

# MINUTES

## HUMAN SERVICES COMMISSION

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Monday, July 19, 2021

12:15 p.m.

**PRESENT:** Pat Farr *Chair*, Matt Keating *Vice Chair*, Claire Syrett,, Kori Rodley, Laurie Trieger, Marilee Woodrow, Ryan Moore, Members; Erin Fifield City of Springfield Staff, Jason Dedrick, City of Eugene Staff; Steve Manela, Alex Dreher, Amanda Borta, Daina Davisson, Deanna Strachan-Wilson, James Ewell, Lisë Stuart, Noel Lamour, Robin Scott, Sarai Johnson, Lane County Staff; Bob Teter, Michelle Hankes, Mike Fleck, Tim Black, Guests.

**ABSENT:** Member

### I. CALL TO ORDER

Chair Pat Farr convened the meeting at 12:15 p.m. He provided a roll call of members and determined all were present.

### II. PUBLIC COMMENT

- Bob Teter Siuslaw Outreach Services – The hotel/motels in Florence have increased their rates as much as 260 percent to make up for less revenue during COVID. SOS typically works with the lower end motels in providing vouchers for clients. However, if the trend continues the ability of SOS to continue with hotel vouchers will be extremely limited.

### III. CONSENT AGENDA

- Minutes of May June 21, 2021
- Statement of Revenue and Expenditures as of June 30, 2021 (not final)

*Marilee Woodrow moved to approve the consent agenda.*

*Claire Syrett provided the second. The motion passed 7:0.*

### From the Chat

12:25 Bob Teter – Travel lodge charged us \$245 for one night but their google site shows \$140. It is the one under new management. They charge \$109 this time last year. Four other motels have increased summer nightly rates an average of \$118 last year to \$168 this year. This is what they are charging SOS. It is rare we can find a motel on the weekends so that I do not have examples for those

12:37 Claire Syrett – They have the right to raise rates but they must be posted and then they must charge the posted rate. They should have told you the rate when the arrangement for lodging was made. I am not an attorney but my understanding is that what Travel Lodge did here is not legal under Oregon Law.

### IV. MANAGER'S REPORT

The Human Services Division (HSD) has been working with Upward Development, a management consultant, to address the growth of HSD from a \$15 million budget to a \$60 million budget and the inherent growth of the organization in structure and staffing. We are following one the consultant's recommendation to split the duties of the Homeless Services Supervisor with a newly created Housing Program Manager position. Both of these positions have been posted. He noted that the HSD was in receipt of \$5 million for the Navigation Center and Shelter, and we are still waiting on some state funding that will come through the American Rescue Plan as well as the completion of the local jurisdiction budget processes.

### V. REPORTING ANALYTICS

Lisë Stuart said she and Daina Davisson were the Sr. Management Analysts for data and analytics from the HSD. She displayed the PowerPoint presentation on the meeting screen. The current Tableau visualizations were homelessness in Lane County, Homeless Shelter & Housing Inventory Utilization and Rapid Rehousing (RR) Key metrics which were in progress. They were now in a place in the dashboard development to request guidance on what to prioritize next. She asked members to consider that information would help you make decisions and understand homelessness or poverty based on the data collected in the Homeless Management Information System (HMIS).

Ms. Stuart said she and Ms. Davisson have offered some suggestions on two categories. Under homelessness: Street Outreach, Day Access Centers, and Meal Sites. Under poverty: Rental Assistance, Community Services, and Food Pantries.

Members offered their feedback:

- Free and reduce lunch rate is a good indication of poverty within the grade schools
- Youth and homelessness and what that looks like for unhoused and rural
- Transportation challenges especially in regards to rural
- Utility and rental assistance
- Ways to help people to stabilize beyond the need for assistance
- Breakdown of the prevalence of the biggest barriers to someone who was unhoused and then moving into housing.
- What impact does a lack of stability have if someone's camp is swept once a month and what impact does that have in their ability to move to permanent housing.
- What is the tipping point? Hunger is often what brings people into assistance, but data collection can sometimes be the barrier to assistance.

Members discussed what questions were asked of people when they accessed assistance.

Ms. Stuart put the summarized questions into the chat.

Mr. Farr said he would be interested in going beyond the HUD metrics. A more qualitative reporting or process in regards to various service provider who partner with us.

Agreeing, Ms. Trieger considered that it would be helpful to know what kind of action would be taken with the information. That information could be expressed to staff.

Members discussed anecdotal information that could be culled from a survey.

Mr. Farr requested 15 minutes on the August agenda for further discussion.

