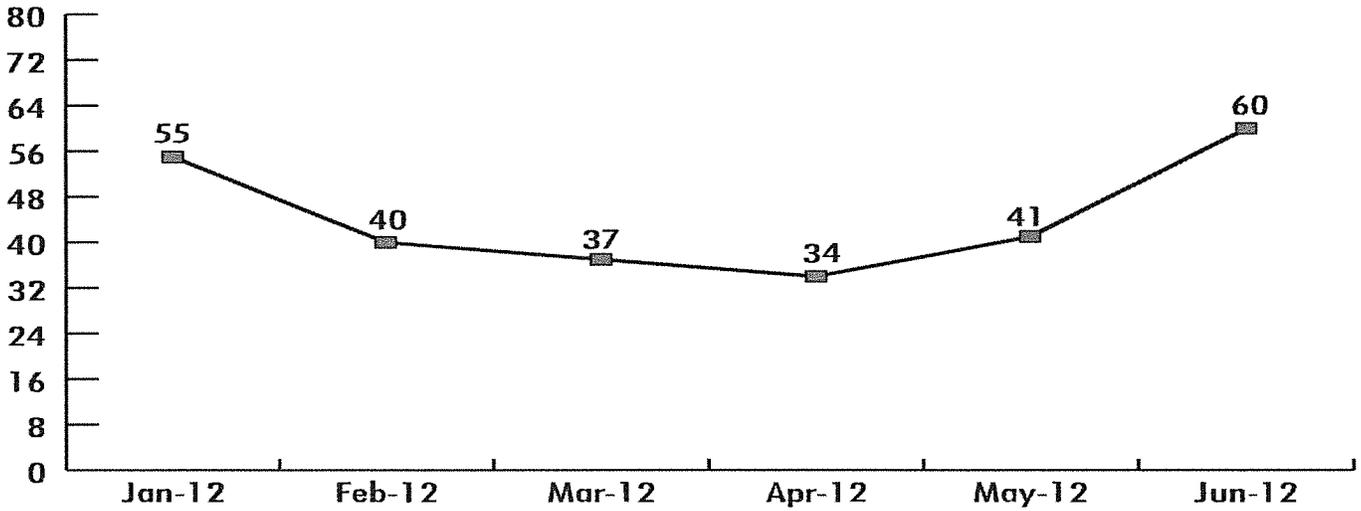
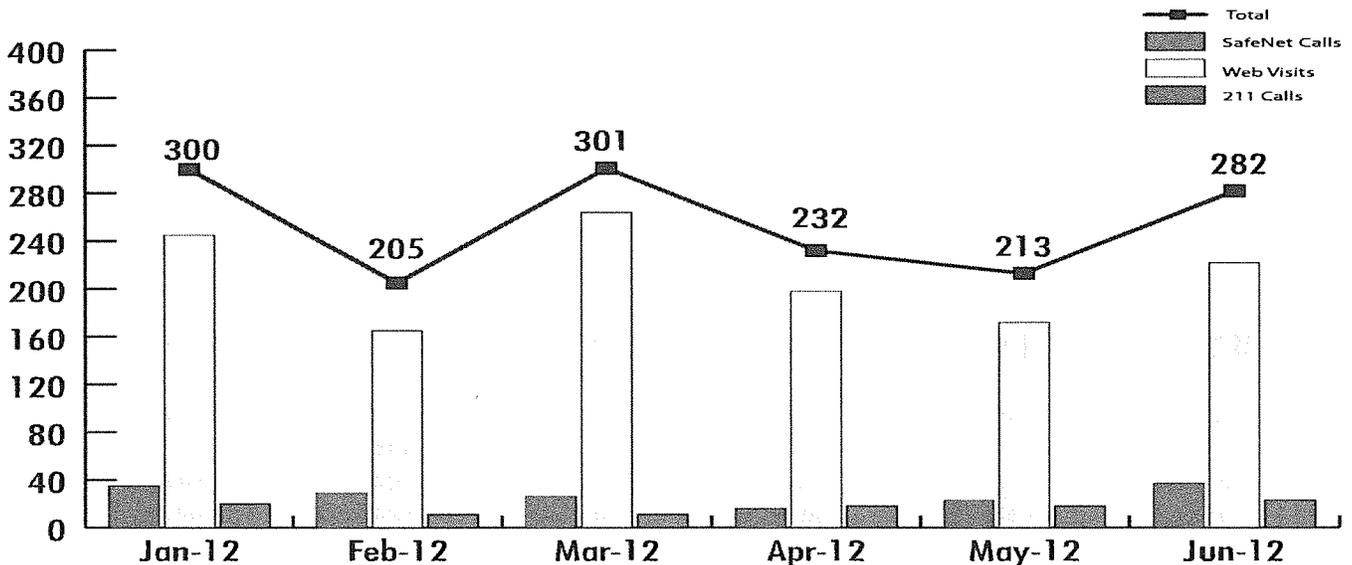
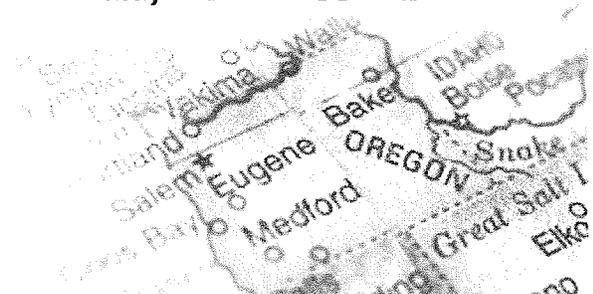


