

**Josephine County, Oregon
2004-05 Operating Budget**

Community Action Funds

	ACTUAL 2001-02	ACTUAL 2002-03	ADOPTED BUDGET 2003-04	PROPOSED & APPROVED BUDGET 2004-05	ADOPTED BUDGET 2004-05
Community Services - Fund 208					
Intergovernmental	\$ 1,375,182	\$ 1,636,945	\$ 1,717,553	\$ 1,691,983	\$ 1,691,983
Fees & Charges for Services	5,371	5,834	11,650	4,450	4,450
Miscellaneous	101,702	89,788	40,037	30,185	30,185
Interfund Charges & Transfers	70,951	75,637	28,000	72,442	72,442
Beginning Fund Balance	55,983	113,231	178,735	112,671	112,671
Total Revenues	\$ 1,609,189	\$ 1,921,435	\$ 1,975,975	\$ 1,911,731	\$ 1,911,731
Personal Services	\$ 420,579	\$ 453,832	\$ 485,467	\$ 464,495	\$ 464,495
Materials & Services	959,593	1,170,436	1,126,261	1,212,295	1,212,295
Interfund Payment for Services	115,786	118,432	157,598	171,662	171,662
Capital Outlay	-	-	-	6,000	6,000
Contingency	-	-	206,649	57,279	57,279
Ending Fund Balance	113,231	178,735	-	-	-
Total Expenditures	\$ 1,609,189	\$ 1,921,435	\$ 1,975,975	\$ 1,911,731	\$ 1,911,731
Total Full-Time Equivalents	8.08	8.08	9.00	9.95	9.95

Food Share - Fund 230					
Intergovernmental	\$ 81,378	\$ 94,738	\$ 97,743	\$ 50,448	\$ 50,448
Fees & Charges for Services	-	44,041	-	45,000	45,000
Miscellaneous	173,361	114,917	115,280	204,256	204,256
Interfund Charges & Transfers	10,000	-	816	8,108	8,108
Beginning Fund Balance	15,649	34,647	80,610	-	-
Total Revenues	\$ 280,388	\$ 288,343	\$ 294,449	\$ 307,812	\$ 307,812
Personal Services	\$ 107,716	\$ 109,306	\$ 147,461	\$ 176,161	\$ 176,161
Materials & Services	43,246	57,592	81,500	72,435	72,435
Interfund Payment for Services	-	40,835	56,401	59,134	59,134
Intergovernmental Payments	45,564	-	-	-	-
Capital Outlay	49,215	-	-	-	-
Contingency	-	-	9,087	82	82
Ending Fund Balance	34,647	80,610	-	-	-
Total Expenditures	\$ 280,388	\$ 288,343	\$ 294,449	\$ 307,812	\$ 307,812
Total Full-Time Equivalents	2.39	2.88	2.88	3.50	3.50

**Josephine County, Oregon
2004-05 Operating Budget**

Community Action Funds

	ACTUAL 2001-02	ACTUAL 2002-03	ADOPTED BUDGET 2003-04	PROPOSED & APPROVED BUDGET 2004-05	ADOPTED BUDGET 2004-05
Special Transportation - Fund 245					
Intergovernmental	\$ 572,400	\$ 503,004	\$ 909,836	\$ 984,997	\$ 984,997
Fees & Charges for Services	55,997	215,078	60,348	36,035	36,035
Miscellaneous	13,427	9,194	2,243	900	900
Interfund Charges & Transfers	50	-	-	1,372	1,372
Beginning Fund Balance	30,405	32,944	7,375	1,000	1,000
Total Revenues	\$ 672,279	\$ 760,220	\$ 979,802	\$ 1,024,304	\$ 1,024,304
Personal Services	\$ 351,441	\$ 446,959	\$ 465,614	\$ 521,264	\$ 521,264
Materials & Services	109,702	143,543	77,016	74,344	74,344
Interfund Payment for Services	-	-	154,348	174,311	174,311
Intergovernmental Payments	172,532	158,619	-	-	-
Capital Outlay	5,660	3,724	282,824	200,000	200,000
Contingency	-	-	-	54,385	54,385
Ending Fund Balance	32,944	7,375	-	-	-
Total Expenditures	\$ 672,279	\$ 760,220	\$ 979,802	\$ 1,024,304	\$ 1,024,304
Total Full-Time Equivalents	7.00	10.00	10.00	12.45	12.45

