

**Central Oregon Intergovernmental Council  
Board Meeting Minutes**

<b>Date:</b> October 3, 2019	City of Redmond Public Works Department 243 E Antler Ave., Redmond, OR	Prepared by: B. Taylor Reviewed by: T. Baney
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**COIC Board Members present:** Commissioner Wayne Fording, Jefferson County; Commissioner Patti Adair, Deschutes County; Commissioner Jerry Brummer, Crook County; Councilor Bruce Abernethy, City of Bend; Councilor Bartt Brick, City of Madras; Councilor Jay Patrick, City of Redmond, and Councilor Connie Briese, City of La Pine.

**Absent:** Councilor Andy Bryd, City of Culver; Mayor John Chavez, City of Metolius; Councilor Gail Merritt, City of Prineville; Councilor Nancy Connolly, City of Sisters; Brigitte McConville, Confederated Tribes of Warm Springs; Tim Deboodt, Appointed Board Member representing Crook County; Katie Condit, Appointed Board Member representing Deschutes County; Katie Brooks, Appointed Board Member representing Deschutes County, and Thomas O’Shea, Appointed Board Member representing Deschutes County.

**COIC Staff:** Tammy Baney, Executive Director; Scott Aycock, Community, Economic Development (CED) Manager; Andrea Breault, Senior Transit Planner; John Bouchard, Ed.D, Youth Education Program Manager; Penny Newton former Adult Program Manager, and Dana Dunlap Adult Program Manager.

**Guests:** Michael Presdin, City of Sisters.

Agenda	Discussion	Action Item
<b>Call to Order</b>	<p>Chair Brummer called the October 3, 2019, COIC Board meeting to order at 5:41 pm.</p> <p>Introductions were made by all those in attendance.</p> <p>Ms. Baney introduced Dana Dunlap as the new Adult Program Manager. She noted that Ms. Dunlap would be taking over Ms. Newton’s role as the Manager for the Adult Programs when Penny retires the end of October and that she and Ms. Newton would be working very closely as they transfer responsibilities. Ms. Dunlap added that she has been with COIC for 3 years and is looking forward to her new role and exploring opportunities for additional services in the community and region. She conveyed that she recently participated in a program to assist those leaving incarceration transition into society.</p>	
<b>Public Comment</b>	There were no public comments.	
<b>Consent Agenda</b>	Due to the fact that there was not a quorum, the consent agenda will be discussed at the November meeting.	
<b>Route 4 Adjustment</b>	Sr. Transit Planner, Andrea Breault informed the Board that due to the declining on-time performance of Route 4, they will be increasing the headway of Route 4 from 30 minutes to 45 minutes; keeping it on track with other routes including	

	<p>2, 5, and 6. Ms. Breault stated that a number of factors went into the decision including complaints from riders, analysis of on-time metrics, and operator surveys.</p> <p>Ms. Breault added they are looking to make changes in January 2020 with dollars from the Statewide Transportation Improvement Funds (STIF). Specifically, they are wanting to add an additional vehicle to run on Route 4 in the hopes that the added frequency will increase choice riders; making it a more viable option for travel. She noted that once the additional vehicle is added to the route, the route schedule will go back to the 30-minute timeline.</p> <p>Chair Brummer inquired if the changes are trialed prior to implementation. Ms. Breault replied yes, they measure on-time performance, analyze metrics for on-time vs. lateness and other factors out of their control prior to making any adjustments to the schedule.</p>	
<p><b>DEI Diversity, Equity, and Inclusion</b></p>	<p>Ms. Baney reminded the Board that in April 2018, the Board adopted a Diversity Equity Inclusion (DEI) purpose statement commitment to establish and lean into being a diverse, inclusionary, and equitable organization; important for COIC to best represent communities we serve as well as retain employees.</p> <p>The processes COIC committed to included researching DEI policies and procedures, use readily available metrics to determine the degree to which COIC is supporting the guiding principle value of DEI, identify gaps and areas for improvement, create a DEI policy, procedures and toolkit to guide action from day to day operations to strategic planning, and commit to regular evaluation of performance by identifying ways to improve, as well as celebrate success.</p> <p>Ms. Baney reported that COIC is a contract and grant-funded organization and several of the organizations COIC receives grants from are stating if we do not do this work, they will not be able to fund us, therefore, COIC needs to assess, evaluate and come up with next steps to ensure we are doing what we can do to be a DEI organization.</p> <p>Ms. Baney informed the Board that Mr. Aycock and Ms. Ruhel have put out an RFP to solicit interest for DEI work and the contract should be finalized soon. She added that at this time, Board dues are not needed however there could be an ask in the future depending on the work needed. She advised that the organization will be starting an internal DEI assessment of employees with surveys and 1:1s with managers in the near future.</p> <p>Councilor Abernethy asked if the Board would be part of the internal assessment. Ms. Baney noted that they are choosing to start with the internal staff first and would be taking more of an educational approach with the Board specifically, why DEI is important. She added that they would be bringing back to the Board the results of the internal assessment to inform them of where the organization stands and the plan going forward.</p>	

