

## **LANE COUNTY BUDGET COMMITTEE – MEETING MINUTES**

**Wednesday, May 8, 2019**

2:30 p.m. – 5:30 p.m.

BCC Conference Room

Budget Committee Chair Herb Vloedman presided with Budget Committee members present: Commissioners Peter Sorenson, Jay Bozievich, Joe Berney, Heather Buch and Pat Farr; as well as Citizen Committee Members Larry Abel; Budget Committee Vice Chair, Timothy Morris, Dale Stoneburg and Kamala Shugar.

In addition, County Administrator Steve Mokrohisky and Budget and Financial Planning Manager Christine Moody were present. Jill Allen and Joseph Szelesta from the Budget Office were also present.

Presenting were:

Health & Human Services: Karen Gaffney, Director; and staff

Technology Services: Mike Finch, Director; and staff

Human Resources: Alana Holmes, Director; and staff

### **I. CALL MEETING TO ORDER**

Chair Herb Vloedman called the meeting to order.

### **II. COMMITTEE BUSINESS**

Christine Moody said answers to Committee member questions have gone out departments and will be back before the budget committee's final work session next Tuesday, 5/14/19.

### **III. HEALTH & HUMAN SERVICES**

Health and Human Services Karen Gaffney, director of Health & Human Services, introduced her staff: Shawn Waite, Financial Manager, Andrea Muzicant, Assistant Director, Pauline Martin, Behavioral Health Manager, Nathaline Frener, Youth Services Manager, Pat Luedtke, Public Health Officer, Lisa Roth, Trillium Behavioral Health, Lisa Nichols, Quality & Compliance Manager, Jocelyn Warren, Public Health Manager, Steve Manela, Human Services Manager, Carla Tazumal, Developmental Disabilities Manager, Ron Hjelm, Community Health Centers Manager and Lisa Willis, Clinical Financial Services Manager.

Karen Gaffney, Director, presented the following slides and discussions:

- Department Overview
- FY 19-20 Budget by Fund Type
  - Human Services, Health & Human Services, Trillium Behavioral Health, Community Health Centers
- FY 19-20 Budget Details

- Partnerships

Shawn Waite, Administration, presented her department's slides

- FTE: 20.10, Expenses: \$3,810,145
- Division Services: Executive Management, Planning & Subcontracting, Fiscal Services, Strategic Development, Public Information
- There is an extensive sub-contract delivery system, budgetary increase (28% of H&HS budget), might require further FTE
- Communication Plan
  - this includes 4,100 media appearances, further outreach, including 1.2 million followers on social media

Lisa Willis, Clinical Financial Services, presented her department's slides

- FTE: 12, Proposed FY 19-20 Expenses: \$1,526,753
- Division Services: Patient and insurance billing, provider credentialing, Practice Management system, Grant/State/Federal reporting, Financial analysis
- Claims volumes continue to rise (15% increase, due to increased access)

Ron Hjelm, Community Health Centers, presented his department's slides

Division Services: Primary care services, prenatal care, family planning, integrated behavioral health, alternative medical (has received national recognition from its help with opioid epidemic), preventative dental

- FTE: 177.09, Proposed FY 19-20 Expenses: \$28,837,668
- Community Health Centers

Carla Tazumal, Developmental Disability Services, presented her department's slides

- FTE: 73.50, Proposed FY 19-20 Expenses: \$10,469,066
- Division Services: Lifelong services, eligibility, functional individual needs, case management to more than 2,400 individuals, investigate abuse allegations, facilitate foster homes
- Increasing Community Needs
  - Of note: annual growth of 12% client population each year, crowding spaces

Steve Manela, Human Services Division, presented his department's slides

- FTE: 39.10, Proposed FY 19-20 Expenses: \$16,629,107
- Division Services: Low-income Energy Services, Human Services and Housing (Antipoverty, Intervention, Domestic Abuse programs), Veterans Services, Workforce Services
- programs (serve 53,000 citizens, contracts 8-10 Million dollars with nonprofit groups)
  - Some programs include: Dovetail, Dawn to Dawn Shelter Expansion, Frequent User System Engagement (FUSE), Supportive Housing, TAC Recommendation

