



WASCO COUNTY BOARD OF COUNTY COMMISSIONERS
REGULAR SESSION
NOVEMBER 9, 2011

PRESENT: Sherry Holliday, Chair of Commission
Scott C. Hege, County Commissioner
Rod L. Runyon, County Commissioner
Tyler Stone, Administrative Officer
Kathy McBride, Executive Assistant

At 9:02 a.m. Chair Holliday called to order the Regular Session of the Board of Commissioners.

Tyler Stone, Administrative Officer, reported that the City of The Dalles notified the County that we are in violation of having a nuisance at the County's Tenth Street Shop Site due to the abandon cars and the overgrown vegetation. Stone noted that we will be required to address this nuisance and it will probably end up being a month's worth of work.

Some discussion occurred.

Stone also reported that he attend the Wasco County Library Service District Board of Directors Meeting and learned that the City of The Dalles may want to change the Intergovernmental Agreement between the District and the City. The City is interested in the District taking on more of the maintenance costs and possibly having the District lease The Dalles/Wasco County Library Building. City Council will be discussing this issue in January, 2012.

Some discussion occurred regarding the formation of the Wasco County Library Service District and the funding associated with the District.

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Stone stated that he has been working with the City County Insurance Service Adjustor, Mike Courtney and Fred Davis regarding building assessments. There are a lot of properties that Wasco County has responsibility for. It has been a past practice not to insure the Fort Dalles Museum since it is a historical building and it is not replaceable. There is no insurance on the building. Stone asked if the Board wants to continue to not insure the building.

Some discussion occurred.

Stone noted that he has directed the Adjustor to do an appraisal of the building. He does not know what it would cost to insure the building.

Commissioner Hege stated that he cannot respond to Stone's question without additional information.

This issue will be discussed further at a later date.

TYCHO GRANVILLE, GIS COORDINATOR. Discussion on services provided by the Wasco County GIS Department.

Tycho Granville, GIS Coordinator, was present to address several questions that the Board of Commissioners had in regards to the GIS Department. Granville addressed the questions at this time as outlined in his presentation, (Attached as Exhibit A).

There was some discussion throughout Granville's presentation. The items discussed were the National Scenic Area Boundary, current partners (City of The Dalles, Sherman County, Northern Wasco County PUD and Mid-Columbia Fire and Rescue); realtors could purchase subscription fees to access the GIS Department's data, and the need to have a data base administrator to pull together data to put on the County's website.

EMILY BERNDT, 211 INFO COORDINATOR. Presentation on Dial 211.

Emily Berndt, 211 Info Coordinator, and Jim Slusher, Mid-Columbia Community Action Council, were present to discuss the Dial 211 System.

Berndt presented to the Board of Commissioners several handouts pertaining to the Dial 211 System, (Attached as Exhibit B).

Berndt stated that she received a grant to start up the program in Hood River during last fiscal year. With that funding they were able to turn live the program in the Counties of

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Wasco, Sherman and Gilliam. Dial 211 is currently in 19 counties in Oregon. Berndt stated that they received over 120,000 phone calls last year. They have over 4,700 resource records in their data base.

At this time Berndt went over some of the information in the handouts. She noted that currently they are not receiving any funding from any of the Counties in the region. In the future they intend to come back seeking funding assistance. Berndt stated that they are working with local grant writers to obtain additional funding.

Jim Slusher stated that Dial 211 has been beneficial to citizens in our area. They are trying to get the word out throughout the community that this service is available.

Berndt stated that Dial 211 has the capacity to stay open 24 hours per day. They are able to share information with other 211 systems nationally.

Discussion occurred.

Berndt noted that Slusher is the community's liaison for Dial 211. In the future they may look at having an advisory board. They will be looking for a data manager who will be talking to the community members. It will be a 15 to 20 hour position. She noted that the information is not good unless the data is strong.

At 10:10 a.m. the Board of Commissioners recessed to convene as the Wasco County 4-H & Extension Service District Governing Body to conduct business as needed.

At 10:37 a.m. the Board reconvened into Regular Session.

CONSIDERATION of items listed on the Discussion List of November 9, 2011, (Attached as Exhibit C).

Item #1

{{{Commissioner Runyon moved to rescind the adoption of the Wasco County Veterans' Service Office Expansion and Enhancement Funds Plan for Expending Funds (2011-2012), which was approved on November 2, 2011. Commissioner Hege seconded the motion; it was then passed unanimously.}}}

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Item #2

{{{Commissioner Runyon moved to adopt the Wasco County Veterans Service Office Expansion and Enhancement Funds Plan for Expending Funds (2011-2012). Commissioner Runyon seconded the motion; it was then passed unanimously.}}}

On Hold Item #1

Commissioner Hege reported that he attended the Oregon Communications Meeting in Hood River. The Association of Oregon Counties (AOC) was there. The grant that the Association received to deal with their website and technology came through. AOC intended to use a portion of the grant to help counties make their website connect with the public. Commissioner Hege stated that what he heard was that the grantors were not sure they could actually do that so there may not be funding available to the county.

On Hold Item #3

Commissioner Hege stated that at the last Columbia Gorge Bi-State Renewal Energy Zone Meeting Sherman County Judge Gary Thompson announced that he would be meeting with Mid-Columbia Council of Governments. Sherman County has some sites that are already permitted or approved. Sherman County could have five different sites; 50 MW of transmission authority that has been acquired. He thought it was premature for Mid-Columbia Council of Governments to come and talk to us regarding funding assistance for a Renewable Energy Pilot Project.

Some discussion occurred.

Commissioner Runyon asked Stone if he had an update on the negotiations with the Wasco County Law Enforcement Association.

Stone responded not yet.

Commissioner Runyon asked about the Video Lottery Funding issue.

