

# Clackamas County Social Services

## Biennial Report 2003-2005

www.co.clackamas.or.us/socialservices

503-655-8640

### FROM THE DIRECTOR

We are pleased to present this biennial report for your consideration. Clackamas County Social Services (CCSS) welcomes your feedback and we intend to post this report on our website, along with our usual means of distribution.

By way of introduction, CCSS provides a variety of services and opportunities for the elderly, people with disabilities, and individuals and families with low incomes.

The period covered by this report is July 2003 through June 2005. This period was punctuated by two Oregon legislative sessions. The 2003 session was the longest session in Oregon history, including the special sessions. Due to the recession, no programs were left untouched. And the 2005 session, which was still going on during this biennial timeframe, produced additional cuts and elimination of programs, although we also saw some landmark legislation for veterans as well as the Oregon Project Independence Modernization Act.

I'm reminded as I look back at our 2001-03 biennial report that, once again, we have a mix of new opportunities along with the loss of services. Perhaps this will be our fate for years to come. While the State struggles with a tax system that can produce wide swings in revenue, the Federal Government has challenges in terms of priorities and deficits. And locally, an analysis presented during the budget hearings in May of 2005 shows that Clackamas County spends about 75% of its general fund on law enforcement efforts.

So it comes as no surprise that social service programs are feeling the squeeze of flat or reduced revenues. Unlike a business, however, we can't simply cut our losses. The demand for services continues at a record pace. This means

that our staff shoulders increasing workloads. However, we remain committed to doing the best job possible with the resources that we have. Moreover, we will continue to seek new funding through CCSS and through our closely aligned non profit, Social Services of Clackamas County Inc. (please see related information in this report.) And our efforts to recruit and place volunteers will continue as we pursue new ways to engage individuals and the community.



*Social Services lobby at the new Public Service Building*

This report presents issues of homelessness, opportunities for veterans, the expanding role of volunteers, and information about services. While we are in the midst of change, our mission remains the same. We continue to honor and count on the continuing support of the Board of County Commissioners, our citizen advisory boards, our local, state, and federal partners, and our dedicated staff and volunteers.

Again, I hope you will find this report useful. If you would like to contact me directly, I will welcome your thoughts. I can be reached at [johnm@co.clackamas.or.us](mailto:johnm@co.clackamas.or.us) or 503-655-8641.

All the best, John Mullin

---

---

VETERANS WORKFORCE  
INVESTMENT GRANT  
*Hire Veterans Program*



503-650-5768

In July of 2004, Community Solutions of Clackamas County received a grant to help link unemployed veterans with prospective employers. Through a contract with CCSS, outreach to Veterans is provided by our staff. Beginning September of 2004, contact has been made with multiple Veterans Service Organizations and individuals to direct them to local employment resources. Veterans are also provided with information and referral to a broad spectrum of support services and entitlement programs available to them. During the fiscal year ending June 30, 2005, the program resulted in 894 job placements.

---

---

VETERANS SERVICE OFFICER  
503-655-8640

The Veterans Service Officer assists veterans and eligible dependents to apply for medical and financial assistance offered by the Federal Department of Veterans Affairs. Veterans may need to complete complex applications and gather medical and financial verification to qualify. The staff is expert in eligibility requirements and can assure that veterans receive their entitled benefits. Over the 03-05 biennium, with help from our Veterans Service Officer, Clackamas County veterans received over \$30 million in ongoing benefits.

---

---

HOMELESS COUNT

During the fourth week of January, 2005, Clackamas Coordinating Council for the Homeless, advocates, staff and volunteers conducted a count of homeless residents of Clackamas County. Participants went to

schools, food distribution sites, malls, agencies, emergency shelters and homeless camps. They conducted interviews, counted people they actually observed and gathered data from reports prepared by schools, shelters and transitional housing. The most common options for homeless people to sleep are at the homes of relatives or friends (35%), in a vehicle (17%) or in a homeless camp (14%). Of those actually counted, 983 were children and 1,501 were adults. Veterans comprise 10% of those surveyed and were 23% of those considered chronically homeless. Using statistical modeling, the actual number of homeless residents of Clackamas County is projected to be 7,590 at the end of January, 2005. The top three things needed to move out of homelessness according to those interviewed are money to help pay for rent (58%), help getting a job (43%) and money for rental deposits (42%).