	<p>Councilor Abernethy inquired if the Board’s exclusion in the assessment would affect funding from grantors. Mr. Aycock replied that the grantors have informed COIC that by December 31, COIC needs to show they have a consultant and are working with the consultant. He added that if the organization has a contract, is doing the assessments, and laying out the framework for what’s to come, they will be compliant. Ms. Baney added that in order for COIC to truly look at the organization, an assessment of the Board will eventually be necessary.</p>	
<p><b>Loan Program Update</b></p>	<p>Ms. Baney reminded the Board that Jim MacKinnon and Lisa Kyle from COIC’s Loan Department retired last month. She said Mr. MacKinnon had spoken to the Board about the loan program in the past regarding the potential structure of the loan program going forward. Ms. Baney reported that with the retirement of Jim and Lisa, the loan program is now under the wing of CED. She added that having loans under CED seemed like a good fit because of the connection between loans, grants, and work in the community. Ms. Baney said Mr. Aycock would update the Board regarding the future of the loan program.</p> <p>Mr. Aycock informed the Board that his department will continue to monitor COIC’s current loans for reporting requirements. He added that the organization agreed to take a fresh look at the loan program specifically by looking at different packages of products, different targets, and possibly bringing in new partners to work with. Mr. Aycock said he is in the process of setting up a meeting with a variety of entities who work with small partners such as EDCO, OSU innovation lab, Chambers of Commerce, and others in the region to discuss in high level the landscape of financing and where the needs for smaller business may be greatest.</p> <p>Mr. Aycock said with smaller businesses, there is an opportunity to target small loans because if there is a niche for smaller micro- loan type products, there could be a need for wrap-around services for folks receiving the loans as well such as helping with business planning, market research, etc. He added that COIC would not necessarily provide all the services, and the needs may look different in each community.</p> <p>A suggestion was made to consider partnering with a City to help leverage financing of grants. For example, if a City gives an organization a grant for storefront improvements, COIC could help supplement that grant with a loan. Mr. Aycock declared there is no shortage of great ideas; the challenge will be making the ideas financially viable. Mr. Aycock added that ideally, they will be able to hire someone with a loan background who could identify leads as well as assist folks needing a loan.</p> <p>Mr. Aycock said that the meeting with interested parties and potential partners will be held later this month to come up with a vision of what they want to achieve as well as a path forward. He noted he would keep the Board informed at future board meetings.</p>	
<p><b>Strategic Plan Update</b></p>	<p>Ms. Baney informed the Board that recently the Board Branding/Visioning sub-committee met with members of the COIC team for an update in terms of the website refresh, rebranding, and Strategic Planning efforts. The sub-committee was</p>	