#### From the Chat

12:43 Lisë Stuart – Youth Homelessness (Rodley), Unhoused Rural (Rodley), Transportation Challenges (Rodley), Energy Assistance (Rodley), Immediate and Long-term Assistance Needs (Woodrow), Barriers to rehousing (Moore), Coordinate qualitative picture of the barriers Inflow Data (Trieger) Food Assistance compare need with services delivered (Trieger)

12:43 Lisë Stuart - [HSD\\_DataAnalytics@lanecountyor.gov](mailto:HSD_DataAnalytics@lanecountyor.gov)

12:44 Claire Syrett – I concur with Councilor Rodley's request for youth information, transportation challenges, energy assistance visualizations

12:47 Claire Syrett – Can that HSD email be sent out to the commission via email as well?

12:48 Sarai Johnson – If I might, I do know City of Eugene staff also have some key questions they would like to understand better. It might be worth some conversation at that level as well

#### **VI. WORKFORCE PROGRAMS & NON-PROFIT WORKFORCE NEEDS**

Workforce Programs Supervisor Deanna Strachan-Wilson displayed her PowerPoint presentation on the meeting screen. She noted the three primary employment programs at Lane County Workforce Services: 1) STEP – Supplemental Nutrition Assistance Program (SNAP) Training & Employment Program, 2) JOBS – Jobs, Opportunities and Basic Skills, and 3) WIOA – Workforce Innovation & Opportunity Act. She referred members to the website for further details. Ms. Strachan-Wilson reported that they received two special grants to assist with disaster relief due to the COVID-19 pandemic as well as the Holiday Farm Fire. In addition the Workforce Innovation & Opportunity Act (WIOA) contract went out for competitive bid in March of 2021. The Lane County Workforce Services received the grant and contract and will be continuing to provide these employment services for the next five years.

Ms. Strachan-Wilson noted the Program Year 2021 Highlights:

- Services provided by phone, email and text virtually since May 2020. In person at the City of Eugene Public Library began in September 2020
- STEP \$400,000 in rental assistance / rehousing to customers
- \$496,000 combined training programs leading to industry recognized certificates, high wage, high demand jobs in targeted sectors
- 4,000 – number of services provided/ customers served

Ms. Strachan-Wilson related that a variety of industries have expressed great difficulty in hiring qualified applicants to meet their workforce needs. These industries include travel and tourism, construction trades, and social services. The thought being expressed around this is that many people are bringing in more money through their unemployment insurance benefits than they were when they were employed.

In January, Ms. Strachan-Wilson attended a Lane County non-profit Service Provider Forum to hear about their needs. Some of the most common issues they shared included trouble finding qualified applicants, competing for the same applicants, turning away qualified applicants due to federal regulations, high staff turnover, a reduction in students working, the State licensing processes, actual physical space and medical billing. In addition, the housing market is pricing people out of the area.

Ms. Strachan-Wilson displayed a table on the meeting screen which represented occupational data for social service centers based on Oregon Employment Department 2021 wage estimates. This table demonstrates whether the wage range is falling for people in these industries and occupations. She said many of the service providers were having trouble hiring at the entry level range, but also in the professional ranges.

<b>Occupational Data for Social Service Careers</b>				
<b>Lane County Wages</b>				
<b>Occupation</b>	<b>2021 Wages</b>			
Click hyperlink for full occupational profile	<b>25th percentile</b>	<b>Median</b>	<b>75th percentile</b>	<b>Oregon statewide*</b>
<a href="#">Social and Community Service Managers</a>	\$23.73	\$30.69	\$41.12	
<a href="#">Social and Human Service Assistants</a>	\$14.85	\$18.37	\$23.04	
<a href="#">Secretaries and Administrative Assistants</a>	\$16.39	\$19.54	\$23.79	
<a href="#">Mental Health and Substance Abuse Social Workers</a>	\$16.68	\$21.99	\$31.50	X
<a href="#">Child, Family, and School Social Workers</a>	\$24.52	\$28.38	\$34.68	
<a href="#">Healthcare Social Workers</a>	\$30.44	\$37.18	\$42.92	
<a href="#">Social Workers, All Other</a>	\$20.41	\$24.87	\$30.07	
<a href="#">Rehabilitation Counselors</a>	\$14.02	\$17.23	\$26.08	
<a href="#">Substance Abuse, Behavioral Disorder, and Mental Health Counselors</a>	\$18.90	\$24.11	\$41.12	
<a href="#">Community and Social Service Specialists, All Other</a>	\$17.54	\$21.48	\$27.09	X

\*Lane County wage data is not available. Wage range is for statewide occupation.  
 Source: Oregon Employment Department, 2021 Wage Estimates

The next table demonstrated the top Lane County occupations with the highest number of job vacancies in 2020. She referred to Social and Human Service Assistants with 107 vacancies, 88 of which were difficult to fill. Summarizing, Ms. Strachan-Wilson said that the demand put upon our social services agencies has grown exponentially over this last year in response to the pandemic and increased homelessness. Many of the frontline jobs are low pay and high stress. The employees of our social services agencies are the ones serving and caring for our most vulnerable populations.