Kathy McBride, Executive Assistant, noted that a meeting has been set up on December 7, 2011 with the Wasco County Economic Development Commission, Port of The Dalles and The Dalles Area Chamber of Commerce to discuss the use of the Video Lottery Funding. The deadline for submitting the annual report is November 10th, but the County can report later than that since the state is being lenient the first year since implementing the new requirements.

Some discussion occurred. It was noted that the County has used the Video Lottery Funding in the past for the Planning & Development Department.

**CONSIDERATION AND APPROVAL of the Regular Session Consent
Agenda of November 9, 2011, (Attached as Exhibit D).**

{{{Commissioner Hege moved to approve the Regular Session Consent Calendar of November 9, 2011 as presented. Commissioner Runyon seconded the motion; it was then passed unanimously.}}}

Marty Matherly, Wasco County Roadmaster/Public Works Director, stated that he has a last minute proposal. They are looking at postponing this meeting today and rescheduling it to sometime in the future. The Petitioners would like to sit down with City of The Dalles Representatives to discuss improvements. This request just came up this morning. Matherly stated that he is prepared to take this matter to a decision today if that is the Board's desire. He would like to talk to the City regarding the Petitioners request.

Matherly left the room to talk with Petitioners in the hallway.

Nolan Young, City of The Dalles Manager, informed the Board that the City just issued the construction contracts for the dock and festival area. The preconstruction meeting will be held next week. They have from November 15, 2011 to March 15, 2012 to get the dock completed. It took two years to get all of the required permits.

Chair Holliday informed Young that Matherly came in a little earlier. The Petitioners are asking for a postponement in order to speak with City of The Dalles Representatives.

**CONSIDERATION of the Wasco County Roadmaster's Report on the
proposed Vacation of a portion of East 12th Street located in the Urban
Growth Area of The Dalles, Wasco County, Oregon.**

Chair Holliday opened the meeting to consider the Roadmaster's Report on the proposed vacation of a portion of East 12th Street.

There were approximately 14 people in attendance

Marty Matherly, Wasco County Roadmaster/Public Works Director, stated that he is prepared to present his report and recommendation. However, the Petitioners have requested that he ask the City of The Dalles and the Board of Commissioners to postpone this matter with some condition. That the City is willing to sit down and discuss another solution to their concerns and what they are worried about and to come up with an agreement in order to allow the Petition to be dropped. If the Petitioners

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cannot come up with something with the City they would then come back to the County for the consideration of their Petition to vacate.

Chair Holliday stated that this is not a Public Hearing. She asked the Board how they would like to handle the request.

Commissioner Hege commented that he likes the idea about the group talking about their concerns with City Representatives. He sees the vacation as another route. He does not feel the Board needs to deal with the vacation petition right now if there is another route that they can work out.

Steve Stroud, Petitioner, asked if the City is willing to sit down with the Petitioners to discuss this matter.

Nolan Young, City of The Dalles Manager, stated that Richard Gassman, Senior Planner, is here today. They are willing to sit down and talk about options. The road is within the urban growth boundary and the City is trying to plan for urban development.

Richard Gassman stated that they are open to the request.

The Petitioners present were also agreeable to meeting with City Representatives.

Commissioner Hege stated that this does not eliminate the vacation route. The Petitioners can come back to the Board of Commissioners if the issue cannot be worked out with the City.

The Board agreed to postpone this discussion today to allow the Petitioners to meet with Young and Gassman to discuss the concerns of the Petitioners as they apply to development requirements adjacent to that portion of East 12th Street.

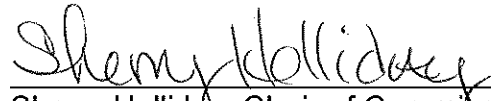
The Board signed:

- Regular Session Minutes of October 19, 2011.
- Order in the matter of the appointment of Mark Fortin to the Wasco/Hood River County Veterans Services Advisory Committee.
- Contract for Publication of Legal Notices for Wasco County between Wasco County and The Dalles Chronicle.
- Wasco County Veterans' Service Office Expansion and Enhancement Funds plan for Expending Funds (2011-2012).


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The Board adjourned at 11:07 a.m.

WASCO COUNTY BOARD OF
COUNTY COMMISSIONERS



Sherry Holliday, Chair of Commission



Scott C. Hege, County Commissioner



Rod L. Runyon, County Commissioner

County Commissioners Questions –

1. Where do boundary layers come from, and why are there differences
2. What services do you provide free of charge vs. fee for service
3. What are other entities doing to make data available for free

Bring up/address Jessica Metta's (EDC) recommendations.

Boundaries –

Our GIS boundaries come from a variety of sources – other government agencies, contractors, or created in-house

Examples: NSA Zoning (NSA), Flood Plain (FEMA), Big Game Winter Range (Contracted), Perennial Crops (contracted), County Zoning (in-house), The Dalles Urban Growth Boundary (combination of contractor, Surveyor, and in-house)

In-house created from digitizing maps (Zoning), GPS (fire hydrants), legal descriptions (school districts)

Differences in NSA boundary/zoning –

(See maps – Old & Current NSA Boundary (map 1), old planning, original NSA mapbooks). The NSA boundary was reinterpreted in 2009, using a surveyor in addition to the original maps. We have both versions of the boundary, the old one being archived. The shortcut our staff uses to pull up the data in GIS was pointing to the old, as opposed to current, layer. The boundaries are very similar. I checked Planning applications from the past year, and there were no changes to the information.

Free services –

Answer basic questions, typically over the phone; though some walk-ins.

Free, for example -

Who owns X property (via address, taxlot, or GPS point)

Who owns land within X distance of my land (typically for mailing lists)

What is the zoning for X

What fire district am I in

State-hosted website with taxlots and zoning (see map 2, website screen shot).

