



2022 Annual Report

Oregon Cascades West Council of Governments
1400 Queen Avenue SE, Suite 201
Albany, OR 97322

A Year In Review

I am proud and excited to provide you with the 2022 Oregon Cascades West Council of Governments (OCWCOG) annual report. This report gives a snapshot of the work that is done throughout the communities we serve in the Linn, Benton, and Lincoln County region.



Over the next few pages, you will see highlights of the services we provide and how they have impacted the region in the past year, whether it has been delivering hot meals to those in need, providing small business loans, or orchestrating multi-million dollar transportation initiatives. OCWCOG has 25 member governments throughout the region who provide financial and directional support to the OCWCOG on the region's priorities. This year, we are providing each member agency with an annual report which shows some of the impact of our services, directly in their community. Individual member reports can be found on our website at OCWCOG.org/AnnualReports.

The work that is captured in this report is carried out by approximately 200 staff, 400 volunteers, and local contractors in every corner of the region. These dedicated individuals care deeply about the region and everyone in it, and are committed to promoting a thriving region through service, connectivity and innovation; making it a prosperous area for generations to come. It is an honor to serve alongside them each and every day.

I am grateful for the support of our staff and volunteers, our many community partners, and our active Board of Directors for the support and hard work it takes to provide these services to you.

Ryan Vogt
Executive Director



As Chair of the Board of Directors for the Cascade West Council of Governments (OCWCOG) it is my pleasure to offer a few opening remarks to this annual report.

OCWCOG is governed by elected officials from its member jurisdictions in Lincoln, Linn, and Benton Counties: this includes city and county governments, port districts and tribes. It is our job to provide fiscal and program oversight to the diverse portfolio of the business managed and carried out by this council. I consider it our responsibility and our privilege and honor to provide the foundation on which the council's dedicated staff and volunteers carry out their important work on behalf of the people of our region.

From building a stronger economy by helping businesses start and grow, to providing and overseeing care and services for our disabled and senior populations; from developing stronger road and public transportation systems to helping the veterans of our U.S. Military access the benefits they have earned; the people of OCWCOG are making a positive difference every day.

The area we serve encompasses a beautiful swath of Oregon, from the majestic Cascade Mountains to our rugged Pacific Ocean. We are all united in our dedication in developing stronger communities and improving the lives of all the citizens we serve.

Claire Hall
Lincoln County Commissioner

About Oregon Cascades West

MISSION & VISION

Mission

To promote a thriving region through service, connectivity, and innovation.

Vision

We are a regional leader and partner who provides inclusive services to meet individual and community needs.

We commit to:

- Measure ourselves by staff developed agency values
- Align our daily work with our strategic priorities
- Identify and respond to service gaps in the region
- Use data and consumer input to continually improve

VALUES

Compassion Actively caring for others

Collaboration Working together to achieve common goals

Diversity, Equity & Inclusion Creating an environment where everyone is welcomed, supported, and given the resources to thrive

Integrity Always doing the right thing

Respect Honoring one another

SERVICES

Senior and Disability Services

OCWCOG's Senior and Disability Services department serves as both the Area Agency on Aging (AAA), and the Medicaid long-term care agency for our region of Linn, Benton, and Lincoln Counties.

Community Service Programs

The Community Services Program department serves the region's older adult population, adults with long-term physical disabilities, and Veterans through a variety of programs.

Community and Economic Development

The Community and Economic Development Department provides the Region's economic development strategy, works on priority efforts under a regional action plan, provides comprehensive transportation and implementation work, and promotes coordinated economic development efforts.