	<p>made aware of the current refresh underway of the website, the upcoming DEI education and awareness process, and that the organization is holding off on branding and visioning until the strategic plan is in place; a decision made after meeting with a few different marketing and branding professionals. Ms. Baney reported that the sub-committee discussed the upcoming Strategic Planning session and recommended using the current strategic direction highlights as a template, with the addition of opportunities to ensure relevancy. Ms. Baney said opportunities could include many things such as, including offering legal services or planning expertise to other jurisdictions.</p> <p>Ms. Baney conveyed that the Strategic Direction Highlights from the 2015-2018 Strategic Plan include enhancing regional collaboration activities; strengthening communications with primary partners and the region’s local governments; serving as a clearinghouse for funding opportunities; becoming more visible and better recognized as an important community resource, and ensuring long-term organizational and program stability with sustainable funding.</p> <p>The Board was informed that the sub-committee agreed to recommend supporting the COIC Strategic Planning consultant, continue the website refresh, and continue the rebranding processes after the Strategic Planning process so the organization is clear about the vision, the mission and how everyone factors into who we are as an organization. Ms. Baney added that the Strategic Planning consultant chosen was Christy McLeod. She conveyed that Christy is a senior executive with experience working in a broad range of industries including healthcare, major global events including five Olympic Games, and primary and secondary education. Ms. McLeod’s husband and Mt. Bachelor CEO, John McLeod sat on COIC’s Board for many years.</p>	
<p><b>Record Retention Policy</b></p>	<p>Ms. Baney reported that since there was not a quorum, the organization will look into being able to approve the policy via email, or hold a special meeting if there is a need to approve the policy prior to the next meeting.</p>	
<p><b>Executive Director Report</b></p>	<p>Ms. Baney updated the Board regarding program departments of COIC She reminded the Board that the Transportation Department has been without a manager for several months, however, the Senior Transit Planner, Operations Manager, and Outreach and Engagement Administrator have stepped up to oversee the day to day operations. Ms. Baney reported that they are still waiting on a contract with GridWorks to determine what services will be available on the Medicaid side before bringing the CERC and CET departments together to leverage resources and blend staff to strengthen the department.</p> <p>Ms. Baney said they are working to strengthen the Dial-a-ride program by determining how they can offer more of an on-demand type service. She added that they are working on the Intergovernmental Agreements so COIC can start procuring buses and getting service plans in place since OTC approved STIF projects for Crook, Jefferson, and Deschutes County as well as the Confederal tribes of Warm Springs.</p> <p>Ms. Baney reminded the Board of a BOLI complaint filed many months ago in CET regarding split-shifts for recreational drivers. As of current, there is no update but COIC remains positive the outcome will be favorable for the organization.</p>	

	<p>Ms. Baney reported the Transit Master plan, Bend Transportation System Plan, and Bend Metropolitan Planning Organization Transit plans are all underway and Andrea Breault, Senior Transit Planner continues to work with each to ensure continuity. Ms. Baney added that there was a recent article in the Bend Bulletin that talked about the incredible growth in ridership over the last 3-4 years. She said with the new STIF funds, they should see some excellent improvements.</p> <p>Ms. Baney informed the Board that currently, Medicaid dollars come through the state of Oregon then to the Coordinated Care Organization (CCO), which for us is PacificSource, before coming to COIC. The contract with PacificSouce and COIC ends January 1, 2020, at which time Pacific Source will be contracting with GridWorks. The Board was reminded that GridWorks expanded its non-emergency medical transportation and will begin serving members of the PacificSource Community Solutions Coordinated Care Organizations (CCO) in Hood River and Wasco Counties, Central Oregon (Deschutes, Crook and Jefferson Counties), Marion and Polk Counties and Lane County. Ms. Baney stated that COIC is looking for ways to enhance services outside of the CCO including increasing volunteer driver programs, access to public transit through group passes, travel training and mobility management, and helping break down barriers by assisting with travel confidence.</p> <p>Ms. Baney said that they are working with GridWorks to establish a seamless transition plan for members. She noted that they are being very transparent and supportive of staff by sharing options for transition. If layoffs are unavoidable, they will be working with the WorkSource team for employee assistance or job skills training.</p> <p>Ms. Baney conveyed that currently COIC/CERC is on track to earn the \$375K incentive payment from PacificSource for this year. Ms. Baney reminded the Board that 15% of the CERC program is Fee for Service clients; not included in the CCO contract and that the contract's reimbursement rate is with the state and not at risk. She added COIC will continue to offer Fee for Service rides in addition to exploring a new transportation department structure to leverage funds, increase communication, minimize administrative overhead and build a sustainable future, as well as explore new and existing partnerships with DHS, COCOA, Mosaic, Summit Medical and St. Charles Health Systems to leverage resources in the community.</p> <p>Councilor Abernethy inquired how the process COIC is going through interfaces with the Strategic Planning the Board will be engaged in, specifically what will happen if the Board wants COIC to add a service that COIC will not be able to provide. Ms. Baney replied that COIC stood up a Friendly Ride program to fill a need back in January and services such as that will be brought to the Board at the Strategic Planning Retreat for the Board to determine if it is a service worth continuing since it has different requirements than those of a public transit agency.</p> <p>The purchasing of new busses with the STIF funds, specifically the timing of procurement was discussed.</p>	
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Ms. Baney updated the Board with regards to the Youth Education program. She reminded the Board that they were asked if COIC should continue or sunset the program in Redmond. The Board decided to continue the program in Redmond using the Redmond site to bring in students from Sisters, Madras, and Culver. Ms. Baney noted that they have an agreement with Sisters and are servicing a limited number of students from Redmond. She added that there is a need for our program in the community and availing ourselves to them is our goal.