Most counties with a GIS have some sort of an interactive website, and/or downloadable maps (such as roads or zoning). We have a few downloadable maps as well (County Roads, Rural Service Centers, Zoning)

Interactive Surveyor map (see map 3, Surveyors Book Sample)

We Charge for –

Custom map Maps,

Raw data downloads (for example, taxlots or roads),

Research (for example assessed values of all taxlots; industrial properties in the County)

The State of Oregon is the only entity I found that does not charge for its data – not even time and materials.

Sales included subscription based web-sites and data, stock and/or custom maps, at-cost retrieval, and custom work (at anywhere from \$35 - \$60/hour). Data sales ranged from \$45 - \$750 depending on the layers (except my parcels, which are an embarrassingly high \$1500. I need to get that fixed). Stock maps ranged from free to \$50, Custom maps from a free automated system at Metro to \$140 (or hourly). Most everyone has some sort of interactive website, and most have a version that is free. Most have some freely downloadable maps. Six counties have at least some of their available data (shapefiles) out there for free.

The only thing that seems be common in the funding streams is that General Fund's won't or can't cover all of a GIS, and at least some sales are required to keep us operating. Free-to-the-public web mapping seems to be becoming common, so at least some information is easily accessible.

Funding

Current FY GIS is funded by (approximately as we have merged with the IT department)

36% Recorded documents,

27% General Fund,

24% Partner Fees,

13% Data sales.

Seems to be fairly common method. (Partner 30K, Doc Fees 45K, Sales 16K, GF 34K)

Others include E-911 (Skamania), Landfill receipts (Klickitat), Public Works.

Some only charge for staff time used to put deliveries together (City of Salem). State and some Federal agencies are the only entities that have entirely free data downloads.

Most Counties have an interactive mapping site, some subscription-based. Some have other free data, mostly in the form of standard downloadable maps.

Our map and data sales this year are at \$2,200 or 13.5%. Should be at 33%

Recorded Documents are at \$18,400, or 36%

Jessica's Recommendations –

1) Ensure the Assessor's information is tied to the taxlots. Ideally, in addition to what the user currently sees when he/she clicks on a taxlot, the user would also see acreage, owner address, site address, land value, improvements value, total value and any past surveys on the property.

1. Data is tied to the Assessor's information. These fields could be added. However, the Assessor's new software has a web component where most or all of this information will be available in tabular (non-mapped) format.

The surveyor's data is in a different format from the taxlots (Again, see map 3). Surveys need to be looked at in the general area, not just necessarily the taxlot you are looking at. We do have an ftp site where you can download surveys and other scanned documents. There is also an interactive map you can download. Both are set up more for the survey community than the general public

EDEN information is also going up on the Web.

To bring this all together we probably need a System Analyst/Web/DBA person.

2) Make visible the zoning within all incorporated areas (Dufur, Mosier, Maupin, Antelope, Shaniko).

In progress

3) Make it easier to identify zoning. For example, enable the user to set the identify tool to the zoning layer rather than the taxlot layer.

Functionality added

4) Less importantly, make visible the layers such as streams, transmission lines, pipelines and railroad lines.

See hand out (map 2, interactive map screen shot). A basemap layer is available on the site, as is aerial photography

5) Add a prominent link to the GIS system on the County's homepage and conduct more outreach to inform public that the system is available

GIS is listed under both the EAS/IT department and the Public Works department. There is a link to the interactive map on the GIS page. There is a link to the Surveyor interactive map and scanned documents on the Surveyor department page.

Tyler and I need to talk about the additional web link, and whether it will fit with the look of our home page.

We tell people about the website when they come in/call for maps or information. I have sent out e-mails to my users and partners as well.

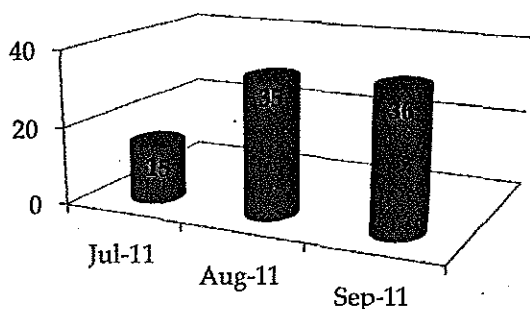


The Gorge Quarterly Report: July 1 - September 30, 2011

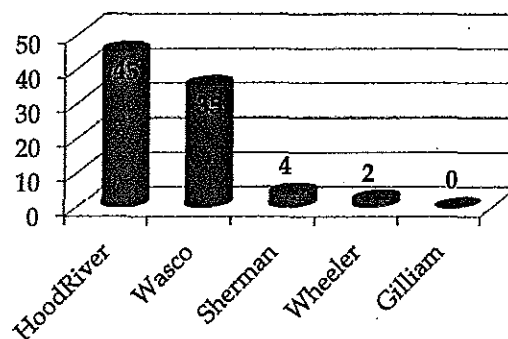
Unless otherwise stated, information provided in this report is taken from the system 211info uses to track calls (ReferNet). ReferNet is the database of programs and services and the tool our call center uses to track calls.

How many people call 211?

During the first quarter, a total of 86 calls were answered in the Gorge region (left graph). Most calls were from Hood River and Wasco counties, although there were a few from Sherman and Wheeler counties (right graph).

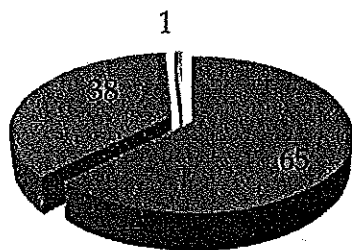


■ Hood River, Wasco, Sherman, Gilliam & Wheeler



Visits to www.211info.org for Community Resources

Since February 2011, 211info has tracked web visits from each county to our online resource database. Visits are defined as the number of unique sessions initiated by all visitors. Just as 211 callers can call once and then call back later, our web visitors can log on to the site multiple times.