Ms. Strachan-Wilson recommendations were:

- Create Infrastructure – service providers need infrastructure and the way the grants were written more often than not does not account for this need. Someone to voice to legislation or other funding sources about this need.
- Develop a County recognized social services certification program for entry level workers. Lane County H&HS and all of its contracted service providers were a storehouse of knowledge and skills where curriculum could be developed and delivered to skill up people to meet their workforce needs.
- A training program that will partner to align funds to skill up our customers to meet business needs.

Ms. Strachan-Wilson noted her contact information: email to [Deanna.strachan-wilson@lanecountyor.gov](mailto:Deanna.strachan-wilson@lanecountyor.gov), call or text to 541.517.0245.

Matt Keating remarked that he would like to see the data on the thought that people are making more money on unemployment than there were working. He added that folks living in the community were being priced out of home ownership. Referring to the front line service provider jobs, he agreed that it was time to develop a statewide benefits Program for our non-profit sector similar to how the Bureau of Labor & Industries (BOLI) operates the for-profit sector. He said he would also be very interested to see data from the service providers in regards to competitive comp study for folks earning at the bottom of the pay scale.

Ms. Trieger commented on the statement that unemployment benefits were more profitable for folks than wages. She said people want to work, but it cannot be overlooked that the lack of affordable childcare played a huge part in whether people are able to go back to work. The pandemic had revealed undeniable, inequitable gender impacts. She noted that non-profits and helping professions were predominately and historically staffed by women and women of color. There were many people in our community who are not white, for whom the workplace is not a safe comfortable place to be, but finally feeling safer by working at home

Ms. Syrett considered it dangerous to assume people were staying home because they wanted to make more money. She explained that several factors were keeping people at home rather than entering the workforce such as people being afraid of getting COVID even if they were vaccinated, and children still being unable to get vaccinated. She noted occupations such as janitors that would be on the front lines of cleaning up after a deadly disease so it was understandable some folks might forego any paycheck – even unemployment – to not take that kind of position and risk their very lives. She agreed with Ms. Trieger’s remarks on the woman dominated fields which again enforced the entry level, front line positions that placed people most at risk. Ms. Syrett considered this a much bigger conversation but wondered if there was some thought of creating an organization along the lines of Lane Council of Governments (LCOG) which would support infrastructure for certain government entities as a centralized place that could stand up for social service agencies.

Members discussed other barriers to employment that people faced beyond COVID such as childcare, funding stability, and transportation costs.

Mr. Manela said that with the Workforce Services there was an opportunity to work with many people who were trying to reenter the workforce. He said that HSD received a grant from the legislature for services capacity building which members have discussed earlier. He related earlier discussion around compensation and considered that the HSC might want to discuss promoting wage and compensations standards through contracts with non-profits.

Agreeing, Mr. Keating requested that when this compensation issue appeared on the agenda, it would be great to extend the meeting to begin at 12:00 noon in order to have an additional 15 minutes of the meeting.

#### From the Chat:

- 1:02 Alex Dreher – Who issued that RFP / contract with that minimum wage requirement?
- 1:04 Deanna Strachan-Wilson – Alex, it was Lane Workforce Partnership.
- 1:07 Kori Rodley – I have more thoughts about this than we have time for this meeting.
- 1:09 Deanna Strachan-Wilson – Absolutely
- 1:09 Alex Dreher – “Childcare deserts” are the topic of this week’s City Club of Eugene
- 1:10 Kelly – thank you, Commissioner Trieger. Child care has been a major barrier for staffing at Relief Nursery.
- 1:11 Deanna Strachan-Wilson – Understood
- 1:24 Michelle Hanks – MBL Group non-profit salary survey is a good tool. <http://www.mblgroup.com>

### **VII. STRATEGIC PLANNING/COMMISSION WORK PLAN**

Steve – delayed to august meeting

### **VIII. NEXT MEETING**

The next regularly scheduled meeting is Monday, August 16, 2021

### **IX. ADJOURNMENT**

The meeting adjourned at 1:2 p.m.

