

Central Oregon Intergovernmental Council
BOARD AGENDA
Thursday, August 3, 2017, 5:30 to 7:30 p.m.
City of Redmond – Public Works Training Room
243 E. Antler Ave., Redmond, OR



*Everywhere
Central Oregon
Works*

1. Call to Order and Introductions

2. Public Comment

3. Consent Agenda

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| a. Approval of Board Minutes: June 1, 2017 | (A) Attachment A |
| b. Financial Report: June 2017 | (A) Attachment B |
| c. Staff Report: July 2017 | (A) Attachment C |
| d. Cascades East Transit Monthly Management Report and
Cascades East Ride Center Monthly Management Report: June 2017 | (A) Attachment D |

4. Administrative

- | | |
|---|--------------|
| a. Resolution 290 – COIC Support for Full Funding for Rural
Community and Economic Development Programs
<i>Scott Aycock, Community & Economic Development Manager</i> | Attachment E |
| b. Cascades East Ride Center Policies
<i>Michelle Rhoads, Transportation Manager</i> | Attachment F |

5. Program Items

- | | |
|---|------------------|
| a. Legislative Update
<i>Karen Friend, Executive Director</i> | Attachment G |
| b. Youth Program Update
<i>Dr. John Bouchard and Josh Lagalo, Youth Program Managers</i> | |
| c. Comprehensive Economic Development Strategy (CEDS) Adoption
<i>Scott Aycock, Community & Economic Development Manager</i> | (A) Attachment H |
| d. COIC Strategic Plan Update
<i>Bruce Abernethy, COIC Board Representative</i> | |
| e. Visible Organization Goal Update and Capacity Funds Request
<i>Karen Friend, Executive Director</i> | (A) Handout |
| f. Capacity Funds Request – City/County Administrator's Meetings
<i>Scott Aycock, Community & Economic Development Manager</i> | (A) Attachment I |

6. Executive Director's Report

- a. Certificate of Achievement for Financial Reporting

7. Regional Round Table

- a. Discussion on Homelessness

8. Other Business/Announcements

9. Adjourn

**Central Oregon Intergovernmental Council
Minutes for June 1, 2017**

**City of Redmond – Public Works Department
243 E. Antler Ave
Redmond**

COIC Board Members: Jerry Brummer, Crook County; Tony DeBone, Deschutes County; Wayne Fording, Jefferson County; Bart Carpenter, City of Culver; Connie Briese, City of La Pine; Gail Merritt, City of Prineville; Jay Patrick, City of Redmond; John Chavez, City of Metolius, Lonny Macy, Warm Springs; Katie Brooks, Katie Condit, Appointed members

COIC Staff: Scott Aycock, Economic Development Manager; Hallie Adams, Program Coordinator; Debbi Bracken, Interim Executive Assistant; Jackson Lester, Senior Transit Planner; Karen Friend, Executive Director; Jim MacKinnon, Loan Manager; Michelle Rhoads, Transportation Manager; Michelle Williams, Fiscal Services Administrator

Chair Patrick called the meeting to order at 5:30 pm

Public Comment

None

Consent Agenda

Commissioner Brummer moved to approve the consent agenda

- a. Approval of Executive Committee Minutes of April 6, 2016
- b. Approval of Executive Committee Minutes of May 3, 2016
- c. Approval of Board Minutes of April 6, 2017
- d. Approval of the Board Minutes of May 4, 2017
- e. Financial Report, March 2017
- f. Financial Report, April 2017
- g. Staff Report, April 2017
- h. Staff Report, May 2017
- i. Cascades East Transit Monthly Management Report and
- j. Cascades East Ride Center Monthly Management Report, April 2017

Ms. Condit seconded. Motion carried unanimously.

Administrative

Resolution #286 and 287 - Approval of Special Fund Supplemental Budget & Appropriations

Resolution #288 and 289 -Adoption of Annual Budget & Appropriations

Commissioner DeBone explained the Budget Committee met earlier today. The Committee comprises of three County Commissioners and three public members to equal a 6 person committee. After the Committee agrees, they forward on their recommendation to the Board of Directors. Commissioner DeBone also stated that the longevity from two of the public members, 10 and 25 years! Ms. Williams stated that the COIC Budget Committee recommended approval of the Approval of Special Fund Supplement Budget as well as the upcoming FY 2017-18 Budget. After explanation and discussion of Resolutions #286-289, the following motions were made:

Resolution #286 Resolution Adopting Special Fund Supplemental Budget

BE IT RESOLVED, that the Board of Directors of the Central Oregon Intergovernmental Council hereby adopts the special fund supplemental budget proposed by the Budget Committee of Central Oregon Intergovernmental Council for the fiscal year 2016-2017 in the amount of \$671,575 in special funds at the regular meeting of the Board on June 1, 2017.

BE IT FINALLY RESOLVED, that the chair of the Board files this Resolution with the Oregon Department of Revenue on or before July 15, 2017.

Commissioner DeBone moved to approve Resolution #286 as presented, Ms. Brooks seconded. Motion carries unanimously.

Resolution #287 Resolution Making Supplemental Appropriations

COIC Minutes

June 1, 2017

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BE IT RESOLVED, that the amounts for the fiscal year beginning July 1, 2016, and for the purposes shown below are hereby appropriated as follows:

As Originally Adopted	<u>Special Funds</u>
EDA Revolving Loan Fund, Round #1	\$246,926
EDA Revolving Loan Fund, Round #2	129,078
EDA Revolving Loan Fund, Round #3	<u>295,571</u>
Special Funds Total	<u>\$671,575</u>

Supplemental Appropriations	<u>Special Funds</u>
EDA Revolving Loan Fund	\$671,575

BE IT FINALLY RESOLVED, that the chair of the Board files this Resolution with the Oregon State Department of Revenue on or before July 15, 2017.

Commissioner Fording moved to approve, Commissioner Brummer seconded. Motion carries unanimously.

Resolution #288 Resolution Adopting The Budget

BE IT RESOLVED, that the Board of Directors of the Central Oregon Intergovernmental Council hereby adopts the annual budget approved by the Budget Committee of the Central Oregon Intergovernmental Council for the fiscal year 2017-2018 in the amount of \$22,335,326 in general funds and \$2,090,906 in special funds at the regular meeting of the Board on June 1, 2017.

BE IT FINALLY RESOLVED, that the chair of the Board files this Resolution with the Oregon Department of Revenue on or before July 13, 2017.

Council Briese moved to approve, Commissioner Fording seconded. Motion carries unanimously.

Resolution #289 Resolution Making Appropriations

BE IT RESOLVED, that the amounts for the fiscal year beginning July 1, 2017, and for the purposes shown below are hereby appropriated as follows:

	<u>General Fund</u>
Personal Services	\$8,298,213
Materials and Services	8,017,197
Capital Outlay	2,779,581
Operating Contingencies	3,100,335
Debt Service	<u>140,000</u>
Fund Total	<u>\$22,335,326</u>

	<u>Special Funds</u>
EDA Revolving Loan Fund	\$574,603
Intermediary Relending Program	823,851
Local Job Creation	60,041
Hawthorne Building Funds	257,054
Antler-Bear Creek Building Funds	<u>375,357</u>
Special Funds Total	<u>\$2,090,906</u>

BE IT FINALLY RESOLVED, that the chair of the Board files this Resolution with the Oregon State Department of Revenue on or before July 15, 2017.

Ms. Brooks moved to approve, Commissioner DeBone seconded. Motion carries unanimously.

Bylaw Amendment

Chair Patrick went over the changes in the Amended Bylaws. Ms. Friend stated the only changes that were made to the Bylaws were to make them align with The Articles. II B; Quorum has changed from ½ to 2/3; II C1 Voting; Added after the first sentence and all the way through 7; II D 1 The numbers in the laws changed, so changed to be consistent with ORS law; II D 2, we defined the budget committee to be consistent with the Articles and also to be compliant with budget law; III B 2, Appointed Directors has been changed to 5 and Ex Officios has been cleaned up to be consistent with the articles. III E. Has been cleaned up to be consistent with the articles; IV Executive Committee also cleaned up to be consistent with the Articles. Took out Election of At-Large Membership and Vacancy; Added VI, Governmental Coordinating Committee; Added VIII Compliance with Applicable Laws and IX Compliance with Articles. Now we are total agreement. **Ms. Brooks moved to approve The Bylaws and Commissioner Fording seconded. Motion carries unanimously.**

Resolution #290 RESOLUTION AUTHORIZING TGM GRANT APPLICATION

Application to update the Regional Transit Plan and Bend Master Plan to combine them into a transit plan. We are asking for money and the application asks for a Board Resolution. We are asking for about \$175,000.

WHEREAS, COIC is the regional transit provider in Central Oregon, providing service within Crook, Deschutes, and Jefferson Counties and the Confederated Tribes of Warm Springs, and

WHEREAS, COIC has surpassed many of the mid and long-range planning elements in its existing transit plans, and

WHEREAS COIC has new modeling tools and new stakeholders to serve with transit in Central Oregon, and

WHEREAS COIC must consider new technologies to best plan for the future of transit in Central Oregon,

BE IT RESOLVED that,

1. The staff of COIC is hereby authorized to make a grant application to the State of Oregon's Transportation and Growth Management Department to provide funding to update and combine the Bend and Regional Master Transit Plans.
2. The COIC Executive Director is hereby authorized to accept said award, if approved, on behalf of COIC and to sign all required documentation pertaining to the grant.
3. The Board of Directors hereby commits to providing cash and/or in-kind match stipulated in COIC's application if approved.

Ms. Condit moved to approve, Councilor Breise seconded. Motion carries unanimously.

Program Items

Capacity Fund Request – Regional Wood Heat Program (WIFO)

Ms. Adams from Community & Economic Development Department spoke about the grant purpose of the wood energy and utilization project using a few different strategies: 1) working with stakeholders across the region to develop a strategic plan to guide our efforts and 2) Support individual wood utilization projects – development & implementation. We are currently at the end year two of a three year contract. In year one, we requested \$5,000 in local dues which leveraged about \$37,000 in federal grant funds. This year (year 2) we are requesting \$5000 in local dues which will leverage an additional \$30,000-\$35,000 in federal dollars. We will come back in year 3 to request additional funds. We decided to spread our request over the three year grant period as to not hit any one year with a large request. With the funds provided thus far, we have: Developed a team of stakeholders across the region to outline goals, outcomes, strategies, and actions to support wood utilization in the region; Working directly with potential wood utilization projects throughout the region to provide pre-feasibility assessments, gather information regarding public perception, and garner public support. Created 3 reports - describe wood resources and utilization potential in the region. One additional important thing to point out as that this project supports current and ongoing forest restoration and management efforts in the region's forests. As patches of forest are

thinned to manage wildfire risk, the resulting woody debris byproducts are generally piled and burned. This project creates a beneficial use for this regional resource. This fits in with Regional Dues Fund Goals.

Ms. Friend explained about the dues fund (Capacity Fund). COIC collects \$50,000 in membership dues that we collect from the jurisdictions. How the \$50,000 Capacity Funds are to be spent is decided by this Board and then it is allocated out by population. Ms. Friend also went on to explain when Programs are requesting Capacity Funds there is certain criteria for the Capacity Fund Considerations & Other Criteria.

Commissioner Fording moved to approve the \$5000 WIFO Capacity Fund Request, Commissioner Brummer seconded. Motion carries unanimously.

Capacity Fund Request – Agora – Regional Priority Economic Development Project

Mr. Aycock explained that his request is around Agora Platform that is a federally-designated web based platform that serves as a repository of priority regional community and economic development priority projects and match-make those projects with a variety of state, federal, and philanthropic funding sources. The platform also allows multiple parties to collaborate on the project, scope and budget and then to upload documentation as part of the project development process. COIC is responsible for preparing and updating a CEDS every five years. We have completed the CEDS and the next step is to market the projects to funders, including state and federal agencies, private foundations, and the Oregon state and federal delegations. CED staff has familiarized themselves with the platform and are currently uploading COIC's projects to test the system. We got a \$30,000 contract which requires a \$20,000 match and we received a \$5000 from the dues fund last fiscal year. So I am asking for another \$5000 to support the effort for this fiscal year.

Commissioner Brummer moved to approve the \$5000 Capacity Fund Request, Commissioner Fording seconded. Motion carries unanimously

Capacity Fund Request – Strategic Plan Update

Ms. Friend stated this request is for the Strategic Plan. The request would enable Mr. Aycock to bring his expertise strategic planning/processes to the table and assist the committee. He is grant contracted so he needs to have a source where he can charge his time to when I ask him to do a broader activity than what is allowed in his own particular grants and contracts. Capacity Fund Request is for \$3,077 for the Strategic Plan review and update process.

Commissioner Fording moved to approve the \$3,077. 00 Capacity Fund Request, Ms. Brooks seconded. Motion carries unanimously.

Community Connector Schedule Additions Route 24 & 26

Ms. Rhoades stated the East Cascade Ride Center received some incentive dollars because of meeting and exceeding performance measures for non-emergency medical transit. Mr. Lester stated that we have been providing peak service during the morning and afternoons however, now we will be able to split that gap so riders will not be stranded until mid-afternoon to make their way back home. The routes we have designated are routes 24 and 26. Also minimizing this gap this will take the pressure off of the dial a ride service.

Councilor Briese to approve Routes 24 & 26 Additions, Ms. Brooks seconded. Motion carries unanimously

Downtown Bend Summer Shuttle

Ms Rhoades explained that COIC had been contacted by some Stakeholders to provide services for Downtown, Old Mill, Century Drive and Galveston so that visitors can reduce car dependence and congestion in Bend's core. Mr. Lester stated this service would run from Friday, June 23rd through Labor Day from 2 pm-10pm. 2 vehicles operating within 15 minute headway. The service would free. This would be funded by The City of Bend (30K) and Visit Bend (40K) and COIC (20K) The busses will have a branded wrap from Visit Bend.

Commissioner Fording moved to approve Downtown Bend Summer Shuttle, Mayor Chavez seconded. Motion carries unanimously

Executive Report

Ms. Friend explained that Real Time app launched today. Mr. Lester gave a short presentation. Any app that uses real time travel time can provide you this routing. The app is called Transit and works everywhere.

Ms. Friend invited Board of Directors to graduation being held in Bend 6/16/17. About 20-30 will be getting their high school diploma and about 60 getting their GED.

Regional Round Table

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Mr. Macy from Warm Springs has a project that needs funding. The current industrial park along Holiday Street is not currently served by a public sewage system. The buildings have been dependent on septic tank/drain fields for sewage treatment and disposal. Further development of the industrial park is essential to the economic future. Have been working with EDA and working on a grant application to get it funded. Wanted to get this project into the Regional CEDS Plan. This is consistent with Regional CEDS Priorities. Mr Aycock mentioned that this project is very similar to many other projects that are on the CEDS project list. It is also consistent with two of the higher level strategies. We could get in on our 5 year list when we come back to you in August with the final CED Project list

Commissioner Fording moved to Add the Warm Springs Industrial Park Sewer Expansion to the CEDS list.

Councilor Briese second the motion. Motion carries unanimously

Other Business/Announcements

Adjourn

Chair Patrick adjourned the meeting at 7:35 pm.

