



PROGRAM IN FOCUS

Additional People Now Eligible for Meals on Wheels Healthy Lunches

Meals on Wheels, operated jointly by Senior & Disabled Services (S&DS) and the Lane County Chapter of the American Red Cross, has created a *private pay* program that expands access for individuals who are not eligible for traditional Meals on Wheels service to participate in the home-delivered meals program. The eligible Meals on Wheels' client is a homebound senior 60 years of age or older who needs assistance to prepare their meals.

Meals on Wheels program directors **Sandy Karsten** of S&DS and **Linn Crooks** of Red Cross say that the creation of the private pay option fulfills a long-standing wish of the two agencies that the program be able to provide meals for any homebound person who needs a home-delivered meal.

Much More Than Just a Convenient Meal

In the private pay program, for \$5.95, customers receive a hot meal containing an entrée, two servings of vegetables and/or fruit, fresh baked bread, 1-percent milk, juice, and dessert. Each meal provides at least one-third of an individual's daily nutritional requirements. Customers can request low salt or diabetic substitutions as well, and a nutritional analysis of each menu is available.

In addition to the full, healthy meal, delivery drivers offer a friendly smile and an important safety check on each customer's well being.

Complete frozen meals are also available for those who prefer to eat the meals on their own schedule. Frozen meals include an entrée, two



*See **Additional** page 4*

A new Private Pay Meals on Wheels program provides services to those not previously eligible, including adults with disabilities.

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RTS-X

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by George Kloeppel

“...through change, we have the potential to grow and to craft better organizations and relationships...”

Talented Staff Manages Change

Change happens! And sometimes, it happens a lot.

It is important for all of us to remain sensitive to the benchmarks and passages of our civic, professional, and personal lives. Absent an appreciation for the past—insights gained and traditions established—our *here-and-now* lives are reduced in value and our efforts are less purposeful than they otherwise could be. Similarly, it is important to know when there are significant decisions to be made or corners to be turned. Our test is how we manage change.

So much has been made of the turn-of-the-century and the new millennium that we are all pretty tired of the subject. At the same time, the changes on the calendar and the hype that has accompanied the new year have led many of us to check benchmarks and embrace resolutions for the future. Change is almost always stressful in its own way. But through change, we have the potential to grow and to craft better organizations and relationships—and perhaps to become better people.

Lane Council of Governments is always living through a process of growth and change. A flexible organization that is dedicated to making a positive difference in the well being of the regional community, we need to be able to adjust quickly to new challenges.

For that portion of the agency that for many years had its physical home in the Lane County Public Service Building, the relocation in December to new offices in the Wells Fargo Building has been a huge change. New patterns of work have had to be established, and a whole new self image embraced. The staff members involved in the move have been wonderful. There was a lot of hard work involved, along

with the stress of change and interruption of normal activity. But with the promise of a better situation ahead, people pitched in and got the job done. While a story on the move appears in this issue, I want to use this forum to express my appreciation for the effort. The office relocation is a *passage* of sorts for LCOG. Our member governments, the Board of Directors and the staff all have reason to be pleased and happy with the agency's new home. Not only is the new facility more accommodating and efficient, its newness sets a standard and performance expectation, as well. To those whose support made this move possible, I would offer my assurance that the investment will pay dividends in many forms.

The agency's Local Government Services Division staff is also undergoing another significant change with the City of Eugene's appointment of Jim Carlson to the position of Assistant City Manager. Jim's career with LCOG is also addressed elsewhere in this issue, but as with the office move, I would comment that the response of the staff to the departure of the invaluable LGS Director has been commendable. Jim's 26 years with the organization have made him a part of LCOG's historical fabric. His skill and ability, as well as his personality, have been tremendous assets. He will be missed. And yet, Jim assembled and nurtured a very able staff of professionals who will *carry on* during the interim and support his successor in every way possible. The LGS Director position is key to our ability to meet our mission and goals for our membership, and a broad, yet focused, recruitment is underway. For the moment, we can be thankful for the fine work that Jim has done in his LCOG roles over the years, and we can—and do—wish him all the best in his new professional endeavors.