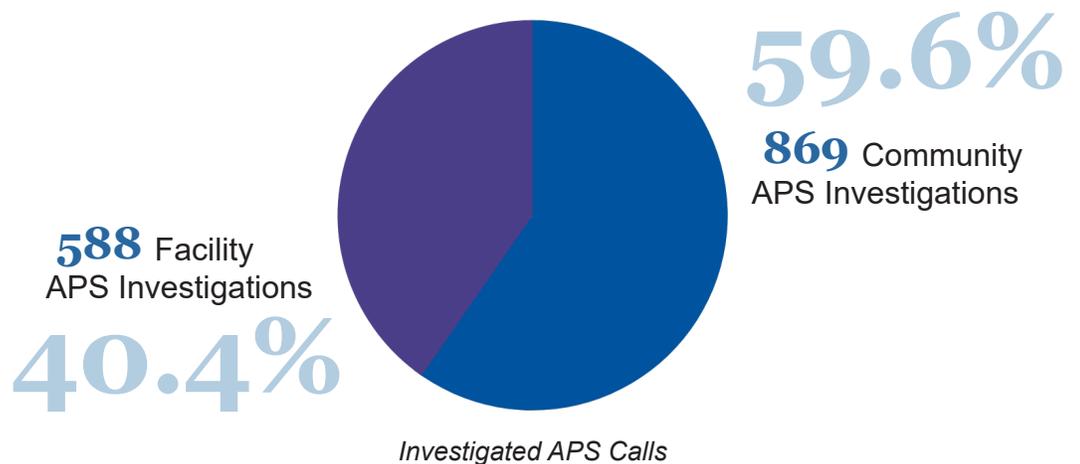
Senior & Disability Services

The Senior and Disability Services (SDS) department is committed to providing services and support to keep older adults and people with disabilities independent, safe, secure, and healthy in our communities. SDS staff provide case management and authorize and coordinate supportive services such as assistance with dressing, bathing, toileting, and grooming.

ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) workers within the Senior and Disability Services department investigate allegations of abuse and/or neglect of seniors and adults with disabilities.

APS received **3,657** calls regarding elderly citizens throughout Linn, Benton and Lincoln Counties. Of those calls, **1,457** resulted in investigations by APS staff.



HOUSING SYMPOSIUM JOINS LOCAL LEADERS

OCWCOG brought together local leaders and decision makers for a Housing Symposium in October of 2022. This work session brought together those dedicated to improving services and support for medically fragile, care dependent, older adults and people with disabilities who are experiencing homelessness. Through a collaborative discussion, the attendees identified gaps and barriers to service and explored our current systems. Moving forward, input and data from the symposium will be compiled and work groups will be formed to begin work on the identified top priorities. There will also be discussion and planning related to future housing symposiums, with the goal of expanding the discussion and bringing more parties to the table.

AGING AND DISABILITY RESOURCE CONNECTION

The Aging and Disability Resource Connection (ADRC) is a free service that offers the public a single point of entry to access resources, information, and assistance on issues affecting older adults and people with disabilities regardless of their income.



7,943
TOTAL NUMBER
OF CALLS RECEIVED

3 Call Center Agents answered a total of 7,943 calls from residents across the region requesting information and assistance.



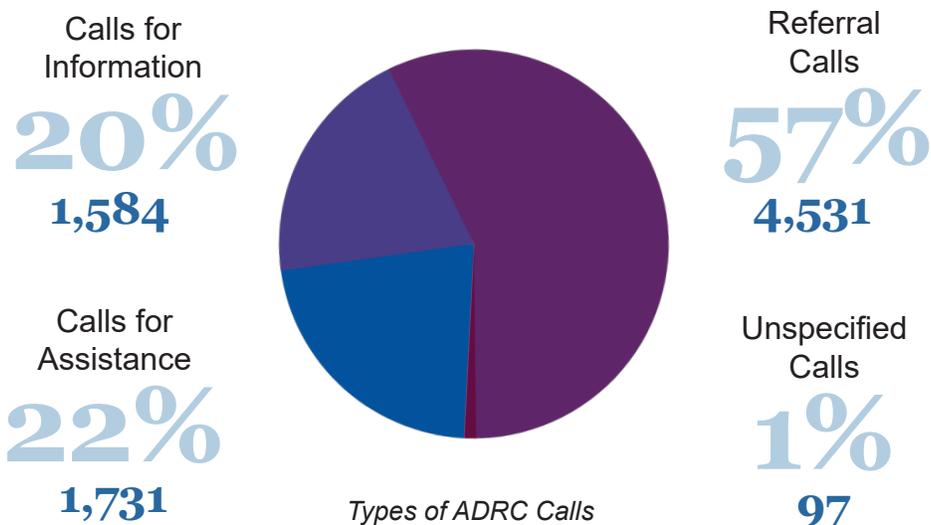
7,845
TOTAL CASES
COMPLETED

Of the 7,943 calls received, 7,845 of them resulted in access to resources and assistance. This is a 99% completion rate.