Information gathered from the Homeless Count will serve as the basis for development of a Homeless Policy in Clackamas County.

---

---

THE HOPE PROJECT

During this biennium, our agency was chosen to receive funding from the Social Security Administration to work with disabled, homeless Clackamas County residents. Social Security recognizes that many homeless people with a chronic disability need help to apply for Federal disability benefits. Even if they are able to apply, with no address or phone number these individuals cannot complete the process. The process of qualifying is complex and may involve multiple evaluations. The HOPE staff provides outreach to homeless people in Clackamas County, assists them to complete applications and provides supports that could include transportation to medical appointments, purchase of prescriptions, locating warm clothing or food and assuring that the necessary steps in the disability determination process are completed. The local Social Security office is a partner offering technical assistance to the HOPE staff and the individuals they serve.

---

## HERITAGE STAFF

Those who love to help people meet their needs with the least possible interference, who are dedicated to making resources available without trying to control the people who use them, owe much to two CCSS employees who retired during this biennium. The Oregon long term care system grew up over the last 30 years with significant input from Vickie Palmer and Dorothy LaDouceur.

Vickie retired in May, 2004, after 31 years of service. Dorothy stayed one month into the new biennium and had also been with us over 30 years when she retired at the end of July, 2005. No one currently with our agency can remember a time without them. With their concern to provide the best for people within the constraints of the public sector, they influenced state policy development and helped embody the values at Clackamas County Social Services.

Vickie began as an assistance worker, became a case manager for people who lived in their own homes, then lead worker and finally supervisor. She came to work here on a tip from her mother-in-law, because she wanted a job working with people. She stayed thirty years because she loved the work, enjoyed the problem solving, the teamwork and management that supported the mission of serving people with respect and dignity. She stayed because she could have a positive impact on peoples' lives.

Dorothy was a case manager for many years and then was promoted to supervisor. Her great love was working with people living in facilities, finding the person in each of her clients. She knew about care giving from her own life and recognized the hero in both those who give and those who must receive care. She stayed because the work is ethical, because there is never any doubt that the mission is to use available tools to get people the best possible services.

Both women were part of developing something new in service provision to people who are elderly and disabled. They were part of a team demanding flexibility, allowing people choices and developing multiple client options that ultimately made Oregon a national leader in the field of long term care.

This biennium saw some of what was built over the past 30 years carved away. Dedication to the mission, the philosophy and the values that Dorothy and Vickie brought to work every day, remain with us and continue to inspire us even in hard times. We thank them.



*Heritage staff from left to right: Vickie Palmer and Dorothy LaDouceur*

---

## COMMUNITY COURT

In January of 2005, staff from the Information and Assistance Program joined other community partners in the Clackamas County District Attorney's Community Court pilot project. Currently serving the Overland Park neighborhood, the goal of Community Court is to provide intervention to divert defendants charged with a misdemeanor from the traditional criminal justice system. After an assessment by CCSS Information and Referral staff participants are connected to community supports that will help them to be successful. Participants are expected to make restitution and complete community service, both improving quality of life in their community and helping prevent recidivism.

---

## Social Services of CLACKAMAS COUNTY

### Why We Are Here

**Fact 1:** Ten percent of families with children under age five in Clackamas County live in poverty. Families with children headed by single mothers experience poverty at a rate of 22%, while the poverty rate for the entire county is 6.6%.

**Fact 2:** Oregon's senior population will more than double by 2030. Eleven percent or 37,428 of Clackamas County residents are seniors 65 years and over; 5% live below the poverty level.