William Mac Kenzie Trust - Fund 712

Miscellaneous	\$ 1,962	\$ 1,105	\$ 5,000	\$ 5,000	\$ 5,000
Beginning Fund Balance	72,992	64,514	-	-	-
Total Revenues	\$ 74,954	\$ 65,619	\$ 5,000	\$ 5,000	\$ 5,000
Materials & Services	\$ 440	\$ -	\$ -	\$ -	\$ -
Interfund Payment for Services	10,000	-	-	-	-
Contingency	-	-	5,000	5,000	5,000
Ending Fund Balance	64,514	65,619	-	-	-
Total Expenditures	\$ 74,954	\$ 65,619	\$ 5,000	\$ 5,000	\$ 5,000

JOSEPHINE COUNTY, OREGON
2004 - 2005 Operating Budget

DEPARTMENT
Community Action

Fund Descriptions

Community Services

This fund is designated as the primary fund for the Community Services and Senior Programs. Revenues come from grants, contracts and donations and are used for the general administrative and program operation of twenty-eight services for seniors, disabled, and low-income individuals. This fund also accounts for the Veteran's Office.

Food Share Fund

This fund is used to account for USDA reimbursements, share contributions from disbursement agencies and donations from the private sector to be used for the benefit of needy people in Josephine County.

Special Transportation Fund

This fund is used to account for cigarette taxes received from the State of Oregon which are earmarked to be used to provide transportation for those citizens who are elderly or limited in mobility due to either mental or physical disabilities.

William McKenzie Trust Fund

This trust fund was established based on a bequeath included in the will of William McKenzie. The bequeath established the fund principal, which cannot be expended. The purpose of the fund is to assist Josephine County residents who have exhausted all other sources of public assistance. The fund, which is administered by the Board of County Commissioners, provides assistance based on requests received from various public service agencies, within the limits dictated by the amount of interest earned.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Energy

Description:

Energy Programs provide emergency services, limited intervention and programs that help clients meet basic needs and achieve stability socially and economically.

- Provide households with emergency energy assistance.
- Assist low-income households to more effectively manage their energy costs and stabilize their social and economic life by providing assistance and education.
- Reduce the percentage of households with high heating bills by providing families with energy assistance.
- Actively participate in community, regional and statewide meetings to develop strategic plans that stress customer responsiveness.

<u>Service Levels:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Budgeted	2004-2005 Budgeted
Emergency services				
# of households served	715	840	937	900
# of people served	2,133	2,643	2,521	2,500
Stabilization services				
# of households served	2,865	3,022	2,129	2,100
# of people served	6,876	7,233	4,000	4,000
# of weatherization referrals made	100	100	161	150
# of energy education workshops provided	4	4	3	4
Employee staff count: Direct Service	2.43	2.45	2.41	2.5
 <u>Efficiency Measures:</u>	 2001-2002 Actual	 2002-2003 Actual	 2003-2004 Budgeted	 2004-2005 Budgeted
Emergency Services				
Cost per household	\$594.00	\$452.00	\$244.00	\$250.00
Stabilization Services				
Cost per household	\$261.00	\$288.00	\$260.00	\$260.00
 <u>Effectiveness Measures:</u>	 2001-2002 Actual	 2002-2003 Actual	 2003-2004 Budgeted	 2004-2005 Budgeted
Emergency Services				
% of shut-offs prevented	90%	90%	90%	90%
% of households whose utility was restored	10%	10%	10%	10%
Stabilization Services				
% of shut-offs prevented	10%	10%	10%	10%
% of households whose utility was restored	1%	1%	1%	1%
% of eligible households that access the program	47%	48%	29%	29%
% of referred households whose homes are weatherized	50%	50%	50%	50%
% of individuals who rate education workshops as good or excellent	100%	100%	100%	100%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Energy

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Provided workshops that will educate low-income households on how to manage their utility bills.
- Partnered with community agencies to provide outreach to minority groups.
- Continued partnership with ACCESS, Inc (Jackson County) to assure that a minimum of 50 Josephine County households are weatherized.