Regional Technology Services Division Results From Shared Needs

by *Byron Vanderpool*

During the past fiscal year, the Lane Council of Governments (LCOG) created the Regional Technology Services Division (RTS). This occurred in recognition of the efficiencies and cost savings inherent in multi-jurisdictional planning and operation of technology services. Within RTS, LCOG staff provides coordination, analysis, application and database development, regional data maintenance, and day-to-day operation services.

The need for RTS goes back to events of the 1960s. At that time, several agencies in Lane County chose to share the cost of purchasing and operating a mainframe computer. Out of this cooperative effort was formed the Regional Executive Group (REG.) Representing Lane County, the City of Eugene, the City of Springfield, Eugene Water & Electric Board, and LCOG, the REG contracted with the County to provide computer services. Soon thereafter, the Regional Information System department (RIS) was created by the County to provide central computing services.

Over the years, more opportunities developed for regional cooperation and cost savings:

- Hosted by Lane County, the Area Information Records System (AIRS) provides police records, local courts, adult corrections, and computer-aided dispatch services to agencies throughout Lane County and beyond.
- With deregulation and technology changes in the 1980s, the Regional Telecommunications Consortium was formed. Offering a menu of services ranging from participation in the bulk purchase of long distance services through the complete operation of an agency's telephone system, this LCOG-hosted program serves government, school, and transit agencies throughout Lane and Benton Counties.
- In the mid-1970s, the region began coordinating the use of geographic information system (GIS) technologies. With recent changes in GIS capabilities, the introduction of the web, and a need to replace non-Y2K compliant regional systems, a new initiative, the Regional Land Information Database (RLID) was formed. RLID provides a unified access point for obtaining not only traditional GIS information, but also address-based information about properties in Lane County.

In response to property tax limitation Ballot Measures 47 and 50, the region restructured its technology services and organization, creating a new advisory body, the Regional Information Officers (RIO). The RIO, comprised of the Chief Information Officers of the five partner agencies, is charged with the provision and direction of regional technology services, currently RIS, AIRS, RLID, and regional telecommunications.

See *Regional* page 5



Byron Vanderpool joined LCOG in February 1998 as the Regional Technology Services Coordinator.

Byron brought with him over 20 years of government service and information services experience. He has spent most of his career working in police agencies and also has dealt quite a bit with finance, organizational and business analysis, and general purpose planning.

Currently, Byron's major projects include serving as staff to the Regional Information Officers, tracking and coordinating regional Y2K tasks, and coordinating regional efforts that involve the Regional Information Services, Area Information Record System, Regional Land Information Database, and telephones.

Byron may be reached at (541) 682-7407.

**Katherine Schacht
and Jerry Miller
Re-Elected to Board
Leadership Posts**

At its December 19 meeting, the Lane Council of Governments' Board of Directors re-elected Emerald Peoples Utility District Director, **Katherine Schacht**, to the position of Chair for the year 2000. Re-elected Vice Chair was **Jerry Miller**, Lane Education Service

See *Leadership* page 5

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vegetables, bread, dessert, and milk.

Who Benefits?

The following groups are among those who may benefit from the new private pay option:

- Any homebound senior who prefers to pay the complete cost of the meal,
- Homebound adults who reside in rural communities outside of the current service area,
- Adults less than 60 years of age with temporary or long-term disabilities,
- Adults recovering from surgery, and
- Homebound pregnant women.

For more information contact Sandy Karsten, Senior Meals Manager, at (541) 682-4378.

PROGRAM IN FOCUS

**Outreach Worker's Move Completes
Senior & Disabled Services' Transfer
to Springfield Office**

After working out of her office in the Willamalane Senior Center for over 20 years, Senior Outreach Worker **Claire Colombe** soon will move to the new Senior & Disabled Services' (S&DS) Springfield location. On Monday, February 7, Claire will join her coworkers at the new full-service location in the former Washington Mutual Bank.

Staff at Willamalane hosted a farewell party for Claire to show appreciation for her dedicated service and to wish her well in her new location.

To ease clients in the transition of this change, S&DS is providing maps to direct seniors to Claire's new office. Her new phone number and address are:

(541) 682-3518
640 A Street
Springfield, OR 97477

Note: The S&DS Senior Meals Dining Room and Meals on Wheels delivery will continue to operate in the Willamalane Senior Center.

