This report highlights services and major accomplishments of Washington County Department of Health and Human Services and its community partners during the 2011-12 fiscal year.

The past several years have been economically challenging, and demand for social services continues to be great. However difficult, through longstanding key partnerships with other service agencies we have been able to provide critical services to many people in our ever-growing community.

This year marked several notable changes to the health and human services delivery system in Washington County and in Oregon. The Oregon Legislature enacted laws that will change how health care and early childhood services are provided. Coordinated Care Organizations were created in an effort to improve the health of low income citizens while controlling costs. Early Childhood Services promise to improve and coordinate services for children and families so that children are ready to learn upon enrollment in elementary school.

These changes require stakeholders to work together to craft new service systems that are coordinated and best meet the needs of local communities. Washington County staff and our community partners have been actively engaged in these planning efforts to assure that these new services are responsive to the needs of our citizens.

Will Rogers once said, “Even if you are on the right track, you’ll get run over if you just sit there.” While we are proud of what has been accomplished over the past year, we plan to build on these achievements so that we are well positioned to tackle the challenges we face in the year ahead.

As always, we appreciate the many contributions and support from department and agency staff members, council and board members, and the many volunteers throughout the county health and human services system. We are always happy to hear from you—please feel free to contact us with questions or comments.

Rod Branyan
Director
Every day, the public health division works—often behind the scenes—to keep the community safe and healthy by preventing disease, protecting our food and water, and promoting healthy conditions and behaviors.

As you read this report, perhaps think about your confidence in turning on the tap for clean water; your assurance that mothers and children are getting the best start for their families; the knowledge that ambulance staff who respond to emergencies are well trained; and that experts are investigating and preventing the spread of diseases.

Public health works to ensure good health in our families, neighborhoods, schools, parks and work places.

> Environmental Health

**Food Safety**—Most people do not think about foodborne illness until they become ill from unknowingly consuming contaminated food.

Environmental Health Specialists inspect a variety of food service operations to prevent foodborne illness. These include approximately 1,200 restaurants, 80 mobile food businesses, 600 temporary food businesses at events such as the Washington County Fair, farmers’ markets and 200 school cafeterias.

This year, we performed 5,347 routine inspections and 628 re-inspections; 255 complaints were investigated.

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**Onsite Wastewater**—Issued 134 septic system permits for households not served by public sewer.

**Drinking Water**—The County is responsible for nearly 100 public drinking water systems utilizing groundwater that serve up to 3,300 people each. We surveyed 29 small drinking water systems, addressed 20 water quality compliance issues and reviewed 20 emergency response plans for small water systems.

**Swimming Pools and Spas**—Conducted 848 routine inspections and 120 re-inspections; 15 complaints were investigated.

**Tourist Facilities**—Conducted 71 routine inspections of hotels, motels, B&Bs and recreational camps; 12 complaints were investigated.

**Mosquito Control and West Nile Virus Surveillance**—Conducted 1,205 surveillance inspections, took actions to reduce mosquito populations on 270 acres of mosquito habitat, and identified and tested over 7,800 mosquitoes. Disease activity was not detected this year.

**Vital Records**—Issued 7,403 birth certificates and 16,217 death certificates.

**Medical Examiners**—Investigated 789 deaths in accordance with statutory requirements.

**Animal Bites and Rabies Prevention**—Investigated 160 animal bites to evaluate the risk of rabies to bite victims. Two bats submitted for testing during the course of investigations were positive for rabies.

> Women, Infants & Children (WIC)

Washington County’s WIC program focuses on nutritional education and support to low-income pregnant women and families with young children. It includes breastfeeding support groups, nutrition education and vouchers for healthful foods available locally.

**Two Awards Received**
First, in January 2011, WIC was presented with a Breastfeeding Performance Award that included $10,000 to be used for breastfeeding projects in the county. We used the funds for worksite wellness...
outreach and education and to purchase equipment and supplies to help low-income mothers breastfeed/pump when they return to work.

The award is given by the U.S. Department of Agriculture and is part of the Breastfeeding Performance Bonus Award given to the Oregon Nutrition and Screening Program for WIC. Oregon is one of six WIC agencies nationwide to receive an award for highest breastfeeding rates.

In March 2011, our lactation consultant worked with the chronic disease prevention program coordinator and Ayla Birth to secure a grant from the State WIC office for $25,000. The funds were used to produce a multimedia toolkit to help overcome some of the unique challenges experienced by mothers and caregivers who want to support the breastfed baby during long-term separation.

**WIC, By the Numbers**

Due to data collection methods, certain measures are reported for the calendar, rather than fiscal, year. In 2011:

- WIC served 33% of pregnant women in Washington County.
- WIC served 20,224 individuals (8,755 families).
- WIC mothers had a 95% breastfeeding initiation rate, meaning their newborns were first fed breast milk.
- WIC participants spent $7,260,704 in federally funded vouchers at local retailers for healthful foods.
- WIC participants spent $47,600 in Farmers’ Market Coupons paid to local farmers.