Fiscal Year 2002-2003 Accomplishments

- Assist low-income households to effectively manage their energy costs through home visits and education.
- Reduce the percentage of households with high heating bills by providing families with energy assistance through new programs.
- Prepare and plan to help internal process flow smoother.

Fiscal Year 2003-2004 Expected Accomplishments

- Complete 3-year Pacific Corp REACH project by September 30, 2003.
- Continue to do outreach through community partners and reach low-income families and seniors to promote energy assistance programs and education.
- Translate EA forms and required information into Spanish and distribute.

Fiscal Year 2004-2005 Projected Accomplishments

- Promote energy education to elementary school children by developing workshops in schools.
- Promote energy education by partnering with the transit program to dedicate bus marketing energy conservation.
- Continue to partner with other agencies to better serve minority groups.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT

Human Services: Community Action Programs

PROGRAM

Information & Assistance

Community Action is one of over nine hundred Community Action Agencies across the nation formed to address the causes and conditions of poverty. We work to strengthen our community by investing in people and provide a variety of programs and resource development in Josephine County. Our focus is to stimulate local, state, federal and private resources to enable people to gain the skills, knowledge, motivation and opportunity to become self-sufficient. We assist seniors and non-seniors with a variety of programs and services.

Description:

Information & Assistance provides accurate information related to support services in Josephine County; responds to phone calls and walk-in customers who request information, assistance, referral and appointments; updates/maintains the Community Resource Directory and makes it available for sale to community agencies and partners; collects and completes data entry of Division's program statistics for State reporting requirements.

Service levels:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
# of contacts	28,139	41,105	45,213	45,665
# of volunteers	3	5	2	4
# of volunteer hours	200	375	425	750
Direct Service FTE	1.125	1.125	.75	.75

Efficiency Measures:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Cost per contact	\$2.81	\$2.30	\$0.96	\$0.60
Value of volunteer service	\$3,000.00	\$5,840.00	\$4,815.00	\$12,638.00

Effectiveness Measures:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
% of households surveyed that indicate they consider themselves more self-sufficient since participating in agency services or activities	75%	70%	65%	70%
% of people surveyed who believe our agency helped them improve the conditions in which they live	75%	70%	65%	70%
% of households surveyed that indicate they feel part of the community since participating in agency programs	75%	70%	65%	70%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Information & Assistance

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Increased hours open to the public to 45 hours per week
- Assisted Community Works with entering JOCO resources into on-line directory.
- Provided work site for Job Council participants

Fiscal Year 2002-2003 Accomplishments

- Maintained office hours at 45 per week.
- Continued providing work site for Job Council participants.
- Cross-trained fiscal/support staff regarding fiscal and reporting policies and procedures.

Fiscal Year 2003-2004 Expected Accomplishments

- Provide quality service to customers in an empathetic and supportive way realizing that hours open to the public have been reduced.
- Provide accurate quarterly CSBG reports and statistics for manager and the State.
- Monitor volunteers updating the Community Resource Directory to assure information is correct.

Fiscal Year 2004-2005 Projected Accomplishments

- Continue to provide quality service to customers in an empathetic and supportive way realizing that many are contacting us for the first time seeking alternative services to replace those that have been cut.
- Cross train fiscal/support staff regarding procedures for conducting duties and assignments on daily/monthly/quarterly basis.
- Work on resources for creating an agency information web site and include the Community Resource Directory on-line.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

**DEPARTMENT
Human Services: Community Action Programs**

**PROGRAM
Housing**

Description:

Housing programs provide emergency services, limited intervention and programs that help clients meet basic needs and achieve stability socially and economically.

- Reduces the percentage of homeless persons by serving households with emergency housing services.
- Serves homeless households with 1-3 months of housing assistance.
- Provides low-income eligible households with rental assistance for a period of one year.
- Provides transitional housing for homeless, mixed gender families in alcohol/drug recovery
- Provides transitional housing for homeless, mentally ill clients

<u>Service Levels:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Emergency services				
# of households receiving financial assistance	250	250	289	300
Case management				
# of households receiving case management / financial assistance	98	100	84	90
# of households denied	176	175	175	175
# of households turned away: lack of funds	647	396	350	350
Direct Service FTE	1.17	1.17	1.75	1.75