Chart shows calls to 211info by Benton County residents over the past six months. Calls include those on Oregon SafeNet, a maternal and infant health and nutrition line, as well as the 211 phone number. This quarter, we answered 135 SafeNet and 211 calls.

How do people access 211info?



211info provides resource information to people using the Internet or calling on two telephone lines, 211 and Oregon SafeNet. 211info provided information to the community via the phone and web 727 times this quarter.

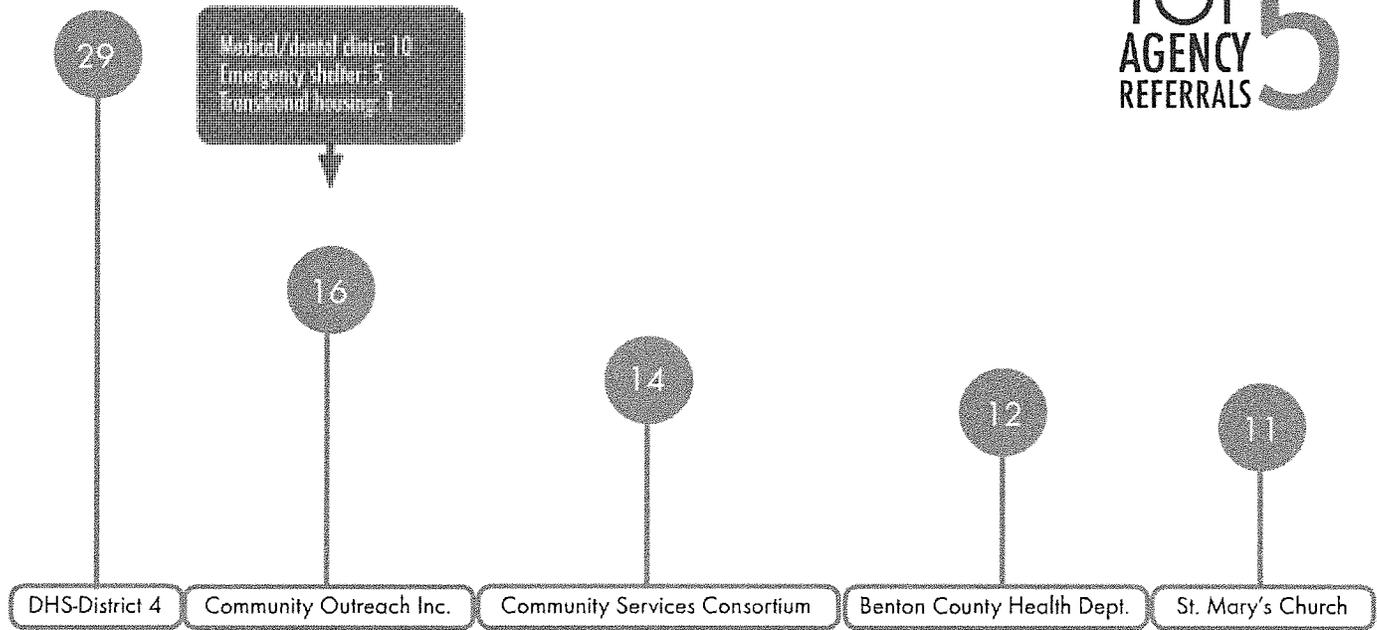




Quarterly Report: Benton County  
April 1, 2012 - June 30, 2012



What referrals do callers receive? | .....



**TOP 5 AGENCY REFERRALS**

Note: Further breakouts for any of the agencies listed are available upon request. The one listed here serves as an example.

What was the response to follow-up calls? | .....

As a result of the referrals we provided, did you get the help you needed?

😊 25% ☹️ 75%

If no, what was the reason? .....

