



Tim Heider  
Interim Director

**Public and Government Affairs**

Public Services Building  
2051 Kaen Road, Oregon City, OR 97045

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Board of County Commissioners  
Clackamas County

Members of the Board:

**2019 Achievement Awards from the National Association of Counties (NACo)**

<b>Purpose/Outcome</b>	To recognize County programs and staff that received 2019 Achievement Awards from the National Association of Counties (NACo).
<b>Fiscal Impact</b>	None
<b>Funding Source</b>	N/A
<b>Duration</b>	N/A
<b>Previous Action</b>	None
<b>Strategic Plan Alliance</b>	1. Build public trust through good government 2. Ensure safe, healthy and secure communities
<b>Counsel Review</b>	N/A
<b>Contact Person</b>	Ed Nieto, Community Relations Specialist, PGA 503-742-4371 & Dylan Blaylock, Community Relations Specialist, PGA 503-742-5917

**BACKGROUND**

Clackamas County received four 2019 Achievement Awards from the National Association of Counties (NACo). The awards seek to recognize innovative county government programs.

Programs are judge on:

- Innovation
- Creativity
- Measurable results
- Effectiveness
- Enhanced level of citizen participation in, or the understanding of, government programs

The winning entries are:

**Health, Housing & Human Services: Senior Loneliness Line**

Clackamas County’s Senior Loneliness Line provides a personal connection to help support our vulnerable aging population from experiencing loneliness and isolation.

Loneliness among seniors can be twice as dangerous as obesity and as damaging to health as smoking nearly a pack of cigarettes per day. It can also contribute to a decline in brain function and progression of Alzheimer's disease induced dementia.

This program received the high honor of "Best in Category" due to, in the NACo judges' words, "its exceptional results and unique innovations."

During the spring of 2018, staff planned, coordinated and provided extensive training for those who answer calls from local seniors in need.

This training prepared Lines for Life to understand the unique needs of this population to better serve them.

The Senior Loneliness Line provides the following to improve the health of our seniors:

- A friendly person to talk to when needed
- Someone to listen
- Emotional support and understanding
- Resources and referrals
- Grief support
- Elder abuse prevention and counseling
- Suicide intervention

### **Multiple Departments: Veterans Village: A Transitional Shelter Community for Veterans**

In 2016, Commissioners resolved as a strategic priority to help homeless veterans get off the streets. The priority goal called for sheltering all county veterans by the end of 2019.

For Fiscal Year 2016-2017, commissioners allocated \$300,000 into a novel idea – establish a transitional village specifically designed for homeless veterans, where individuals would occupy their own pod structure, use shared common areas, and access social service resources to become self-sufficient and secure permanent housing.

In October 2018, the Clackamas County Veterans Village: A Transitional Shelter Community for Veterans opened after intense work by commissioners, staff, and dozens of community partners – including nonprofits, charities, local governments and businesses.

This village is the first permitted, code compliant one-of-its-kind facility in Oregon and now serves as a statewide model. This project has seen fast, positive results. In the first 100 days, the village operated at full capacity (even generating a wait list), and quickly saw five individuals move to permanent housing, three received lifesaving emergency medical services, two secured employment and one enrolled in community college. Since then, six more individuals have moved from the village into stable housing.

## **Water Environment Services: Serving a Growing Population – Solids Handling Capacity Improvement Project**

Following a 2015 survey revealed that only 14% of customers could identify Water Environment Services as their service provider, WES launched a comprehensive campaign about the need for a vital infrastructure upgrade to accommodate population growth in the county.

The two-year effort included dozens of presentations to ratepayers, community groups, commissions, city councils, stakeholders, customers, roundtables and tours, in addition to articles, videos, social media campaigns and special websites.

The result was a substantial increase in customer awareness and the need for the infrastructure upgrade, which was instrumental in gaining Board approval for the solids handling capacity improvement project.

## **Water Environment Services: Water Environment Services' Carli Creek Water Quality Project**

Since December 2018, the innovative Carli Creek Water Quality Project has been filtering harmful pollutants from runoff that comes from surrounding industrial properties before it reaches Carli Creek and the Clackamas River, the drinking water source for approximately 360,000 people.

In 2012, Water Environment Services recognized the potential of the property to improve river water quality and acquired the former farmland to establish the facility. At the time, pollution levels in Carli Creek exceeded state standards for E. coli, copper, lead and other pollutants, threatening water quality, fish, and public health.

Over a seven-year period, WES installed new pipes, wetlands and other innovative features designed to protect the water quality of the creek and Clackamas River and protect fish and other wildlife.

In addition to supporting such county priorities as building a strong infrastructure, honoring, utilizing and investing in natural resources; and ensuring safe, healthy and secure communities, the Carli Creek project shows that achieving a balance between nature and industry is possible.

## **RECOMMENDATION**

Staff recommends the Board receive this presentation on the county receiving four NACo awards.

Respectfully submitted,

Tim Heider, Interim Director  
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