**Field Team Nursing**

Public health nurses provide home visiting services to pregnant and postpartum women, newborns, and infants and toddlers with special health care needs. Services are designed to improve maternal and child health outcomes.

This year, 1,135 women and children received 6,733 home visits. The majority of these visits were with infants and toddlers. Pre-term, low birth weight infants are the first priority for home visit services in Washington County. We believe that high quality nursing services focused on feeding (especially breastfeeding), nutrition and weight gain; improving attachment and relationships; and closely monitoring health and development will reduce long term health problems for these very high-risk children.

**What Does a Health Officer Do?**

Meet Dr. Jennifer Vines, Deputy Health Officer for Washington County. Board certified in both family and preventive medicine, Dr. Vines is the public health physician for Washington County. Dr. Vines has multiple roles, ranging from providing individual medical consultation to advising program planning and liaising with community projects and leaders. She also serves as a media spokesperson and subject matter expert. Dr. Vines is fluent in Spanish, which allows her to directly convey important health information to Washington County’s Spanish-speaking population.

In the last year, she has overseen the diagnosis and treatment of people with active tuberculosis, provided medical direction for the protection of individuals exposed to measles and meningitis, and promoted immunization as a response to the Oregon whooping cough epidemic. While Dr. Vines is actively participating in multiple health care reform efforts, she likes to emphasize that health begins where people live, work and play—a major reason why she strongly supports multiple public health efforts aimed at improving nutrition and boosting physical activity.
risk infants. Infants born with birth anomalies, metabolic disorders and genetic syndromes are also high priority for services.

Public health nurses also make home visits to pregnant and postpartum mothers. Visits focus on improving nutrition, reducing stress, childbirth education, breastfeeding and postpartum recovery. Clients are screened for depression, exposure to family violence, and tobacco and other substance use. Nurses made 2,435 home visits to 410 pregnant or postpartum women.

In January, Washington County became a newborn hearing screening site for families with infants who did not receive hearing screenings at birth.

The Field Team also manages the County’s Healthy Start program, which provides home visitation and family support services for at-risk first time parents. This year, 405 families were served.

> Clinic Services

Clinical services including family planning, sexually transmitted disease screening, HIV testing and counseling, immunization and teen health services are offered in Hillsboro, Beaverton, and Tigard. We also work closely with our health educators to provide family planning methods to female prison inmates prior to their release into the community. We provide this service one day a month and saw 136 women this year.

The Clinics also worked closely with Communicable Disease/Epidemiology to halt the spread of tuberculosis by providing medication to 600 individuals to prevent them from developing the disease. We also screened for tuberculosis in 342 homeless individuals so they could safely go to a shelter.

> Communicable Disease/Epidemiology

Communicable disease and epidemiology were involved in the first-ever E. coli O157 multi-county outbreak associated with the consumption of strawberries. This outbreak resulted in two deaths and revealed the first association of deer feces and human disease from produce.

Staff also investigated a multi-county E. coli O157 outbreak associated with the consumption of raw milk. Several children were hospitalized with very serious illnesses including kidney failure. Matching E. coli O157 was isolated from samples taken at a local farm and from remaining milk retrieved from those who became ill.

Staff epidemiologist Kimberly Repp, Ph.D. (pictured here) and William Keene, Ph.D. of the Oregon Health Authority, published an article in the Journal of Infectious Disease in May 2012. The article concerned a local norovirus outbreak that demonstrated – for the first time – that the virus can be transmitted from an inanimate object (in this case a reusable shopping bag). The article resulted in more than 300 popular press articles and an editorial feature in the Journal.

We also collaborated with local universities to teach epidemiology and communicable disease basics.

> Emergency Preparedness

The goal of Public Health Emergency Preparedness is to protect the public’s health and enhance and preserve the resilience of the county in a disaster. This year, we:

❖ Achieved national Project Public Health Ready (PPHR) recognition, one of only two departments in Oregon recognized at that time.
❖ Collaborated with Johns Hopkins in a Public Health Infrastructure Training research study and provided emergency preparedness training for all public health employees.
❖ Held two interactive preparedness events for public health staffs and County employees. The first was a discussion on the major hazards that we face in the county and how public health responds to them. The second event involved the simulated mass distribution of medication in response to a hypothetical bioterrorism incident.
Emergency Medical Services

The Washington County Mobile Training Unit was unveiled on March 5, 2012, and is a collaborative effort among Washington County Emergency Medical Services, Portland Community College, Oregon Health & Science University and Oregon Institute of Technology.

