

**Lane County Budget Committee**  
**Tuesday, May 12, 2020**  
2:30pm – Virtual Meeting

Budget Committee members present: Chair, Herb Vloedman; citizen members: Larry Abel, Chris Hazen, Dawn Lesley, Dale Stoneburg, and Lane County Commissioners: Joe Berney, Jay Bozievich, Heather Buch, Pat Farr and Pete Sorenson

Staff Present: Lane County Administrator, Steve Mokrohisky; Budget and Financial Planning Manager, Christine Moody; Budget Staff, Jill Allen, Tawnya Ellis, Joe Szelesta

Presenting were:

Health & Human Services: Karen Gaffney, Director; Kachina Inman, Assistant Director; Shawn Waite, Administration and Finance Manager; Lisa Willis, Clinical Financial Services Manager; Ron Hjelm, Community Health Centers Manager; Carla Tazumal, Developmental Disabilities Manager; Steve Manela, Human Services Manager; Lisa Roth, LaneCare Manager; Jocelyn Warren, Public Health Manager; Lisa Nichols, Quality and Compliance Manager

Technology Services: Mike Finch, Director; and Loren Blythe, Sr. Business Services Manager

Human Resources: Alana Holmes, Director; Manager; Ryan McBride, Talent Manager; Inga Wood, HR Labor Relations Manager; Mary Miller, Workforce Wellness Solutions

**I. CALL MEETING TO ORDER**

Chair Vloedman called the meeting to order at 2:32pm.

**II. COMMITTEE BUSINESS**

Discussion was held among committee members of receiving minutes at least 24 hours before having to take action.

Chris Hazen moved that Budget Committee documents be provided to the Committee within 24 hours with exceptions before action is expected. Commissioner Berney 2<sup>nd</sup> the motion. Motion passes unanimously.

The committee decided to move minutes approval for May 7, 2020 to the May 13, 2020 Budget Committee meeting.

Chris Hazen shared his reasoning for asking questions in regards to metrics.

**III. HEALTH & HUMAN SERVICES**

Karen Gaffney, Health and Human Services Director presented the following slides and discussions:

- Department overview noting today's presentation is for the following divisions: Administration, Clinical Financial Services, Developmental Disabilities, Public Health, LaneCare, Community Health Centers, Human Services, and Quality & Compliance.
- FY 20-21 budget details. Ms. Gaffney reported 11% of the H & HS budget comes from general fund.
- COVID-19 resource impact at risk are fees-for-service, fund balances, contingencies, federal and state funding. Resources not at risk are federal stimulus funding, Federal Emergency Management Agency (FEMA) reimbursement of 75%, telehealth and virtual meetings. Ms. Gaffney noted a savings due to a reduction in travel.
- FY 20-21 expenditures noting a 4.88% decrease due to reduction in capital expenditures. Ms. Gaffney shared there are no significant changes in full time equivalents (FTE's).

Shawn Waite, Administration and Finance Manager presented the following slides and discussions:

- Administration division consisting of Executive Management, Planning & Subcontracting, Fiscal Services, Strategic Development, Public Information and the addition of 1 FTE for Accounting Analyst. FTE 22.10, FY 20-21 resources are \$3,319,161 and expenses are \$3,349,161.
- Administration contract work noting \$40 million in expense contracts with 1043 active contracts. Strategic Development has identified \$4 million in additional resources and has applied for 22 grants this FY. Proactive communication plan with Public Information Officer (PIO) doing 360 media placements, 41 press conferences, and 81 individual interviews. The PIO has had 9.6 million impressions.

Lisa Willis, Clinical Financial Services Manager presented the following slides and discussions:

- Clinical Financial Services overview noting revenue sources. 13 FTE's with FY 20- 21 resources of \$1,762,471 and expenses \$1,834,016.
- Billed encounters comparison for FY 2018, FY 2019 and FY 2020.

Ron Hjelm, Community Health Centers Manager presented the following slides and discussions:

- Community Health Centers division overview and services offered. 193.98 FTE's with FY 20-21 resources \$33,551,788 and expenses \$32,499,947
- COVID-19 impacts noting closure of Springfield schools health center and suspended services. Implemented telehealth and 33 staff teleworking.
- Changes in services for FY 20-21 noting adding 10.8 FTE's and opening a new center in Cottage Grove.
- Expansion of services including telehealth, onsite kiosk and patient portals, and exploration of full service dental offering.

Carla Tazumal, Developmental Disabilities Services Manager presented the following slides and discussions:

- Developmental Disabilities Services overview. 87 FTE with FY 20-21 resources \$11,333,937 and expenses \$9,943,697.
- Developmental Disabilities Services growth chart noting growth in services due to increasing community needs and in-home supports.