**PROJECT
UPDATES**

The State of Oregon's Transportation and Growth Management Program has awarded three grants to Lane Council of Governments (LCOG) to assist small cities in Lane County:

City of Veneta

Veneta

The first grant is for Adoption and Implementation of Veneta's Comprehensive Plan. Veneta is in the final stages of periodic review, a long-range planning process. Recommended Comprehensive Plan amendments and implementation measures will go through the public hearing process this spring.



Coburg

The second grant is for improving transportation choices in Coburg's Central Business District. It will support a balanced and efficient transportation system by increasing opportunities for pedestrians, bicycles, and automobile traffic to move around and through the Central Business District conveniently and safely.

Creswell

The third is for a downtown development plan in Creswell. It will identify transportation improvements designed to enhance vehicular, bicycle, pedestrian, and transit facilities downtown, as well as reduce reliance on the state highway.

Jim Carlson Leaves LCOG, Accepts Eugene Post



Jim Carlson

On January 10, **Jim Carlson**, previously LCOG's Director of Local Government Services, assumed his new responsibilities as Assistant City

Manager for the City of Eugene. A recruitment effort is underway to fill the vacancy created by his departure.

Jim's career at the Lane Council of Governments began in August 1973 when he was hired by then Executive Director Larry Rice as a Research Assistant in the Aging Program. He worked under the supervision of Marshall Dix, then the Research Coordinator for Data Processing, but was asked to focus his efforts on the Aging Program. He brought with him intelligence, enthusiasm, and talent, along with a bachelor's degree in mathematics from Claremont Men's College and an MA degree in mathematical statistics from the University of Oregon. He put all of these assets to good use during his 26-year period of service to LCOG.

Even serving for a short time as Acting Director of the Aging Program, Jim's work primarily dealt with what is now the *local government services* side of the LCOG organization. He rose through the ranks of the research work group, becoming a Senior Research Specialist and Research Division Manager. In 1986, Jim was named Assistant Director for Local Government Services—a title that was later changed to Director of Local Government Services.

Recognized widely for his analytical capabilities and as a consummate public sector professional, Jim built his division into a high-quality service arm of local government. Its staff of approximately 50 people was carefully selected and supported by Jim to achieve competent and timely outcomes across a broad public policy spectrum. Under his leadership, the division focused on service to member agencies and the use of *high-tech* tools to address local and regional issues.

Jim Carlson made a very positive contribution to the regional community through his work at LCOG for over a quarter century. His presence will be greatly missed by member agencies' administrators and senior managers, by Board members, and by his professional COG colleagues. All wish him well in his new role.

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District delegate to the LCOG Board. Both served in their respective offices during 1999.

The Chair's appointment of the agency's Executive Committee members for 2000 is scheduled for Board ratification at the January 27 meeting.

Cont. from Regional page 3

Recognizing that the future includes more regional services, the RIO determined that a full-time resource was necessary to coordinate the various services. As a result, LCOG created the position of Regional Technology Services Coordinator (RTSC).

The RTSC has spent much of the last year assisting the region in Y2K preparation by providing communications, timeline and workplan development, tracking, and coordination services. Initiatives for the upcoming year include regional technology planning and an overview of how the power of the Internet can better serve the public.

For more information, contact **Byron Vanderpool**, LCOG, at (541) 682-7407.

**LCOG Receives
Funds for Data
Warehouse/
Computerized
Mapping**

by Myra Wall

The Lane Council of Governments (LCOG) recently received \$300,000 from the Technology Opportunities Program of the U.S. Department of Commerce. The Sheriff's Department, State Courts, Community Corrections, and LCOG will match the funds in the amount of \$300,711. Together, these monies will be used to develop and implement the Risk Assessment Program (RAP).