DRAFT

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

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**Jun-17
GENERAL FUND RESOURCES**

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE REVENUE 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD
(Beginning Balance)					
Net Working Capital	1,508,598		1,568,249	59,651	103.95%
Job Training Reserves \$208,922					
Transportation \$910,810					
Ec. Dev. Planning \$57,288					
Ec. Dev. Loans \$391,229					
Charges for Services					
EDA RLF	88,185	88,185	103,414	15,229	117.27%
EDA Round 1 Fund	0		0	No Budget	No Budget
EDA Round 2 Fund	0		0	No Budget	No Budget
EDA Round 3 Fund	0		0	No Budget	No Budget
Local Job Creation Fund	2,818	2,818	3,022	204	107.23%
Or. Business Development Corp.	236,108	236,108	210,439	(25,669)	89.13%
USDA/Intermediary Relending RLF	67,828	67,828	68,282	454	100.67%
Grants/Contracts With Other Agencies					
State Government					
DHS	2,762,045	2,762,045	2,387,440	(374,605)	86.44% *1
Pacific Source CCO Contract	3,999,911	3,999,911	4,067,518	67,607	101.69%
OR Department of Transportation	2,697,672	2,697,672	1,656,043	(1,041,629)	61.39% *1
OR Dept. of Forestry	7,000	7,000	10,931	3,931	156.15%
Oregon Youth Conservation Corp	10,200	10,200	32,824	22,624	321.81%
Local Government					
Deschutes County	766,031	766,031	723,851	(42,180)	94.49%
Jefferson County	185,513	185,513	172,032	(13,481)	92.73%
Crook County	175,432	175,432	208,720	33,288	118.98% *11
City of Bend	1,802,935	1,802,935	2,103,101	300,166	116.65% *11
Other Local Government	863,886	863,886	996,340	132,454	115.33% *11
School District Income	1,450,000	1,450,000	1,463,341	13,341	100.92%
Federal Government					
EDA	75,000	75,000	56,250	(18,750)	75.00% *1
US Dept. of Agriculture	258,300	258,300	272,384	14,084	105.45%
US Dept. of Transportation	2,075,661	2,075,661	1,257,702	(817,959)	60.59% *1
ECWIB					
WIOA - Adult 1B	576,500	576,500	686,288	109,788	119.04%
WIOA - Youth 1B	698,830	698,830	751,131	52,301	107.48%
WIOA - Dislocated Worker	913,744	913,744	886,366	(27,378)	97.00%
Misc. Foundations/Non-profits	364,806	364,806	254,834	(109,972)	69.85%
Use of Money & Fees					
Interest on Investments	16,700	16,700	18,598	1,898	111.36%
Other					
Misc. Job Training/Project Income	219,874	219,874	34,949	(184,925)	15.90% *3
Charges for Services	639,675	639,675	300,035	(339,640)	46.90% *2
Misc. Transportation	226,083	226,083	141,751	(84,332)	62.70% *2
Bus Fares	861,548	861,548	1,586,776	725,228	184.18% *2
Rent Income	191,914	191,914	186,033	(5,881)	96.94%
TOTAL RESOURCES	23,742,797	23,742,797	22,208,645	(1,534,152)	93.54%

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

GENERAL FUND EXPENDITURES

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	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE EXPENDITURES 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD	
Personal Services						
Executive Director	114,450	114,450	134,485	20,035	117.51%	*6
Senior Management Team						
Deputy Director	106,626	106,626	15,623	(91,003)	14.65%	*6
Loan Manager	103,968	103,968	107,948	3,980	103.83%	
Community & Econ Dev Manager	81,599	81,599	83,099	1,500	101.84%	
Program Managers - E & T	185,518	185,518	218,007	32,489	117.51%	*17
Fiscal Services Administrator	88,269	88,269	45,283	(42,986)	51.30%	*10
Human Resources Manager	71,775	71,775	75,702	3,927	105.47%	
Program Facilitators						
Program Administrators - E.D.	109,109	109,109	111,309	2,200	102.02%	
Program Administrators - Transportation	364,415	364,415	314,600	(49,815)	86.33%	
Loan Officer	79,252	79,252	76,691	(2,561)	96.77%	
Program Staff						
Employment Counselors	1,166,527	1,166,527	1,134,004	(32,523)	97.21%	
Accounting Technician - AR/AP	31,542	31,542	32,273	731	102.32%	*12
Senior Accountant	15,902	15,902		(15,902)	0.00%	*12
Accounting Coordinator	70,906	70,906	79,749	8,843	112.47%	
Human Resource Coordinator	61,752	61,752	66,598	4,846	107.85%	
Administrative Assistant	32,317	32,317	38,790	6,473	120.03%	
Executive Assistant	44,724	44,724	41,670	(3,054)	93.17%	
Classroom Instructors - Lead	125,007	125,007	126,223	1,216	100.97%	
Adult Records Coordinator	46,476	46,476	0	(46,476)	0.00%	
Classroom Instructors - Lead	356,520	356,520	362,939	6,419	101.80%	
Classroom Aide	10,000	10,000	2,915	(7,085)	29.15%	
Senior Transit Planner	55,021	55,021	55,609	588	101.07%	
Program Planner - E&T	64,584	64,584	35,104	(29,480)	54.35%	
CET Operations Manager	60,113	60,113	59,298	(815)	98.64%	
Program Coordinators - E&T	141,824	141,824	46,186	(95,638)	32.57%	
Program Coordinator - ED	42,153	42,153	37,891	(4,262)	89.89%	
CET Dispatch Supervisor	45,396	45,396	43,942	(1,454)	96.80%	
Transit Field Supervisor--Bend	45,396	45,396	47,194	1,798	103.96%	
Fiscal Services Admin - CED & Loans	44,587	44,587	31,199	(13,388)	69.97%	
Fiscal Services Admin - Adult & Youth	-	-	3,273	No Budget	No Budget	*18
Outreach and Engagement Coordinator	61,020	61,020	60,859	(161)	99.74%	
Technical Support						
Network Administrator	50,338	50,338	79,031	28,693	157.00%	
Program Assistants - E&T	169,359	169,359	190,288	20,929	112.36%	
Program Assistants - E&T	161,642	161,642	112,801	(48,841)	69.78%	
Payroll Specialist	40,154	40,154	37,685	(2,469)	93.85%	
Loan Servicing Clerk	25,784	25,784	12,683	(13,101)	49.19%	
IT Manager	56,660	56,660	60,550	3,890	106.87%	
Support						
Customer Service Reps	830,609	830,609	729,338	(101,271)	87.81%	
Drivers	564,713	564,713	691,044	126,331	122.37%	
Vehicle Washers	88,096	88,096	86,585	(1,511)	98.28%	
Clerical Receptionist E&T	27,870	27,870	38,839	10,969	139.36%	*13
Bus Mechanics	68,027	68,027	75,324	7,297	110.73%	
Temporary						
Summer Crew Leaders	11,772	11,772	14,425	2,653	122.54%	
SUB-TOTAL	5,921,772	5,921,772	5,617,057	(304,715)	94.85%	
Payroll Expense						
Medical/Life/Dental Insurance & LTD	2,296,578	2,296,578	1,964,589	(331,989)	85.54%	
Public Employees Retirement	902,749	902,749	766,464	(136,285)	84.90%	
F. I. C. A.	437,468	437,468	409,649	(27,819)	93.64%	
Workers Compensation	114,936	114,936	98,783	(16,153)	85.95%	
Unemployment Insurance	127,286	127,286	127,375	89	100.07%	
TOTAL PERSONAL SERVICES	9,800,789	9,800,789	8,983,916	(816,873)	91.67%	*4

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

GENERAL FUND EXPENDITURES

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE EXPENDITURES 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD	
Materials and Services						
Rent	489,343	489,343	549,918	60,575	112.38%	*15
Telephone	131,766	131,766	135,021	3,255	102.47%	
Utilities/Janitorial	256,756	256,756	238,109	(18,647)	92.74%	
Supplies/Printing						
School District/ Crews	4,198	4,198	2,521	(1,677)	60.05%	
General Supplies	276,294	276,294	169,591	(106,703)	61.38%	
Furnishings & Equipment	161,344	161,344	30,762	(130,582)	19.07%	
Printing	34,629	34,629	21,321	(13,308)	61.57%	
Postage	15,279	15,279	12,216	(3,063)	79.95%	
Subscriptions	3,578	3,578	2,175	(1,403)	60.80%	
Fees/Dues	190,528	190,528	298,877	108,349	156.87%	*16
Advertising	5,027	5,027	8,839	3,812	175.83%	
Office Equipment Lease Expense	7,935	7,935	9,750	1,815	122.88%	
Repair and Maintenance						
Office Equipment	10,757	10,757	9,741	(1,016)	90.56%	
Vehicles	319,124	319,124	244,615	(74,509)	76.65%	
Other	31,546	31,546	62,906	31,360	199.41%	*8
Insurance	122,617	122,617	123,771	1,154	100.94%	
Services						
Legal	20,368	20,368	23,750	3,382	116.60%	
Auditing	36,640	36,640	20,354	(16,286)	55.55%	
Security Services	48,757	48,757	48,959	202	100.41%	
Consulting						
Computer Network	62,575	62,575	0	(62,575)	0.00%	
Telephone Systems	4,897	4,897	15,450	10,553	315.51%	*9
Contracting	4,975,416	4,975,416	4,977,381	1,965	100.04%	
Pass Through	233,022	233,022	93,019	(140,003)	39.92%	
Drug Testing	5,032	5,032	3,905	(1,127)	77.60%	
Training/Travel						
Operational	104,678	104,678	97,676	(7,002)	93.31%	
Staff Training/Education	8,404	8,404	8,197	(207)	97.54%	
Employee Bus Pass	12,453	12,453	10,949	(1,504)	87.92%	
Crew Travel	32,701	32,701	12,930	(19,771)	39.54%	
Fuel Expense - Transportation	368,451	368,451	378,572	10,121	102.75%	
Cost of Goods Sold						
Hawthorne Market	84,486	84,486	60,496	(23,990)	71.60%	
SUB-TOTAL	8,058,601	8,058,601	7,671,773	(386,828)	95.20%	
Job Training/Services Client						
WIOA	521,179	521,179	579,767	58,588	111.24%	
School Districts/Crews	47,200	47,200	42,339	(4,861)	89.70%	
DHS	76,000	76,000	36,377	(39,623)	47.86%	
TOTAL MATERIALS AND SERVICES	8,702,980	8,702,980	8,330,256	(372,724)	95.72%	*5

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

GENERAL FUND EXPENDITURES

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE EXPENDITURES 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD	
Capital Outlay						
Equipment						
Computer	5,500	5,500	5,317	(183)	96.68%	
Furnishings & Equipment	81,500	81,500	20,016	(61,484)	24.56%	
Vehicles	1,635,000	1,635,000	225,107	(1,409,893)	13.77%	
Leasehold Improvements	310,000	310,000	199,060	(110,940)	64.21%	
Real Property	1,489,814	1,489,814	790,220	(699,594)	53.04%	*7
Proceeds from Sale of Capital		0	-56,017	No Budget	No Budget	
TOTAL CAPITAL OUTLAY	3,521,814	3,521,814	1,183,703	(2,338,111)	33.61%	*14
Debt Service						
Principal	98,210	98,210	52,406	(45,804)	53.36%	
Interest	41,714	41,714	42,270	556	101.33%	
TOTAL DEBT SERVICE	139,924	139,924	94,677	(45,247)	67.66%	
EXPENDITURES BEFORE CONTINGENCY	22,165,507	22,165,507	18,592,551	(3,572,956)	83.88%	
Transferred to Other Funds						
Operating Contingency	1,577,287	1,577,287	0	(1,577,287)	0.00%	
TOTAL TRANSFERS & CONTINGENCY	1,577,287	1,577,287	0	(1,577,287)	0.00%	
Unappropriated Ending Balance						
TOTAL GENERAL FUND EXPENDITURES	23,742,794	23,742,794	18,592,551	(5,150,243)	78.31%	

Actual to Budget Variance Notations / Explanations

For the Fiscal Period Ending 6/30/2017

GENERAL FUND RESOURCES LINE ITEM	Notation	Explanation
US Department of Transportation, EDA, USDA, ODOT, DHS, AGORA	*1	Expenses are reimbursed on a monthly or quarterly basis. Capital grants for transportation were budgeted in original budget to occur in 16/17, however some will be deferred into 17/18.
Charges for Service, Misc. Transportation, Bus Fares	*2	Revenue was budgeted for charges for services and misc. transportation, but should have been budgeted in bus fares.
Misc. Job Training/Project Income	*3	Expenses are reimbursed on a project by project basis. Majority of the E&T - Youth project income is earned during the summer months.
Total Personal Services	*4	Even with the staff re-organization that occurred in this fiscal year, COIC as a whole is under budget for personal services.
Total Materials and Services	*5	For the current fiscal year, COIC is under budget for total materials and services.
Executive Director / Deputy Director	*6	Karen Friend has served as executive director since beginning of fiscal year, deputy director position has been vacant for fiscal year.
Real Property	*7	Kalama Property purchase for the new Redmond Hub.
Other	*8	Bear Creek lighting remodel & Madras Remodel, increase in this expenditure line will be off set by savings through lower utilities.
Telephone Systems	*9	Fiber Line Installation at CET La Pine Office
Fiscal Services Administrator	*10	This position has been vacant for about six months, has been filled as of 1/3/2017.
Crook County, City of Bend, Other Local Governments	*11	Recognizing deferred revenue to support expansion projects.
Accounting Technician - AR/AP/ Senior Accountant	*12	These positions should have been combined on the original budget. There has been a staff re-organization for COIC during the current fiscal year.
Clerical Receptionist E&T	*13	COIC hired another full time staff for the Madras Office.
Capital Outlay	*14	Redmond Classroom Remodel, which was not included in the original budget. However, in total COIC is under budget for total capital expenditures.
Rent	*15	COIC added a new transportation location in La Pine in the 2nd quarter of the 16-17 fiscal year. Region 10 Youth Program had to pay double rent for two locations in Redmond during the first part of the fiscal year 16/17.
Fees & Dues	*16	An unexpected network security & assessment done earlier in 16-17 fiscal year.
Program Managers - E&T	*17	Promotion of Josh Lagalo as working Youth WIOA program manger due to Kevin Bradley retiring as of July 31, 2017.
Fiscal Services Admin - Adult & Youth	*18	Rose Schaefer new Fiscal Services Administrator for Adult and Youth, replacing Heidi Hansen, Accounting Coordinator, retiring July 31, 2017.