Steve Manela, Human Services Manager presented the following slides and discussions:

- Human Services division overview and service offerings. 42.10 FTE with FY 20-21 resources \$20,117,530 and expenses \$19,535,325.
- Crisis of homelessness overview noting implementation of the recommendations of the Technical Assistance Collaborative (TAC). Mr. Manela shared Human Services revenue sources.

Lisa Roth, LaneCare Manager, presented the following slides and discussions:

- LaneCare overview and program offerings noting the use of reserves to cover the budget deficit. FTE 43.10 with FY 20-21 resources \$4,459,498 and expenses \$10,414,893.
- LaneCare FY 20-21 efforts.

Jocelyn Warren, Public Health Manager, presented the following slides and discussions:

- Public Health division overview. 86.35 FTE with FY 20-21 resources \$16,338,867 and expenses \$17,196,484.
- COVID-19 response.

Lisa Nichols, Quality and Compliance Manager, presented the following slides and discussions:

- Quality and Compliance division overview. 14 FTE with FY 20-21 resources and expenses at \$2,400,321.
- Quality improvement graph showing social determinants of health measurements.

Kachina Inman, Assistant Director of Health and Human Services presented the following slides and discussions:

- Highlights of FY 19-20.
- Future challenges and opportunities noting the impact of COVID-19, economic impact on the community, affordable housing and homelessness, growth of social determinates of health, opening of a Cottage Grove clinic, enhancing care coordination.
- Ms. Inman shared how Health and Human Services fulfills the Lane County strategic plan.

QUESTIONS were opened for Health and Human Services.

Chris Hazen asked about emergency department metrics.

Steve Manela shared that emergency room department utilization is tracked and broken down into demographics.

Commissioner Bozievich asked if Lane County has ever done rental assistance distribution.

Mr. Manela shared that rental assistance is done through partnering with nonprofit agencies not directly through a Lane County program.

Commission Bozievich asked how long the County has used general funds to support well baby care.

Jocelyn Warren shared the dollar match which allows draw down of Medicaid.

Karen Gaffney reported that during her 30 years at Lane County the services have been offered. Noting Medicaid match has allowed the budget to remain during downturns.

Commissioner Farr shared his appreciation of the accomplishments of Health and Human Services.

Commissioner Sorenson shared his appreciation for the work of Health and Human Services and a brief history of the County taking over Woman Infant and Children (WIC). Mr. Sorenson asked if general fund has been giving to Community Health Centers.

Mr. Hjelm shared that general fund was used to get the program started and then none has been utilized since. Mr. Hjelm shared an overview of fee-for-service versus capitation noting capitation has made for a smaller impact during COVID-19.

Larry Abel asked about Health and Human Services fees and charges going up 22%.

Karen Gaffney reported the 22% is for all divisions in Health and Human Services but the majority is in the Community Health Centers.

Shawn Waite shared there is 3 million increase in Community Health Centers and small increases in the other divisions.

Larry Abel asked why Administration materials and services are decreasing when there are projected increases in expenditures.

Shawn Waite shared money was moved from contingency to help purchase the methadone building with expected reimbursement through earned revenues upon utilization. In addition \$250,000 office renovations were not utilized.

Larry Abel asked about a settlement contingency going to zero.

Shawn Waite reported the settlement statute time expired.

Karen Gaffney shared Lane County acts has a grant pass through for the state and due to the time statute expiration, the funds were disbursed.

Larry Abel asked why Human Services FTE's are the same when personnel services are decreasing.

Steve Manela reported it is due to retirements, overall costs reductions and vacancy variance.

Commissioner Berney stated that he has not received a list of nonprofits that are part of the support structure not getting dollars and is concerned about increasing staff for service delivery versus looking for strategic ways to divert the dollars away from administrative costs.

Steve Manela shared that Lane County has always looked at their nonprofit partners first to getting money out and in order to do so an infrastructure needs to be in place.

Commissioner Berney asked about the definition of reserve funds.

Shawn Waite shared on the presentation slides resources and expenses don't align but the bottom line for the department is balanced.

Commissioner Berney asked about the capital improvement budget.

Karen Gaffney shared an overview of contingency versus reserves.

Christine Moody mentioned the proposed budget document for reference.

Commissioner Berney asked about lag in billing.

Lisa Willis shared Lane County is not seeing a lag in billing. Ms. Willis noted claims could be held up at the payer.

Commissioner Farr shared his appreciation and accolades for Steve Manela.