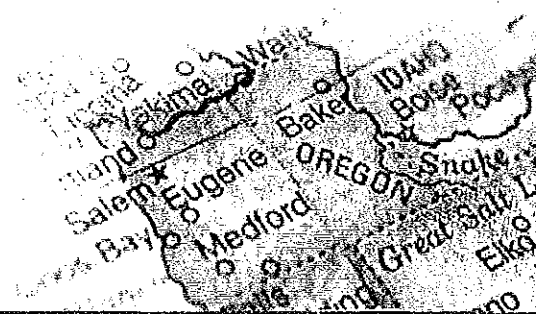
■ Hood River
■ Wasco
■ Gilliam

| | July | Aug | Sep | TOTAL |
|--------|------|-----|-----|-------|
| Visits | 50 | 25 | 29 | 104 |

During this quarter, there were 104 visits to 211info's online community resource directory in the Gorge counties. The pie chart on the left breaks down visits by county, and the table on the right provides total visits per month.

Once on 211info's online community resource directory, there are several ways to search for resources. The most common is to browse the list of 19 broad service categories. This quarter, the categories that were used the most were:

1. Financial Assistance
2. Housing and Shelter
3. Food/Clothing/Personal Goods



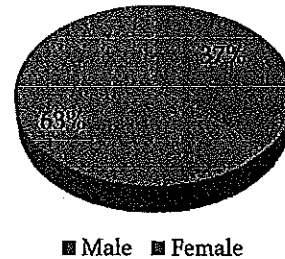
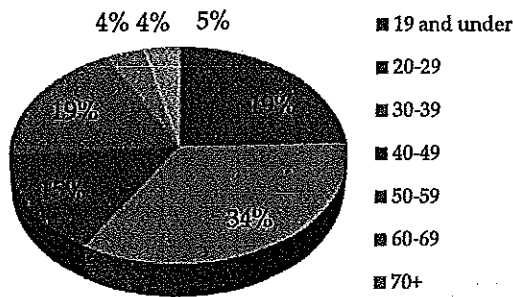
In strategic partnership with:

United Way



Who's calling 211?

Everyone benefits from 211. Men and women of all age groups call 211 for community information.



The chart below shows the ethnic and racial makeup of callers in the Gorge area.

| Race & Ethnicity | 211 Callers |
|---|-------------|
| White | 75.9% |
| Black or African American | 0.0% |
| American Indian or Alaska Native | 6.9% |
| Asian | 3.4% |
| Native Hawaiian or other Pacific Islander | 0.0% |
| Two or more | 3.4% |
| Other | 10.3% |

| | |
|--------------|-------|
| Hispanic | 18.2% |
| Non-Hispanic | 81.8% |

The majority of callers who reported income level were at or below the federal poverty level (FPL). In 2011 the poverty level for a family of four was \$22,350 gross annual income.

| Federal Poverty Level | 211 Callers |
|---------------------------|-------------|
| At or below poverty level | 84% |
| Above poverty level | 16% |

The chart below shows which city in the region is using 211 the most.

| City | 211 Callers |
|-------------------|-------------|
| Hood River | 40% |
| The Dalles | 36% |
| Cascade Locks | 9% |
| Antelope | 2% |
| Mt. Hood Parkdale | 2% |
| Grass Valley | 2% |
| Fossil | 2% |
| Moro | 1% |
| Odell | 1% |
| Mosier | 1% |
| Dufur | 1% |
| Wasco | 1% |

There were three non-English speaking callers during this quarter.

| Languages | 211 Callers |
|-----------|-------------|
| Spanish | 3 |

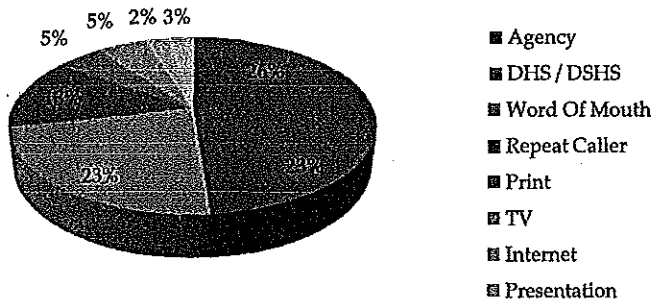


In strategic partnership with:



Where do people hear about 211?

This quarter, the majority of callers in the Gorge heard about 211 from an agency or by word of mouth.



What needs do 211 callers have?

| Top Caller Needs July - Sep 2011 | Total Calls |
|---|----------------|
| Housing & Utilities | 38 |
| Food & Meals | 14 |
| Mental Health & Addictions | 9 |
| Legal, Consumer & Public Safety | 8 |
| Transportation | 7 |
| Income Support | 6 |
| Health Care | 5 |
| Clothing, Personal & Household Needs | 3 |



- Rent Payment Assistance (11)
- Transitional Housing (7)
- Electric Service Payment Assistance (4)
- Housing Search (4)

Unmet Needs

An unmet need is an individual instance where no referrals are available to meet an inquirer's assessed needs.

There were 13 unmet needs during this quarter. The largest unmet need category was Housing & Utilities (46% of total unmet needs). In this case, there are agencies that provide this type of assistance, but community need greatly outweighs the help available.

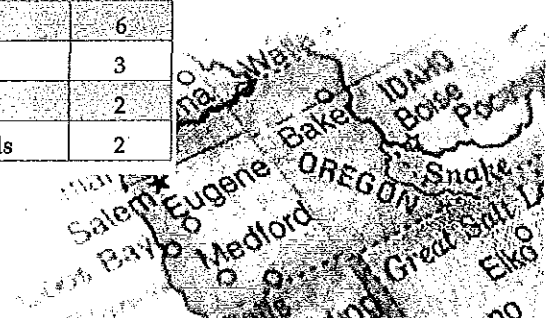
Unmet needs also occur because some services simply do not exist in a community. For example there are sometimes requests for free/low-cost burial/funeral/cremation services. To our knowledge, there is no agency/entity to assist with this need.