The state-of-the-art high fidelity mobile training unit provides hands-on training for EMTs, paramedics, firefighters, and EMT students in all of Washington County, including those in rural areas who otherwise might not have access to this kind of resource. All of the partner organizations can use the vehicle and its resources to conduct trainings.

The vehicle is equipped like a fully functioning ambulance. Lifelike on-board mannequins breathe, sweat, bleed and even talk. They will be used to train students on inserting IVs, advanced airway and life support, chest decompressions, injecting fluids and medications directly into bone, and other life-saving measures. The ambulance is outfitted with sophisticated audiovisual equipment that allows students outside of the vehicle to observe what is happening inside.

Health Promotion

◊ Collaborated with Land Use and Transportation to complete our first Health Impact Assessment to better understand the specific barriers to walking and biking for short trips among county residents. The information was collected through surveys and community engagement and will help inform Washington County’s Transportation Plan and active transportation policies for the future.

◊ In an effort to reach individuals at the highest risk for HIV/AIDS in Washington County, we have contracted with Cascade AIDS Project to provide high-risk HIV testing, counseling and referrals at various sites across the county.

◊ In collaboration with Washington County Human Resources, we recruited a VISTA/AmeriCorps Healthy People member to help coordinate and develop employee wellness initiatives.

◊ The tobacco prevention program conducted surveys of 400 multi-unit housing properties and 70 post-secondary technical and training institutes on their tobacco policies. Many of those surveyed requested technical assistance and additional information to go smoke-free.

Public Health Awards

In April 2012, we presented the Tenth Annual Public Health Recognition Awards.

Paul Hudak (top photo) was honored as the developer and director of Terra Nova Community Farm in Beaverton, a project he initiated in 2008. A teacher at Terra Nova High School, Hudak and his students converted an unused baseball field at the high school into a productive student farm. The farm has become a Community Supported Agriculture program (CSA), whereby people invest in the farm and receive produce throughout the growing season. Under Hudak’s leadership, students have learned about healthy sustainable agriculture; made it possible for the community to have better access to fresh fruits and vegetables; and grown to understand the importance of community and knowing where their food comes from.

Coffee Creek Correctional Facility and Community Action Early Head Start (bottom photo) were honored for developing prenatal and postpartum classes as well as a breastfeeding program that allows incarcerated women to pump and store breast milk for their newborns. The mothers can also enroll in the Early Head Start program at the facility and breastfeed their infants several times a week when they are together in the program. The two organizations work closely with Washington County WIC and the Field Team to implement this program.
Washington County’s Human Services Division plans, manages, coordinates and oversees a system of care for publicly funded mental health, intellectual/developmental disabilities and addictions services. The Human Services Division fulfills its role through care coordination, quality and licensing functions, and implementation of a subcontracted, well-coordinated system of mental health, developmental disabilities and addictions providers. The division has 71 staff including 35 in mental health, 34 in developmental disabilities and two in addictions.

**Mental Health**

Through our subcontracted provider system, approximately 590 uninsured or underinsured individuals and 3,500 Oregon Health Plan members receive mental health services each month.

Our 24-hour crisis line, which is staffed by Masters level mental health professionals, takes 900 calls per month.

The Human Services Division has been closely involved in the development of the Health Share of Oregon Coordinated Care Organization (CCO) and its planning for the integration of Oregon Health Plan mental health services.

**Positive Impact of Wraparound Initiative**

In 2010, Washington County became one of three demonstration sites in Oregon for the Statewide Children’s Wraparound Initiative. The Wraparound model identifies participants’ needs and brainstorms innovative strategies using the least intrusive, least intensive means while capitalizing on the child and family’s strengths.

Since implementing Wraparound:

- The total cost per client has decreased by 33%.
- The cost of psychiatric residential treatment has decreased by 43%.
- The cost of psychiatric day treatment has decreased by 71%.
- Overall use of hospitalization and intensive 24-hour care by children and adolescents has declined by 58%.

**Mental Health Response Team**

The Collaborative Law Enforcement/Mental Health Response Team began this year. Operating seven days a week, the program pairs a Washington County Sheriff’s deputy with a mental health clinician for rapid, community-based response to mental health crisis situations. They help approximately 50 individuals each month.

**Developmental Disabilities**

Washington County Developmental Disabilities program provides services to roughly 1,900 children and adults with developmental disabilities every month. Specifically, the program:

- Provides residential and vocational services to adults with developmental disabilities and family support and foster care services to children, as well as in-home supports to adults and children.
- Performs abuse investigation services to adults.
- Determines eligibility of individuals seeking services.
An older woman was about to be discharged from the hospital psychiatric unit for an attempted suicide, but she couldn’t get a healthcare provider or outpatient counseling appointment for three weeks. A young woman, who had attempted suicide and had been hospitalized three times in the past six months at three different hospitals was about to be released. She needed housing so she could get the community services she needed.