**Fact 3:** In Clackamas County, 30,196 or 15% of adults age 18 to 64 have a major disability and 62% of them work full or part-time.

*Source: Oregon Food Bank, The State of Hunger, 2004 Oregon Association of Area Agencies on Aging & Disabilities, Census 2000 Data*

### Who We Are

Social Services of Clackamas County, Inc. (SS of CC) is a local non-profit organization run by volunteer staff. We have served Clackamas County for nearly 20 years. In 1986, the Director of Clackamas County Social Services, with other county employees, incorporated the organization to help people whose needs were not met by more traditional sources.

In a typical year SS of CC provides funding to 130 households through Dollars for Dilemmas. In the past year, D for D provided funds to meet a number of needs including:

- Renewal of a nursing license;
- A down payment for a child to be seen in an urgent care clinic;
- Medication to treat high blood pressure and diabetes;
- A co-pay for the Oregon Health Plan;
- The fee for an Oregon identification card;
- Payment for a utility shut off notice.

### What We Do

The mission of SS of CC is to help people in need and to support the work of volunteers in Clackamas County. Seniors, persons with disabilities and families and individuals with low incomes are provided with necessary goods and services when no other resources are available. Volunteerism is supported by paying mileage and stipends.

### How We Impact Peoples' Lives & Our Community

Funds are used to purchase goods and services including prescriptions, identification cards, gas vouchers and work uniforms.

Last year, SS of CC, reimbursed mileage to hundreds of volunteers, who provided 17,300 one way rides for a total of 185,000 miles so that the elderly and persons with disabilities could safely get to medical appointments, go grocery shopping, and access other supportive services.

By making a contribution to SS of CC you can make a difference! **Ninety-five percent** of your contribution to SS of CC goes directly to assist people in need living in Clackamas County. Your contribution goes far in helping people in need and your donation is tax deductible.

### To Donate Contact:

John Mullin  
SS of CC  
PO Box 2950  
Oregon City, OR 97045-0295  
To Volunteer – Call 503-655-8266  
[www.clackamas.or.us/socialservices](http://www.clackamas.or.us/socialservices).

---

COMMUNITY ACTION  
503-655-8640

Community Action assists low income people in the county to identify supports they need to become self-sufficient. Community Action

programs provide resources to help people move from poverty to self-sufficiency.

Programs include:

- **Energy Assistance:** Programs which assist low-income households to pay energy bills.
- **Information and Referral:** This is a resource for information about available services for Clackamas County citizens and agencies.
- **Fair Housing:** Staff provide information about housing discrimination and landlord/tenant law. Low income people may be referred to shelters and housing.
- **Life-Span Respite/Caregiver Support:** This program helps people who take care of family members with special needs to get a break from caregiving or to purchase equipment that helps support continuing care at home.

#### **Community Partners:**

**Hispanic Interagency Networking Team (HINT):** These are service providers who work exclusively with low income and other concerns of Hispanic citizens of Clackamas County.

**Housing Stabilization Program:** Housing and Community Services cooperates with local landlords and the State Department of Human Services. Families with children receive intensive case management, are assisted to find affordable, stable housing and attain financial independence.

**Shelter Plus Care:** Low income, childless adults receive assistance with housing, case management and essential services

#### **Transitional Housing and Self-Sufficiency**

In partnership with the Housing Authority of Clackamas County, case managers provide intensive assistance to homeless families to obtain the support, resources and training needed to become self-sufficient.

**“OR211”** This nationally designated phone number which provides access to local information and referral from a shared, four-county data base was developed with funding from The Gates Foundation and United Way of the Columbia Willamette and the donation of staff time.

---

---

## AGING & DISABILITY SERVICES

503- 655-8640

The Area Agency on Aging & Disability Services (ADS) administers federal and state funded programs for seniors and disabled adults in Clackamas County.