5,529
TOTAL
CONSUMERS

5,529 unduplicated customers reached out regarding services and assistance throughout the region.



ELIGIBILITY

Eligibility workers processed **18,401** applicants for food and medical benefits in Linn, Benton, and Lincoln Counties. Of those applicants, **10,901** were eligible to receive services.

Staff processed **9,074** Medicaid Renewal applications in 2022.

OCWCOG has **30,889** active medical cases across the region. This accounts for **31%** of all active medical cases in the district. There are **12,568** non-medical cases active in the region, which accounts for **24%** of all non-medical cases in the district.



111 INDIVIDUALS
REFERRED
for utility assistance

OCWCOG Eligibility Services and Community Services Consortium (CSC) created a partnership to streamline referrals between the two units. 2022 was the first successful year of this partnership and resulted in 111 individuals being referred.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

OCWCOG's Senior and Disability Services administers the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program, for Linn, Benton, and Lincoln Counties on behalf of the State of Oregon to eligible, low-income individuals and families. SNAP assists those who are eligible to receive "Oregon Trail Cards" to use at grocery stores to purchase food.



28,739
TOTAL SNAP
CASES

TOTAL SNAP ISSUANCES

7,428
LINN & BENTON
COUNTY

2,441
LINCOLN
COUNTY

ADULT FOSTER HOMES

Adult Foster Homes (AFH) are single-family residents that offer 24 hour care for the elderly and adults with intellectual or developmental disabilities. These unique homes provide individuals with necessary care in a home-like setting, allowing residents to function at the highest level of independence possible.



50 ADULT FOSTER HOMES
provided up to 230 residents
safe housing in 2022.

There are **2** OCWCOG staff members that license all Adult Foster Homes in the county that house older adults and people with disabilities.

CARE SERVICES AND SUPPORT

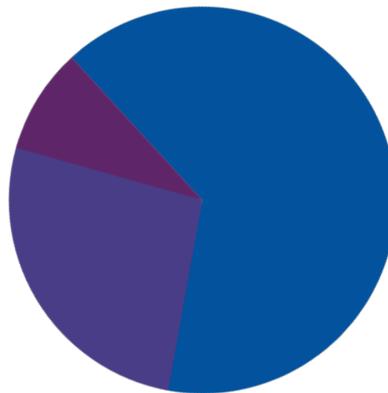
OCWCOG assisted a total of **2,536** residents in Linn, Benton, and Lincoln Counties with care services in 2022. Of these services, there were **1,636** that received in-home care, **671** that received community based care, and **229** were nursing facility consumers.