The Salem/Keiser youth program was discussed. It was noted that COIC does have some limited partnerships with the community college for our high school students.

Ms. Baney informed the Board that with the changes within Measure 98, the youth program may not be as sustainable as they would like therefore the organization is exploring ways to diversify the program including partnering with COCC and other school districts.

Ms. Baney reported that Dr. Bouchard started a limited but mighty drone program as an opportunity for a new career for some of our students. Also, Dr. Bouchard, School Administrator, was recently nominated for GED instructor of the year.

Ms. Baney noted that a highlight for our youth program was in La Pine with the addition of Rhett Coble, Employment Counselor for youth as well as Classroom Instructor, Debra Sayer. She reported that both are doing incredible things indeed, Ms. Sayer also runs a food pantry out of her class for students in need.

Ms. Baney informed the Board that they were recently made aware that Heart of Oregon may be competing with COIC for the grant from Workforce Innovation and Opportunity Act (WIOA). Ms. Baney said she and Mr. Lagalo met with Heart of Oregon to talk about how each program compliments each other and see if they could write the grant together since each entity serves youth differently. Ms. Baney added that she would keep the Board informed of the outcome.

Ms. Baney informed the Board that COIC's WorkSource partners with DHS and OHP all under the umbrella of WorkSource. She added that funding for rent was recently cut forcing COIC to co-locate in other offices. Currently, COIC operates in Madras on Monday and Tuesday, co-located with DHS office on OED Cypress Street. In Prineville, COIC is open Tuesday and Friday located at Ochoco Plaza Drive. Ms. Baney noted that just this evening she overheard members of our Transportation Department and Adult Services Department talk about how they could possibly use a decommissioned bus as a mobile office if needed.

Ms. Baney reported that at one time, the WorkSource program employed forty individuals because COIC managed most of the funds coming into the region around WorkSource services. As years have gone by, the State has taken pieces of the services making it harder to sustain the program as it is. Ms. Baney said they are looking at ways to diversify offerings

	<p>and as Ms. Dunlap touched on this evening, are exploring ways to serve those individuals re-entering the community from incarceration.</p> <p>Councilor Abernethy inquired about how the new service to those incarcerated would be funded. Ms. Baney noted that she believed Counties are incentivized to reduce recidivism and funds may be available through Justice Reinvestment dollars however, she would follow up with the Board with clarification. Ms. Baney added that Ms. Dunlap and Ms. Newton are putting together a work plan to layout measures and metrics for those re-entering the community and hopes if someone is re-entering the community, COIC has a role in their success.</p> <p>Ms. Baney conveyed that CED has two new intern team members; Sienna Fitzpatrick, Resource Assistance to Rural Environments (RARE) program participant, and Colleen Sinsky, PSU School of Social Work field placement.</p> <p>Ms. Baney reported that the organization is receiving a lot of interest around requests for helping small non-profits with things such as receiving grants, processing payroll, etc. Ms. Baney noted she is working with our Fiscal Services Manager, as well as our attorney to see if it would pencil out. She added that the topic will be discussed at the upcoming Strategic Planning retreat.</p> <p>Ms. Baney informed the Board that COIC recently had a lockdown situation at the Hawthorne station due to an individual making threats. It was discovered that the building does not have good processes in place for that type of situation so they are working with the City of Bend police, a member of our SAFE insurance team and others to see where improvements need to be made and adopt a formal process. She added that both she and our HR Manager may move office locations due to the lack of confidentiality as pointed out by COIC's labor attorney. She said they would not lease new space just reshuffle.</p> <p>Ms. Baney noted that COIC is in the same boat as many with regards to pay equity. She noted that the organization is working diligently to see what it means for our positions and is at a point now that where we may need to work with a consultant to help get the organization across the finish line to ensure all legal requirements are met. She added that at this point, the cost is unknown.</p> <p>Lastly, Ms. Baney noted that after the transportation reshuffle, her short-term focus will be on the personnel policies from 1995, revised in 2013.</p>	
<b>Regional Round Table</b>	Those in attendance reported on events, activities, concerns, and opportunities in their respective areas. Ms. Baney thanked those in attendance for their time.	
<b>Other Business / Announcements</b>	Ms. Baney reminded the Board that they will be asked to participate in a doodle pool for Strategic Planning Retreat availability.	

<b>Adjourn</b>	Chair Brummer moved to adjourn the meeting at 7:35 pm.	
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