RAP will use a data warehouse and comput-

erized mapping to improve the ability of three agencies: Custody Referee, Adult Corrections, and Community Corrections. These efforts will lead to better protection of the community and will help officials make the most effective, efficient decisions regarding use of

See *Data* page 7

**Keeping Watch on the Well-Being of Seniors
and Adults with Disabilities**

Senior & Disabled Services (S&DS) receives hundreds of calls each year from citizens who report concerns about the welfare of seniors or adults with disabilities. S&DS Protective Service Workers investigate each report and help individuals obtain the assistance they need. "With a little bit of compassionate help, we can make a tremendous difference in people's lives," says Protective Services Worker **Mary Sherriffs**.

In 25 years of social service work, Sherriffs has seen squalor, physical, and financial abuse, and self-neglect. She investigates an average of 25 cases per month, with tips often coming from *gatekeepers* in the community. These gatekeepers include employees of LCOG member organizations, such as utility workers, as well as others trained to identify signs of neglect or abuse. Gatekeepers sign agreements to maintain client confidentiality.

Most calls that come from utility workers involve concerns about seniors who have not paid their bills. However, one unusual call came from a meter reader who recorded such low utility usage at a home that he was

concerned that the resident was not using enough electricity to stay warm. Mary checked into the situation and indeed the resident, an elderly woman, stayed warm by bundling herself in five layers of coats underneath a pile of blankets. Mary told the woman that funds were available for energy assistance and the woman accepted the offer of help.

For more information contact **Judy Wolf**, Protective Services Supervisor, at (541) 682-4454.



Mary Sherriffs (right) makes home visits to check on the well-being of seniors and adults with disabilities.

**Senior & Disabled Services Assists with
Census 2000 Campaign**

by Kathy Thomas

Federal officials estimate that Oregon lost \$70 million in federal funds due to an undercount of Oregonians during

the 1990 Census. In an effort to avoid an undercount during Census 2000, Senior & Disabled Services

See *Senior* page 7

LCOG Board Member Appointed to State-Wide Position

by Kathy Thomas



Marion Esty

Veneta City Councilor and Lane Council of Governments' (LCOG) alternate Board member **Marion Esty** was recently appointed to the Governor's Commission on Senior Services.

The Commission advises and makes recommendations to Governor Kitzhaber and the Oregon Department of Human Services' Senior and Disabled Services Division on the needs of Oregon seniors. In regards to her role on the Commission, Esty stated that she will focus on advocating for seniors who are unable to, or can no longer, advocate for themselves.

In addition to her service on the City Council and LCOG Board, Esty is a member of LCOG's Senior & Disabled Services' Advocacy Committee. Also, she is a past member of the Senior Services Advisory Council and past Chair of the Advocacy Committee.

In other community service work, Esty served as the Chair of the State Legislative Committee for the Oregon Chapter of the American Association of Retired Persons and as a volunteer with the Alzheimer's Association.

Before retiring, Marion worked with at-risk children and children with developmental disabilities.

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(S&DS) and many other community organizations will assist with Census outreach activities. These efforts will focus on explaining the benefits of a more complete count of citizens. S&DS will help the Census Bureau to more effectively reach Lane County's population of homebound or homeless individuals.

S&DS will also help to identify Senior Meal and Senior Outreach sites that will serve as Questionnaire Assistance Sites (QACs). S&DS volunteers will be trained to staff the QACs, as well as to provide assistance to persons who may have questions about the Census or who otherwise need help in completing the Census form.

In addition, staff will help with the *Be Counted* program. This Census endeavor provides a means for people to be included in Census 2000 who may not have received a Census questionnaire or who believe they were not included in the Census. All of S&DS' sites will serve as display and distribution sites for Census *Be Counted* forms.

Finally, S&DS will share with the Census any contact information for other local organizations that work with seniors and people with disabilities.

For more information, contact **Laurie Cracraft** at (541) 682-4374.

resources such as closed custody, alternative programs, and supervision. Specifically, RAP work will include:

- Creation of a system of Virtual Case Management by using:
 - A data warehouse to pool information from the three agencies, allowing user-friendly access to one another's data; and
 - Geographic information systems mapping to improve agency placement decisions when releasing people, such as not releasing a sex offender to an apartment near a school, day care center, the victim, etc.
- Facilitation of a collaborative process by the three agencies to examine the feasibility of a common risk assessment tool and criteria; and
- Study of offenders, including tracking what treatment worked and what didn't, with whom, and under what circumstances, in order to make better policy decisions about release criteria and use of resources.