These are exactly the kind of difficult situations that Washington County’s Intensive Transition Team (ITT) addresses.

Hospital care is costly and often not what a person with mental illness needs for long-term recovery. The team helps 15-25 people every month.

ITT is a short-term bridging service to support clients in transition from the hospital, emergency department or crisis system to ongoing community-based services. ITT helps people with immediate support through brief counseling, intensive case management and care coordination. This can include assistance with basic needs such as identifying safe housing, transportation, medication—whatever it takes to prevent a hospital readmission, as well as to improve their health.

The team provided support and counseling to the older woman until she could enroll with an ongoing mental health provider. She now attends a support group and volunteers at a community center and a church.

The team found housing for the young woman and got her into Washington County’s Transitional Age Youth Intensive Services program for counseling and other services. She is now attending community college.

Since ITT began in 2008, 720 people have been helped and there has been a 26% decrease in hospital readmissions.

**Addiction & Gambling Services**

Washington County Addiction and Gambling Services provides information, referrals and outreach regarding substance abuse and problem gambling.

Additionally, we oversee a subcontracted system of addiction and gambling treatment services. In FY 2011-12, 845 individuals were treated for substance abuse, and 128 individuals and 28 families received help for problem gambling from our participating provider agencies.

This year, our Senior Program Educator (pictured at right):

- Provided training to residential and vocational providers on a regular basis.
- Has an Advisory Council comprised of families, self advocates, providers and general community members. This group is active in outreach, education and advocacy.
- Plays a key role in the Employment First initiative, which strives to substantially increase the numbers of individuals with developmental disabilities working in community jobs over the next few years.

- Presented to more people this year than ever before, conducting 70 presentations to 3,510 people, averaging more than 50 people per presentation.
- Presented to students, high risk kids, law enforcement personnel, parents, teachers, mental health and addiction professionals, jail inmates and service organization members.
- Created two public service announcements, attended nine community events, and actively participated with area substance use/abuse prevention coalitions in Beaverton, Hillsboro and Tigard.

**Intensive Transition Team: Connecting People to Care**

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Washington County Disability, Aging and Veteran Services (DAVS) plans and develops services to meet the needs of the county’s most vulnerable elderly and disabled citizens. In addition to helping seniors, DAVS advises, assists and advocates for veterans and their families by filing benefit claims, providing representation in the appeal process and offering referrals to additional sources of help. DAVS is also the county’s designated Area Agency on Aging.

A 13-member volunteer Advisory Council is appointed by the Board of Commissioners and works to address the needs of seniors, those who support them (their families and caregivers), and veterans and their dependents. They recommend basic policy guidelines, advise and review the area plan and budget, and advocate on behalf of the people DAVS serves. Council members gave 419 hours of their time and talent this year.

**Partner Projects**
- Partnered with Pacific University School of Occupational Therapy to develop a Family Caregiver Toolkit for families who are managing the care of a loved one with dementia. The toolkit consists of techniques and tip sheets for caregivers about preparing the home for care and managing challenging behaviors.
- Collaborated with Community Action and Luke-Dorf for the Point in Time Count of homeless veterans in Washington County. Conducting this count helps match housing resources available from the VA and HUD with the needs of the community.
- Sponsored a Veteran Benefits and Job Fair, serving 250 veterans in coordination with the Oregon Employment Department and the Western Washington County Employer Council.
- Developed Grandparents Raising Grandchildren presentation series to help grandparents and relatives who are raising or helping to raise their grandchildren/relatives. This series was presented in English and Spanish with our community partners at El Centro Cultural.
- Sponsored the Family Caregiver Conference in partnership with Tuality Healthcare and OSU Extension Service. The event was at capacity with 110 family caregivers and 50 program and community representatives.
- Through our ongoing partnership with Pacific University Psychology Center, we referred 50 veterans for mental health assessments in support of their disability claims with Veteran Affairs. The mental health needs of veterans are historically underserved; this program helps veterans and family members improve their quality of life.
- Formed an Aging & Disability Resource Consortium with Multnomah, Columbia and Clackamas Counties to provide information and resources.

**Food Assistance**
- DAVS contracts with Meals on Wheels People, which operates seven meal sites in Washington County, to provide a hot and nutritious lunch Monday through Friday to anyone over the age of 60, regardless of income. The meal supplies one-third to one-half of an older adult’s daily nutrition requirements and addresses special dietary needs for those who require low sodium, diabetic or low cholesterol meals. This year, **100,517 meals were served** to 2,110 people.
- **160,662 Meals on Wheels deliveries** were made to 1,330 Washington County homebound residents age 60 and older.
1,766 nutrition assessments were completed for those who requested or received home meal deliveries. Our goal is to ensure that dietary requirements are met based on the homebound senior’s health status and level of daily functioning, such as bathing, dressing and walking.