*Recorded by Diana Alldredge  
HSD Staff*

**Lane County, Oregon**  
**Statement of Revenues and Expenditures**  
 Report: CY-0434 - Division by Account  
 Department: Health and Human Services  
 Division: Human Services Division  
 As of August 31, 2021

**Percent  
of Year**  
16.99%

Account	Description	Budget	MTD Actual	YTD Actual	Variance Over (Under)	Percent of Budget
451251	Department Of Energy	738,601.00	184,432.00	184,432.00	(554,169.00)	24.97%
451301	Fema	34,894.00	-	-	(34,894.00)	0.00%
451351	Health & Human Services	3,723,640.00	692,595.00	692,595.00	(3,031,045.00)	18.60%
451369	SAMHSA	401,216.00	-	-	(401,216.00)	0.00%
451401	Housing & Comm Development	9,686,348.00	447,980.24	447,980.24	(9,238,367.76)	4.62%
451403	HUD Subrecipient Grant	(1,357,369.00)	-	-	1,357,369.00	0.00%
451901	Miscellaneous Federal	28,441,085.00	89,550.15	89,550.15	(28,351,534.85)	0.31%
453120	Community Services Block Grant	1,025,896.00	-	-	(1,025,896.00)	0.00%
453143	Coordinated Care Org-CCO	200,000.00	-	-	(200,000.00)	0.00%
453144	Coronavirus Relief Fund	(45,946.00)	-	-	45,946.00	0.00%
453190	Miscellaneous State	1,592,562.00	44,645.76	44,645.76	(1,547,916.24)	2.80%
453403	Homeless Shelters	4,192,889.00	17,295.00	17,295.00	(4,175,594.00)	0.41%
453830	Veterans Affairs	249,596.00	-	-	(249,596.00)	0.00%
453910	Miscellaneous State Revenue	219,275.00	126,590.00	5,126,590.00	4,907,315.00	2337.97%
455120	Eugene	2,618,738.00	-	-	(2,618,738.00)	0.00%
455160	Springfield	259,994.00	97,476.68	97,476.68	(162,517.32)	37.49%
466740	Trillium/OHP FEES	415,356.00	-	-	(415,356.00)	0.00%
466910	Miscellaneous Svc Charges	156,641.00	1,145.00	1,145.00	(155,496.00)	0.73%
466915	Special Projects	39,540.00	-	-	(39,540.00)	0.00%
466950	Private Donations	223,940.00	12.00	24.00	(223,916.00)	0.01%
496110	Fund Balance Carryover	2,784,763.00	-	-	(2,784,763.00)	0.00%
498510	Transfer Fr General Fund (100)	100,000.00	-	100,000.00	-	100.00%
498515	Transfer fr General Fd Ongoing	3,063,139.00	-	765,784.75	(2,297,354.25)	25.00%
498900	Intrafund Transfer	654,827.00	-	-	(654,827.00)	0.00%
<b>Total Revenues</b>		<b>59,419,625.00</b>	<b>1,701,721.83</b>	<b>7,567,518.58</b>	<b>(51,852,106.42)</b>	<b>12.74%</b>
<b>Personnel and Fringe</b>		<b>5,679,455.00</b>	<b>383,239.63</b>	<b>684,272.73</b>	<b>(4,995,182.27)</b>	<b>12.05%</b>
512111	Professional & Consulting	83,729.00	7,565.19	7,565.19	(76,163.81)	9.04%
512173	Training Services	580,000.00	15,975.75	38,465.77	(541,534.23)	6.63%
512179	Subscriptions	600.00	-	-	(600.00)	0.00%
512181	On The Job Training - Services	185,500.00	2,652.00	6,152.00	(179,348.00)	3.32%
512211	Agency Payments	44,132,655.00	5,374,103.23	6,817,595.46	(37,315,059.54)	15.45%
512214	Client Support Fund	3,321,299.00	433,974.10	968,940.42	(2,352,358.58)	29.17%
512341	Refuse & Garbage	1,750.00	230.56	230.56	(1,519.44)	13.17%
512343	Light, Power & Water	17,399.00	4,664.50	4,664.50	(12,734.50)	26.81%
512344	Telephone Services	38,172.00	4,334.34	6,130.95	(32,041.05)	16.06%
512345	General Liability	16,646.00	1,387.16	2,774.32	(13,871.68)	16.67%
512366	Real Estate & Space Rentals	38,290.00	286,805.15	360,832.83	322,542.83	942.37%