#### **IV. TECHNOLOGY SERVICES**

Technology Services Director, Mike Finch and Senior Manager, Lorren Blythe presented the following slides and discussions:

- Technology Services (TS) overview sharing TS has 69.25 FTE.
- FY 20-21 resources.
- COVID-19 resource impacts noting regional services, direct department support needs, increasing costs for remote work tools and services. Mr. Blythe shared grant funded services are not at risk.
- FY 20-21 expenditures noting a 1 time expense office remodel, Office 365 services, M365 licensing for security, cyber security training and testing tool, NEOGOV onboarding Human Resources module, and 2 FTE.
- Overview of TS partnerships.
- Administration division overview. 7 FTE with FY 20-21 resources \$2,878,170 and expenses \$2,933,856.
- Technology replacement fund overview.
- Customer Service & Support division overview. 7 FTE with FY 20-21 resources and expenses \$1,002,027.
- Business Services overview. 36.50 FTE with FY 20-21 resources and expenses at \$7,238,002.
- Technology Infrastructure Services overview. 13 FTE with FY 20-21 resources and expenses \$3,430,041.
- Cybersecurity & Compliance overview. 4.75 FTE with FY 20-21 resources and expenses \$972,197.
- Lane Radio Interoperability Group (LRIG) overview. 1 FTE with FY 20-21 resources and expenses \$211,848.
- Highlights of FY 19-20.
- Future challenges and opportunities noting COVID-19 impacts beyond the crisis of possible additional investment in remote access licensing estimated at around \$100,000.
- Mr. Finch shared how TS fulfills the Lane County Strategic Plan.

QUESTIONS were opened for Technology Services.

Commission Buch asked about the impact of telehealth implementation.

Mr. Finch shared the impacts would be on bandwidth, security, and hardware.

Commissioner Berney shared his appreciation to Mr. Finch and Mr. Blythe

Commissioner Bozievich asked about servers and air conditioning costs.

Mr. Finch reported that the green data center has helped reduce costs and Lane County is charging for services provided to other entities.

Chris Hazen asked about the University of Oregon open data study in regards to public data and community access.

Mr. Finch shared that Smart Community 2.0 shows providing data sets helps build community resiliency. Lane County is looking towards that has a vision and a goal.

Herb Vloedman referenced Tillamook County's breach of security and asked what Lane County has in place to prevent that type of attack.

Mr. Finch shared that Lane County studied that attack and enforces multi factor access from external entrance sources and rotating passwords as well as following government guidelines for compliance.

Mr. Vloedman asked about training on security awareness.

Mr. Finch reporting TS is working on a program with Human Resources which incorporates testing, training and retesting.

## V. HUMAN RESOURCES

Alana Holmes, Human Resources Director presented the following slides and discussions:

- Human Resources overview.
- FY 20-21 resources.
- Ms. Holmes reported there is no resource impact due to COVID-19.
- FY 20-21 expenditures noting addition of 2 FTE.

Ryan McBride, Talent Manager, presented the following slides and discussions:

- Talent Management division overview. 8.0 FTE with FY 20-21 expenses \$1,186,569.
- Talent Management lifecycle.

Inga Wood, HR Labor Relations Manager presented the following slides and discussions:

- Labor Relations division overview. 2.0 FTE with FY 20-21 expenses \$319,958.
- Labor Relations lifecycle.

Mary Miller, Workforce Wellness Solutions Manager; presented the following slides and discussions:

- Workforce Wellness Solutions division overview and FY 19-20 highlights. 9.5 FTE with FY 20-21 expenses \$1,127,208.
- Workforce Wellness Solutions lifecycle.

Alana Holmes, Human Resources Director presented the following slides and discussions:

- Administration division overview. 3.0 FTE with FY 20-21 expenses \$602,593.
- Highlights for FY 19-20.
- COVID-19 impacts.
- Future challenges and opportunities.
- Connections to Lane County Strategic Plan specifically, Vibrant Communities and Our People and Partnerships.

QUESTIONS were opened for Human Resources.

Larry Abel asked about the increase in Workforces Wellness Solutions personnel services although FTE remains the same.

Christine Moody shared 2 FTE's were added through a supplemental budget this FY and next year's budget includes 12 months of salaries.

Chris Hazen asked about the reportable rate of economic injuries for Lane County.

Mary Miller reported she would provide that to the Budget Committee.

Chris Hazen asked what additional things Human Resources would do to attract and retain talent if money were not object.

Alana Holmes reported she would provide a written response.

Commissioner Bozievich commented on the richness of the total compensation package Lane County offers. In addition, Mr. Bozievich shared appreciation for the changes Human Resources has implemented in regards to leadership, employee development and diversity.

Commissioner Sorenson shared his appreciation of the current opportunities for training and development of Lane County employees.

## **VI. COMMITTEE BUSINESS**

Next budget meeting is May 13<sup>th</sup> at 1:30pm.

## **VII. ADJOURN**

Committee Chair Vloedman adjourned the meeting at 5:06pm.

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