Oregon SafeNet

In addition to 211 calls, we also answered 16 Oregon SafeNet calls from Gorge area residents, resulting in the following top five needs.

| Oregon SafeNet Needs | Calls |
|--------------------------|-------|
| SNAP (Food Stamps) | 4 |
| Dental Care | 3 |
| General Legal Assistance | 3 |
| WIC | 1 |
| Foreclosure | 1 |

| Top Unmet Needs July-September 2011 | |
|--------------------------------------|---|
| Housing & Utilities | 6 |
| Transportation | 3 |
| Food/Meals | 2 |
| Clothing, Personal & Household Needs | 2 |



Agency Referrals

| Top 10 Agencies July - Sep 2011 | Referrals |
|---|-----------|
| Mid Columbia Community Action | 16 |
| Columbia Cascade Housing Corp. | 9 |
| St. Vincent de Paul of The Dalles | 5 |
| Salvation Army of The Dalles | 4 |
| Apartment Smart | 4 |
| City of Hood River | 3 |
| OR State-Public Health Division | 3 |
| Mid-Columbia Center for Living | 2 |
| Mid Columbia Council of Governments | 2 |
| OR State-Seniors and People with Disabilities | 2 |

Follow-Up Calls July - September 2011

This quarter, we followed up with 1 Gorge area 211 caller. Below are the answers to the follow-up survey questions.

| | |
|--|------|
| 1. Was the person who helped you polite and helpful? | |
| Yes | 100% |
| No | 0% |

| | |
|---|------|
| 2. Did you receive a choice of referrals? | |
| Yes | 100% |
| No | 0% |

| | |
|------------------------------|------|
| 3. Would you call 211 again? | |
| Yes | 100% |
| No | 0% |

| | |
|--|------|
| 4. Did you follow through and contact the referrals/agencies provided? | |
| Yes | 100% |
| No | 0% |

| | |
|---|------|
| 5. Was the information we gave you about the agencies accurate? | |
| Yes | 100% |
| No | 0% |

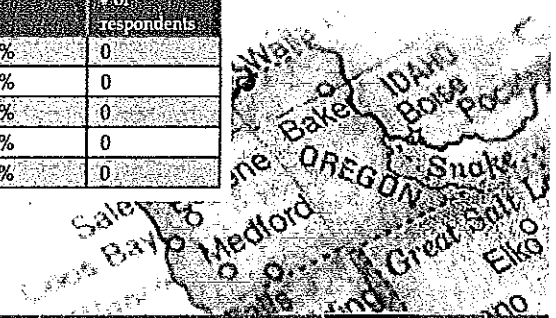
| | |
|---|------|
| 6. As a result of the referrals we provided, did you get the help you needed? | |
| Yes | 0% |
| No | 100% |

| | |
|--|------|
| 7. As a result of calling 211, do you have a better understanding of what resources may be available to you? | |
| Yes | 100% |
| No | 0% |

| 8. If you did not get the help you needed, what was the reason? | # of respondents |
|---|------------------|
| The referral was inaccurate | 0% |
| Caller was not eligible | 0% |
| Funds were gone or services were full | 0% |
| Agency hasn't called back | 0% |
| Barriers to access | 100% |
| Other | 0% |

| | |
|---|----|
| 9. If the agencies were not able to provide the help you needed, were you able to get your needs met another way? | |
| Yes | 0% |
| No | 0% |

| 10. If yes, how? | # of respondents |
|-----------------------|------------------|
| Family/friends | 0% |
| Church | 0% |
| Sold possessions | 0% |
| Circumstances changed | 0% |
| Other | 0% |

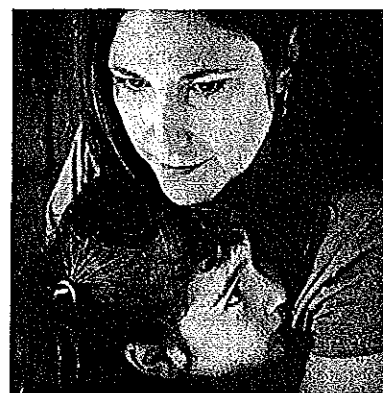




Dial 211 | www.211info.org

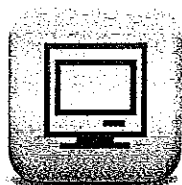
With more than 9,000 health and social service programs in Oregon, would you know where to go if you were in need?

There's no manual for dealing with life's problems. That's why 211info, a local nonprofit, provides community services knowledge to those who need help. Every year, 211info makes more than 230,000 connections to vital services as diverse as foreclosure assistance to the most up-to-date information on flooding or a storm. By 2013, every Oregonian will have access to 211.



211 IS FREE, CONFIDENTIAL AND LIVE

Like 911, 211 is an FCC-designated phone number. Callers are connected with a trained, compassionate call center specialist. The specialist will provide an understanding of resource offerings that fit a full spectrum of needs and assist in the identification of available public and private resources.