512531	Fleet Equipment/Vehicle Svcs.	7,500.00	50.48	50.48	(7,449.52)	0.67%
512536	Copier Charges	7,001.00	318.04	318.04	(6,682.96)	4.54%
512537	Mail Room Charges	5,584.00	1,025.92	1,025.92	(4,558.08)	18.37%
512551	License Replacement	23,554.00	3,925.70	3,925.70	(19,628.30)	16.67%
512552	TS Indirect	297,983.00	24,831.93	49,663.86	(248,319.14)	16.67%
512553	Infrastructure Replacement	7,095.00	1,182.48	1,182.48	(5,912.52)	16.67%
512554	County Indirect Charges	563,032.00	46,919.33	93,838.66	(469,193.34)	16.67%
512556	Dept Support/Direct	173,664.00	14,471.99	28,943.98	(144,720.02)	16.67%
512558	PC Replacement Services	11,050.00	1,841.66	1,841.66	(9,208.34)	16.67%
512611	Office Supplies & Expense	15,560.00	1,065.07	1,418.82	(14,141.18)	9.12%
512613	Professional Licenses	34,696.00	-	-	(34,696.00)	0.00%
512614	Printing & Binding	7,750.00	44.25	44.25	(7,705.75)	0.57%
512615	Advertising & Publicity	3,200.00	53.62	53.62	(3,146.38)	1.68%
512617	Photo/Video Supplies & Svcs	4,000.00	-	-	(4,000.00)	0.00%
512618	Postage	200.00	-	-	(200.00)	0.00%
512620	Dues & Memberships	-	1,100.00	1,100.00	1,100.00	100.00%
512621	DP Supplies And Access	159,147.00	104,349.85	104,843.18	(54,303.82)	65.88%
512622	DP Equipment	6,500.00	-	-	(6,500.00)	0.00%
512626	Small Office Furniture	5,828.00	-	-	(5,828.00)	0.00%
512712	Food	500.00	-	-	(500.00)	0.00%
512716	Miscellaneous Supplies	2,400.00	-	-	(2,400.00)	0.00%
512721	Special Supplies	2,400.00	-	-	(2,400.00)	0.00%
512727	Safety Supplies	300.00	-	-	(300.00)	0.00%
512811	Business Expense & Travel	17,616.00	682.91	682.91	(16,933.09)	3.88%
512815	Committee Stipends & Expense	3,569.00	80.00	80.00	(3,489.00)	2.24%
512821	Outside Education & Travel	54,391.00	425.00	572.00	(53,819.00)	1.05%
512822	County Training Classes	350.00	40.00	40.00	(310.00)	11.43%
512823	Training Services & Materials	10,948.00	-	-	(10,948.00)	0.00%
512911	Miscellaneous Payments	375,491.00	(121,877.88)	(121,877.88)	(497,368.88)	-32.46%
512914	Parking	650.00	-	-	(650.00)	0.00%
<b>Materials and Services</b>		<b>50,217,999.00</b>	<b>6,212,222.33</b>	<b>8,381,099.68</b>	<b>(41,836,899.32)</b>	<b>16.69%</b>
522120	Architectural Services	-	-	4,191.41	4,191.41	100.00%
522523	Permits & System Development	-	4,461.06	4,512.91	4,512.91	100.00%
522830	Special Projects	100,000.00	-	8,944.00	(91,056.00)	8.94%
<b>Capital Projects/Outlay</b>		<b>100,000.00</b>	<b>4,461.06</b>	<b>17,648.32</b>	<b>(82,351.68)</b>	<b>17.65%</b>
<b>Debt Service</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>100.00%</b>
532125	Transfer to Spec RevFd Ongoing	465,767.00	38,813.92	77,627.84	(388,139.16)	16.67%
532900	Intrafund Transfer	654,827.00	-	-	(654,827.00)	0.00%
<b>Other Expenditures</b>		<b>1,120,594.00</b>	<b>38,813.92</b>	<b>77,627.84</b>	<b>(1,042,966.16)</b>	<b>6.93%</b>
992920	Operational Reserves	2,301,577.00	-	-	(2,301,577.00)	0.00%
<b>Reserves</b>		<b>2,301,577.00</b>	<b>-</b>	<b>-</b>	<b>(2,301,577.00)</b>	<b>0.00%</b>
<b>Total Expenditures</b>		<b>59,419,625.00</b>	<b>6,638,736.94</b>	<b>9,160,648.57</b>	<b>(50,258,976.43)</b>	<b>15.42%</b>
<b>Revenues Over (Under) Expenditures</b>		<b>-</b>	<b>(4,937,015.11)</b>	<b>(1,593,129.99)</b>	<b>(1,593,129.99)</b>	