121 seniors and veterans received emergency food from the DAVS pantry, which is stocked entirely by donations.

**Other Program Highlights**

- Provided assistance in some form to 8,620 older adults in Washington County.
- Filed 1,063 claims for disability compensation, pension and appeals, resulting in $4.67 million in tax-free dollars for veterans.
- Ten Project REACH (Ready to Extend a Caring Hand) volunteers gave 876 hours of time helping isolated and vulnerable seniors access and navigate resources to remain independent.
- Offered Options Counseling in an effort to reduce hospital readmissions. Through this program, a counselor informs, advises and empowers individuals 60 years and older to make informed decisions about immediate and long-term care options to help them continue living in the home or community setting of their choice.
- Oregon Project Independence (OPI) funding was released by the legislature to reopen this vital program. OPI helps seniors 60 and over or those under 60 with a dementia-related diagnosis (non-Medicaid eligible) to remain independent in their homes and communities by providing in-home service and support. Currently, OPI serves 108 seniors in Washington County.
- The Benefits Enrollment Center (BEC) is a “one-stop shop” to help seniors and people with disabilities enroll in benefits programs for which they are eligible. This year, we helped 553 people apply for key public benefits, such as Medicare Part D Extra Help/Low-Income Subsidy, Medicare Savings Programs, Medicaid, Supplemental Nutrition Assistance Program (food stamps) and the Low-Income Home Energy Assistance Program (LIHEAP).
- Secured funding for Veteran Directed Home & Community-Based Services to help veterans remain in their homes and communities via a contract with the Portland VA Medical Center.
- Trained 67 caregivers on self-care techniques and managing care in the home.
- Was awarded an additional Senior Health Insurance Benefits Assistance (SHIBA) contract to expand services and voluntarism into Columbia County in order to reach more people in need in rural communities.
- Volunteers gave 11,961 hours of service—the equivalent of nearly six full-time staff.

**Veterans Gateway and Memorial Plaza**

On Memorial Day, Washington County partnered with the City of Hillsboro as well as the American Legion and VFW of Hillsboro to host a ceremony at the Washington County Fairgrounds. The event included a re-dedication of the Veterans Gateway, which will eventually lead into the Veterans Plaza. LRS Architects donated their services to develop a design concept for the Plaza for which fundraising is currently underway.

Several dozen paving stones to honor veterans are already in place. They are still available for purchase as of this printing; anyone with ties to a Washington County veteran is welcome to honor him or her with a stone. Details can be found at www.co.washington.or.us/HHS/DAVS.

DAVS volunteer Betty Pomeroy (U.S. Army, Retired) and Hillsboro Mayor Jerry Willey (U.S. Navy, Retired) at the Memorial Day Ceremony at the fairgrounds.
Washington County Animal Services, located at the Bonnie L. Hays Small Animal Shelter in Hillsboro, cares for lost animals, finds homes for abandoned pets, licenses dogs (more than 45,000 county-wide), enforces animal cruelty laws and protects citizens from dangerous animals.

Since 2009, Animal Services has been transitioning to new, modern approaches to sheltering animals and enforcing laws. This year was pivotal in the change from being an “old-fashioned” shelter to a place where community members can feel proud of their county shelter.

> **Caring for Lost and Stray Animals**

This year, 4,280 animals were brought to the shelter, including 1,990 dogs, 2,255 cats and 35 other animals (including an iguana, chinchilla, rabbits, ferrets, birds and guinea pigs).

Each animal is scanned for a microchip, and every effort is made to reunite people with their pets. If no owner comes forward, animals are assessed for physical and behavioral issues. Some of them are placed with other adoption groups. All are spayed or neutered before going into our adoption program or being placed with a rescue group. Animals that are placed into our adoption program are also vaccinated and microchipped and receive other services.

Over the last four years, we have reduced our euthanasia rate by 68 percent. No healthy animal is euthanized in our shelter.

> **Officer Calls in the Community**

- Our six Animal Services Officers responded to 5,687 calls for everything from dogs in traffic, to stray cats needing medical attention, to serious cases of animal cruelty and neglect. Many calls required follow-up investigations; we estimate that our officers made at least 12,000 community contacts during the year.
- Our officers investigated 388 dog bites and provided quarantine oversight.
- We enforce County animal ordinances and work together with local law enforcement agencies and the District Attorney’s Office to ensure that criminal abuse and neglect cases are aggressively pursued. Our shelter cares for animals while criminal charges are pending, and then adopts out animals after the legal issues are resolved.

> **Community Support**

- We had 125 active volunteers at any given time during the year; the value of their time is about $450,000 a year. Volunteers perform many tasks for the shelter animals, including walking dogs three times a day, cleaning kennels, socializing cats and staffing information tables in the community.
- The shelter received $167,716 in financial donations, with every penny used directly for animal care. An estimated 80,300 meals were fed to the dogs and cats in our care—every morsel was donated by caring individuals and organizations.