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
GENERAL FUND EXPENDITURES
BY CATEGORY
FISCAL YEAR
2016-2017**

**FOR THE PERIOD ENDING
6/30/2017**

	BUDGET FY 16-17	PRORATED BUDGET 100.00%	TOTAL CASH EXPENSES 6/30/2017	CASH EXPENSES JOB TRNG.	CASH EXPENSES EC.DEV.	CASH EXPENSES TRANSIT
Personal Services						
Salaries	5,921,772	5,921,772	5,617,057	2,393,544	517,581	2,705,932
Fringe Benefits	3,879,017	3,879,017	3,366,859	1,397,259	265,754	1,703,846
TOTAL PERSONAL SERVICES	9,800,789	9,800,789	8,983,916	3,790,804	783,335	4,409,778
Materials and Services						
Office Support	1,373,187	1,373,187	1,171,385	643,067	79,518	448,800
Fees/Advertising	203,490	203,490	307,716	26,272	26,009	255,435
Repairs and Maintenance	361,427	361,427	317,262	24,352	1,781	291,129
Insurance	122,617	122,617	123,771	18,648	2,674	102,450
Professional Services	5,386,707	5,386,707	5,182,818	44,267	174,734	4,963,817
Travel/Training (Bus Fuel)	526,687	526,687	508,324	88,480	12,316	407,528
COGS Market	84,486	84,486	60,496	0	0	60,496
Client Services	644,379	644,379	658,483	658,483	0	0
TOTAL MATERIALS AND SERVICES	8,702,980	8,702,980	8,330,256	1,503,569	297,032	6,529,655
Capital Outlay						
Equipment						
Computer	5,500	5,500	5,317	0	0	5,317
Software		0		0	0	0
Furnishings & Equipment	81,500	81,500	20,016	0	0	20,016
Vehicles	1,635,000	1,635,000	225,107	0	0	225,107
Leasehold Improvements	310,000	310,000	199,060	36,559	0	162,501
Real Property	1,489,814	1,489,814	790,220	0	0	790,220
Proceeds from Sale of Capital	0	0	(56,017)	0	0	(56,017)
TOTAL CAPITAL OUTLAY	3,521,814	3,521,814	1,183,703	36,559	0	1,147,144
Debt Service						
Principal	98,210	98,210	52,406	0	0	0
Interest	41,714	41,714	42,270	0	0	0
TOTAL DEBT SERVICE	139,924	139,924	94,677	0	0	0
Transferred to Other Funds						
Operating Contingency	1,577,287	1,577,287	0	0	0	0
TOTAL TRANSFERS & CONTINGENCY	1,577,287	1,577,287	0	0	0	0
Unappropriated Ending Balance						
TOTAL SUMMARY	23,742,794	23,742,794	18,592,551	5,330,931	1,080,367	12,086,577

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

SUPPLEMENTAL REPORT

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ECONOMIC DEVELOPMENT ACTIVITIES

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE ACUTAL 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD
RESOURCES					
Beginning Fund Balance	446,133		448,517	448,517	100.53%
Charges for Services					
Revolving Loan Funds					
Program Income					
EDA RLF	88,185	88,185	103,414	15,229	117.27%
EDA Round 1 Fund	0		0	No Budget	No Budget
EDA Round 2 Fund	0		0	No Budget	No Budget
EDA Round 3 Fund	0		0	No Budget	No Budget
Local Job Creation Fund	2,818	2,818	3,022	204	107.23%
OR Business Development Corp.	236,108	236,108	162,824	(73,284)	68.96%
USDA/Intermediary Relending RLF	67,828	67,828	68,282	454	100.67%
Contracts with Other Agencies					
Deschutes County	15,823	15,823	15,245	(578)	96.35%
Jefferson County	27,513	27,513	28,002	489	101.78%
Crook County	5,432	5,432	68,405	62,973	1259.29%
City of Bend	61,306	61,306	71,991	10,685	117.43%
Other Local Government	14,346	14,346	12,878	(1,468)	89.77%
Grants from Other Agencies					
Federal Government					
EDA	75,000	75,000	56,250	(18,750)	75.00% *1
US Dept. of Agriculture	258,300	258,300	123,630	(134,670)	47.86% *1
State of Oregon					
Department of Transportation	75,204	75,204	14,798	(60,406)	19.68% *1
Oregon AGORA	22,500	22,500	9,097	(13,403)	40.43% *1
Oregon Department of Forestry	7,000	7,000	7,242	242	103.46%
Meyer Memorial Trust	178,000	178,000	238,287	60,287	133.87%
Ford Family Foundation	16,408	16,408	16,547	139	100.85%
Misc.	92,528	92,528	179,514	86,986	194.01%
High Desert Food & Farm Alliance	6,760	6,760	4,273	(2,487)	63.21%
Nature Conservancy	10,000	10,000	0	(10,000)	0.00%
LLI	1,110	1,110	0	(1,110)	0.00%
Interest on Investments	3,085	3,085	5,319	2,234	172.41%
Deferred 2015-2016 Jurisdictional Dues	0		14,497	No Budget	No Budget
TOTAL CURRENT FISCAL YEAR	1,265,254	1,265,254	1,203,518	(61,736)	95.12%
TOTAL RESOURCES	1,711,387	1,711,387	1,652,035	(59,352)	96.53%
EXPENDITURES					
Personal Services	882,277	882,277	783,335	(98,942)	88.79%
Materials & Services	379,893	379,893	297,032	(82,861)	78.19%
TOTAL PERSONAL, MATERIALS & SERVICES, CAPITAL OUTLAY	1,262,170	1,262,170	1,080,367	(181,803)	85.60%
Operating Contingency	449,218	449,218	0	(449,218)	0.00%
TOTAL EXPENDITURES	1,711,388	1,711,388	1,080,367	(631,021)	63.13%

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

SUPPLEMENTAL REPORT

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TRANSPORTATION ACTIVITIES

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE ACTUAL 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD
RESOURCES					
Beginning Fund Balance	751,521		910,810	159,289	121.20%
Grants/Contracts with Other Agencies					
State of Oregon					
Department of Human Services	1,068,294	1,068,294	1,026,375	(41,919)	96.08%
Department of Transportation	2,622,468	2,622,468	1,079,160	(1,543,308)	41.15% *1
County and Local Government					
Deschutes County	750,208	750,208	708,606	(41,602)	94.45%
Jefferson County	158,000	158,000	144,030	(13,970)	91.16%
Crook County	170,000	170,000	140,316	(29,684)	82.54%
City of Bend	1,741,629	1,741,629	2,031,110	289,481	116.62% *11
Other Local Government	849,540	849,540	983,462	133,922	115.76% *11
Federal Government					
US Dept. of Transportation	2,075,661	2,075,661	1,257,702	(817,959)	60.59% *1
Central Oregon Council on Aging	60,000	60,000	129,751	69,751	216.25%
Use of Money & Fees					
Interest on Investments	11,075	11,075	10,801	(274)	97.53%
Pacific Source CCO	3,999,911	3,999,911	4,067,518	67,607	101.69%
Misc. Transportation	226,083	226,083	12,000	(214,083)	5.31% *2
Bus Fares	861,548	861,548	1,586,776	725,228	184.18% *2
Charges for Services	639,675	639,675	654,739	15,064	102.35% *2
TOTAL CURRENT FISCAL YEAR	15,234,092	15,234,092	13,832,345	(1,401,747)	90.80%
TOTAL RESOURCES	15,985,613	15,985,613	14,743,155	(1,242,458)	92.23%
EXPENDITURES					
Personal Services	4,818,055	4,818,055	4,409,778	(408,277)	91.53%
Materials & Services	6,883,148	6,883,148	6,529,655	(353,493)	94.86%
Capital Outlay	3,521,814	3,521,814	1,147,144	(2,374,670)	32.57%
TOTAL PERSONAL, MATERIALS & SERVICES, CAPITAL OUTLAY	15,223,017	15,223,017	12,086,577	(3,136,440)	79.40%
Operating Contingency	762,596	762,596	0	(762,596)	0.00%
TOTAL EXPENDITURES	15,985,613	15,985,613	12,086,577	(3,899,036)	75.61%

**CENTRAL OREGON
INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

SUPPLEMENTAL REPORT

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JOB TRAINING ACTIVITIES

RESOURCES	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE ACTUAL 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD	
RESOURCES						
Beginning Fund Balance	310,943		208,922	(102,021)	67.19%	
Contracts with Other Agencies State Government						
DHS	1,671,251	1,671,251	1,361,065	(310,186)	81.44%	*1
School District Income	1,450,000	1,450,000	1,463,341	13,341	100.92%	
Oregon Youth & Conservation Corp	10,200	10,200	32,824	22,624	321.81%	
ECWIB						
WIOA - Adult 1B	576,500	576,500	686,288	109,788	119.04%	
WIOA - Youth 1B	698,830	698,830	751,131	52,301	107.48%	
WIOA - Dislocated Worker	913,744	913,744	886,366	(27,378)	97.00%	
Use of Money & Fees						
Interest on Investments	2,540	2,540	2,478	(62)	97.54%	
Other Program Income						
Misc. Income/Projects	219,874	219,874	187,391	(32,483)	85.23%	
TOTAL CURRENT FISCAL YEAR	5,542,939	5,542,939	5,370,885	(172,054)	96.90%	
TOTAL RESOURCES	5,853,882	5,853,882	5,579,807	(274,075)	95.32%	
EXPENDITURES						
Personal Services	4,100,460	4,100,460	3,790,804	(309,656)	92.45%	
Materials & Services	1,439,939	1,439,939	1,503,569	63,630	104.42%	
Capital Outlay	0	0	36,559	No Budget	No Budget	*14
Debt Service	0		0		0.00%	
TOTAL PERSONAL, MATERIALS & SERVICES, CAPITAL OUTLAY	5,540,399	5,540,399	5,330,931	(209,468)	96.22%	
Operating Contingency	313,483	313,483	0	(313,483)	0.00%	
TOTAL EXPENDITURES	5,853,882	5,853,882	5,330,931	(522,951)	91.07%	

**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

Appendix B

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SPECIAL REVENUE FUNDS

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD
Beginning Fund Balance	1,176,489.00		1,176,489.00	-	100.00%
Resources					
Revolving loan collections	194,802.00	194,802.00	290,857.32	96,055	149.31%
Principal write-off	0.00	0.00	0.00	No Budget	No Budget
Loan Packaging/Servicing	9,841.00	9,841.00	5,765.98	(4,075)	58.59%
Interest on revolving loans	207,069.00	207,069.00	194,843.13	(12,226)	94.10%
Interest on investments	5,074.00	5,074.00	6,753.43	1,679	133.10%
Total Resources	1,593,275.00	1,593,275.00	1,674,708.86	81,434	105.1%
Requirements					
Contract Services	158,831.00	158,831.00	174,718.23	15,887	110.00%
Project Advances	0.00	0.00	0.00	No Budget	No Budget
Business loans	538,000.00	538,000.00	327,500.00	(210,500)	60.87%
Interest on COIC Loans	11,883.00	11,883.00	11,640.45	(243)	97.96%
Principal Repayment	97,299.00	97,299.00	97,114.53	(184)	99.81%
Operating contingency	787,262.00	787,262.00	0.00	(787,262)	0.00%
Total Requirements	1,593,275.00	1,593,275.00	610,973.21	(982,302)	38.35%
Ending Fund Balance	\$0.00	\$0.00	\$1,063,735.65	No Budget	No Budget

**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
ECONOMIC DEVELOPMENT JURISDICTIONAL DUES ACTIVITY
Capacity Fund Balance as of June 30, 2017**

PRIOR YEAR CARRY FORWARD	6,500.67
CURRENT YEAR CONTRIBUTIONS	
Deschutes County	13,513.32
Jefferson County	3,284.41
Crook County	2,730.20
City of Culver	325.52
City of Prineville	2,189.99
City of La Pine	389.70
City of Metolius	165.68
City of Sisters	532.04
City of Madras	1,461.94
City of Redmond	6,312.13
City of Bend	19,095.07
Dues not used during current year, transferred back to dues account	488.94
TOTAL FY16-17 CONTRIBUTIONS	50,488.94
TOTAL FUNDS AVAILABLE FY16-17	56,989.61

FY 16-17 EXPENDITURES	
Food Corps Program	\$3,125.00
Lobbying Services for ORS 190	\$5,000.00
Political Consultant Support	\$2,000.00
City/County Needs	\$10,000.00
Staff Activities Legislative Session	\$5,000.00
Regional Wood Heat Program	\$5,000.00
Regional Priority Economic Dev. Proj. AGORA	\$5,000.00
Strategic Plan Review - COIC	3,077.00
TOTAL FY16-17 EXPENDITURES	\$38,202.00

NOTES

BOARD MTG

DATE APPRVD

08/04/2016
08/04/2016
09/01/2016
10/06/2016
11/03/2016
06/01/2017
06/01/2017
06/01/2017

PROJECTED FUND BALANCE AT YEAR END	18,787.61
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CAPACITY FUND CONSIDERATIONS

The proposed project is appropriate for COIC

The project falls within the scope of the COIC purpose statements

The project is of regional significance

OTHER CRITERIA

Creates economies of scale

Leverages additional resources

Supports regional coordination

**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
FISCAL YEAR
2016-2017**

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BUILDING FUNDS

	BOARD APPROVED BUDGET FY 16-17	PRORATED BUDGET 100.00%	YEAR TO DATE 6/30/2017	\$ VARIANCE OF PRORATED BUDGET YTD	% VARIANCE OF PRORATED BUDGET YTD
Beginning Fund Balance	\$315,251.00		\$167,860.15	(147,391)	53.25%
Resources					
Rental Income	185,936.00	185,936.00	186,033.00	97	100.05%
Total Resources	501,187.00	501,187.00	353,893.15	(147,294)	70.61%
Debt Service					
Principal Payments	98,210.00	98,210.00	93,977.08	(4,233)	95.69%
Interest Expense	41,714.00	41,714.00	42,270.32	556	101.33%
Operating Contingency	361,263.00	361,263.00	0.00	(361,263)	0.00%
Total Debt Service	501,187.00	501,187.00	136,247.40	(364,940)	27.18%
Ending Fund Balance	\$0.00	\$0.00	\$217,645.75	No Budget	No Budget

CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
FUND TO DATE
JULY 1, 2016 - JUNE 30, 2017

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PORTFOLIO STATEMENT INTERMEDIARY RELENDING PROGRAM

	BEGINNING BALANCE 7/1/2016	SOURCES OF FUNDS: 6/30/2017	USES OF FUNDS: 6/30/2017	ENDING BALANCE 6/30/2017		
CASH AVAILABLE	695,099.25					
Prior Year Interest Receivable		4,881.04				
Prior Year Fees Receivable		61.80				
Principal Repayment		62,093.76				
Repayment Interest		76,113.85				
Penalty/Loan Fees Income		98.66				
Invested Interest Income		1,803.24				
Charges for Services			68,282.33			
Rural Development			109,182.00			
Notes Transferred To Other Funds						
Interest Expense						
Loans Advanced						
TOTAL CASH	695,099.25	145,052.35	177,464.33	662,687.27		
NOTES RECEIVABLE	7/1/2016 Beginning Balance	Principal Advances	Principal Repayment	6/30/2017 Ending Balance	Interest Payments	Fees/ Penalties
RG Remanufacturing/Robt Goss	94,167.41		8,839.65	85,327.76	6,502.89	123.60
Iron King, Inc. & Vito Bartolotta	10,853.98		10,853.98	0.00	367.63	0.00
Suttle Lake Resort & Marina	87,229.87		0.00	87,229.87	0.00	0.00
Syncopation/Concept Retail	132,651.77		13,064.53	119,587.24	10,065.11	0.00
Madras Point/Triple L Pizza	204,482.80		9,310.35	195,172.45	14,865.45	0.00
Shawn Heather Armstrong /Panacea	239,716.38		7,022.97	232,693.41	15,797.19	0.00
Kerry & Sue Fuller	132,118.45		4,001.52	128,116.93	9,123.48	0.00
Jamie & Angel Roscoe-Cowboy Dinner Tree	190,890.51		5,355.20	185,535.31	13,621.96	0.00
Sean S & Onya K Remer	46,912.90		1,174.31	45,738.59	3,211.79	36.86
Asla Auto Parts, Inc	99,044.62		2,471.25	96,573.37	6,838.83	0.00
TOTAL	1,238,068.69	0.00	62,093.76	1,175,974.93	80,394.33	160.46
RECEIVABLES	7/1/2016 Beginning Balance	Increases	Decreases	6/30/2017 Write-Off	6/30/2017 Ending Balance	
Interest	4,881.04	4,401.37	4,881.04	0.00	4,401.37	
Late Fees	61.80	0.00	61.80	0.00	0.00	
TOTAL	4,942.84	4,401.37	4,942.84	0.00	4,401.37	
PAYABLES						
Rural Development Principal	1,194,706.17		97,114.53		1,097,591.64	
Rural Development Interest	3,839.46	11,640.45	12,067.47		3,412.44	
TOTAL	1,198,545.63	11,640.45	109,182.00	0.00	1,101,004.08	
PORTFOLIO BALANCE	739,565.15				742,059.49	

Loans Approved Not Disbursed:

0.00

CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
FUND TO DATE
JULY 1, 2016 -JUNE 30, 2017