8.9%

Nursing Facilities

26.5%

Community Care



64.6%

In-Home Care

Types of Care Services

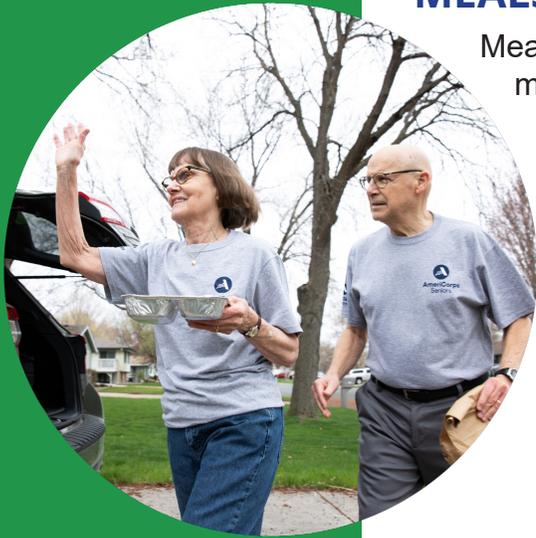
ACTIVE HOME CARE WORKFORCE

440 PROVIDERS
in Lincoln County

1,340 PROVIDERS
in Linn & Benton Counties

Community Service Programs

MEALS ON WHEELS



Meals on Wheels (MOW) serves fresh, hot, nutritionally balanced meals to older adults, adults with disabilities, and spouses/ life partners who often live alone and have limited resources or ability to care for themselves. Along with a nutritionally balanced meal, MOW provides a daily safety check and social connection, assisting limited-income, low mobility clients to remain safe and independent in their own home for as long as possible.

240,103 TOTAL MEALS SERVED

228,841 HOME DELIVERED MEALS

11,262 CONGREGATE DINING MEALS

4,361 BLIZZARD BOXES



\$172,974
COMMUNITY
DONATIONS



2,082
CLIENTS
SERVED

STAND BY ME

Stand By Me - Oregon (\$BM) is a financial empowerment program with a proven coaching model that helps provide financial stability to individuals and families. There are four primary outcomes: budgeting, reducing debt, improving credit scores, and building savings.



\$125,000
AMERICORPS
SENIOR FUNDS

AmeriCorps Senior Demonstration Funds received in 2022 were specifically used to hire administrative staff to help coordinate and train \$BM coaches.



\$41,920
SAVINGS BY
PARTICIPANTS

Clients work to build savings for various life events such as college, retirement, the purchase of a home, a safety net and more.



\$12,102
TOTAL DEBT
REDUCED

Coaches work with clients to reduce their overall debt and increase their credit score, improving their financial health and wellbeing.



**\$32,400
GRANT FUNDS
RECEIVED**

Stand By Me received a \$32,400 grant from the Oregon Community Foundation to train bilingual coaches on financial issues specifically impacting Latinos and ensure that all coaching materials were translated in a culturally sound way with Latino-based Spanish.

MONEY MANAGEMENT

The Money Management program provides free assistance with personal money management tasks through specially trained volunteers. Service is personalized, confidential, and safe. It is offered free of charge to eligible individuals.

78 residents across the region were served in 2022.

**27 BILL PAY PROGRAM
CLIENTS**

Bill Pay clients receive assistance with their finances in the areas of budgeting and check writing.

**51 REPRESENTED PAYEE
PROGRAM CLIENTS**

A Representative Payee is someone appointed by the Federal Benefit payers to manage benefit payments on behalf of an incapable beneficiary.

OREGON PROJECT INDEPENDENCE

Oregon Project Independence (OPI) is a program providing assistance that supports daily activities of living which can be provided by home care workers or in-home care agencies. Examples of in-home assistance includes help with dressing, meal preparations, bathing, shopping, and housekeeping. OPI is an alternative to Medicaid and offers up to 20 hours a month of in-home assistance.

**152 CASE MANAGED CLIENTS
IN OREGON PROJECT INDEPENDENCE**

**OCWCOG Community Service Programs are supported
by over 400 volunteers across the region.**



AmeriCorps Seniors Programs

FOSTER GRANDPARENT PROGRAM

Foster Grandparent volunteers, sponsored by OCWCOG, tutor and mentor local youth ages 3-18 in public schools, after school, and through various literacy programs.



18,651
VOLUNTEER
HOURS

24 Foster Grandparent volunteers served in 2022, making a significant difference in the lives of youth across the region.



\$251,788
WORTH OF
SERVICE

The hours served by Foster Grandparents in 2022 provided over \$250,000 worth of service to the region.

SENIOR HEALTH INSURANCE BENEFIT ASSISTANCE PROGRAM

The Senior Health Insurance Benefit Assistance Program (SHIBA) is administered by OCWCOG on behalf of the State of Oregon. This program educates local residents on Medicare benefit elections. SHIBA counselors provide free one-on-one counseling services and are certified by the State.

1,598 residents in the region were served by SHIBA volunteers in 2022.

A total of **10** free “New to Medicare” seminars were held in-person or virtually to assist those new to the program in understanding their benefits.