> **Major Partnerships**

- **Animal Shelter Alliance of Portland (ASAP):** Formed in 2006, ASAP members include Washington County Animal Services, Oregon Humane Society, Cat Adoption Team, Humane Society of Southwest Washington, Multnomah County Animal Services, Clackamas County Dog Services, Feral Cat Coalition of Oregon and Portland Veterinary Medical Association.

The shelters that do not accept stray animals help those of us that do when we are getting too full. We also have an affordable feline spay/neuter program for low-income people.
The first goal of ASAP was to end the euthanasia of healthy animals in Portland-area animal shelters. Together, we achieved that goal. **Since January 2011, no animal shelter in the metro area euthanizes healthy animals.** Washington County was the first county in the area to achieve that important goal, ending euthanasia of healthy animals in 2010.

Our next goal is to save every animal that, with medical and behavioral intervention, can be saved. We are getting close to that goal.

**Animal Protection Multi-Disciplinary Team (MDT):** Animal Services offers free housing to pets whose owners are fleeing domestic violence situations; we provided over 300 nights of housing to pets of domestic violence victims this year. The MDT includes the District Attorney’s Office, law enforcement agencies, social service providers, domestic violence programs and animal advocates.

In 2011, the MDT was instrumental in the passage of legislation that protects animals by ensuring they are included in domestic violence restraining orders.

In May 2012, the MDT was one of four finalists for the Cameron Award for Community Collaboration, which recognizes outstanding efforts that demonstrate a commitment to working across multiple sectors.

Every year, the police bring about 230 dogs to our overnight kennels. Prior to this year, the animals had to be left in outside kennels. We did what we could to keep the dogs warm and safe – including wrapping the kennels in tarps and hanging heat lamps. Still, it was far from ideal, and many nights our staff would drive in at all hours and in all weather conditions to bring the animals into the shelter.

In February 2012, we dedicated our new after-hours shelter, a building that provides the dogs of Washington County with a secure and dry temporary refuge. The other side of this rodent-resistant and temperature-controlled building is used to store our dog and cat food. The building was made possible in large part by a $20,000 donation from the Tualatin Kennel Club, the largest community donation to any cause in the Club’s history.

In November 2011, our Animal Services Officers responded with Sheriff’s deputies to a complaint of animals living in deplorable conditions in an Aloha home. After gaining permission, a Sheriff’s deputy entered the house and was overwhelmed by terrible odors. He saw a large number of animals in the house, including dogs, cats, chickens, exotic birds and goats. More animals were in the garage.

Many of the animals were sick and some were close to death. The conditions inside the home were filthy and unfit for humans or animals. Three people in the house were cited for animal neglect.

Forty-seven dogs and cats were turned over to Washington County Animal Services. Sadly, one kitten died and two other kittens and a cat had to be euthanized due to their extreme medical circumstances.

The surviving animals received thorough medical examinations during which many were found to have severe skin problems, wounds and infections. After treatment, including some surgeries and intense care, these animals were adopted into clean and loving homes.

The owners of the animals eventually pled guilty to four counts of animal neglect and received five years of probation. They cannot own any animals during that time, and our Animal Services Officers will check to make sure they are complying.

**After-Hours Shelter Provides Safe Haven for Dogs**

**BEFORE:** Our after-hours kennels were functional at best.

**NOW!** Safe and comfortable housing for dogs brought in after hours!
**Franchise Regulation**
Solid Waste & Recycling provides regulatory oversight of three privately operated disposal sites and 13 privately owned garbage and recycling collection companies that operate in unincorporated Washington County.

Disposal sites and collection companies are granted a franchise or certificate by the Washington County Board of Commissioners to operate within designated county areas.

**Code Enforcement**
The program’s two code enforcement officers responded to and investigated 838 complaints lodged by residents and businesses in unincorporated Washington County.

The complaints and potential violations related to nuisance accumulations of solid waste, odor, offensive littering, unlawful disposal sites, theft of garbage/collection service, uncertified hauler activity, service issues with certified haulers, overgrowth of tall grass and weeds, noise, trash deposited within 100 yards of a waterway, and vector infestations.

**Recycling Education Program**
Five program staff members provide education and outreach to all residential (single- and multi-family), commercial and public service sectors in Washington County, with the exception of the City of Beaverton, which implements its own program.

Staff provides education and technical support to the community, including commercial waste evaluations, presentations and literature, and semi-annual newsletters.