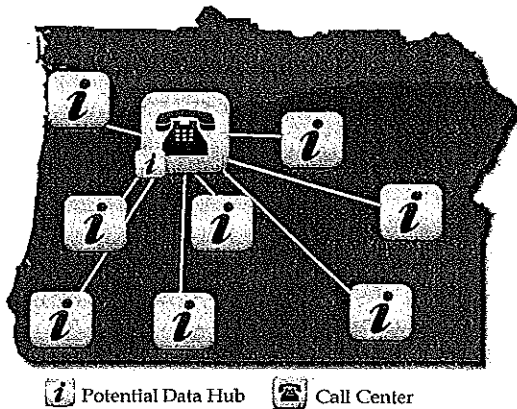
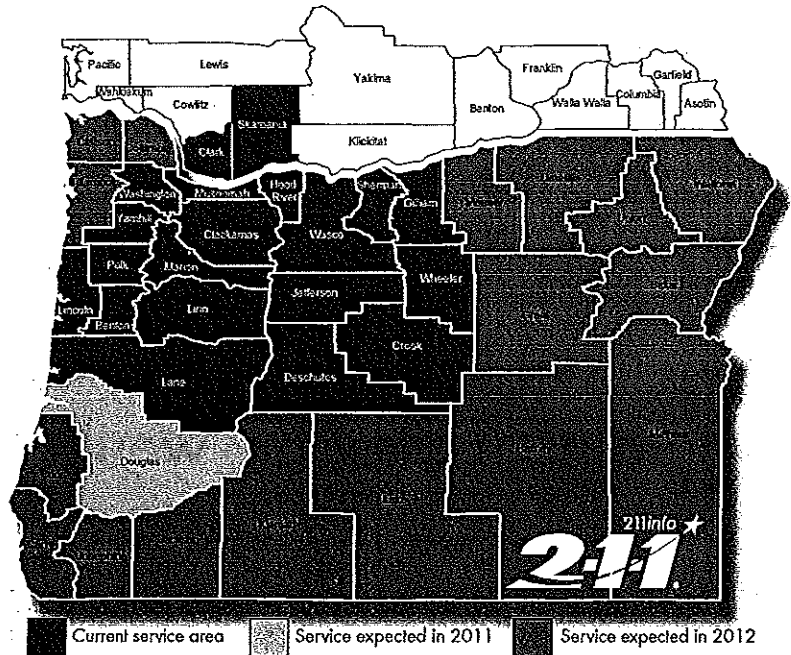


OREGON'S BEST WEBSITE FOR COMMUNITY SERVICE KNOWLEDGE

211info.org gives the public access to the same comprehensive and up-to-date community resources our staff utilize. The searchable database contains 4,500 programs across 1,200 areas of need. And service providers are able to update their records online for better accuracy.

STATEWIDE BY 2013

Nationwide, 211 covers 80% of the population. 211 is available in eighteen Oregon counties and two counties in Southwest Washington, helping the whole community service system operate more efficiently. And by the end of 2011, 211info will have doubled its counties served.



COST-SAVING CALL CENTER MODEL

211info fields calls from every corner of Oregon, collaborating with local organizations to keep information current and accurate. Each region maintains local control over data and partnerships. A shared software system feeds local information to the call center. This method combines the administrative efficiency of a single statewide call center located in Portland with the local touch necessary for accurate and reliable information.



211 IS A BACKUP TO 911

In times of disaster or a public health emergency, 211 is ready to serve as a source of up-to-date, authoritative information. 911 dispatchers and emergency personnel are then better able to focus on life-threatening situations. 211 has helped residents during Hurricane Katrina and in the 2007 San Diego wild fires.

*In strategic
partnership with:*



211info
1435 NE 81st, Suite 500
Portland, OR 97213
p: 503-226-3099 | f: 503-499-4302
www.211info.org

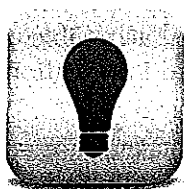
Find 211info on:





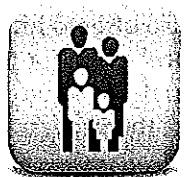
Dial 211 | www.211info.org

Behind the 120,000 calls we answer are people with complex problems. These are real stories from our call center specialists.

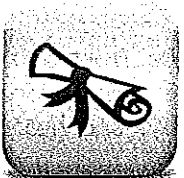


Our caller had a daughter with one lung who relied on an electric oxygen machine. Her electricity had been shut off, and she didn't realize their medical certificates had expired. I asked how long it would be until her daughter ran out of oxygen. She said the battery had two more hours left. I gave energy assistance referrals and then the disability helpline. I told her to call back if she didn't get help. We ended the call quickly so she could contact referrals.

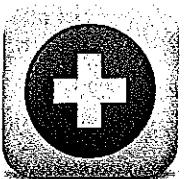
I called back the next day, and one of the referrals had paid and the electricity came back on the same day. "Isn't that great?" she said. "Thank you so much for your help and caring."



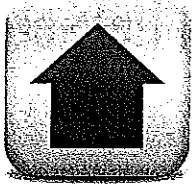
A caller asked for heating assistance. He, his wife and daughter were all unemployed, although he'd never had trouble finding work before. In the course of the conversation, he mentioned that his wife had ovarian cancer, and while her medical bills are covered by her former employer, she feels bad about being bald and sick. In addition to the utility assistance numbers, I gave the caller a number for a couple of cancer resources that got her access to a wig and other related services.



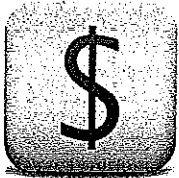
A Spanish-speaking caller was seeking help in understanding the admission and scholarship application process so she and her husband could help their son go to college. They went to a college program, but none of the information was in Spanish. "We want to help our son go to college," she said. "It is important that we help him." I gave her phone numbers to three agencies that help Latino families with language and education issues; I also gave her the phone number to an administration office that has Spanish-speaking staff.



A man on a firefighting crew called in March to see how he could get help with a severe dental problem. He had an estimate from a dentist at a great discount, but he couldn't even afford that because he wasn't working. He said he had to take care of it, or he couldn't go into the job when the season started. After determining there weren't any free services in his area, I asked if he felt OK talking to the local fire department and asking them if they could loan him the money (under \$200), or perhaps donate it to him as a young and upcoming firefighter who worked in their rural area. He was optimistic about getting help and thrilled that I suggested a loan from the department. He would be glad to pay back the money once the season started and he could work.

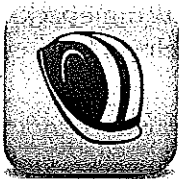


I talked with a man in central Oregon who was in foreclosure and heartbroken. He had lost his job and missed four mortgage payments. He had since found another job with a different company, although it paid less. It was going to take him a while to catch up on the missed payments. His lender started foreclosure proceedings, and he said he could never have a productive conversation with anyone when he called the bank. He kept saying, "You would think they would want to work with me." I was able to give him referrals to a couple of free foreclosure assistance programs that got him the answers he needed.