SENIOR COMPANION PROGRAM

Senior Companion volunteers provide assistance and friendship to older adults who have difficulty with daily living tasks, such as shopping or paying bills. Through this program, volunteers keep seniors independent longer and provide respite to family caregivers. 2022 saw a spike in requests for Companionship Plans due to social isolation during Covid.

26 volunteers provided **8,152** hours of direct one-to-one service to older adults.

36 COMPANIONSHIP
CARE PLANS

Total Companionship Care Plans provide respite care, phone chats, and socialization for older adults across the region.

9 TRANSPORTATION
CARE PLANS

Total Transportation Care Plans provide rides to homebound seniors to assist them in completing important tasks such as grocery shopping and doctor appointments.

Community & Economic Development

Economic Development

CASCADES WEST ECONOMIC DEVELOPMENT DISTRICT

OCWCOG provides staffing for the Cascades West Economic Development District (CWEDD), which creates, adopts, and works to implement the priorities of the Region's Comprehensive Economic Development Strategy (CEDDS).



\$171,616
CARES FUNDS
DISPERSED

CWEDD dispersed \$171,616 of Coronavirus Aid, Relief, and Economic Security (CARES) funding to assist with 23 projects in various cities and economic development offices.



\$300,000
BROADBAND
STUDY

In 2022, CWEDD began managing the Broadband Feasibility Study grant, which was formerly with Lincoln County.



\$86,045
RURAL CAPACITY
FUND

An \$86,045 Rural Capacity Fund was received to assist communities throughout the region with identifying projects and grant opportunities.

CASCADES WEST BUSINESS LENDING

Cascades West Business Lending (CWBL) efforts aim to encourage new employment opportunities and promote a stable and diversified economy in the region. In 2022, loan administration was transferred to CCD, freeing up time for outreach and activities leading to more lending.

In 2022, **7** businesses successfully paid off their loans from CWBL.

4 new Small Business Loans totaling **\$759,000** were funded in 2022.



Seventeen
ACTIVE SMALL
BUSINESS LOANS



\$2.5 Million
OF LOAN FUNDS IN
THE COMMUNITY

Community Development

ALBANY AREA METROPOLITAN PLANNING ORGANIZATION

The Albany Area Metropolitan Planning Organization (AAMPO) represents the cities of Albany, Millersburg, Tangent and Jefferson, Linn and Benton Counties, and the Oregon Department of Transportation.



STATE FUND EXCHANGE PROGRAM

AAMPO facilitated conversations about changes in the State Fund exchange program and drafted a letter of support to maintain the program.



TRANSPORTATION IMPROVEMENT PROGRAM

AAMPO began development of the FY2024-27 Metropolitan Transportation Improvement Program and coordinated with Oregon Department of Transportation (ODOT) Statewide Transportation Improvement Program.

CORVALLIS AREA METROPOLITAN PLANNING ORGANIZATION

The Corvallis Area Metropolitan Planning Organization (CAMPO) represents the cities of Corvallis, Adair Village, and Philomath, Benton County and the Oregon Department of Transportation.



DRAFTED LETTERS OF SUPPORT

CAMPO submitted a letter to the Oregon Transportation Commission regarding flexible funds from the Infrastructure Investment and Jobs act and wrote a letter of support to continue Mobility Hub design at Oregon State University and Linn Benton Community College.



DEVELOPED IMPROVEMENT PROGRAM

Began development of the FY2024-27 Metropolitan Transportation Improvement Program and coordinated with Oregon Department of Transportation (ODOT) Statewide Transportation Improvement Program.



ADOPTED REGIONAL PLAN

Adopted the 2043 Regional Transportation Plan (RTP), which is a 20 year plan to guide transportation investments. This work was completed entirely in house, resulting in an estimated savings of over \$150,000.

PLANNING AND ECONOMIC DEVELOPMENT



BROWNFIELD WORKPLANS

OCWCOG developed an Environmental Protection Agency (EPA) Brownfield workplan for the region. Staff assisted The Confederated Tribes of the Siletz Indians with a Brownfield Request for Proposal (RFP) and began assisting Lincoln City with a Brownfield RFP.