Programs include:

- **Food Stamp Program:** Determines eligibility and authorizes food stamp benefits for seniors and disabled adults.
- **Medicaid and Qualified Medicare Beneficiary Programs:** Assists low income elderly and disabled adults with medical and prescription coverage and assistance to pay Medicare Part B premiums and deductibles.
- **Medicaid Long-Term Care Services:** Provides case management, help to find and pay for in-home care, day care, adult care home, residential or nursing facility.  
Independent Choices – A Medicaid pilot program where participants receive a payment based on their care needs to pay for any support that allows the participant to remain at home.  
Employed Persons with Disabilities – Individuals who are permanently disabled may work and remain eligible for medical coverage and services.
- **Oregon Project Independence:** This program, funded exclusively by State general fund, provides case management, help to pay for in-home care and assistance with planning to meet the needs of aging and disabled citizens.
- **Adult Care Home Licensing:** Staff license and monitor adult care homes and provide training programs for operators. There are over 140 licensed adult care homes in the County.
- **Protective Services:** Situations alleging abuse, neglect or exploitation of seniors or adults with disabilities are investigated and appropriate intervention is provided.
- **Risk Intervention:** People at risk of nursing home placement receive case management services to help them stabilize.

- **Pre-Admission Screening:** Persons considering nursing home placement receive a nursing assessment and placement planning.
- **Older Americans Act:** Funds senior citizen nutrition, health promotion, in-home care services and abuse prevention.
- **Home Care Provider Program:** Aspiring in-home caregivers are screened. Information is maintained on over 1600 approved caregivers who are matched to clients as needed.
- **Veterans' Services:** Veterans and their dependents receive information, referral and assistance to apply for benefits or may be directed to assistance finding employment.

**Community Partners:**

**Senior Centers:** CCSS works with 10 centers designated as focal points for comprehensive service delivery throughout Clackamas County.

**Senior Citizens Council:** CCSS provides funding for and coordinates with this agency which provides an array of services that help elderly and people with disabilities to remain in their own homes.

**Multi-Disciplinary Team:** Protective service staff, law enforcement personnel, the District Attorney's staff, Mental Health professionals and others, meet to share information and develop cooperative strategies for working with adults at risk.

---

WALK A MILE

In 2003 Social Services participated in a Clackamas County Walk a Mile project, a program bridging the gap between legislators who make policy and social service beneficiaries. Begun in Washington State in 1994, the program assumes that a better understanding of low-income issues will result in sound public policy. Walk a Mile provided a supported and respectful opportunity for eleven public assistance recipients to share their experiences with eleven policymakers.

During the month long process each participant got to "walk a mile" in the other's shoes. They shared personal histories and activities such as

applying for food stamps and attending a county commission meeting. Each participant was exposed to the other's challenges, either of living in poverty or of making public policy.

---

VOLUNTEER CONNECTION  
503-655-8266

Sponsored by the Community Action Agency of Social Services, it links volunteers with opportunities at over 200 local sites.



*Award Winner Vera Erickson, editor of the Molalla Pioneer, at 86, is a 15 year volunteer veteran*

*Award winner Kaysha Rogers, future inspirational leader, is a 5 year volunteer at the Annie Ross house.*



Programs include:

**Good Neighbor-Safety Program:**

Volunteers do home safety repairs and yard work for elderly and disabled persons.

**Money Management Program:**

Representative payee for government benefits and bill payer program provide assistance with managing personal finances

**Transportation Reaching People (TRP):**

Volunteers provide transportation to elderly and disabled citizens.

**Travel Training Program:**

Teaches low-income and disabled people to use public transportation

**Retired and Senior Volunteer Program (RSVP):**

Recruit and link people over 55 with volunteer opportunities.

**Volunteers in Public Service Program (VIPS):**

Places volunteers under age 55 with over 200 community agencies.

**Senior Companion Program:**

Provide limited personal care, respite care and companionship for seniors and people with disabilities.