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PORTFOLIO STATEMENT COIC LOCAL JOB CREATION

	BEGINNING BALANCE 7/1/2016	SOURCES OF FUNDS: 6/30/2017	USES OF FUNDS: 6/30/2017	ENDING BALANCE 6/30/2017		
CASH AVAILABLE	45,896.70					
Prior Year Interest Receivable						
Prior Year Fees Receivable						
Principal Repayment		11,326.35				
Repayment Interest		2,525.37				
Penalty/Loan Fees Income						
Invested Interest Income		556.68				
Charges for Services			3,082.05			
Transfers to IRP						
Notes Transferred To Other Funds						
Loans Advanced-COIC Intermodal Cntr						
	45,896.70	14,408.40	3,082.05	57,223.05		
<hr/>						
NOTES RECEIVABLE	7/1/2016 Beginning Balance	Principal Advances	Principal Repayment	6/30/2017 Ending Balance	Interest Payments	Fees/ Penalties
COIC Intermodal Center	68,276.48		11,326.35	56,950.13	2,525.37	
TOTAL	68,276.48	0.00	11,326.35	56,950.13	2,525.37	0.00
<hr/>						
RECEIVABLES	7/1/2016 Beginning Balance	Increases	Decreases	6/30/2017 Write-Off	6/30/2017 Ending Balance	
Interest	0.00		0.00		0.00	
Late Fees	0.00		0.00		0.00	
TOTAL	0.00	0.00	0.00	0.00	0.00	
<hr/>						
PAYABLES						
IRP Commitment	0.00				0.00	
TOTAL	0.00		0.00		0.00	
<hr/>						
PORTFOLIO BALANCE	114,173.18				114,173.18	

CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
FUND TO DATE
JULY 1, 2016 - JUNE 30, 2017

Attachment B
Page 15

PORTFOLIO STATEMENT COIC EDA FUNDS

	BEGINNING BALANCE 7/1/2016	SOURCES OF FUNDS: 6/30/2017	USES OF FUNDS: 6/30/2017	ENDING BALANCE 6/30/2017
CASH AVAILABLE	420,753.60			
Prior Year Interest Receivable		5,731.86		
Prior Year Fees Receivable		81.26		
Principal Repayment		217,437.21		
Repayment Interest		106,756.98		
Penalty/Loan Fees Income		5,667.32		
Invested Interest Income		4,393.51		
Charges for Services			103,414.16	
Notes Transferred From Other Funds				
Notes Transferred To Other Funds				
Loans Advanced			327,500.00	
	420,753.60	340,068.14	430,914.16	329,907.58

	7/1/2016 Beginning Balance	Principal Advances	Principal Repayment	6/30/2017 Ending Balance	Interest Payments	Fees/ Penalties
NOTES RECEIVABLE						
LOHA Investments dba Marshall's Auto	16,959.72		1,467.21	15,492.51	1,023.79	53.00
Jay T's Hair Parlor	22,253.51		20,357.28	1,896.23	1,742.72	0.00
Primal Cuts Meat Market, LLC	40,560.07		40,560.07	0.00	2,693.65	0.00
Cascade Rack, LLC	121,991.86		11,715.60	110,276.26	8,804.40	0.00
Vintage Cottage	28,481.01		2,942.56	25,538.45	2,183.35	23.41
Stringham Investments, LLC		102,500.00	1,524.68	100,975.32	4,040.67	1,537.50
Barnes dba Gone Fishing	22,826.02		9,410.91	13,415.11	1,511.34	277.75
Anthony & Trina Baker	28,048.83		28,048.83	0.00	879.49	0.00
ILA Grace dba Dana Signs	99,883.36		3,778.07	96,105.29	5,821.93	0.00
Concept Retail - Syncopation, Inc	42,548.04		2,448.44	40,099.60	2,868.04	0.00
Campbell-Algar Enterprises	93,875.51		3,140.78	90,734.73	6,522.48	0.00
7 Peaks Investment Group, LLC	100,052.32		3,069.06	96,983.26	6,867.18	0.00
Birdie's Café, LLC	52,212.67		5,181.64	47,031.03	3,976.99	0.00
David Flier	193,465.70		10,883.19	182,582.51	13,168.65	0.00
Strictly Organic Coffee Co.	99,265.51		2,003.79	97,261.72	6,741.21	330.00
R.E.G. Properties, LLC	154,683.38		9,093.31	145,590.07	11,872.42	162.52
Shawn Heather Armstrong/Panacea	240,219.81		6,988.32	233,231.49	15,831.84	0.00
Primal Cuts Meat Market II	37,621.55		37,621.55	0.00	2,904.59	0.00
The Meat Locker	145,172.50		11,904.30	133,268.20	9,757.98	0.00
Warm Hearts, LLC		225,000.00	5,297.62	219,702.38	3,265.52	3,375.00
TOTAL	1,540,121.37	327,500.00	217,437.21	1,650,184.16	112,478.24	5,759.18

	7/1/2016 Beginning Balance	Increases	Decreases	6/30/2017 Write-Off	6/30/2017 Ending Balance
RECEIVABLES					
Interest	5,731.86	5,045.56	5,731.86		5,045.56
Late Fees	81.26		81.26		0.00
TOTAL	5,813.12	5,045.56	5,813.12	0.00	5,045.56

PORTFOLIO BALANCE	<u>1,966,688.09</u>	<u>1,985,137.30</u>
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Loans Approved Not Disbursed:

0.00

STAFF REPORT



- I. Administration
 - II. Community and Economic Development
 - III. Employment and Training
 - IV. Transportation
-

I. Administration

Heidi Hansen, Accounting Coordinator, is retiring July 31 after 19 years and 9 months of service to COIC. As Accounting Coordinator, Heidi was responsible for all accounting functions and duties for COIC. She was also the Fiscal Services Administrator for the Adult and Loan program. Her knowledge of COIC's accounting processes and the history of the organization is irreplaceable.

Kevin Bradley, Youth Programs Manager, has been an integral part of COIC for 27 years and 10 months. He is retiring July 31. Kevin managed alternative education youth programs which allowed student to obtain their GED or earn a state high school diploma. Kevin is the pioneer of the COIC Alternative Education program as it exists today and is the leader in a very well-run and respected program. Thank you both for your dedication to COIC.

Shelby Knight, CED Program Assistant will be leaving CED as of August 11 to continue her studies full-time. Shelby has been an extraordinarily valuable part of the CED team and she will be missed. CED will be announcing a full-time Administrative Assistant position to replace Shelby's duties for COACT, Labor Standards Monitoring, natural resources collaborative project support, and other tasks.

Judy Watts, Outreach and Engagement Coordinator for Cascades East Transit (CET) is moving to Ohio to earn her PhD in Persuasive Communications at Ohio State University. Judy has worked to enhance the awareness and presence of CET including additional routes, Ride the River, and the new Ride Bend shuttle. We wish you well Judy!

II. Community and Economic Development /Loans

Central Oregon Area Commission on Transportation (COACT) met on July 13, 2017. The agenda included discussion of the transportation funding package recently passed in the Oregon Legislature, the Federal Lands Access Program (FLAP) and regional efforts to coordinate project development, the Oregon Public Transportation Plan process and how it will dovetail with the proposed Bend and Regional Transit Master Plan updates, and transportation-related preparations for the August 21 eclipse. The COACT Executive Committee will meet prior to the COIC Board meeting from 3-4 pm on August 3, and the full COACT Board next meets on September 14. All COACT Executive Committee and full Board meetings are held at the Redmond Public Works Training Room, 243 E. Antler Ave., Redmond.

Crook County Natural Hazard Mitigation Plan: Since February 2017, the CED department has been working closely with Crook County emergency management officials to facilitate the update of the Crook County Natural Hazard Mitigation Plan, which provides an assessment of risks and vulnerabilities associated with potential natural disasters in Crook County as well as mitigation strategies to protect people and property in the event of future hazards. Crook County must have an updated NHMP to be eligible to receive certain types of FEMA funding for disaster mitigation and response. The Crook County NHMP Steering Committee and COIC completed a draft update of the Crook County NHMP and have submitted it to the Oregon Office of Emergency Management and FEMA for review. COIC anticipates plan approval and operation by the end of 2017.

Farm to School Program: The CED department has been working in collaboration with the Crook County, Redmond, and Sisters School Districts, OSU Extension in Warm Springs, local non-profit Seed to Table; and national non-profit FoodCorps on a two-year USDA grant-funded Farm to School project. The project aims to increase student access to

and knowledge about Oregon-grown food, as well as improve garden and nutrition education. Over the past few months, COIC has supported these districts through (1) enabling the purchase of supplies necessary to purchase, prepare, and serve fresh, local food in their school meal programs, (2) facilitating easier procurement of local food, and (3) bringing district nutrition staff and administrators and OSU Extension together to share lessons learned and strategize about best ways to meet their Farm to School goals.

Through this project, COIC was host to Central Oregon's first FoodCorps Service Member, Shaili Parekh, who worked closely with students, parents, faculty, volunteers, and staff in Sisters School District to improve nutrition and garden education and increase participation in the school lunch program. Shaili's service ended in July 2017, but her service yielded excellent results in Sisters School District where she increased visibility and community engagement surrounding local, nutritious food and garden education. A new FoodCorps Service Member, hosted by The Environmental Center, will serve Central Oregon in the 2017-18 academic year, bringing additional support to nutrition and garden education throughout our region.

Central Oregon Food Hub and Economic Impact of the Agriculture Sector: In 2010, a Central Oregon Food Needs Assessment found that lack of infrastructure was a barrier to a robust regional food marketplace for both producers and consumers. Specifically, the report identified the lack of wholesale marketplace, or 'local food hub' to aggregate local food products for the convenience of retail and institutional purchasers, provide market demand intelligence for local farm production, and establish quality control protocols for food products. In response, COIC partnered with regional stakeholders to explore the development of a food hub model. In 2012, a Food Hub Steering Committee was developed and a Central Oregon Food Hub Feasibility Study was published. In 2014, COIC and the High Desert Food & Farm Alliance assessed the local food value chain and explored opportunities to build out and fill infrastructure gaps within the chain. This also included a supply and demand study to understand the flow of wholesale food within the region.

COIC has previously supported the development of 'virtual', online food hub capacity in Central Oregon, allowing online purchasing of local food products through Agricultural Connections and Food4All, two local partners. CED is now working to improve the supply chain for fresh and processed Central Oregon food products by researching the opportunity to establish a brick and mortar food hub. Additionally, we have conducted an economic study of the impact of the local food sector (farmers and ranchers) in Central Oregon. CED is simultaneously working with two private businesses interested in a) co-locating a food hub with a storage facility and b) technology platform to run the food hub, as well as getting letters of commitment from wholesaler buyers interested in purchasing from a food hub in order to quantify and secure demand. In late summer / early fall, CED will make presentations to government officials, the public and investors about the results of the impact study, the purpose and vision of the food hub, and next steps for investment in the project.

Comprehensive Economic Development Strategy (CEDS) Adoption: COIC's CEDS has been completed and posted for 30-day public review; and is proposed for adoption in full by the COIC Board at the August 3, 2017 meeting. More information on the purpose and content of the CEDS is in the attachment for this agenda item; the full CEDS can be found here: <https://coic2.org/community-development/ceds/>

Central Oregon Equitable Economic Development Project: COIC recently received a \$150,000 grant from the Meyer Memorial Trust to support locally-identified community and economic development priorities in La Pine, Sisters, Madras, and Prineville. The broad framing of the grant is to support rural economic development in communities that are not experiencing the economic growth occurring in places like Bend and Redmond, and to engage citizens and vulnerable or marginalized populations (low income, minorities, etc.) in the process. COIC, Let's Talk Diversity Coalition (Madras), Oregon's Kitchen Table (Portland), and The Ford Family Foundation (Roseburg) are providing technical assistance to each community. Each community is also receiving \$10,000 to support project deliverables.

COIC has now executed agreements with Let's Talk Diversity Coalition and Oregon's Kitchen Table. We anticipate providing services first in La Pine, with project activities starting in Sisters in late summer. Activities in Prineville and Madras will begin after the August 21 eclipse.

The Ochoco Forest Restoration Collaborative (OFRC) is exploring the economics of forest restoration, with the goal of supporting more efficient and effective implementation of restoration treatments across the Ochoco National Forest. To enhance their understanding of the timber industry's challenges, OFRC attended a field trip hosted by the American Forest Resource Council (AFRC) on July 18. During this field trip, OFRC members explored topics such as the use of Designation by Prescription – one possible efficiency for limiting the cost of marking units prior to sale. They also discussed the challenges of small diameter wood (biomass) for the economics of restoration, since removing this low-value small diameter material is a crucial part of improving forest health but often costs more than the material itself is worth. OFRC members left with a greater understanding of the economic challenges associated with restoration. They will bring this understanding to bear in their future discussions on the upcoming Mill Creek project, which is slated to enter the planning phase this fall.

CED has been working on the following grant writing or contract development activities:

Central Oregon Forest Stewardship Foundation (COFSF) Contracts – CED staff developed two contracts with the COFSF, totaling \$64,000 over a 24-month period to continue to provide staff support for the Ochoco Forest Restoration Collaborative (OFRC).

Meyer Memorial Trust - Deschutes Trails Collaborative project – COIC provided grant writing assistance for a \$72,000 grant proposal from Discover Your Forest (DYF; a local non-profit partner) to provide staff support to the Deschutes Trails Collaborative. This project aims to mitigate the impacts at high-impact recreation areas by creating a policy framework for "sustainable recreation" and by developing funding and other resources for trails and recreation programs and infrastructure. The application successfully passed through the first round of reviews and COIC will be assisting DYF with a full application in August.

Housing For All – COIC was unsuccessful in a recent application into the Meyer Memorial Trust Affordable Housing Initiative to support the development of a Regional Housing Needs Assessment, regional clearinghouse for housing-related policy and program activities, and regional campaign to support housing development in Central Oregon. COIC and the Housing for All partners (Central Oregon Regional Solutions, Bend 2030, the Redmond and Bend Housing subcommittee chairs, the Homeless Leadership Coalition, the Central Oregon Health Council [COHC] Housing Workgroup, and additional partners from Crook and Jefferson counties) have decided to apply to the COHC for \$40,000 to develop the Regional Housing Needs Assessment and \$10,000 for CED staff time to support Housing for All meetings and a webpage.

Loans

Loan department staff is proceeding with an SBA 504 loan application for a Bend-based business services provider. The \$4.5 million ground-up construction project will be done in cooperation with Columbia Bank.

Staff is reviewing materials for a potential COIC loan application for a Bend food processing company. Loan Department staff has attended various marketing and community meetings, including City Club, RMA (bankers' group), and meetings with real estate brokers.

The SBA 504 loan to Viper Northwest, an Albany metal fabrication company, was funded in July. The \$4.86 million project was done in cooperation with Bank of America.

The SBA 504 loan to Dovetails Furniture, a Bend retailer, will fund in August. The \$1.2 million project is being done in cooperation with Key Bank.

III. Employment and Training

Adult Programs Regions 10 & 11

Transition out of R11: We have begun the active phase of transitioning our Employment & Training services out of Klamath Falls and Lakeview. Klamath Community College will be assuming the role of administering the federal WIOA 1B funding. They are currently hiring to staff up to take on these responsibilities, and we are hopeful that our excellent staff in Klamath Falls will be picked up by KCC. The DHS SSP JOBS Program contract is being divided up and shifted to several other agencies in Klamath and Lake Counties. We are working closely with everyone involved to ensure a smooth transition September 1. In the interim, we are moving computers and other furniture out of those locations and back to R10.

We continue working with *Bank of the Cascades* in advance of their upcoming merger with First Interstate Bank. Local retail bank positions are most likely to be maintained as this merger is an expansion for First Interstate. Any layoff activity will focus on support type positions. Bank of the Cascades and First Interstate executive management has laid out a very comprehensive and thoughtful process in order to guide employees through the next few months. They have been very forthcoming in engaging COIC/WorkSource in the plans.

Microsemi will also be laying off workers in about six months or so. Their management has been in touch with us and has developed a good process to work down to the layoff date. We will be going on-site to do information sessions with their layoff group later in the year.

Asurion Call Center in Klamath Falls will close its doors September 30, affecting 53 employees. We are just beginning the Rapid Response process with our WorkSource partners and are putting together a plan to provide services to this worker group. The actual layoffs will begin on September 17 and continue on through the closure date.