Please contact **Myra Wall**, (541) 682-4511, for more information.

Maureen Weathers, Pat Thompson, and Jon Taylor Honored at LCOG Appreciation Dinner

The Lane Council of Governments named Springfield Mayor **Maureen Weathers** Outstanding Elected Official at LCOG's annual Appreciation Dinner, held on January 14. Over 140 elected and appointed officials and active citizens of the region attended the Dinner, held at the Valley River Inn in Eugene.



Maureen Weathers, Outstanding Elected Official Award recipient

The year's Outstanding Citizen Award was presented to **Pat Thompson** of the McKenzie Watershed Council.

A new award was added to the traditional awards of the past at the recent Dinner: Outstanding Public Employee. Honored with the first presentation in this category was **Jon E. Taylor**, Florence City Recorder/Finance Director.

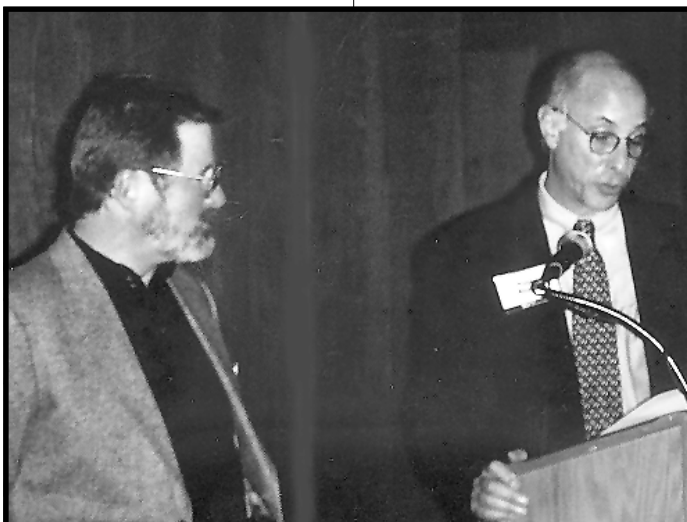
In presenting Maureen Weathers with LCOG's Outstanding Elected Official Award, Eugene Mayor Jim Torrey recognized Weathers for her "unfailing dedication to effective government built

on supportive partnerships and shared decision making." He specifically highlighted her work as Chair on both the Metropolitan Policy Committee

and the Public Safety Coordinating Council. Noted as "perhaps the two most significant intergovernmental activities in this region of this past year," the efforts were made stronger due to Mayor Weathers' wisdom and energy.

Peter Bartell, Eugene Water & Electric Board, presented Pat Thompson with the Outstanding Citizen Award as he commended Pat for his "love for the natural world and his innate skill in working with people." A former Chair and Co-Chair of the McKenzie Watershed Council, Pat has served as a member of the Council's Executive Committee and several council subcommittees. He actively pursued participation of the community in several endeavors, which ultimately led to a successful riparian enhancement project, the formation of the Mohawk Watershed Partnership, completion of an arboretum, and the formation of a citizen-based Water Quality Monitoring Group. Pat's "hands-on, inspirational" involvement in these projects added to their successes.

Jon E. Taylor received LCOG's Outstanding Public Employee Award from Fred McDaniel, Springfield School District Number 19, on behalf of the LCOG Board. Jon was recognized for "the good work that he has consistently done for his city, and also for his active participation as a member of the community." In his capacity as the City of Florence's City Recorder/Finance Director, Jon has written grant applications, kept the City's financial system in proper order, fulfilled the statutory



Pat Thompson (left), recipient of the Outstanding Citizen Award, and Peter Bartell, Eugene Water & Electric Board

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LCOG's Main Offices Move to New Location

by Sonja K. Runberg

With limited space an issue for some time at Lane Council of Governments' (LCOG) main offices, months of effort to solve the problem culminated on December 3, 1999, as the offices were moved to a new location. Armed with hand trucks and carts, moving personnel loaded, moved, and delivered supplies, furniture, and all other work items to LCOG's new location at 99 East Broadway. By Monday, December 6, staff was unpacked and organized, and computers were up and running.