WETLAND MITIGATION FEASIBILITY STUDY

Cascades West Regional Consortium (CWRC) completed phase one of the work with ECONorthwest on the Wetland Mitigation Bank Feasibility Study. Findings were presented in October of 2022.

Transportation

CASCADES WEST RIDE LINE

Cascades West Ride Line is the region's Non-Emergent Medical Transportation (NEMT) for physical, dental, drug and alcohol, and mental health treatment. In 2022, Ride Line was able to expand to Medicare consumers through benefits with the Samaritan Advantage Health Plan. Ride Line made an incredible impact on the residents of the region in 2022 by:



Answering **84,500** calls for service with a **95%** answer rate.

Providing **168,780** trips for a total of **3,868,739** miles. This is an average of **14,000** trips per month.



28 CONTRACTED PROVIDERS



95 CONTRACTED VEHICLES



600 AVERAGE WEEKDAY TRIPS

CASCADES WEST TRANSPORTATION OPTIONS

OCWCOG coordinates the regional Transportation Options Program, which supports people who commute to work via means other than driving alone in a vehicle and encourages more trips taken by foot, bike or bus. In 2022, the program assisted 4 large employers in setting up employee commute options. They also completed travel training, educating members of the public on how to safely navigate public transportation options.



684 Trips DURING MAY BIKE MONTH



402 New GET THERE CONNECT ACCOUNTS



3,700 Trips DURING THE GET THERE CHALLENGE

CASCADES WEST TRAINING CENTER

Cascades West Training Center offers nationally certified training to OCWCOG's Regional transportation providers, including non-emergent medical transport, public transportation, human services transport, and volunteer drivers. Classes include Red Cross Adult CPR/First Aid and Blood Borne Pathogen Certification, National Safety Council Defensive Driving Certification, and Community Transportation Association of America (CTAA) Passenger Assistance Safety and Sensitivity (PASS) Certification.

43 FIRST AID/CPR CERTIFICATIONS

43 DEFENSIVE DRIVING CERTIFICATIONS

55 CTAA PASS CERTIFICATIONS

NATIONAL SAFETY COUNCIL DEFENSIVE DRIVING CERTIFICATIONS

14 SENIOR COMPANIONS

19 FOSTER GRANDPARENTS

CASCADES WEST AREA COMMISSION ON TRANSPORTATION

The Cascades West Area Commission on Transportation (CWACT) provides a forum for local governments to collaborate on local, regional, and State transportation issues in the Linn, Benton, and Lincoln, County region. The CWACT is chartered by the Oregon Transportation Commission (OTC) and provides input, advice, and recommendations to the OTC and the Oregon Department of Transportation (ODOT) on State transportation plans and policies.



OREGON DEPARTMENT OF TRANSPORTATION

Staff coordinated closely with the Oregon Department of Transportation (ODOT) regional staff on statewide plans and programs and made sure local input was provided to the Oregon Transportation Commission.



DEVELOPED IMPROVEMENT PROGRAM

Began development of the FY2024-27 Metropolitan Transportation Improvement Program and coordinated with Oregon Department of Transportation (ODOT) Statewide Transportation Improvement Program.

TRANSPORTATION PROJECTS



MOBILITY HUB DESIGN

This project aims to design two mobility hubs for regional/local transit connections at both Oregon State University and Linn Benton Community College. Conceptual plans (30%) were completed for both sites and reviewed. Site and utility surveys were conducted and a pre-application meetings were held with both cities.



HUMAN SERVICES COORDINATED PLANS

Human Services Coordinated Plans are long range plans that address the transit needs of seniors and people with disabilities in rural areas. They are required by counties in order to access rural transit funding. Provider surveys were distributed to transit providers, human service providers, volunteer programs, and private citizens regarding transportation services and gaps in the region.



SEAMLESS TRANSIT/ CASCADES WEST RIDE

The Seamless Transit and Cascades West Ride program implemented in 2022 saved transit partners hundreds of hours of staff time with real-time bus information via the Transit App and Cascades West Ride website.