The *June unemployment rate* for Oregon was 3.7%, well below the national rate of 4.4%. Crook County's unemployment rate, however, continued to be among the highest in the state, at 5.5%. Jefferson County was at 4.9%, and Deschutes County's rate was 3.9%. In our South sub-region, Klamath County's unemployment rate for May was 5.1% and Lake County was 5.4%. (The July data was not yet available on the date this report was compiled.)

As of July 25, WorkSource Klamath had 270 open jobs posted and the COIC office in Lakeview was recruiting for 16 open positions listed with their office. The Employment Department lists 1,278 open positions in Central Oregon.

Youth Programs Regions 10 & 11

At this time, COIC Youth crew are in full force and at the half way point of their eight-week summer Oregon Youth Conservation Corps (OYCC) program. We have five youth crews working hard in the woods four days a week with our USFS and BLM contacts. There are two crews in Lakeview, one in Redmond, one in Prineville, and one in Bend. The youth we place on these crews have earned their spot by showing exemplary work ethic through the school year in addition to strong leadership skills at COIC. Throughout the eight weeks of OYCC, the USFS utilizes the COIC youth crews on the more technical and time-sensitive projects due to their work with COIC crew leaders year round. The students' work is trusted by their employers.

COIC's Youth program is also working to place youth in paid work experiences in private businesses to help local youth become 'work ready' in a more hands-on environment. These youth positions are funded through Department of Labor's Work Force Innovation and Opportunity Grant and are placed in partner businesses that contract with COIC to work with and help train these youth. Some of these businesses include: Greg's Grill, TouchMark, Tall Town Café, Lakeview Distributing, Klamath Honda, and Cascade East Transit. COIC has also been awarded an additional grant through the Department of Human Services to place TANF youth into paid work experiences.

We've begun to work with local youth who fall under Temporary Assistance for Needy Families (TANF). Many of are pregnant or parenting teens between 16- and 24- years-old.

Alternative Education

July and August are the time for staff professional development. The lead teachers and education manager are in trainings for the upcoming Accreditation Review from the Northwest Accreditation Commission and Advanc-Ed. Staff are enrolled at COCC psychology classes to increase skills in cognitive behavioral techniques. Additionally, the education manager is working with Bend La Pine School District administrators to streamline the reporting system – this crucial project's purpose is to shift more teacher time to direct instruction. The education manager is also developing an individualized, open entry, behavioral class to teach goal setting, goal achievement and the role of persistence.



COIC's GED Wraparound Services Grant highlights the successful implementation of the Youth GED program and post-secondary follow-up.

Activity	# Served	Program Outcome	Lessons Learned
Provide cohort instruction for students that show low GED Ready Scores in Math and Science;	347 Youth Served	146 GEDs earned Individual tests passed: GED Math: 160 GED ELA: 180 GED SC: 195 GED SS: 183	Math continues to be the biggest hurdle to earning the GED – as evidenced by total number of tests passed.
Track Student employment;	347 Youth Served	62 youth who earned GED were employed at end of school year (42%). 107 of all the GED Youth were employed at school-year end (31%).	The persistence skills attached to earning a GED are related to likelihood of employment.
Support enrollment in Spring Term writing and Summer Term math courses for 8 GED recipients.	4 Students who completed the GED process and exited high school by February were selected and agreed to participate. 4 GED recipients enrolled in high school working towards the diploma participated to test sustainability.	6 of the 8 spring term students passed with 4 A's and 2 B's. 4 of the 6 passers currently attend COIC MA 10, MA 65, MA 95, and MA 105.	The transition to COCC was more difficult than anticipated. Family issues related to poverty required even more case management, transportation and tutoring than to complete the GED. The two unsuccessful students did not have consistent phone service which interfered with continuous case management. Awareness of complications related to starting at COCC – especially in terms of the circumstances that led to student earning GED.

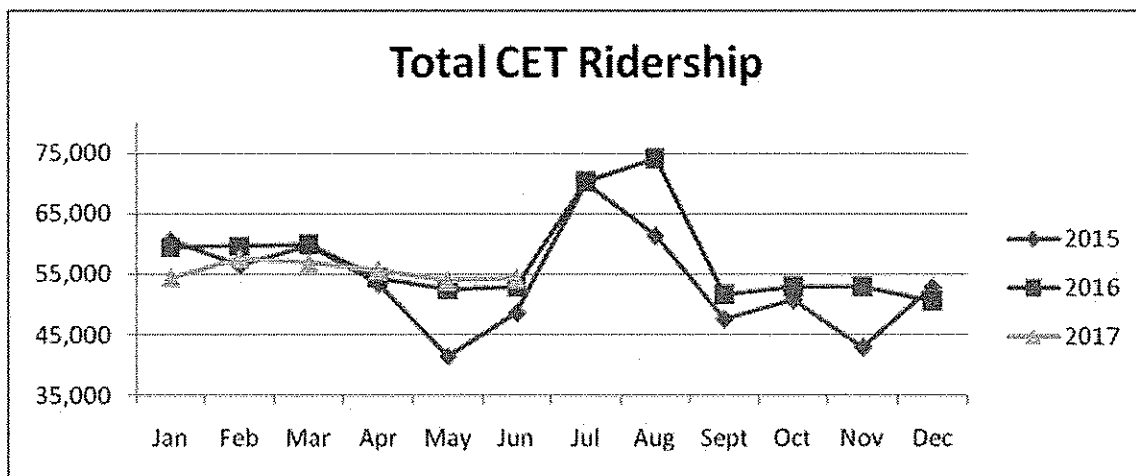
IV. Transportation

Cascades East Ride Center (CERC) continued to define and refine the *service plan for the coming eclipse in August*. Through outreach to stakeholders, attendance at committee meetings, and coordination with local municipalities, CERC is able to anticipate service needs during this event. CERC and CET are cooperating to develop a leaflet to help communicate the potential impacts of the eclipse event to clients.

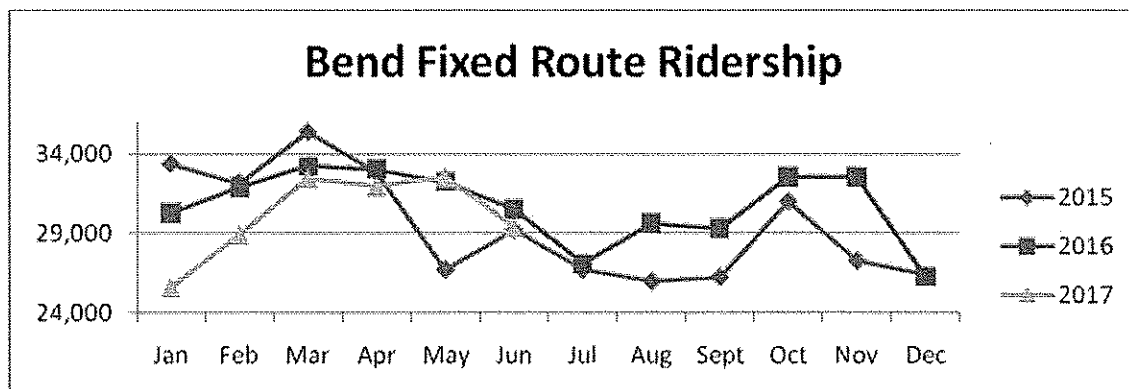
Milestone 3 of the fixed route project has been reached with the creation of an application that identifies Medicaid clients on the fixed bus route. CERC will use the information to reach out to these clients that have scheduled appointments and offer them the opportunity to use the bus to get their medical appointments. This is a project designed to identify barriers to Medicaid clients using the fixed route system for medical appointments. In the fall, this project will intersect with CET's Travel Training Outreach project.

Cascades East Transit (CET): In response to increased demand, CET is now doubling the capacity of Ride the River service on Fridays, Saturdays, and Sundays by running two buses instead of one. As a response to high demand for Ride the River service, some passengers have used Ride Bend buses as a secondary means of transport back upriver.

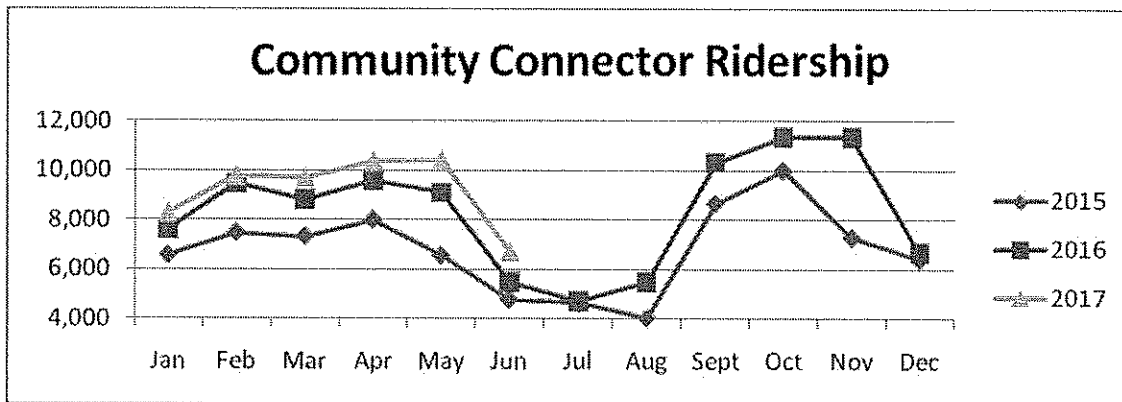
Ride Bend service launched June 23, and has seen increasing ridership since its launch. The peak day so far was Thursday, July 20, when 234 people rode a Ride Bend shuttle – nearly 30 riders per hour for July 20.



Bend Fixed Route: 29,364 rides (-3.9% change over last May)

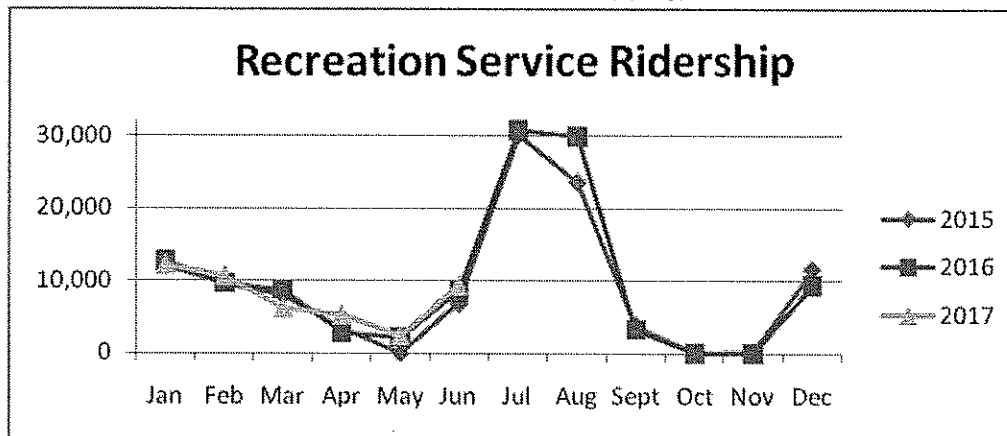


Community Connector: 6,712 rides (+22.2% change over last June)



Recreation Service: 9,384 (+10.4% change over last May)

Lava Butte and Ride the River



Cascades East Transit Monthly Management Report													
Ridership													
	Demand Response	7,930	Demand Response	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Recreation Service	Rides		June	2017
	Bend Fixed Route	29,364	Bend	3,213	RT 1 South 3rd St	5,846	Redmond/Bend	1,959	Mountain Service	0			
	Community Connector	6,712	Redmond	2,909	RT 2 Brookwood	3,034	Prinville/Redmond	906	Lava Butte	6,251			
	Recreation Service	9,384	La Pine	352	RT 3 Newport	3,429	La Pine/Bend	693	Ride the River	3,133			
	Deviated Service	962	Madras	690	RT 4 N. 3rd St	5,677	Madras/Redmond	1,671	Total Rides	9,384			
	Ride Band	700	Prinville	755	RT 5 Wells Acres	2,555	Sisters/Redmond	394	% Change	-11.8%			
	Total Rides	55,052	Sisters	21	RT 6 Bear Creek	2,280	Sisters/Bend	105	June-16	8,385			
	% Change over last June	3.4%	Total Rides	7,830	RT 7 Greenwood	4,288	Wrm Spgs/Madras	891					
			% Change	-6.1%	RT 10 Colorado	768	Cvrm/Mellus/Madras	93	Dial A Ride Trip Purpose (Redmond, June 17)				
			June-16	8,441	RT 11 Galveston	1,108	Total Rides	6,712	Work	49.0%			
			Deviated Service	Rides	RT 12 COCC/OSU	479	% Change	22.2%	Medical	21.7%			
			Madras	365	Total Rides	29,364	June-16	5,494	Other	13.0%			
			Warm Springs	597	% Change	-3.9%	New Service	Rides	School	2.5%			
			Total Rides	962	June-16	30,547	Ride Band	700	Shopping	8.9%			
			June-16	597					Senior/Mail Center	4.8%			
									Total	100%			
Service Delivery & Performance Data													
	Bend DAR		Rural DAR	Fixed Route	Comm. Conctr	Deviated Service	Ride the River	Lava Butte	Ride Band	Total			
Revenue Hours	1,315.0		1,215.5	2,708.0		148.0	59.9	89.0	98.4	6,698			
Revenue Miles	14,720		13,694	38,321		32,562	545	862	1,072	104,453			
Rides/Revenue Hour	2.4		3.9	10.8		6.3	52.3	70.2	7.1	8.2			
Service Days													
			Safety & Security				Customer Service						
Weekdays	22		Incidents	1	Driver rear-ended other vehicle - No damage to either vehicle								
Saturdays (Bend only)	4		Non-Prev Accdnts.	0	CET Calls Received								
Sundays (Bend DAR only)	4		Prev. Accidents	2	CET ADA Denials								
Maj. Holidays w/ No Service	0		Injuries	0	Complaints & Compliments (June-17)								
					Total Complaints								
					Total Compliments								
Cumulative Operations Financial Data (June '17 Fiscal YTD)													
	Bend DAR		Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Ride the River	Lava Butte	Warm Springs	Ride Band	Total		
Fixed Contract Cost (hours)	\$74,386		\$0	\$169,265	\$0	\$0	\$0	\$0	\$0	\$0	\$243,652		
COIC Admin Cost (hours)	\$30,606		\$135,355	\$69,645	\$92,734	\$28,122	\$399	\$4,674	\$15,038	\$833	\$377,395		
Driver Cost (hours)	\$479,033		\$514,361	\$1,090,043	\$352,367	\$116,497	\$19,410	\$15,700	\$90,131	\$3,903	\$2,871,476		
Other Ops Wages & Benefits	\$228,880		\$376,869	\$520,817	\$258,169	\$39,012	\$4,149	\$7,110	\$16,198	\$5,444	\$1,457,678		
Fuel Cost (miles)	\$53,075		\$48,120	\$138,486	\$85,695	\$21,809	\$2,331	\$7,110	\$14,830	\$464	\$967,307		
Vehicle Maint. Cost (miles)	\$71,692		\$47,158	\$187,063	\$84,177	\$39,509	\$13,199	\$5,936	\$3,022	\$3,022	\$454,534		
Outreach & Marketing	\$0		\$18,507	\$42,961	\$12,679	\$0	\$0	\$0	\$2,175	\$5,284	\$81,586		
Other Cost (hours)	\$63,592		\$129,056	\$144,704	\$88,419	\$15,843	\$931	\$5,453	\$11,303	\$12,259	\$471,559		
Total Cost	\$1,001,265		\$1,269,424	\$2,362,985	\$974,500	\$260,793	\$40,374	\$41,205	\$142,464	\$32,188	\$6,125,188		
Farebox Revenue	\$63,396		\$72,184	\$194,802	\$173,955	\$41,035	\$147,722	\$46,987	\$5,417	\$0	\$745,478		
Operating Cost/Ride	\$24.40		\$20.81	\$6.49	\$10.43	\$5.81	\$1.28	\$0.92	\$6.80	\$38.46	\$8.72		
Outreach Cost/Ride	\$0.00		\$0.31	\$0.12	\$0.14	#DIV/0!	\$0.00	\$0.00	\$0.11	\$7.52	\$0.12		
Operating Cost/Revenue Hour	\$66.07		\$84.43	\$67.29	\$94.75	\$56.47	\$71.59	\$78.48	\$49.28	\$273.61	\$72.59		
Outreach Cost/Revenue Hour	\$0.00		\$1.25	\$1.25	\$1.25	\$0.00	\$0.00	\$0.00	\$0.76	\$53.50	\$0.98		
% Farebox Recovery (ops)	6.3%		5.8%	8.4%	18.1%	16.7%	365.9%	114.0%	3.9%	0.0%	12.3%		
June '17 YTD Rides	41,043		60,113	357,483	92,250	44,911	31,411	44,590	20,523	700	693,124		
June '17 YTD Rev Hrs	15,154		14,816	34,483	10,151	4,618	564	525	2,847	98	83,256		
June '17 YTD Rev Miles	169,618		171,322	442,577	305,811	77,492	5,187	5,021	66,597	1,072	1,244,697		