**Highlights:**
- Provided recycling and waste prevention education to 175,000+ households and 2,000+ businesses in Washington County.
- Visited 713 businesses 977 times to provide direct technical assistance.
- Delivered recycling education to 80 multi-family properties (approximately 10,000 households).
- Distributed 6,000 reusable recycling bags to multi-family residential households.
- Emailed “Property Manager Tips for a Clean and Green Community” quarterly to multi-family property managers, focusing on recycling and waste prevention.
- Organized a “Clean and Green Communities” workshop for multi-family property managers with presentations from recycling, water, energy, gardening, clean air and green building partners.

**Partnerships and Collaborations**
We work extensively with several partners throughout the region including Metro, Oregon Department of Environmental Quality and Washington County Land Use and Transportation to ensure compliance with state, county and Metro permit/licensing requirements for the landfill and compost facilities in Washington County.

We also have extensive partnerships with community organizations, delivering education and outreach to businesses and multi-family properties as part of a broader sustainability message.

**Highlights:**
- Staff hosted a materials exchange workshop with the Pacific Northwest Pollution Prevention Resource Center and the Zero Waste Alliance. The 24 workshop participants learned how their waste could become another business’ feedstock.
- Staff presented on compostable plastics and their acceptance in local food scraps collection programs at the Association of Oregon Recyclers’ annual conference and the Biocycle West Coast Conference.
- The program partnered again with the Pacific Northwest Pollution Prevention Resource Center, Hillsboro Chamber of Commerce, Virginia Garcia, Adelante Mujeres and Portland General Electric to host a Spanish language workshop for businesses.
- Staff partnered with the Hillsboro School District to implement a milk carton recycling program at 26 schools; the result was a cost savings to the district of approximately $63,000 for the 2011-2012 school year.
Recycle at Work Awards

We presented ten businesses with the “Recycle at Work” award for not only complying with basic recycling requirements, but for maximizing their environmental efforts throughout their business operations.

Here is just a taste of what the award winners are doing to conserve resources and protect our environment.

❖ Aloha Dog and Cat Hospital is the first veterinary clinic to receive the Washington County Recycle at Work award. This business recycles practically everything it generates! In addition to “standard” recycling, they also take used block Styrofoam to Total Reclaim in northeast Portland; plastic lids and syringe covers are taken to Far West Fibers’ Hillsboro Recycling Center.

❖ REI Hillsboro employees are rewarded with discounts for using alternative forms of transportation. The store collects and donates gently used coats and bicycles to local nonprofits. They also re-sell returned clothing and gear at the company’s popular members-only “Garage Sale” events, donating post-event surplus to nonprofit agencies.

❖ Montinore Estate’s commitment to clean, healthy, sustainable farming starts with the company’s strict adherence to a comprehensive organic and biodynamic farming method. They are just as committed to the environment in their indoor operations, making sure that all employees receive ongoing sustainability and waste prevention training.

❖ Shari’s Restaurants (Farmington, Hillsboro, King City, Sherwood, Sunset, Tanasbourne and Tualatin) worked with Solid Waste & Recycling to develop a program to recycle more than 1,000,000 pie containers every year. The entire Shari’s chain also stopped printing daily and weekly automatic reports. Over the year, total savings tallied up to 370,000 sheets of paper and a cost savings of more than $2,700.

Pictured top to bottom: Aloha Dog and Cat Hospital, REI Hillsboro, Montinore Estate, Shari’s (King City, Hillsboro, Sunset, Tanasbourne, Farmington), Shari’s (Sherwood, Tualatin)
The Washington County Commission on Children and Families is a volunteer commission supported by professional staff. They are responsible for community-based planning—identifying emergent needs, then investing in and working with communities to develop strategies and systems that promote child health, school readiness and success, alcohol and drug prevention, youth leadership skills and other identified needs.

Child Health

- Assisted 755 low-income families in completing Healthy Kids insurance applications for 1,410 children.
- Supported school-based health centers at Tigard, Forest Grove (pictured below) and Merlo Station High Schools. There were 2,435 primary care visits by more than 1,300 students; 895 mental health visits by nearly 175 students; and 344 dental visits by over 225 students.
- Provided Applied Suicide Intervention Skills Training (ASIST) to 105 educators and staff from local school districts, law enforcement, juvenile department and nonprofit organizations.
- Coordinated development of summer food program sites in collaboration with four school districts and community partners, providing almost 200,000 meals at 68 schools, parks and apartment complexes throughout the county.

School Readiness/Success

- In partnership with five school districts and four community-based agencies, more than 5,000 middle schoolers participated in after-school educational, social and recreational activities.
- Provided consultation and training for more than 360 childcare providers, early childhood programs and parents on how to support positive social-emotional development in young children.
- Six Family Resource Centers serving all seven school districts provided basic needs, food, clothing, toiletries and referrals to community resources for 8,147 families (around 20,000 individuals).
- Through a county-wide collaboration called Healthy Start, 405 first-time parents and their infant/toddler received home visits for help with strong parent-child relationships, parenting skills and child development.

