



# City of Lake Oswego 50-Plus Advisory Board

Thursday, June 14, 2007  
8:30 a.m.

## Members 2006-2007:

Janine Dunphy, Chair  
Elizabeth Marietta, Vice Chair  
Nanci Cummings  
Daniel Baer  
Barbara Heisler  
MaryLou Webb  
Caryl Lindemaier  
Ardis Stevenson  
Kathy Long Holland

Councilor McPeak, City Council Liaison  
Kim Gilmer, PR Director  
Brenda Suteu, ACC Manager  
Teresa O'Halloran, ACC Admin

**Santiam Room**  
**West End Building (WEB)**  
4101 Kruse Way

For Information: 503-675-6407

## Approved Minutes

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- I. Roll Call 8:33am  
Present: Janine Dunphy, Daniel Baer, Ardis Stevenson, Nanci Cummings, MaryLou Webb, Councilor Ellie McPeak, Kathy Long Holland. Caryl Lindemaier, Barbara Heisler. Staff: Brenda Suteu, ACC Manager, Teresa O'Halloran ACC Admin  
Excused: Kim Gilmer, PR Director, Elizabeth Marietta  
Guests: Vicki Hersen, Executive Director Elders in Action, Shauna Shroyer, Volunteer Coordinator of West Linn, Bob Roth, Volunteer Program Development Specialist for Tigard
- II. Approval of Minutes 5/10/07  
Janine Dunphy asked for a motion to approve the minutes  
Motion made by Nanci Cummings; motion seconded by Kathy Long Holland  
Minutes approved with the following change:  
*Sec. IV Part A Meaningful Service add "explore and if appropriate" before "justify"*
- III. Open Public Communications - None
- IV. New Business
  - A. Selection Process for Chair/Vice Chair  
Three members' terms expire this year: Nanci Cummings, Daniel Baer and Barbara Heisler. The application deadline has been extended to June 15, could be extended to July. Janine's term as Chair expires this year and a decision needed to be made regarding her replacement or a reappointment for the Chair position. The two options include:
    1. Reappointment
    2. Formation of a nominating committeeNanci made a motion to reappoint Janine as the Chair. Caryl seconded the motion. A vote was taken which was unanimous. Janine will remain as the Chair for an additional term (1 year). Janine's term as a board member expires June 2009.
  - B. Volunteerism  
The group welcomed Vicki Hersen from Elders in Action who came to share information about the volunteer opportunities within Elders in Action.  
Vicki first presented information on the Elder Friendly Business Certification Program. This program trains volunteers to work with businesses to make their business more elder friendly.

Businesses contract with Elders in Action to certify their businesses as officially Elder Friendly. Part of the program is to train volunteers on the certification process and then to send them out anonymously to evaluate the business for its elder friendliness and then give a report to the business with recommendations for changes. The program is funded through grants, county contracts, city of Portland, etc....

Another program is the Personal Advocate Program; it is one of a kind in Oregon. Those who volunteer become problem solvers for elders who need assistance with such problems as scams, fraud, identity theft, billing issues or other problems that the seniors may face. These advocates act as a resource for seniors. Community Educators train the volunteer advocates on how to handle all types of issues. Vicki handed out some information about the agency which included a directory. Currently the organization has been working closely with Portland yet serves both Washington and Clackamas Counties. Additionally, they are working with Providence to evaluate what types of programs they offer. Elders In Action would very much like to implement both programs in the Lake Oswego area.

Another aspect that Vicki addressed is the potential to work with the City of Lake Oswego, similar to what they have done in Portland, to insure that city facilities, transportation, cross walks, signage, etc. is Elder Friendly.

Bob Roth, Volunteer Program Development Specialist

There are two different constituencies – the city and the community. Originally the program was set up to find volunteers within the departments within the city and to place them appropriately. The range is from one time volunteers to long term positions. They also help find volunteers for various businesses in the community, i.e.: Tigard Senior Center (not part of the city). In addition to the Volunteer Program Development Specialist, there is a 4 day a week volunteer coordinator at the Library, Public Works and at the Administration level. Staff liaisons work to assist within the boards and committees, similar to Lake Oswego Neighborhood Associations. There are opportunities to work with crime prevention, youth oriented programs, i.e.: Juveniles, community wide events, non-credit college internships, job shadows, Eagle Scout projects, and much more. This program creates openness within the community by having volunteers work in a variety of placements instead of working within one particular department, it opens up opportunities. The group is currently working on volunteer management guidelines. Recognition is an important part of the program and it is tied to retention. His suggestion for this group is to start at what the end result is going to be, then work backwards to put in place all the various levels necessary for implementing that end result. The Volunteer Program Specialist was driven by need within the community.

Shauna Shroyer, Volunteer Coordinator West Linn

Shauna's volunteer program is similar to Tigard's except they do not have volunteers working at the city level. Volunteers are coordinated for such things as community events, boards and commission work. This position began at a part time level and as evolved over the last five years. Community service programs which involve both youth and adults are a large part of the volunteer projects often working closely with schools and the police department. A "Food Pantry" in West Linn is open to accommodate those in need. Additionally, there is a 3-day fair event which uses many volunteers and staff. The Volunteer Coordinator position was City Council driven.

Marketing to obtain the volunteers is usually through the newspaper, word of mouth, website, and newsletter.

It was suggested that this Board's work group look at all different departments and their volunteer needs. See what job descriptions are out there.

City Council view – must prove to the council that the value added is greater than the cost of the position. It could be a benefit to the city. She is not convinced that it will pencil out. It was suggested to go through the city manager to get authorization to evaluate the departments and their volunteer needs....position the recruitment as a single coordinated effort. Need to come up with a good set of values, message and justifications for the salary to have this position.

Bob suggested that this group gather all suggestions regarding the needs of staff working on volunteer tasks. Go out into the community and evaluate needs in that arena. Build a matrix that shows the needs and justification for such a position.

V. Old Business

A. Subcommittee Updates

Transportation – no new updates, except the presentation to city council was moved to July 9. Both Kim and Brenda are working hard on the details and marketing plans for this project. Brenda has been researching all the raw data and compiling a summary for Kim. Brenda wants to coordinate a bistro program to be inline with the shuttle program.

B. Adult Community Center Update

Brenda handed out an update sheet on what is happening and the Center and what projects she has been working on.

C. Set Next Meeting Date & Agenda – July 12

D. Adjourn 10:05am

References:

50+ Meeting Minutes Draft 5/10/07

Handouts provided by Bob Roth, Tigard Volunteer Coordinator

Handouts provided by Shauna Shroyer, Volunteer Coordinator of West Linn (distributed at the meeting)

Handouts provided by Vicki Hersen, Executive Director Elders in Action (distributed at the meeting)

2007 Updated Work Plan