<u>Efficiency Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Emergency Services				
Cost per household	\$840.00	\$951.00	\$570.00	\$585.00
Case Management				
Cost per household	\$1,520.00	\$2,017.00	\$4,800.00	\$4,416.00

<u>Effectiveness Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Emergency Services				
% of homeless households that secured housing	20%	20%	35%	35%
% of evictions/foreclosures prevented	60%	70%	51%	50%
% of households sheltered	10%	10%	11%	11%
% other (bus tickets)			3%	3%
Case Management				
% of households that acquired or maintained affordable, decent and stable housing as a result of direct involvement with the agency	100%	100%	100%	100%
% of households served still in housing 6 months after assistance	70%	65%	60%	60%

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT

Human Services: Community Action Programs

PROGRAM

Housing

ended

Effectiveness Measures, continued:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Case Management				
% of households that maintained or improved employment status for 6 months after assistance ended	75%	75%	70%	80%
% of persons who achieve 75% of their case management goals	75%	70%	70%	75%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Housing

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- OADAP grant for individuals in drug and/or alcohol treatment is renewed.
- Director of DHS attends a Grants pass FaST staffing to review example of integrated services at work.
- Collaborated with JOCO Community Justice, Mental Health, Public Health, ADAPT, the Job Council, RCC, Family Friends, DHS, Child Welfare, Consumer Credit Counseling, Home Valley Bank, Three Rivers Hospital, Women's Crisis Support Team, and Phagans Beauty School to develop a 13 week course called "Women's Life Choices Group" for female criminal offenders.
- Participated in the HUD McKinney Continuum of Care grant cycle to qualify for a pro-rata share of approximately \$89,000 for housing and services to the homeless.

Fiscal Year 2002-2003 Accomplishments

- JOCO is selected to receive \$100,000 to provide permanent housing for persons who are seriously mentally ill and homeless. This project will be in cooperation with JOCO Mental health and will provide housing placement, subsidies, Mental Health services and life skills.
- Developed and implemented a tenant education program, a course designed to increase the likelihood that previously homeless families will become more marketable to prospective landlords.

Fiscal Year 2003-2004 Actual Accomplishments (to 4-23-04)

- Implemented a new Continuum of Care project that provides outreach to homeless/at-risk of becoming homeless individuals and families targeting the two Enterprise communities.
- Fully implement the Continuum of Care project that targets mixed gender homeless families. This grant allows JOCO to provide transitional housing and supportive services to this hard-to-serve population.
- Develop and fully implement a data system that addresses all funding source reporting requirements.
- Created consortium of housing providers and assisting agencies to address housing needs in Josephine County
- Participated as member of advisory committee for Options Of Southern Oregon's grant to study affordable housing in the Illinois Valley

Fiscal Year 2003-2004 Expected Accomplishments

- Implement cross training to prevent service disruption when staff leave or miss significant time at work for any reason.
- Present Ready-To-Rent to Josephine County residents.

Fiscal Year 2004-2005 Projected Accomplishments

- Fine-tune Ready-To-Rent Curriculum and presentations, present more classes.
- Investigate possibilities of forming the Affordable Housing Alliance into a non-profit.
- Determine if new Continuum of Care project will benefit the community .
- Participate in holding another "needs assessment."
- Participate in addressing problems identified in the March 2003 Needs Assessment.
- Create a follow-up system for case managed clients to assess outcomes 6 months after end of assistance.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

**DEPARTMENT
Human Services: Community Action Programs**

**PROGRAM
Guardianship**

Description:

The Guardianship program provides assessment and services to at-risk individuals who no longer have the capacity to handle their affairs and who may need an emergency or non-emergency court-appointed guardian or conservator;

- Assists at-risk seniors and/or families to connect with the appropriate community resource to help maintain clients in safe and healthy environment; and,
- Assures that volunteers are recruited and trained to provide service to at-risk individuals.

<u>Service levels:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
# of clients served	70	70	40	20
# of volunteers	21	20	4	3
# of volunteer hours	754	550	300	75
Direct Service FTE	.75	.75	1.0	.25

<u>Efficiency Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Cost per client	\$915.00	\$804.00	\$955.00	\$1,507.00
Value of volunteer service	\$11,310.00	\$8,800.00	\$2,247.00	\$1,264.00

<u>Effectiveness Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
% of individuals served whose safety and well-being are improved	100%	100%	100%	100%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Guardianship

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Presented proposal to Board of Commissioners to establish “Office of Public Guardian.”
- Recruit and train volunteers to provide in-home service.
- Raise awareness of the programs through presentations and the media.