CET - Customer Concerns and Complaints by Service Type
June 2017

CET Service	Missed Ride	Late Pickup or Drop Off	Other Timing Concern	Driver Concern	Dispatching/Scheduling Concern	CSR / Ride Center Concern	Program/Rule Concern	Vehicle Concern	Safety Concern	Security Concern	No Show Concern	Service Change Concern	Total
Bend Fixed Route													
Route 1 - South 3rd St				2									2
Route 2 - Brookwood													0
Route 3 - Newport				2									2
Route 4 - North 3rd St		1		2									3
Route 5 - Wells Acres / Reed Market				3									3
Route 6 - Reed Market / Wells Acres				1									1
Route 7 - Greenwood				1									1
Route - 10 - Colorado													0
Route - 11 - Galveston / 14th													0
Route - 12 - COCC / OSU				1									1
Route Unkn or Multiple Identified													0
Total Bend Fixed Route	0	1	0	12	0	0	0	0	0	0	0	0	13
Bend Dial-A-Ride			2	3			1						6
Rural Community Connector													
Route 20 - Warm Spgs ↔ Madras				1									1
Route 21 - Madras ↔ Culver													0
Route 22 - Madras ↔ Redmond				1									1
Route 24 - Redmond ↔ Bend				1									1
Route 26 - Prineville ↔ Redmond													0
Route 28 - Sisters ↔ Redmond													0
Route 29 - Sisters ↔ Redmond													0
Route 30 - Bend ↔ La Pine													0
Route Not Identified													0
Total RCC Fixed Route	0	0	0	3	0	0	0	0	0	0	0	0	3
Rural Dial- A-Ride													
La Pine													0
Madras							1						1
Prineville													0
Redmond				3				1					4
Sisters													0
Service Area not Identified													0
Total Rural DAR Fixed Route	0	0	0	3	0	0	1	1	0	0	0	0	5
Recreational Service													
Lava Butte													0
Mt Bachelor													0
Ride the River													0
Ride Bend				1									1
Total Recreational Services	0	0	0	1	0	0	0	0	0	0	0	0	1
Unable to Identify Service/Route													0
CSR / Ride Center Service						1							1
Dispatch /Scheduling Service													0
General Service Concern - Other												7	7
TOTAL of all Service Concern	0	1	2	22	0	1	2	1	0	0	0	7	36



Cascades East Ride Center

"Your Transportation Specialist"

June 2017 Monthly Management Report

Total Calls Received	6,792	Ride Policy Denials-Total	39
Number Calls Abandoned	265		
Percent Abandoned	3.9%	TR Policy Denials - Total	91
Total Outgoing Calls	3,385	Not Eligible**	81
Average Incoming Calls Per Day	308.7	Unable to Verify Appt	0
Average Outgoing Calls Per Day	153.9	Untimely Reimbursement Request	10
Average Wait Time (minutes)	:32	Other	1
 Total Medicaid Rides Provided	 9,176	Capacity Denials -Total by Area	 2
Other Ambulatory	6,114	Deschutes Co	0
Volunteer Ambulatory-Cent OR	1,347	Crook Co	0
Total Ambulatory Rides	7,461	Jefferson Co	2
Wheelchair	1,282	North Klamath	0
Stretcher	38		
Secured	3	Capacity Denials -Total by Reason	2
Fixed Route Bus	392	Under 48 Hour Ride Request***	2
Travel Reimbursement Ride Payments	4,904	Other (all other reasons)	0
 % of Ambulatory Rides Provided by Vols	 18.1%	Medicaid Rides by County	
Shared Rides	975	Crook County	1201
After Hours Rides	492	Deschutes County	6995
Cancellations	2,513	Jefferson County	883
No-Shows	290	North Klamath	96
Total Trips Scheduled	13,732	Out of Area	1
Substantiated Provider Complaints	14	Total	9,176
Substantiated CERC Staff Complaints	6	Other Programs	
 Unsubstantiated/Inconclusive/Incomplete	 16	RideMatch Rides	135
Compliments	9	Veterans Program Rides	n/a
Eligible Clients	58,173	DHS Special Pay Rides	2
Unduplicated Clients Served - Ride Req't	1,483		
% of All Eligible Using NEMT Services	2.55%		

**Includes Non-covered service, not medicaid elig, not elig reimb, not closest provider.

*** Includes same day and under 48 hour requests

MEDICAID BROKERAGE	June '17
Complaints	
<i>Program Rule</i>	
Unsubstantiated/Incomplete/Inconclusive	1
TOTAL COMPLAINTS	1
<i>Provider Late to Client Pickup</i>	
Substantiated	5
Unsubstantiated/Incomplete/Inconclusive	0
TOTAL COMPLAINTS	5
<i>Provider Missed Pickup</i>	
Substantiated	6
Unsubstantiated/Incomplete/Inconclusive	4
TOTAL COMPLAINTS	10
<i>Driver Inappropriate</i>	
Substantiated	3
Unsubstantiated/Incomplete/Inconclusive	3
TOTAL COMPLAINTS	6
<i>Miscellaneous Issue</i>	
Substantiated	0
Unsubstantiated/Incomplete/Inconclusive	4
TOTAL COMPLAINTS	4
<i>Provider Safety Issue</i>	
Substantiated	0
Unsubstantiated/Incomplete/Inconclusive	1
TOTAL COMPLAINTS	1
<i>Provider Vehicle Complaint</i>	
Substantiated	0
Unsubstantiated/Incomplete/Inconclusive	0
TOTAL COMPLAINTS	0
<i>CERC Staff</i>	
Substantiated	3
Unsubstantiated/Incomplete/Inconclusive	3
TOTAL COMPLAINTS	6
TOTAL SUBSTANTIATED COMPLAINTS	17
TOTAL UNSUBSTANTIATED COMPLAINTS	16
TOTAL COMPLAINTS	33
Total Provider Complaints	26
Total Brokerage Complaints	6
Total Program Rule Complaints	1
Total TR Complaints	0
Compliments	
TOTAL COMPLIMENTS	9

RESOLUTION #290

RESOLUTION OF THE COIC BOARD OF DIRECTORS AFFIRMING COIC SUPPORT FOR FULL FUNDING FOR RURAL COMMUNITY AND ECONOMIC DEVELOPMENT PROGRAMS

WHEREAS, Central Oregon Intergovernmental Council is a regional Economic Development District in Oregon with a mission to “serve the local governments of Central Oregon, providing regional collaboration, efficiencies and service delivery for a strong local economy and quality of life,” and

WHEREAS, in order to meet that mission and ensure the economic health of the region, we have adopted a Comprehensive Economic Development Strategy to guide our regional economic development actions. Successful implementation of this plan rests, in part, on our ability to invest into **infrastructure and services in our rural American region** and create a supportive environment for business investment. Federal agencies including the US Economic Development Administration (EDA), the US Department of Agriculture Rural Development (USDA-RD), and the US Department of Labor Workforce Innovation and Opportunity Act programs are critical for stimulating local economies, leveraging private sector resources and investing into this infrastructure, and

WHEREAS, EDA is a highly effective agency that serves as an invaluable partner for public and private sector leaders who are working diligently each and every day to enhance their regions' economic vitality and competitiveness in today's rapidly expanding global marketplace. EDA's portfolio of economic development infrastructure, business development finance, regional innovation strategies and public-private partnerships are tailored to support the unique needs of each region. With its modest budget, EDA has developed an impressive track record of making strategic investments and building partnerships that help regions and communities respond to shifts in international markets, address severe unemployment challenges and recover from plant closures, major natural disasters, and other chronic, sudden and severe economic hardships. Further, our region's only university – Oregon State University Cascades Campus – is poised to submit an application to EDA to develop the Cascade Bioscience Incubator which will provide educational opportunities, research and development, and small business start-up services for Central Oregon's growing bioscience industry, and

WHEREAS, USDA-RD programs, including the Business and Cooperative programs, water and wastewater grants, broadband investments and community facilities programs benefit the entirety of our region. These programs have allowed COIC to provide business expansion programs to assist local entrepreneurs in the creation of American jobs. They have supported growth of key industry sectors in our region with targeted technical assistance. Enhancing infrastructure capacity- including broadband, water and wastewater- for the region has and will enhance economic opportunities and support more resilient and networked communities, and

WHEREAS, the US Department of Labor Workforce Innovation and Opportunity Act programs provides funding for COIC to assist job seekers in accessing employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. It also helps support COIC's youth work experience programs, providing much-needed work-based training programs to better prepare youth for their careers, and

WHEREAS, at a time when the nation must make the regional and local investments necessary to compete in the modern global economy, the flexibility, partnership structure and accountability of programs in these three agencies should be at the forefront of the federal toolbox.

BE IT RESOLVED that,

1. The Central Oregon Intergovernmental Council Board of Directors supports full funding of federal programs - including the US Economic Development Administration, US Department of Agriculture Rural Development and US Department of Labor Workforce Innovation and Opportunity Act programs - that support investments into our rural regional infrastructure and economic development objectives.

APPROVED AND ADOPTED by the

Central Oregon Intergovernmental Council

On this 3rd day of August, 2017

Jay Patrick, Chair

TO: COIC Board of Directors
FROM: Cascades East Ride Center (CERC)
DATE: July 27, 2017
RE: Cascades East Ride Center (CERC) Policy



Background:

Medicaid brokerages, such as Cascades East Ride Center (CERC), originally served the Medicaid transportation needs of Oregon Health Plan ("OHP") clients as directed by the Oregon Health Authority ("OHA"). The directive to the brokerages from OHA was and still is to provide the "lowest cost, most appropriate" transportation available to meet the client's immediate medical needs. With the emergence of Oregon's Coordinated Care Organizations, which serves the needs of the majority of the OHP population now, policies for transportation need to evolve with the transformation of health care into providing a level of transportation that meets the CCO's overarching goal of achieving better health outcomes.

Before the CCO's, the brokerage operated under the guidance of the Oregon Health Plan brokerage manual (last updated in 2014). PacificSource, the CCO for Central Oregon, has tasked CERC with developing brokerage policies that deviate from the guidance of the OHP brokerage manual and more fully meet the CCO's visions around health outcomes. The CCO, however, compensates CERC through a per member, per month (PMPM) payment method. CERC is not compensated dollar for dollar for each ride. Some members never use CERC's services, while others use the service at such frequency and expense that the funds delegated for that member are consumed by the cost of one ride. CERC must ultimately achieve a balance between best service and cost effectiveness.

CERC and the CCO are developing new policies for regarding the provision of transportation for the CCO population served that attempts to provide the greatest amount of transportation allowed within the budgeting constraints. Policies developed to date been vetted through both CERC and the CCO. Policies developed to date before you for consideration are:

- Same Day-Next Day Rides
- Significant Events
- Verifications & Referrals
- Denials
- Fixed Route bus
- Grievance
- Pharmacy Stops

Staff recommendation:

Staff requests the attached policies be approved to guide procedure development. These policies expand the services originally provided at the transfer of transportation to the CCO.

SAME/NEXT DAY RIDE REQUEST POLICY

- I. **Policy Statement:** Same day/next day ride requests are to be accommodated to the extent that accommodation is not outweighed by the competing concerns of: extraordinary increased administrative burden, the increased potential for fraud, the unintended consequence of delaying other pre-existing rides, and an extraordinary increase in ride cost.
- II. **Objectives**
 - A. Provide same/next day rides as appropriate.
 - B. Prioritize the following same/next day rides:
 1. To urgent care
 2. Necessary for the continuity of care that is life threatening if not received (i.e. dialysis, cancer treatment, etc.)
 3. Needed for medical monitoring
 4. Physician referred for same-day treatment or testing
 5. To dental care
 - C. Development of cost-effective procedures to reduce the potential for fraud
 - D. Development of tracking and reporting of exponential costs related to accommodation of same/next day rides to assure the best use of resources is achieved.
 - E. Development of tracking procedures to identify and resolve any trends that may arise due to same/next day ride accommodation.
- III. **Definitions**
 - A. Same Day Ride Request: A ride that is requested for an appointment less than 24 hours prior to the appointment
 - B. Next Day Ride Request: A ride that is requested for an appointment less than 48 hours prior to the appointment
- IV. **Same/Next Day Ride Accommodation**
 - A. In order to accommodate same/next day requests, it may be necessary to request flexibility on the part of the client or medical provider.
 - B. Prioritize ride requests when capacity is limited
 - C. Verification of appointments will be required based upon cost-benefit analyses
- V. **Educational Initiative**
 - A. Clients requesting same/next day rides will be educated on the importance of advance booking of rides.

SIGNIFICANT EVENTS POLICY

- I. Policy Statement: Significant and other events are to be addressed within a framework that provides direction as well as flexibility to reduce risks to clients, providers, and staff.
- II. Objectives
 - A. Prevention and reduction of the risk of harm to clients, providers and staff
 - B. Education of staff on how to escalate matters to the proper level of authority
 - C. Provision of a tool for quality improvement measures
- III. Definitions
 - A. Significant event: an unexpected occurrence that demonstrates a real or potential safety risk to people, property, the CCO, OHA or CERC, including, but not limited to:
 1. Potential physical or psychological harm to people involved in the NEMT program
 2. A violation of safety related obligations
 3. Damage/destruction of property
 4. Any other event requiring immediate attention
 - B. Other events: occurrences that do not rise to the level of a "significant event" that can be handled using the normal comment/complaint process.
- IV. Reporting Protocols
 - A. Reporting Methods
 1. Anyone can communicate a significant or other event via phone or in person to a customer service representative (CSR), quality assurance, or a supervisor.
 - B. Immediate Report to Supervisory Staff
 1. Events requiring immediate report to a supervisor are those that are of importance to the brokerage due to:
 - a) Potential liability
 - b) Posing a significant access to care issue now or in the near future
 - c) Violating contractual obligations
 - d) Posing a risk of injury to provider, client or staff
 - e) The potential to represent the brokerage, CCO or OHA negatively
 2. Any other matter staff feels needs supervisory assistance
 3. Examples include, but are not limited to:
 - a) Abusive or threatening client actions
 - b) Confidentiality breach (including, but not limited to, HIPAA)
 - c) Immediate risk of client abuse that would require a timely report to a proper agency for inquiry
 - d) Immediate safety concern for passenger, driver or staff
 - e) Events which may give rise to media involvement

C. CCO/OHA Notification

1. Events that are to be reported to the CCO or OHA, as applicable, are to be reported by designated supervisory staff only.
2. Events that should be reported to the CCO or OHA, as applicable, are those that:
 - a) Pose a significant risk of liability for the CCO or OHA
 - b) Pose a significant access to care issue for a client, now or in the near future
3. Examples include, but are not limited to:
 - a) Death/injury to client or transportation provider during NEMT transport
 - b) Actions of an abusive or threatening provider
 - c) Actions of an abusive or threatening client whose actions can affect CERC's future ability to provide rides

D. Other Events

1. Events that do not require immediate attention are captured in customer comment forms (CCFs) to be addressed by quality assurance with or without involving supervisory staff.
2. Examples include, but are not limited to:
 - a) Grievances that do not require immediate attention in order to avoid immediate harm or escalation of the issue
 - b) Program rule issues
 - c) Non-immediate safety concerns
 - d) Reported deviations from NEMT standards/requirements
 - e) Information relating to fraud or abuse of the NEMT program
 - f) Suspected client abuse that does not rise to the level of requiring an immediate report to proper agencies

V. Review & Timelines

- A. Reports necessitating supervisory action/input should be made to designated supervisory staff immediately upon receipt of the information.
- B. Reports required to be made to the CCO or OHA are to be made as soon as possible, but not longer than 48 hours, after supervisory staff has had an opportunity to review and address the events as fully as possible.
- C. Other events are to be addressed in accordance with timeframes mandated by rule/law/contractual obligations/internal policy.