Now located in the Wells Fargo Building, LCOG's main office staff occupies 22,000 square feet on the third and fourth floors, with the reception area found on the fourth floor. Not only do

staff members have more workspace, the agency now has five conference rooms, an increase over the three rooms at the previous site, as well as larger workrooms and a larger reception area.

The new space will allow staff to better serve member agencies in an efficient and productive manner.

LCOG's main office new address:
**99 East Broadway, Suite 400
Eugene, Oregon 97401-3111
(541) 682-4283**



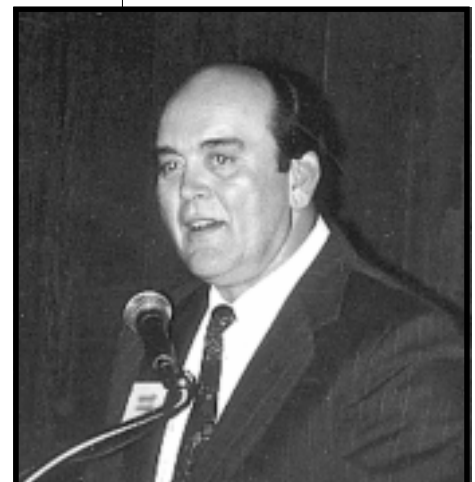
LCOG's main office staff endured organized chaos during the move to new offices.

Continued from Honored page 8

City Recorder duties, and served as the City's Y2K coordinator. When the need arose last year, Jon was the logical choice for appointment by the City Council to the short-term City Manager position, pending selection of Ted Soltis as permanent City Manager. Jon's reliability and versatility make him a valuable asset to the community.

Also included in this year's Dinner were the Regional Award of Merit for Economic Enhancement, received by **Kwikee Products**, and the Regional Award of Merit for Environmental Protection, received by **Burley Design Cooperative**.

The evening also included an address by **Gary Johnson**, Region 2 Manager, Oregon Department of Transportation, and the presentation of the 1999 LCOG Annual Report by Executive Director **George Kloeppel**. Entertainment was provided by the Willamette High School *Topnotchers*, who were led by Director David Fitch, and by Janna Bates, pianist. A project fair also displayed LCOG's work and services provided during the last year.



George Devine accepted the Regional Award of Merit for Economic Enhancement on behalf of Kwikee Products.

CALENDAR

February

| | | | |
|----|----------|--|--|
| 3 | 7:30p.m. | Boundary Commission | City of Eugene Council Chambers |
| 8 | 10:00 | Special Transportation Fund Advisory Committee | LTD Board Room |
| 8 | 1:30 | Senior Services Advisory Council | Campbell Senior Center |
| 10 | 11:30 | Metropolitan Policy Committee | LTD Board Room |
| 10 | 1:30 | Transportation Planning Committee | LTD Board Room |
| 10 | 3:00 | Public Safety Coordinating Council | Springfield School District 19 Board Room |
| 11 | 1:00 | Disability Services Advisory Council | Ed Luczycki Conference Room |
| 17 | 6:00 | LCOG Executive Committee | LCOG 4 th Floor Large Conf. Room |
| 24 | 1:30 | Transportation Planning Committee | LCOG 4 th Floor Large Conf. Room |
| 24 | 7:00 | LCOG Board | Veneta |
| 28 | 11:30 | Lane Economic Committee | Wells Fargo 4 th Floor Large Conf. Room |

March

| | | | |
|----|-------|--------------------------------------|--|
| 9 | 11:30 | Metropolitan Policy Committee | LTD Board Room |
| 9 | 1:30 | Transportation Planning Committee | LTD Board Room |
| 9 | 3:00 | Public Safety Coordinating Council | Springfield School District 19 Board Room |
| 10 | 1:00 | Disability Services Advisory Council | Ed Luczycki Conference Room |
| 14 | 1:30 | Senior Services Advisory Council | Hilyard Community Center |
| 16 | 6:00 | LCOG Board | Creswell |
| 20 | 11:30 | Lane Economic Committee | Wells Fargo 4 th Floor Large Conf. Room |
| 23 | 1:30 | Transportation Planning Committee | LCOG 4 th Floor Large Conf. Room |