- Caller was not eligible.....50%
- Funds gone or services full.....25%
- Barriers to access.....13%
- Agency does not provide the service.....12%

If the agencies were not able to provide the help you needed, were you able to get your needs met another way?

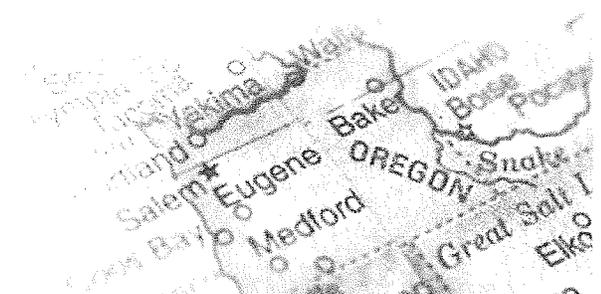
😊 33% ☹️ 67%

If yes, how were they met? .....

Family/friends.....100%

This quarter, we followed up with 7 Benton County callers.

As a result of calling 211, do you have a better understanding of what resources may be available to you? 😊 86% ☹️ 14%



In strategic partnership with:



# Quarterly Report: Benton County April 1, 2012 - June 30, 2012

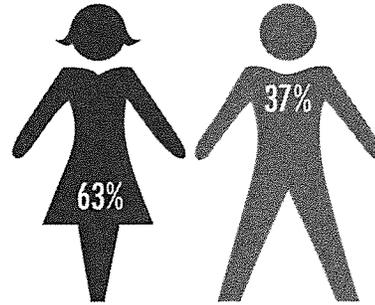
## Who's calling 211info? | .....

The demographic data below represent those callers who responded to each question. Totals will vary across questions.

### AGE-Percent and number of calls



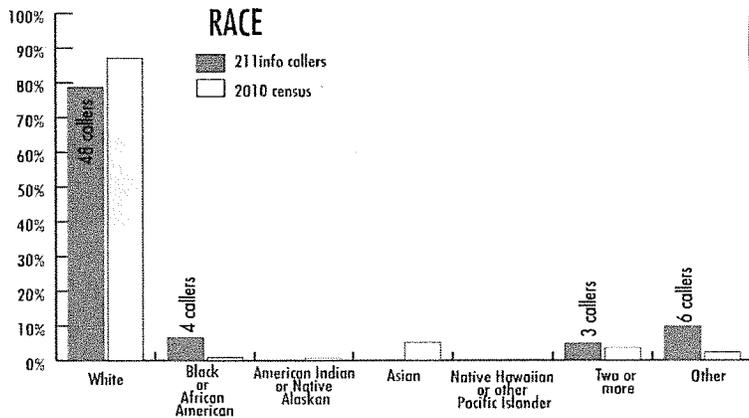
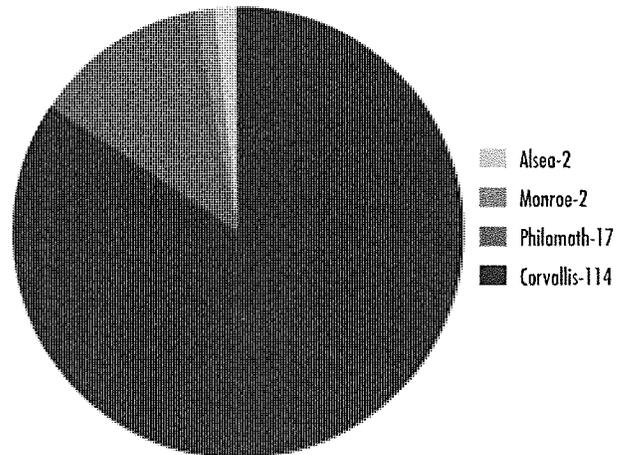
### GENDER



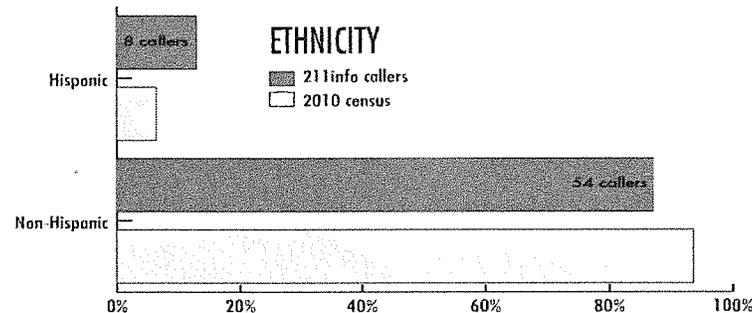
There were 78 female callers and 46 male callers.



### CITIES-calls per city



This quarter we assisted 1 Spanish-speaking caller.



Note: Census numbers pertain to Benton County only.