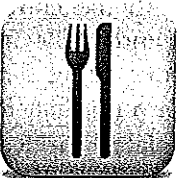


A woman called and very timidly asked about WIC, which her family qualified for. She and her husband had both lost their jobs in the previous four months. I talked with her about food stamps, since people who qualify for WIC generally can obtain food stamps, and she hesitated. She and her husband have a 401(k), and she thought they would have to cash out and exhaust the 401(k) before they could collect food stamps.

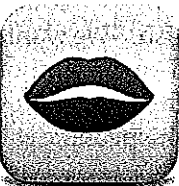
It's not uncommon for people new to social services to have misconceptions about food stamps that keep them from applying for what is perhaps the most accessible of all the basic forms of assistance. Gladly, I was able to give her this vital information.



A Hispanic male called from Hillsboro requesting assistance to pay some bills. I clarified with him which bills he needed to pay. He needed to pay his electric bill because he had a 72-hour shut-off notice; he was behind two months already. The reason was that his employer had drastically cut back his hours and he hadn't been able to find another job that demanded his skills.



I suggested he contact a program to get trained in a different industry. I also offered him a phone number for a job connection and food pantries, but he said he preferred not to take food from churches. His voice indicated he was ashamed of his situation. When I asked him if he had applied for food stamps, he didn't really know about the program. He stated that he was a legal permanent resident but not a U.S. citizen. I pre-screened him, and since he had more than five years of legal permanent residency and two children who were born in the U.S., he would qualify. He was thankful about getting the numbers.



A woman called because she was the victim of domestic violence. Her front teeth had been knocked out. She didn't have the resources to obtain proper dental care. So, for three years, she was wearing press-on nails as teeth. Finally, she heard about our services and a call center specialist was able to refer her to a little known national resource that fixed the teeth of women in that exact situation.

In strategic
partnership with:



United Way of the
Columbia-Willamette

211info
1435 NE 81st Ave., Suite 500
Portland, OR 97213
p: 503-226-3099 | f: 503-499-4302
www.211info.org

Find 211info on:





Managing your agency's information on the 211info database

211info connects people with the community resources they need through an online database and a call center staffed with trained, compassionate information specialists.

The database is dynamic; we partner with service providers to keep information current and accurate so clients can find the information they need to survive hard times.

211info provides online tools and a responsive staff to aid our partner service providers in listing and managing their agency database information. Here's how you can help:

At the 211info.org homepage, follow the link under the "Search now" button, which reads, "Providers please update your database information." This link offers three options:

- **Get listed:** a form for not-yet-listed agencies to request inclusion in the database.
- **Request password:** a form for listed agencies to request a misplaced password.
- **Login:** a form for listed agencies to offer updated information about programs, services, contact numbers, etc. A further description of this option follows.

To begin the update process, enter the first four letters of your agency's username into the provided textbox and click the Login button. This will bring you to the main login page, where you will enter your agency's full username and password. The first screen in the Agency Survey System asks for your contact information. After entering the appropriate information, choose "Save."

If you will be updating information for more than one site in your agency, you will now see a drop-down list from which you will choose sites for update. Follow the steps below for each site in the list. The survey system will keep track of the sites completed, marking each completed site with an asterisk in the drop-down list.

There are four sections to each site survey, three sections of site text and a section containing each program or group of services offered at the site. In each section, the information on the left side of the screen is what is currently listed for your agency. Review the information in all sections for accuracy, expanding the sections and sub-sections to display the section fields. To make changes to a section field click the associated edit button. The delete button on the edit pop-up form is used to indicate that the current information should be removed and the field left blank.

When you have finished reviewing a site, click the button at the bottom of the page labeled either "No Changes" or "Save Page" to close the site. When all sites have been reviewed, click the "Survey Complete" button at the top of the page. This will send the information to your local resource team for review and publishing.

If you have questions, contact Tim VanArsdale, Resource Team Coordinator, timvan@211info.org.



211info gets the word out



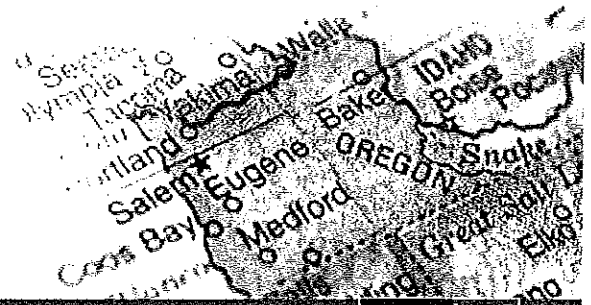
- ★ Donations
- ★ Emergency transportation
- ★ Evacuation routes
- ★ Food
- ★ Medical help
- ★ Prescriptions
- ★ Replacing vital documents
- ★ Sandbags
- ★ Shelter locations and hours
- ★ Shelter for pets and livestock
- ★ Transportation
- ★ Volunteering

Examples of 211info in action

During the severe cold weather in November 2010, 211info partnered with City of Portland emergency services providers and planners to connect clients with available shelters. 211info staff:

- ★ Offered updated information on shelter space, via the call center, website and social media, to people looking for shelter. Information included transportation options, eligibility requirements and hours of operation.
- ★ Provided shelter information to caseworkers and hospital staff looking for shelter for clients.
- ★ Relayed callers' information to a Portland outreach team, locating homeless people and transporting them to shelters. Concerned individuals called 211 to report seeing people sleeping outdoors in specific locations; 211info contacted the partner agency's outreach team.
- ★ Directed community members to locations where they could donate blankets, coats and food.