Fiscal Year 2002-2003 Expected Accomplishments

- Update the Guardianship manual.
- Design and implement training for community guardians.
- Facilitate grant writing to increase program revenue.

Fiscal Year 2003-2004 Expected Accomplishments

- Continue discussions with community partners in an attempt to save program or transition to another provider.
- Provide service for full year with available funding.

Fiscal Year 2004-2005 Projected Accomplishments

- Provide Powerful Tools Training as required by agreement.
- Provide Guardianship and similar topics as training for the community.
- Although not considered an accomplishment, the programs will terminate or transfer to another provider by September 30, 2004.
- Organize client files for closure of program.
- Generate letter to local attorneys and court to explain closure.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT

Human Services: Community Action Programs

PROGRAM

Geriatric Assessment / Outreach

Description:

The Senior Outreach/Geriatric Assessment program assists at-risk seniors by providing integrated and easily accessible human service that support individual and family efforts to maintain independence and self-sufficiency in a safe living environment.

- Assures that seniors age 60+ are informed about how to access programs that allow continued independence.
- Provide eligibility assessments for seniors 60+ and people with disabilities who are referred to or make inquiry of the Food & Friends (senior meals) program.

<u>Service levels:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
# of clients served	456	470	460	480
# of volunteers	8	8	9	5
# of volunteer hours	1548	1500	1500	1500
Direct Service FTE	.50	.50	1.0	1.0

<u>Efficiency Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Cost per client	\$74.00	\$80.00	\$97.03	\$136.28
Value of volunteer service	\$23,220.00	\$24,075.00	\$24,075.00	\$25,275.00

<u>Effectiveness Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
% of seniors served who maintain independence through limited intervention	90%	95%	95%	95%
% of assessments completed within 5 working days	95%	95%	95%	95%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT

Human Services: Community Action Programs

PROGRAM

Geriatric Assessment / Outreach

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Recruited and trained 2 volunteers to assist with in-home assessments.
- Participated in community activities, including Senior Fair and senior abuse forums to provide current information about available services.

Fiscal Year 2002-2003 Accomplishments

- Assure that initial assessments are completed within 5 days of referral.
- Participate in a minimum of 4 presentations to provide information about Community Action programs.

Fiscal Year 2003-2004 Expected Accomplishments

- Recruit and train 2 volunteers to assist with in-home assessments and reassessments.
- Provide site and supervision for 2 RCC Practicum students; work with students and their professors in giving student full overview of our programs.
- Assist in recruiting low-income eligible seniors for new Food Share (CSFP) project when it begins.

Fiscal Year 2004-2005 Projected Accomplishments

- Recruit and train senior volunteers who are receiving food stamps to encourage other seniors to participate in the program, who are eligible but are reluctant to apply. They will share the benefit of receiving food stamps with their peers.
- Recruit new Practicum students from RCC to replace students leaving in June 2004.
- Plan for 6 presentations to community groups and senior organizations.
- Assist in the Food Share program with Food Stamp Outreach and new programs (i.e., CSFP) as they are developed.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

**DEPARTMENT
Human Services: Community Action Programs**

**PROGRAM
Food Share**

Description:

Josephine County Food Share provides emergency food to clients in crisis.

- Solicits and distributes food and related supplies to low-income households through Local Member Agencies (LMAs).
- Recruit and train volunteers to help sort and distribute donated items.
- Actively participate in community, regional and statewide meetings to develop strategies that get more nutritious food to those in need.
- Increase funding sources for existing and new food programs.
- Outreach through community partnerships to help clients access other needed services.