Jocelyn Warren, Public Health Manager, presented her department's slides

- FTE: 86.85, Proposed FY 19-20 Expenses: \$15,795,088
- Division Services: Community health assessment and planning, health policy, emergency preparedness, vital records, nurse home visits, nutritional and breastfeeding support, disease surveillance, STD/immunization clinics, health inspections
- Public Health focuses for the future: Accreditation and Quality Improvement
  - Public Health Modernization, Workforce Development, Health Equity

Lisa Nichols, Quality Compliance, presented her department's slides

- FTE: \$14.00, Proposed 19-20 Expenses: \$2,318,511
  - Newest department
- Division Services: Quality Improvement, HIPAA Privacy, Compliance & Risk Management, Electronic Health Record Support, Data & Analytics
- Data & Analytic team involves engagement, employment, resources, and drives decision-making

Lisa Roth, Trillium Behavioral Health, presented her department's slides

- FTE: 38.10, Proposed 19-20 Expenses: \$8,387,646
- Division Services: Utilization Management, Care Coordination, The Choice Model, Specialty Initiatives

Andrea Muzicant presented Health & Human Services Highlights of FY 18-19

- Helped \$5.2 million in VA benefits, 29,000 patients at CHC
- Future Challenges & Opportunities
- Housing and homelessness
- CCO selection process
- Developmental Disabilities Services needs space
- Rural providers
- Increased state-wide local determinants of health
- Lane County Strategic Plan allegiances

QUESTIONS were opened for Health & Human Services.

Pat Farr asked how public health interacts with sheriff's department.

- Karen Gaffney mentioned a methadone program is run with the jail, and the department additionally works with Pat Leudtke
  - helps track the spread of TB and infectious diseases (STDs, etc), and vaccinates

Pat Farr asked how mental health cases are kept out of jail.

- Karen Gaffney and spoke to the need for strengthening that case

Dale Stoneburg asked Ron Hjelm about the efficacy of per-person cost \$29 million being distributed among \$29,000 clients

- Ron Hjelm responded that there is “low cost per touch” in certain areas, but there are other sections that are more intensive, and department is working hard to bring down total cost of care

Larry Abel asked clarification regarding the admin budget of \$247,000.

- Karen Gaffney responded she’ll look up specifics and get back

Larry Abel asked why Developmental Disability showed an increase \$458,000 without an FTE change

- Karen Gaffney and staff received increased PERS rate and disability costs

Larry Abel asked about a 4% increase, despite a decrease in serving 1,000 fewer participants

- Steve Manila answered an EWEB-partnered program has ended, and therefore no longer serves a certain population

Larry Abel asked Quality & Compliance rep Lisa Nichols (Quality & Compliance) why material and services went up 56%

- Karen Gaffney and Lisa Nichols expected that it’s likely due to licensing fees about electronic health record, but she will go back and confirm

Larry Abel asked Lisa Roth (Trillium Behavioral Health) why the Material & Services figure went way down

- Karen Gaffney and staff responded that training and education budget went back into reserves, and ended subcontractor work that are heavy in start-out costs

Pat Farr declared a potential conflict of interest with regards to his wife working for Trillium.

Jay Bozievich asked about the effects of state revenues facing a 5% cut, with 15% increase in clientele, and the result of the elimination of Sheltered Workshop.

- Karen Gaffney responded she doesn’t see it as the number of services becoming limited, only that individual caseloads would increase while quality of support would go down

Peter Sorenson asked about “poverty picture”: the drop in real wages and other associated societal ills to address poverty separate from homeless

- Karen Gaffney said most services touch on people living in poverty, and Steve Manela responded early intervention and working with families tries to meet increases in cost of living and wage gap problems, and middle region of poverty involved with housing instability is difficult with resources

Kamala Shugar asked about how the federal government's poverty indicator being lowered would affect funding

- Steve Manila answered that lowering the level would mean lowering the federal government's responsibility, and that the method that is being used is outdated

Joe Berney asked about whether the FUSE problem focusing on 100 people actually would make a substantial difference.