VI. Investigation

- A. Investigation of significant events is to begin immediately, if necessary, and in any event no later than 24 hours after the information is reported to a supervisor.
- B. Investigation of significant events, when possible, should be completed no later than 48 hours.

- C. Significant events requiring information from outside agencies is to be completed as soon as possible after receiving necessary information from these agencies.
- D. Other events are to be addressed in accordance with timeframes mandated by rule/law/contractual obligations/internal policy.

VII. Corrective Action

- A. Corrective action for providers will be implemented in accordance with provider contracts or at the discretion of the Contracts and Services Administrator.
 - 1. Significant events relating to a particular driver/provider will result in temporary suspension until an investigation can be concluded.
- B. Corrective action for staff will be implemented in accordance with employment policies and laws.
- C. Corrective action for clients will be coordinated with the CCO or OHA as applicable.

VIII. Recordkeeping

- A. All significant events and reported other events are to be documented as prescribed by internal procedure.

VERIFICATIONS, REFERRALS AND PRIOR AUTHORIZATIONS

- I. Policy Statement
 - A. CERC will
 - Confirm referrals and prior authorizations in accordance with OHA and CCO policies, guidelines and requirements.
 - Verify rides in accordance with OHA and CCO policies, guidelines and requirements.
 - Adopt a cost-benefit analysis when doing so does not conflict with these other directives.
- II. Definitions
 - A. Verifications: Requests for information from medical providers to determine if a client appointment exists, at what time, on what date, and if it is for a covered service.
 - B. Referrals: When a member is referred by a PCP or PCD to see a specialist
 - C. Prior Authorizations: Services that must be approved by the CCO, OHA, or COIC prior to the client receiving the services.
- III. Referral/Prior Authorization Requirements
 - A. Existing resources and authorities will be used to determine if a referral or prior authorization is needed before a client can receive services
- IV. Verification Requirements
 - A. Verifications will be made in accordance with existing procedures, guidelines and requirements, and in the absence of other authorities, based upon a cost-benefit analysis.
 - B. The most efficient and least intrusive method of verification that is likely to lead to obtaining correct information and ensuring accurate, timely and cost effective transportation of clients will be used.

DENIAL POLICY

- I. Policy Statement: CERC will review ride requests and provide rides for OHP eligible services in accordance with OHA and CCO policies, guidelines and requirements, the application of which may result in the issuance of denials.
- II. Denial Categorization
 - A. Capacity Denials
 1. A denial of service for which a member would otherwise be entitled, but due to unavailability of the appropriate form of transportation for the member's particular need at the time the member requested it, the NEMT service was not performed.
 - B. Policy Denials
 1. When existing OARs, or other applicable laws or policies apply and limit NEMT services.
 2. Same day ride requests where the time between the request and the beginning of the pickup window is less than the time allotted for transport.
 3. Situations where the only available providers are those providers that the client has excluded
 4. Ride requests for children without attendants when DHS drivers are not available.
 5. Ride requests where:
 - a. The client can be accommodated, **but**
 - b. Additional, non-medically necessary riders cannot be accommodated, **and**
 - c. The client does not cancel the request for accommodation of the additional riders.
- III. Compliance
 - A. Any ride denials issued are to comply and be reported in accordance with existing OARs, regulations and requirements.
 - B. OHA and the CCO are responsible for the handling of all client appeals from a Notice of Action (NOA) denying a ride or reimbursement request.
 1. All requested information relating to a denial will be supplied to OHA or the CCO to assist in addressing the appeal.
 2. Information relating to a denial will be provided, upon request, to a client or the client's legal representative in compliance with existing OARs relating to the release of information for contested case hearings.
- IV. Educational Initiative
 - A. CERC will establish educational initiatives in order to fully inform clients about the NEMT program in order to avoid future, preventable denials.

Fixed Route Bus Policy

- I. **Policy Statement:** CERC will provide NEMT services for clients to OHP qualifying services using the following guiding principles:
 - A. Fee for Service ("FFS") clients: lowest cost, most appropriate
 - B. CCO clients: most appropriate and cost effective
- II. **Objectives**
 - A. Determining if fixed route public transit is the most appropriate and effective NEMT transportation option for a client when public transit is the lowest cost provider.
 - B. Educating and assisting clients in removing or overcoming barriers to the use of fixed route public transit.
- III. **Considerations of Appropriateness**
 - A. In determining if a fixed route bus ride is appropriate, CERC will consider the following:
 1. Appropriate distance parameters based upon ADA standards or CERC's internal, best judgment, determination of appropriate parameters which are lower than the requirements of the ADA or any other applicable laws or rules;
 2. Temporary external factors limiting access to the fixed route service;
 3. A client's self-identified physical or mental limitations;
 4. A client's self-identified real or perceived barriers to the use of the fixed route bus system; and
 5. CERC's ability to assist the client in eliminating barriers through education and healthcare provider input.
- IV. **Educational Initiative**
 - A. CERC will provide outreach and education regarding the benefits of using the fixed route public bus system for medical appointments as well as other quality of life rides.

GRIEVANCE POLICY

- I. Policy Statement: CERC's grievance process provides a path for clients to express dissatisfaction with the non-emergent medical transportation provided by CERC, and incorporates a method for capturing other important information that CERC can use for quality improvement, client assistance, and client advocacy. CERC is responsible for gathering information and reviewing and resolving a grievance in accordance with existing rules/laws and contractual obligations.
- II. Purpose
 - A. Ensuring compliance with applicable OHA policies and timeframes relating to grievances.
 - B. Providing educational information to clients to assist with a better understanding of the NEMT program in an effort to provide a better NEMT experience and, ultimately, to reduce the potential for grievances.
 - C. Development of a tracking system through which CERC can analyze trends and adopt changes, as needed, to internal procedures, processes and policies.
- III. Definitions
 - A. Grievance
 1. Any expression of dissatisfaction or concern by a client and/or their authorized representative about any matter other than an action.
 - B. Action
 1. Denial of a requested service
 2. Reduction of or termination of a service
 3. Denial of payment, in whole or in part, for a service
 - C. Authorized Representative
 1. Parents, legally appointed guardians, healthcare powers of attorney, and those persons whom the client has appointed authorized representative.
- IV. Grievance submission
 - A. Grievances will be accepted in written or oral form.
 - B. CERC will assist any client, or client's authorized representative, needing assistance with submitting a grievance.
 - C. If a person other than a client seeks to submit a grievance, the reporting party will be provided with an opportunity to submit an authorized representative form completed by the client in order to act on behalf of the client with respect to the grievance.
- V. Timeframes for Grievance Resolution
 - A. It is the intention of CERC to attempt resolution of grievances within three (3) business days, or as mandated by contract obligations or relevant OARs if less than three days. If an extension is necessary, the grievance will be resolved within the mandated extended timeframes.
 - B. Education or changes based upon trends may be performed outside the required response time.
- VI. Grievance Compliance

- A. CERC will maintain and update processes for capturing and addressing grievances in accordance with the OARs, other applicable laws, and OHA or CCO contract terms.
- B. CERC will obtain and maintain information relevant to all grievances.
- C. CERC will analyze grievances in the context of quality improvement, and perform root cause analysis of the client's expressed concerns.
- D. CERC will maintain a process to track grievance trends as well as other trends captured by customer comment submissions that, without further action, could result in future grievances.
- E. CERC will track and analyze information received to determine if staff training is needed, if changes to internal processes and procedures may be appropriate, or if a possible request for a change in rule or law should be proposed.

VII. Educational Initiative

- A. If the root cause of the grievance is determined to be a misunderstanding or lack of knowledge of program rules by the client, CERC will provide the client with information regarding the NEMT program and rules.
- B. CERC will also provide client outreach if issues, other than grievances, are brought to the attention of CERC, that indicate there is a misunderstanding or lack of knowledge of program rules on the part of the client or other person providing information to CERC. In addition, CERC will take steps to make sure that issues that do not meet the criteria of a complaint are still reviewed, addressed and tracked.

VIII. Recordkeeping & Reporting

- A. CERC will maintain all information relevant to any grievance in accordance with existing laws and contract terms.
- B. CERC will provide required information relating to grievances to OHA and the CCO in accordance with existing laws, rules and contract terms.
- C. CERC will provide information that it maintains, or assist in obtaining certain information, that is relevant to any client grievance filed directly with OHA or the CCO that relates to NEMT services provided by CERC.
- D. Significant events will be reported in accordance with CERC's "Significant Events" policy.
- E. CERC will take steps to make sure that issues not meeting the criteria of a complaint are still reviewed, addressed, and tracked.

PHARMACY STOPS

- I. Policy Statement: Rides for client pickup of prescriptions will be provided to clients as follows:
 - A. To FFS clients in accordance with existing FFS NEMT OARs, including, but not limited to 410-136-0000 et al.
 - B. To CCO clients without regard to the availability of mail order prescriptions and with limited assessment of immediate need.
- II. Objectives:
 - A. Providing clients effective access to prescriptions while avoiding any extraordinary, unnecessary increase in same day ride requests.
 - B. Development of cost-effective verification practices.
 - C. Tracking and reporting of usage trends to avoid potential misuse of NEMT services.
- III. Definitions
 - A. Pharmacy Stop: Transport of a client to a pharmacy that is in conjunction with a ride to another OHP qualifying service
 - B. Pharmacy Ride: Transport of a client directly to a pharmacy, not in conjunction with another OHP qualifying service.
- IV. Pharmacy Stops
 - A. All clients returning from a medical encounter will be provided with a ride to a pharmacy to fill a prescription if that pharmacy is on the return route or closest to the return route.
- V. Pharmacy Rides
 - A. Same/next day requests for rides to a pharmacy will be provided to CCO clients if they cannot coordinate the pickup with a medical appointment and the client expresses a need to pick up the prescription within the next 48 hours.
 - B. When capacity is limited, ride requests are to be prioritized based upon need
 - C. Verification of prescription readiness will be
 1. Required for FFS clients
 2. Based upon an internal cost-benefit analysis for CCO clients.
- VI. Educational Initiative
 - A. Clients who have more than one pharmacy stop per month will be contacted to educate clients on the benefit of coordinating their prescriptions to reduce the number of pharmacy stops being provided each month.
 - B. If there is reason to believe that the trips are being used to access needs other than prescriptions, the client will be redirected to the appropriate resources, including the CCO's MSS department where appropriate.

House Bill 2745 Section-By-Section Summary

Bill Summary:

Authorizes qualifying intergovernmental entities created to operate, maintain, repair and modernize non-rail transportation facilities to impose property taxes or issue general obligation bonds supported by property tax revenues in support of those purposes if entity obtains approval of affected local governing bodies and voters. Taxes may be established region-wide or within zones.

Section 1: Defines qualifying entities

Only intergovernmental entities that qualify as designated recipients of transit operation funding from the Federal Transit Administration may utilize these procedures.

Section 2: Establishes and limits authority of qualifying entities to impose taxes; Defines procedures by which taxes must be established

Subsection (1): Qualifying entities may issue general obligation bonds and assess, levy, and collect ad valorem property taxes to support transit services.

Subsection (4): Qualifying entity may establish a permanent rate limit for operating taxes, impose local option taxes, or issue general obligation bonds only using the procedures described in subsection (5). Establishes that entity may divide territory into zones for the purpose of imposing and levying different rates in each zone.

Subsection (5): Establishing general obligation bonds, permanent rate limits, and local option tax rates.

Paragraph (a): The board, after consultation with affected cities and counties, must approve a preliminary resolution establishing terms and limits for the desired funding measure(s), which may include the following:

Subparagraph (A): General obligation bonds (for facilities.)

Subparagraph (B): Permanent property tax rate limit (for operations.)

Subparagraph (C): Local option taxes (for operations.)

Subparagraph (D): Other information as needed or required by law.

Paragraph (b): The governing body of each city and county within the territory must, within one year, approve or reject the preliminary resolution by local order or resolution, except as follows:

Subparagraph (A): For a pre-resolution that establishes proposed tax zones, only cities or counties with territory in those zones may approve or reject.

Subparagraph (B): For a pre-resolution relating to territory within the boundary of a city, county approval is not required.

Paragraph (c): If all affected local governments approve the pre-resolution, the entity shall consider a final resolution that refers the measure(s) to voters within 120 days of the final local government approval.

Paragraph (d): For measures that do not involve the creation of zones, the majority of voters in the region must approve the measures. For resolutions that involve the creation of zones, the majority of voters in each zone in which taxes are to be imposed must approve the measures.

Subsection (6): Procedures for establishing permanent tax rates after a permanent tax rate limit has been approved by voters.

If a permanent rate limit for operating taxes is approved by voters, as authorized under subsection (5)(a)(B), the board must obtain the approval of the governing body of each city in which operating taxes are to be imposed and (if within unincorporated territory) of the governing body of each county in which operating taxes are to be imposed.

Subsection (7): Additional procedures for creating tax zones if zone-specific general obligation bonds or local option tax levies are pursued via subsection 5.

Paragraph (a): The following steps must be undertaken and completed in order to divide the territory of the entity into zones for the purposed of issuing general obligation bonds or imposing local option taxes.

Paragraph (b): The board, after consultation with the governing bodies of all affected cities and counties in a proposed zone, must approve a preliminary resolution establishing:

Subparagraph (A): The geographic boundaries of the proposed zone;

Subparagraph (B): The qualitative differences in the levels of service that justify the proposed zone;

Subparagraph (C): The amount of any bonds to be issued;

Subparagraph (D): The amount, rate, and duration of any local option taxes being proposed; and

Subparagraph (E): Any other information otherwise required by law or that the board determines to include.

Paragraph (c): The governing body of each city and county within the proposed zone must, within one year, approve or reject the preliminary resolution.

Paragraph (d): If all affected local governments approve, the board, within 120 days of the final approval, shall consider a final resolution referring one or more ballot measures to voters in the proposed zone.

Paragraph (e): Specifies additional criteria for ballot measure referral.

Subsection (8): Combining procedures in cases where zones for general obligation bonds or local option levies are proposed

A ballot measure that proposes measures described in subsections (5)(d) and (7)(e) of this section shall be combined in a proposed zone.

Subsection (9): Any tax revenues resulting from approved ballot measures must be expended only for the purposes specified in the measure. In cases where zones are established, revenues collected within each zone must be expended within that zone.

Subsection (10): Following the approval of a ballot measure, in cases where the boundaries of affected cities or counties change, the area(s) in which taxes are imposed will be adjusted accordingly.

Subsection (11): As concerns permanent tax rates established via subsection 6, the board shall set tax rates and zones only via its annual budget process.