Service levels:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Budgeted	2004-2005 Budgeted
# of pounds of food distributed	1,233,000	1,350,000	1,500,000	1,900,000
# of food boxes distributed	18,700	19,500	26,000	28,900
# of volunteers	113	130	150	175
# of volunteer hours	16,600	23,000	24,000	26,750
Direct Service FTE	1.39	1.88	1.88	2.88

Efficiency Measures:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Budgeted	2004-2005 Budgeted
Cost per food box – feeds family of 3.5 for 3 days	\$5.20	\$5.00	\$4.50	\$4.50
Value of volunteer hours	\$249,000.00	\$368,000.00	\$385,200.00	\$450,738.00

Effectiveness Measures:

	2001-2002 Actual	2002-2003 Actual	2003-2004 Budgeted	2004-2005 Budgeted
% increase in the pounds of food collected	12%	15%	10%	11.5%
% increase in the number of food boxes distributed	10%	10%	15%	11.5%
% change in the number of households served	10%	15%	15%	11.5%
% increase in the number of volunteer hours	10%	14%	10%	11.5%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Food Share

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Acquired new cube truck and additional staff to support the acquisition and distribution of fresh and perishable foods.
- Increased warehouse hours to allow LMAs more time to access food.
- Recruited new volunteers to assist warehouse staff.
- Added two new LMAs and 2 after-school programs; mentored and supported LMAs with volunteer training and recognition.

Fiscal Year 2002-2003 Accomplishments

- Continue to provide nutritional education to food box clients by providing recipes and nutritional materials through LMAs.
- Provide outreach activities to link clients to food resources through food stamp program, WIC, and OSU Extension Services.
- Assist low-income seniors in obtaining and utilizing senior Farmer's Market coupons.
- Participate in community planning opportunities to identify local needs and devise methods to address them.
- Continue to expand "Hunger Awareness Month;" expected revenue: \$30,000.00

Fiscal Year 2003-2004 Expected Accomplishments

- Research and explore purchasing and building a warehouse and office using CDBG funding.
- Continue to use and expand all available resources for local food donations.
- Seek funding through advertising on the Food Share truck; expected revenue: \$6,000 per year.
- Continue to be a valued partner in United Way and their campaign; obtain funding for warehouse.
- Seek and attend training in areas, such as fund raising, food drives, building/expanding community partnership and recruiting/training volunteers.

Fiscal Year 2004-2005 Projected Accomplishments

- With the assistance of a VISTA Americorps volunteer, expand volunteer base by 16%, develop a donor newsletter and distribute and additional 10,000 nutrition-information flyers in food boxes.
- Continue to develop a plan for building a warehouse and office space using CDBG, private foundation and grant funding.
- Continue to add new fund raising events, such as the "2004 Block Party."
- Research and develop additional ways to increase more nutritional food (i.e., fruits, vegetables, and dairy) to low-income children and families.
- Recruit and train warehouse staff and 2 new volunteers to handle "Fresh Alliance," a statewide program designed to pick-up food from local grocery stores.

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Transportation

Description:

Josephine Community Transit (JCT) provides transit services to seniors, people with disabilities and the general public that are need-driven, dependable, timely and delivered by staff who perform in a professional manner.

- Developed through federal, state and local partnerships.
- Assesses and reassesses periodically the transit needs of the identified special needs population and the County as a whole.
- Monitors on a regular basis the dependability and timeliness of services.
- Evaluates services using a cost/benefit analysis model to insure the best service possible for each dollar expended.
- Develops a professional staff by providing on-going supervision, training and other career development opportunities.
- Provides information and education about the use of public transit to local schools.

Service levels:

	2001-2002	2002-2003	2003-2004	2004-2005
	Actual	Actual	Expected	Budgeted
Senior Escort				
# of new clients age 60+	17	45	98	100
# of one-way trips	700	834	1264	1,300
# of volunteers	5	7	12	15
# of volunteer hours	500	704	1220	1,300
# of volunteer miles	8,530	11,711	19,854	21,000
Special Transportation				
# of new clients: seniors & people with disabilities	593	312	305	350
# of one-way trips	33,934	26,448	23,500	26,000
# of revenue miles	129,121	162,066	124,650	127,000
Public Transit				
# of one-way trips	24,976	38,024	42,665	46,000
# of revenue miles	94,502	134,054	134,054	135,000
# of schools education program is presented	4	8	9	12
# of students who participate in education program	95	240	175	250
OMAP/Medicaid Transportation				
# of new clients	86	636	460	400
# of one-way trips	450	3,414	2966	2,500
# of volunteers	20	27	14	14
# of volunteer hours	1825	5,141	3,941	3,500
# of volunteer miles	17,165	125,415	103,128	95,000

**JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget**

DEPARTMENT

Human Services: Community Action Programs

PROGRAM

Transportation

<u>Efficiency Measures:</u>	2001-2002 Actual	2002-2003 Actual	2003-2004 Expected	2004-2005 Budgeted
Senior Escort				
Cost per trip	\$13.09	\$10.99	\$9.10	\$9.50
Value of volunteer hours	\$7,500.00	\$11,299.00	\$14,124.00	\$14,124.00
Special Transportation				
Cost per trip	\$8.55	\$9.48	\$12.20	\$12.25
Cost per mile	\$2.25	\$1.55	\$2.30	\$2.60
Direct Service FTE	4.75	7.7	4	5
Public Transit				
Cost per trip	\$9.24	\$9.72	\$7.80	\$8.50
Cost per mile	\$2.44	\$2.49	\$2.49	\$2.80
Direct Service FTE	1.3	1.3	5.25	5.25
OMAP/Medicaid Transportation				
Cost per trip		Generates Revenue		
Revenue Generated	\$10,000.00	\$71,200	\$91,826	\$101,009.00
Value of volunteer hours	\$25,550.00	\$77,115	\$41,730	\$58,975.00
 <u>Effectiveness Measures:</u>	 2001-2002 Actual	 2002-2003 Actual	 2003-2004 Expected	 2004-2005 Budgeted
Senior Escort:				
% of individuals surveyed who rate the service as good or excellent	95%	98%	94%	95%
Special Transportation				
% of individuals surveyed who rate the service as good or excellent	90%	95%	94%	95%
Public Transit				
% of individuals surveyed who rate the service as good or excellent	80%	85%	98%	95%
OMAP/Medicaid Transportation				
% of individuals surveyed who rate the service as good or excellent	80%	85%	85%	85%
All				
% of staff meeting training requirements	100%	100%	100%	100%
% of staff drug tested/fingerprinted per federal guidelines	100%	100%	100%	100%
% of vehicles inspected per federal guidelines	100%	100%	100%	100%

JOSEPHINE COUNTY, OREGON
2004 – 2005 Operating Budget

DEPARTMENT
Human Services: Community Action Programs

PROGRAM
Transportation

Program Accomplishments and Goals

Fiscal Year 2001-2002 Accomplishments

- Develop and/or maintain partnerships with organizations/agencies that support transit programs and services.
- Increased Public Transit use by 10%.
- Increased training and development opportunities for program staff.
- Fully implemented the CMAQ grant that added new public transit routes and increased the frequency of service.
- Integrated into the JCT program the former (State) CPT volunteer transportation program.
- Implemented a customer satisfaction monitoring tool.
- Implemented a service request monitoring tool.
- Began Public Transit Education program in 6 local schools.

Fiscal Year 2002-2003 Accomplishments

- Increase Public Transit use by 10%.
- Increase TransLink (OMAP) rides by 20%.
- Deliver in-school Transit Education program to 8 schools, 16 classes and 320 students.
- Enhance public awareness of Transit Program.
- Replace two (2) vehicles.
- Increase professionalism of staff by improving public appearance, safety awareness and staff participation in decision making.

Fiscal Year 2003-2004 Expected Accomplishments

- Manage revenue reductions to ensure the least negative impact on services possible.
- Replace four (4) vehicles.
- Increase Public Transit use by 12%.
- Increase advertising revenue by 10%.
- Secure approximately \$469,400 in operational funding and \$292,000 in capital funding.
- Generate approximately \$48,000 of revenue after expenses providing Medicaid/OHP medical rides. The \$48,000 is reinvested in the senior/disabled transportation program.
- Surveys indicate a very positive view of JCT by the individuals who access the services.
- Manage a safe driving year.

Fiscal Year 2004-2005 Projected Accomplishments

- Increase and/or maintain partnerships with organizations/agencies that support transit programs and services.
- Increase Public Transit use by 11%.
- Continue to enhance public awareness of Transit Program.
- Replace (3) vehicles through grant funding.
- Increase Medicaid/OHP revenue by 10%.
- Increase training and development of transit staff.
- Manage a safe driving year.



Page Intentionally Blank