- Karen Gaffney agreed that regardless of the help given, there would still remain a tremendous need

Joe Berney asked if caseworkers are currently taking on too much workload and stress.

- Karen Gaffney responded that resilience work is being undertaken with staff, but the list of needs is always endless

Heather Buch asks Steve Manela if his department needs more space as well, and also declared that her father is the director of St. Vincent de Paul of Lane County

- Steve Manila responded affirmatively, but says money would first need to be allocated to other priorities

Timothy Morris asked about dental work nonprofits being absorbed, or creating its own

- Karen Gaffney said pilot dental screening services would only be complimentary to existing nonprofits

Timothy Morris asked Steve Manela if there was a concern between city and county commitment over TAC report results, and whether TAC report results would free up any personnel or money.

- Steve Manela mentioned implementation plans of TAC are encouraging, and that resources would be used more efficiently.

Timothy Morris asked Karen Gaffney why Suboxone was pushed in treatment, instead of Buprenorphine, since one of the component parts of Suboxone (buprenorphine) has a higher chance of addiction.

- Karen Gaffney and Pat Leudtke mentioned Suboxone treatment is comprised of nolozone and buprenorphine.

Chair Vloedman proposed extending the meeting by half an hour and taking a shorter break to keep on schedule.

## **BREAK**

## **IV. TECHNOLOGY SERVICES**

Technology Services Division

Mike Finch, Technology Services Director, introduced the following staff :

Michael Harmon, Regional Radio Assistant Manager; Sheryl Reed, Technology Services Manager; Kim Morgan, Cybersecurity; Justine Linesworth, Management Analyst; Kelly Barlow, Customer Service & Support; Brad Welch, Business Services Manager for Land Services; Lauren Blythe, Business Services Division

Mike Finch presented the following slides and discussion:

- Department Overview: Administration, Customer Services & Support, LRIG System Management, Business Services, Cyber Security & Compliance, Technology Infrastructure Services
- Total FTE: 66.25, FY 19-20 Budget by Fund Type (Internal Service Funds comprise 100%)
- FY 19-20 Budget Details
  - 19-20 Resources include: Countywide Indirect, Department Direct, Regional Services, External Services, Technology Replacement Fund
- FY 19-20 Budget Details
- Partnerships
  - Regional Technology Partnerships, Lane Radio Interoperability Group (LRIG)

#### Administration

- FTE: 6.0, Proposed FY 19-20 Expenses: \$3,271,407
- Provided support to Technology Services, Assists with Technology Replacement Fund

#### Business Services

- FTE: 36.50, Proposed FY 19-20 expenses: \$6,942,458
- Business analysis, project management, application, desktop support

#### Customer Service & Support

- FTE: 5.0, Proposed FY 19-20 Expenses: \$723,188
- Service Desk

#### Cybersecurity & Compliance

- FTE: 4.75, Proposed FY 19-20 Expenses: \$915,354

#### Lane Radio Interoperability Group

- FTE: 1, Proposed FY 19-20 Expenses: \$202,736
- 2,000 radios

#### Technology Infrastructure Services

- FTE: 13.0, Proposed FY 19-20 Expenses: \$3,353,236
- Server Hosting, Data, Networking, Datacenter & Back Office
- Highlights of FY 18-19 Outcomes

#### Future Challenges & Opportunities

#### Lane County Strategic Plan

QUESTIONS were opened for Mike Finch and staff.

Kamala Shugar asked about whether the new position in emergency management and the LRIG manager would be working together

- Michael Harmon responded that yes, they would be working closely together

Kamala Shugar asked how much does the public records request rely on the department and how much the budget

- Mike Finch & staff said time more than budget is impacted, emails especially.