**Senior Health Insurance Benefits Assistance Program (SHIBA):**

Volunteers answer Medicare-related questions, help review Medicare supplemental policies and assist with Medicare billing problems.

**Healthy Start:**

Trained volunteers make hospital visits to new mothers and facilitate play groups.

**Cover-Up:**

Volunteers make hats, quilts and lap robes for people in need.

**Citizen Corps Council**

Members work together to enhance communication, best practices and volunteer recruitment for police, fire, medical and emergency management programs.

---

MEDICATION EDUCATION COORDINATOR  
503-655-8269

When Medicare began to provide prescription drug coverage, our director realized that people needed help applying for the new prescription discount cards. A nurse coordinator, hired in March, 2004, worked with a four county coalition (Clackamas, Clark, Multnomah and Washington) to acquire grant funds. The funds helped educate the public and recruit volunteers to assist low income applicants. In Clackamas County, assistance was provided to 460 residents. When the discount card program ended, attention turned to education about Medicare drug coverage and training volunteers to help people choose and enroll in the best program.

CITIZEN ADVISORY BOARDS

**Appointed by the Clackamas County Board of County Commissioners:**

Martha Schrader, Chair: Bill Kennemer, Vice Chair: Larry Sowa, Commissioner



County Commissioners: Larry Sowa and Martha Schrader receive a check representing cash value of volunteer services (\$3,835,700.00) provided to the county.

**Area Agency on Aging & Disability Services:**

- |               |                |                     |
|---------------|----------------|---------------------|
| Mark Abrams   | Sherry Stock   | Charles Petersen    |
| Jack Wright   | Janine Dunphy  | Marlene Gleason     |
| Dick Jones    | Kathleen Neill | Robert Lawrence     |
| Leo Pothetes  | Richard Cowing | Matthew Robertson   |
| Lisa Bentley  | Robin Grimm    | Nanci Cummings      |
| Charles Bruce | Marc Burnham   | Florence Pennebaker |

**Community Action Agency**

- |               |               |                     |
|---------------|---------------|---------------------|
| Brian Redine  | Bruce Pearson | Wanita Conway       |
| Karen Griffin | Linda Valdez  | Eileen Stapp        |
| Jean Miller   | Wayne Miller  | Diana "Bear" Morris |

**Volunteer Connection Advisory Council**

*Jeri McMahan, Chair*  
*George Payne, Co-Chair*

- |              |               |                 |
|--------------|---------------|-----------------|
| Lola Burge   | Dick Jones    | Jean Fairbairn  |
| Mary Palmer  | Nancy Giersch | Mark Koberstein |
| Patty Philip |               |                 |

**Disability Advocates Coalition**

- |            |                |                 |
|------------|----------------|-----------------|
| Gary Boley | Robin Grimm    | Donna Crawford  |
| Jerry Ryan | Louise Marsh   | Roxie Choroser  |
| Al Ruedy   | Joyce Erickson | Bonnie Metcalfe |
| Amy Brady  | Ellen Greenlaw | Stephen Sanders |

**Clackamas County Social Services**  
**Aging and Disability Services and the Community Action Agency**  
 2051 Kaen Road  
 PO Box 2950  
 Oregon City, OR 97045

**You can e-mail us by going to the “Request Information” button on our website  
[www.co.clackamas.or.us /social service](http://www.co.clackamas.or.us/social%20service)**

Telephone Numbers	Area Code 503
<b>Social Services Main Number</b>	655-8640
Adult Care Home Licensing	650-3003
Area Agency on Aging (Aging & Disability Services)	655-8640
Community Action Agency	655-8640
Energy Assistance	655-8640
Facility Abuse Hotline	650-5741
Information & Referral	655-8640
Protective Services	655-8640
Senior Health Insurance Benefit Assistance (SHIBA)	655-8574
Transportation Reaching People	655-8604
Volunteer Connection <b>Main Number</b>	655-8266