After devastating earthquakes struck Japan in March 2011, the west coast of Oregon was threatened with tsunami warnings in Lincoln and Lane counties. 211info responded by coordinating with local emergency management officials to inform the public of the evacuation routes and sandbag locations. 211info extended 211 phone service in those two counties all weekend, and online updates were sent out as more information became available. Luckily, little damage was done on the coast, but 211info was ready to respond.





Disaster and Emergency Response

211info connects people with community services such as food, shelter, health care, financial assistance, counseling and education. In times of critical need, 211info is uniquely suited to serve as the go-to source for up-to-date, authoritative information. 211info efficiently gathers and disseminates information through an easy-to-remember telephone number, certified information center staff and online resource database.

In a disaster, 211 leverages its relationships with community groups, government agencies and emergency services to quickly convey vital messages to the public and partner agencies, allowing 911 and other emergency-response agencies to concentrate on life-threatening situations.

How we can help

Serving as a central access point, 211info collects and reports vital information to people who are coping with a disaster. 211info works with partners to prepare for wildfires, floods, tsunamis, mudslides, heat waves, storms, epidemics, extreme cold weather, terrorist attacks and industrial accidents.

211info specialists offer detailed information and a compassionate voice to callers. In unpredictable situations, specialists can reassure callers, direct them to assistance, participate in creative problem-solving and, if necessary, transfer people to specialized crisis lines.

What if telephones are knocked out?

In many disasters, telephone service continues uninterrupted or resumes quickly. Internet service remains even when telephones are down. 211info is working to add text messaging to its operational platform, since the technology needed for texting recovers even more quickly than telephone calls after a disaster.

Capacity and partnerships

211info handles 10,000 telephone calls in Oregon and Southwest Washington in a typical month; capacity can be ramped up with a pool of trained on-call staff. If disaster strikes and incapacitates our call center, 211info contracts with Indiana 211 to have a team trained on Oregon and Southwest Washington resources; this redundancy is built into the agency's disaster-response plans as an extra level of highly trained staff that is ready for immediate mobilization. 211info has the capacity to operate 24/7 when needed. The agency is poised to convey constantly updated messages to and from:

- ★ The public – people who need immediate information and reassurance.
- ★ Service providers – agencies that offer shelter, food and other assistance.
- ★ Emergency services – non-emergency calls go to 211, not 911.
- ★ Volunteer organizations – help can be directed to most critical areas.
- ★ Ham radio operators – partners help relay information to people who need it.



In strategic
partnership with:



| Regional Resource Hub estimated costs Y1 | | | | | | | |
|--|--------|--|-------------|-------------|------------|------------|----------|
| | | | Hood River | Wasco | Sherman | Gilliam | Wheeler |
| | Y1 | | | | | | |
| population of county | | | 22,364 | 25,213 | 1,765 | 1,871 | 1,441 |
| 6% of pop. uses 211info | | | 1,341 | 1,513 | 106 | 112 | 86 |
| 1 FTE answers 12,000 calls per year | 0.26 | | 0.11 | 0.13 | 0.01 | 0.01 | 0.01 |
| | | | | | | | |
| Percent of 5 county population | | | 42% | 47% | 4% | 4% | 3% |
| Call Center Cost | | | | | | | |
| (1 FTE @ 55,000) | 14,474 | | 6,079 | 6,803 | 507 | 579 | 434 |
| includes salary, benefits, rent, work station, | | | | | | | |
| communications & management | | | | | | | |
| Database & Taxonomy subscr | 1,750 | | 0 | 0 | 0 | 0 | 0 |
| Annual Reports | 5,000 | | 0 | 0 | 0 | 0 | 0 |
| quarterly and annual reports by county | | | | | | | |
| Start Up | 0 | | 0 | 0 | 0 | 0 | 0 |
| agency relations, provider forum, travel, | | | | | | | |
| telecommunications & admin | | | | | | | |
| | | | | | | | |
| | 21,224 | | 6,079 | 6,803 | 507 | 579 | 434 |
| Regional Hub Cost - variable | | | | | | | |
| Percent of 5 county population | | | | | | | |
| Resource Management | 30,000 | | \$12,600.00 | \$14,100.00 | \$1,200.00 | \$1,200.00 | \$900.00 |
| 150 agencies | | | | | | | |
| Outreach | | | | | | | |
| printing materials min. | 5,000 | | | | | | |
| Total local cost (est) | 35,000 | | 12,600 | 14,100 | 1,200 | 1,200 | 900 |
| TOTAL | 56,224 | | 18,679 | 20,903 | 1,707 | 1,779 | 1,334 |

**WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION
NOVEMBER 9, 2011**

DISCUSSION LIST

ACTION AND DISCUSSION ITEMS:

1. Motion to rescind the adoption of the Wasco County Veterans' Service Office Expansion and Enhancement Funds Plan for Expending Funds (2011-2012), approved on November 2, 2011.
2. Consideration and adoption of the Wasco County Veterans' Service Office Expansion and Enhancement Funds Plan for Expending Funds (2011-2012).

ON HOLD:

1. Discussion on Scope of Work and Proposed Budget for Updates and Maintenance to Wasco County Website. (Waiting for AOC)
2. Discussion on the National Guard Armory Property.
3. Request from Mid-Columbia Council of Governments for funding assistance on Renewable Energy Pilot Project.
4. Request from Dave Anderson, City of The Dalles Public Works Director, regarding the Kuck Well Water Right at the Columbia Gorge Discovery Center.

**WASCO COUNTY BOARD OF COMMISSIONERS
REGULAR SESSION
NOVEMBER 9, 2011**

CONSENT AGENDA

1. Regular Session Minutes of October 19, 2011.
2. Order in the matter of the appointment of Mark Fortin to the Wasco/Hood River County Veterans Services Advisory Committee.
3. Contract for Publication of Legal Notices for Wasco County between Wasco County and The Dalles Chronicle.