Kamala Shugar asked to what extent is the cybersecurity team responsible for protecting the elections division

- Mike Finch responded that the voting system is off-network and Cheryl Betschart would be the best resource for that question.

Pete Sorenson asked how realistic it is that an algorithm would take over the responsibilities of the Budget Committee or department directors

- Mike Finch answered that computers are tools for speed, and gathering and sorting patterns: “all of life is based on patterns, from the sun rising to the sun setting, and that’s what artificial intelligence is about,” and is what the data analyst department, working with services like Tableau, concerns

Joe Berney commented that 15-30% of jobs will be eliminated because of AI and robotics, according to the book AI Superpowers

- Mike Finch believed that there’s an infinite amount of work, “it just changes”
  - Joe Berney noted his disagreement

Herb Vloedman asked about the support given to general Lane County employees about securing information and data, and if faux-phishing tests are being administered

- Kim Morgan mentioned sending out security alerts, testing some new security features, though not sending out test phishing alerts because the program is still in its infancy

## **V. HUMAN RESOURCES**

Alana Holmes, Human Resources Director, introduced her staff:

Mary Miller, Manager for Benefits & Wellness; Inga Wood, Employee Labor Relations Manager.

### Department Overview

- Talent Management, Labor Relations, Workforce Wellness Solutions, Administration
  - FTE: 3.00, Proposed FY 19-20: \$575,705
- FY 19-20 Budget by Fund Type
- FY 19-20 Budget Details
- Partnerships
- Talent Management
- FTE 8.00, Proposed FY 19-20 Expenses: \$1,171,601

Inga Wood presents Labor Relations

- FTE: 2.00, Proposed FY 19-20 Expenses: \$311,226
- Restructuring will help employers and managers bargain with unions

Mary Miller presented Workforce Wellness Solutions

- FTE: 7.50, Proposed FY 19-20 Expenses: \$849,873
- Provides opportunities for workplace wellness, data analytics
- Partners
- Administration
- Strategic Planning, Policy Initiatives, Equity & Inclusion, Executive Level HR consultation

Alana Holmes presented Highlights of FY 18-19 Outcomes

- Future Challenges & Opportunities
- Including: Talent Manager and Sr. Workforce Analyst positions, Data analytics for workforce planning
- Lane County Strategic Plan

QUESTIONS were opened for Alana Holmes and staff

Dale Stoneburg asked for clarification about data analytic position

- Alana Holmes responded that with Tableau, ways are found to share visuals and dashboards in meaningful ways to leadership teams and board members.

Peter Sorenson mentioned Lane County audit results showed management positions mostly not held by women or people of color, and what could be done about that.

- Alana Holmes responded Goal is to reflect served communities, and well over 50% of leadership positions are filled by women, and 25% people of color applicants, with 22% hired.

Kamala Shugar asked about pay equity discrepancies between genders as found at the state level, and wondered if this was reflected in studies at the county level.

- Alana Holmes responds that analyses of that sort are underway.

Kamala Shugar asked about level of engagement from the department when dealing with vacancy and retention problems

- Laura Vinson responded that keyword and other analyses are done with regards to recruitment and background check, and Alana Holmes added that new technology, process reviews, and outreach efforts are also being used

Jay Bozievich asked about the risk management properties of the department.

- Inga Wood responded that she helped create a handbook called Managing Within the Law that helped head off complaints, as well as a leadership recommendation series

Chair Vloedman dismissed Alana Holmes and department.

## **VI. COMMITTEE BUSINESS**

Christine Moody mentions she has handouts for the Committee including Questions and Answers, an agenda, and a handout regarding LCOG.



## **VII. ADJOURN**

Chair Herb Vloedman adjourned the meeting.

*Note: A webcast (the “official” record of the meeting’s events) is available at:  
[https://lanecounty.org/how\\_do\\_i/view/webcasts](https://lanecounty.org/how_do_i/view/webcasts)*