Section 3: Local Accountability Measures and Dispute Resolution

Subsection (1): The board shall:

Paragraph (a): Establish transit advisory councils before taxes are imposed. Where zones are established, zone-specific advisory councils must be established. If the entity elects to not establish zones, only a single transit advisory council is required. Council members shall be appointed by the board following nomination of members by affected local governments.

Paragraph (b): Maintain adequate communication with affected local governments.

Paragraph (c): Provide an annual report of standard transit performance metrics and an annual audit that satisfies the federal audit requirements.

Subsection (2): Establishes mediation procedures for resolving disputes.

Section 5: Establishes Effective Date of Legislation

This legislation will take effect 91 days after the adjournment of Oregon's 2017 legislative session.

House Bill 2017 Public Transportation (Section 122)

State Transportation Improvement Funding Summary

July 14, 2017

Last week the Oregon State Legislature passed HB 2017, which makes significant multi-modal transportation investments in Oregon. The bill is now awaiting Governor Brown's signature. The following is a brief summary of public transportation improvements found in Section 122 of the bill, as well as a high level summary of next steps and a preliminary schedule.

Statewide Transportation Improvement Fund Revenues

Section 122 provides statewide funding for public transportation service with moneys coming from a new payroll tax of one-tenth of one percent on wages paid to employees. Proceeds from the payroll tax will be deposited into the Statewide Transportation Improvement Fund (STIF). The Department of Revenue will begin collecting revenues on or after July 1, 2018. The Oregon Department of Transportation (ODOT) will begin necessary actions required for the program to become operative January 1, 2019.

STIF Distribution

The programs funded by these revenues will be operative on or after January 1, 2019, with distributions as follows:

- Ninety percent to counties without a mass transit district or transportation district, mass transit districts, transportation districts, and federally-recognized tribes;
- Five percent to "public transportation service providers" (see Section 122m(1) for definition) based on a competitive grant program adopted by the Oregon Transportation Commission (OTC) by rule;
- Four percent to public transportation service providers to improve public transportation between two or more communities; and
- One percent to ODOT to establish a statewide public transportation technical resource center to assist public transportation providers in rural areas with training, planning, and information technology.

Eligibility

To be eligible to receive a portion of the 90 percent distribution under this program, a "qualified entity" (see Section 122m(2) for definition) must prepare and submit a public transportation improvement plan to the OTC for approval. At a minimum, each plan must specify the amount of money from the proposed distribution that would be allocated to fund the following:

- Increased service frequency and expansion of bus routes in communities with a high percentage of low-income households;
- Procurement of buses powered by natural gas or electricity for use in areas with populations of 200,000 or more;
- Reduced fares in communities with a high percentage of low-income households;
- Improved frequency and reliability of service connections inside and outside of the qualified entities service area; and
- Coordination between public transportation service providers to reduce fragmentation of services.

Reporting Requirements

Qualified entities will be required to provide a summary of any plans and project proposals approved by an advisory committee and describe how the previous year's distribution was allocated to projects for the purposes just described. Qualified entities that receive a proportionate share of the 90 percent distribution will be required to submit the following documentation to ODOT 30 days prior to the end of the fiscal year:

- a report detailing actions taken to mitigate impacts of the new payroll tax on low-income passengers,
- an adopted annual budget for the upcoming fiscal year, and
- the results of any audits.

The OTC will be required to submit a report to the Joint Committee on Transportation on STIF program implementation and outcomes no later than February 1, 2020.

Next Steps

Many of the STIF program details will be determined over the next year. ODOT staff are working on developing an STIF Implementation Plan. This plan will describe the process and schedule for making the STIF program operative by January 1, 2019. We will continue to inform and involve public transportation providers and key stakeholders as the process continues, and will develop a Frequently Asked Questions document for distribution and posting on our website in the near future.

We are excited to enter this transformational time for public transportation in Oregon.

Advisory Council/Committee Requirements-Next Steps

Background:

In regard to future property tax ballot measures as authorized by HB2745

The board shall: Establish transit advisory councils before taxes are imposed. Where zones are established, zone-specific advisory councils must be established. If the entity elects to not establish zones, only a single transit advisory council is required. Council members shall be appointed by the board following nomination of members by affected local governments.

Any funds collected under this measure must be spent within the defined/approved zone, and only for the service authorized in the resolution and represented in the ballot measure.

In regard to future payroll tax authorized under HB2017

The OTC shall distribute the moneys conditioned upon the commission's approval of a public transportation improvement plan.

Each public transportation service provider shall receive at least a share that the amount the tax paid in the area served by the provider bears to the amount of tax paid in the area.

The OTC shall adopt by rule a process to review and approve a public transportation improvement plan.

At a minimum, a public transportation improvement plan must specify the amount of money that would be allocated to fund the following:

- Increased service frequency and expansion of bus routes in communities with a high percentage of low-income households;
- Reduced fares in communities with a high percentage of low-income households;
- Improved frequency and reliability of service connections inside and outside of the county; and
- Coordination between public transportation service providers to reduce fragmentation of services.

Each County commission ("qualified entity"*) shall appoint an advisory committee to advise and assist the governing body in prioritizing plans or projects to be funded from the moneys received to public transportation service providers that provide services within the jurisdiction.

Before receiving funding for a project, a public transportation service provider that provides services within the county shall submit a plan or project proposal to the County governing body and receive the advisory committee's approval of the plan or project proposal. The plans or project proposals must describe how the funds would be used.

*Note: Where there is a transit district, the qualified entity is the transit district.

The OTC shall adopt by rule:

- Requirements for the composition of an advisory committee;
- Criteria that must be included in a plan or project proposal; and
- A process by which an advisory committee shall review and approve a plan or project proposal.

Next Steps:

Develop process to update the regional transportation improvement plan.

Develop transit plan steering committee/s (subcommittees for each section?), and an outreach and stakeholder engagement plan that assures development of a plan that meets future needs and requirements of HB2745 and HB 2017.

Participate in rulemaking process with OTC in the development of advisory committee composition and plan requirements.

Develop requirements for composition of a transit advisory committee/council for Central Oregon in consultation with Cities and Counties. Determine whether a nesting of committees within committees for Central Oregon will provide optimal result. Assure that composition meets future needs and requirements of HB2745 and HB2017.

Develop roles and responsibilities for the transit advisory committee/council.

Develop the application and process for transit advisory committee/council appointment.

“Building Our Future – Regional Prosperity in Central Oregon” COIC’s Comprehensive Economic Development Strategy (CEDS) 2017-2021

Final CEDS Adoption COIC Board Meeting August 3, 2017

1. Board Request

This agenda item represents the completion of the Comprehensive Economic Development Strategy (CEDS) adoption process. The COIC Board previously adopted the two most important components of the CEDS: the Regional Priority Issues and Strategies (Chapter 3) at the December 1, 2016 meeting, and the CEDS Project List at the March 2, 2017 meeting. CED Staff have now completed all of the required CEDS components and posted the final draft CEDS for 30-day public review on July 4, 2017.

The now-complete CEDS includes the following (items in **bold, underlined** font are major sections required by the Economic Development Administration):

- *Purpose* (page i)
- *Attributions* – a list of all parties and organizations that contributed to the development of the CEDS (pp. ii-v.)
- *Table of Contents and Table of Figures and Tables* (pp. vi-vii)
- **Executive Summary** (pp. viii-x)
- **Section 1. Regional Economic Profile** (pp. 1-10)
- **Section 2. Regional SWOT** (Strengths, Weaknesses, Opportunities, and Threats) **Analysis** (pp. 11-15)
- **Section 3. Regional Priority Issues, Strategies, and Action Plan** (previously adopted by the COIC Board; pp. 16-24)
- **Section 4. CEDS Project List** (summary; pp. 25-28)
- **Section 5. Evaluation Framework** (pp. 29-30)
- **Section 6. Resilience** (pp. 31-38)
- Appendix A: Overview of CEDS Process (page A-1)
- Appendix B: Data Figures and Tables (pp. B-1 – B-18)
- Appendix C: CEDS Priority Issues and Strategies With Action Plans (previously adopted by the COIC Board; pp. C-1 – C-19)
- Appendix D: CEDS Project List (previously adopted by the COIC Board; pp. D-1 – D-8)
- Appendix E: Economic Development Resource Map (page E-1)

The full document is too long to include in the COIC Board packet. It may be reviewed in its entirety by following these links:

CEDS Body: <https://newcoic.files.wordpress.com/2012/08/ceds-body1.pdf>

CEDS Attachments: <https://newcoic.files.wordpress.com/2012/08/ceds-appendix2.pdf>

COIC staff request that the COIC Board Review and Adopt the completed CEDS.

2. Purpose of the CEDs and COIC’s Role

COIC is a Council of Governments and a federally-designated Economic Development District (EDD). As part of the EDD role, COIC prepares a Comprehensive Economic Development Strategy (CEDS) every five years. The CEDS is updated three years after it is completed, and individual strategies or projects can be added or removed at any time at the Board’s discretion. The COIC Board governs the CEDS, and is responsible for approving the plan as well as any future revisions, project additions, etc.

The CEDS:

- **Articulates the region's priority community and economic development needs**, and as such serves as a five year plan for COIC activities and, to an increasing degree, other regional organizations. It therefore serves as a collaborative tool for inter-organizational action towards common priorities. We particularly coordinate with EDCO, the Workforce Investment Board, and the Regional Solutions Team and Advisory Committee. Dozens of other regional organizations are also involved.
- **Identifies strategies** to build regional and community capacity/readiness to support business retention, expansion, and recruitment, and to improve economic resilience, including:
 - Public infrastructure needs
 - Program development and coordination needs
 - Policies
- **Communicates regional priorities to state, federal, and private foundation funding partners** – strategies and projects that are identified in the CEDS are more likely to be funded as they are the result of an open, collaborative process to identify regional needs and priorities.
- **Helps COIC serve its mission** to “serve the local governments of Central Oregon, providing regional collaboration, efficiencies and service delivery for a stronger local economy and quality of life.” The plan is developed as a regional collaborative effort and is oriented towards improving the local economy and quality of life. The CEDS also contributes to the following elements of COIC’s Vision Statement:
 - “...provide collaborative leadership on issues across jurisdictional boundaries....”
 - “...regional planning, problem solving, prioritization....”
 - “... build economically successful communities....”
 - “promote collaboration among a wide variety of private, public, and nonprofit partners to effectively leverage state, federal and other resources for the greater benefit of the region.”

The priorities and strategies identified in this year’s CEDS process serve as perhaps the most comprehensive and integrative view of regional needs of any recent Central OR CEDS. The priority Issues and Strategies were developed in consultation with dozens of regional organizations and most if not all strategies will require integration of effort to achieve success.

3. CEDS Process

CED staff have been developing the CEDS since September 2015 through the following process:

- Data gathering (summer and fall 2015 - ongoing);
- Economic development stakeholder input (November 2015 ED stakeholder meetings in Crook, Deschutes, and Jefferson counties; and ongoing);
- CEDS Strategy Committee meetings (September and December 2015; March and August 2016);
- Focus Group meetings in May 2016 with additional stakeholder groups (Housing, Emerging Workforce, Commercial and Industrial buildings and Incubators);
- One-on-one meetings with key organizations re: emerging regional priorities – summer and Fall 2016;
- COIC Board updates and reviews (August 2015 and April 2016);
- Solicitation of priority projects from cities and counties (former Needs and Issues process; fall 2016);
- Finalize draft Issues and Strategies and develop measurable actions (summer and fall 2016);
- COIC Board Review of draft Issues and Strategies (November 3, 2016)
- **Adoption of the Regional Priority Issues and Strategies (December 1, 2016);**

- **Adoption of CEDS Projects (March 2, 2017)**
- Final Plan writing and layout (April-June 2017)
- Post for 30-Day Public Review (July 4 – August 3, 2017)
- **Public Meeting/Review and Adoption of final CEDS by COIC Board (August 3 2017); and**
- Outreach and marketing to regional and statewide partners (August 2017 – ongoing).

CEDS Strategy Committee

The CEDS Strategy Committee served as the umbrella steering committee for the overall effort:

Name	Organization	Community
Alan Unger*	Deschutes County	Deschutes County
Jason Carr*	Prineville City Council	Prineville
John McLeod*	Mt Bachelor/Powdr Corp.	Region
Katie Condit*	Better Together	Region
Lonny Macy*	CTWS	Warm Springs
Wayne Fording*	Jefferson County BOCC	Jefferson County
Annette Liebe	Regional Solutions Team	Region
Carolyn Eagan	City of Bend	Bend
Damon Runberg	OR Employment Dept.	Region
Della Mosier	ODOT	Region
Heather Ficht	East Cascades WIB	Region
Jerry Schulz	COCC	Region
Jim Long	City of Bend	Bend
Joe Centanni	City of Redmond	Redmond
Joni Bramlett	ODOT	Region
Karen Friend	COIC	Region
Katelyn Pay	COBA	Region
Kelly Sparks	OSU-CC	Region
Ken Fahlgren	Crook County	Crook County
Kim Travis	OHCS	Region/state
Melissa Murphy	Business OR IFA	Region
Patrick Davenport	City of Sisters	Sisters
Roger Lee	EDCO	Region
Sandy Stephenson	Bend Chamber of Commerce	Bend
Steve Curley	Small Business Development Ctr.	Region
Scott Edelman	DLCD	Region
Tom Kemper	Housing Works	Region

* Current or former COIC Board members.

COIC Capacity Fund Request – Regional City-County Administrator Meeting Support COIC Board Meeting August 3, 2017

Background

COIC's 2015 strategic plan emphasizes roles in support of local governments. The resulting mission statement reinforces this emphasis:

The Central Oregon Intergovernmental Council serves the local governments of Central Oregon, providing regional collaboration, efficiencies and service delivery for a stronger local economy and quality of life.

The plan includes strategies for strengthening partnerships with cities and counties, and calls for an annual "City and County Administrator Forum" in which to identify regional priorities for collaboration and/or regional-scale problem solving, and to identify and explore opportunities for "shared services" to increase efficiencies and lower costs for local governments. The first City and County Administrators Forum was hosted by COIC on March 31, 2016. At this meeting, the Administrators decided that rather than just engaging in one big Forum, they would meet every other month to discuss common problems, identify opportunities for regional coordination and collaboration on important regional issues, and engage in general information sharing on best practices (e.g. governance, land use and policy issues, finance/administration, etc.).

The group met on a regular basis throughout FY 2016-17. During these meetings, they discussed a number of issues of shared concern, including developing coordinated support for a transportation funding package in the 2017 legislative session (transportation funding resolutions were passed by all but one Central Oregon city and county), PERS reform, the 2017 eclipse, opportunities to develop shared regional emergency management facilities, regional economic development and COIC's CEDS, and other topics. Meetings have also included extensive opportunities for administrators to get advice on administrative issues and policy approaches. The group has also begun to serve as something of an unofficial sounding board for COIC staff on major regional program and policy issues – a role similar to that stipulated in COIC's Articles of Agreement which requires the formation of a Governmental Coordinating Committee. In FY 2017-18, COIC will work with the administrators to formalize this function.

Request

The CED department has been asked by regional City and County Administrators to staff six upcoming meetings this fiscal year - in August, October, and December 2017, and February, April, and June 2018. These meetings, and follow-up activities requested by the group, are averaging approximately \$1,250 per meeting, for a total of \$7,500 to support the effort in FY 2017-18.

COIC staff request Board approval of a capacity fund allocation to support the next six City/County Administrators meetings, as well as staff support for priority projects emerging from the meetings.

Total request: \$7,500

COIC staff will continue to report to the COIC board about the priority projects/priorities that are emerging from the sessions, along with work plan detail, desired outcomes and leveraged resources.

Regional Benefits

- City and County Administrators have a neutral forum to identify regional priorities for collaboration and/or regional-scale problem solving.
- City and County Administrators have a forum to ask for peer advice/assistance and feedback on a broad range of administrative and policy issues.
- Priority activities will be regional in scale, and support priorities of COIC's city and county membership.