Alcohol & Drug Prevention

- Beaverton, Hillsboro, Tigard and Tualatin worked through their community coalitions (comprised of representatives from local schools, law enforcement, businesses, parents, students, faith communities, and parks and recreation districts) to reduce availability and use of alcohol and drugs by young people.

They promoted abstinence and safety at Homecoming, Prom, and graduation; educated parents and the community about social hosting laws and consequences; co-sponsored prescription drug turn-in events; and raised awareness about permanent drug turn-in sites in Beaverton, Hillsboro and Tigard.

- Through a three-year grant, a planning committee was established to develop a strategic plan to address binge and high risk drinking among 18-25 year-olds in Washington County. Law enforcement, Pacific University and local alcohol and drug coalitions are working together to decrease environmental factors that contribute to high risk drinking among young adults.

Youth Leadership Skills

The Youth Advisory Council, comprised of 12 high school students, planned the Youth Summit, which helped school-based teams apply for grants to prevent substance abuse, bullying and violence in their schools. More than 325 students from 21 schools attended; 19 teams completed projects.
PARTNERS IN SERVICE

Abilities at Work
Active for Life
Adams & Gray
Adelante Mujeres
Albertina Kerr Centers
Alternative Services-Oregon
Asian Health and Service Center
Banks School District
Beaverton School District
Beaverton Together
Bethesda Lutheran Communities
Big Brothers Big Sisters Columbia Northwest
Boys and Girls Aid Society of Oregon
CareOregon
CASA for Children
Cascade AIDS Project
Cat Adoption Team
Catholic Community Services
Change Point
City of Beaverton
City of Hillsboro, Parks & Recreation
CODA
ColumbiaCare Services
Comfort Keepers
Community Action Organization
Community Services, Inc.
Community Vision
Corizon Health
Danforth and Associates
Danville Services of Oregon
Daytime Enrichment Activities and Recreation
DePaul Industries
DePaul Treatment Centers
Domestic Violence Resource Center
Dove Lewis Emergency Animal Hospital
Dungarvin Oregon
Edwards Center
Essential Health Clinic
Exceed Enterprises
Forest Grove School District
Full Life
Gaston School District
Goodwill Industries
Harmony Housing
Haven House Treatment Center
Hildah Higbee
Hillsboro Empowers Youth (HEY!)
Hillsboro School District

Washington County works in concert with many organizations to assure the delivery of quality health and human services to county residents. This is a list of service agencies with whom we contract or have strategic partnerships.

Home Instead Senior Care
HomePlate Youth Services
Howard Stables
Imagine Possibilities
Impact NW
Independence Northwest
LifeWorks NW
Loaves & Fishes
Luke-Dorf
Lutheran Community Services NW
McCann’s King City Pharmacy
Mentor Oregon
METRO
Metro West Ambulance
Misty Mountain Family Enrichment Center
Morrison Child & Family Services
National Alliance for the Mentally Ill (NAMI)
Neighborhood Health Center
Northwest Regional Education Service District
OHSU Intercultural Psychiatric Program
Oregon Child Development Coalition
Oregon Family Support Network
Oregon Homecare Commission
Oregon Humane Society
Oregon Law Center
Pacific University
Performance Health Technology
Police Activities League of Greater Portland
Port City Development
Project Access Now
Providence Health System
Public Partnerships
Q Center
Rebuilding Together
Renew Consulting
Retired Senior Volunteer Program
Retirement Connection
Ride Connection
Rock Creek Veterinary Hospital
Self Determination Resources
Sequoia Mental Health Services
Sherwood School District
St. Mary’s Home for Boys
Tigard-Tualatin School District
Tigard Turns the Tide
TNT Fiscal Intermediary Services
Treatment Services NW
Trillium Family Services
TriMet
Tualatin Together
Tualatin Valley Workshop
Tuality Health Care
Tuality Medical Equipment
Veterans Administration Medical Center
Virginia Garcia Memorial Health Center
Washington County Consumer Council/Drop-In Center
Western Psychological and Counseling Services
Westside Community Focus
Worksystems, Inc.
Youth Contact
Youth Villages
>>> REVENUE & EXPENDITURES, FY 2011-12 <<<

Revenue by Source

- State Funds: $34,112,063 (36%)
- Federal Funds: $28,740,732 (30%)
- Fees, Miscellaneous: $18,880,389 (20%)
- County General Funds: $13,430,421 (14%)
- Beer & Wine Tax: $400,000 (<1%)
- Fees, Miscellaneous: $18,880,389 (20%)

Program Allocations

- Mental Health: $40,891,812 (42%)
- Medical Examiner: $545,426 (1%)
- Veterans Services: $694,445 (1%)
- Emergency Medical Services: $2,111,598 (2%)
- Solid Waste & Recycling: $1,409,219 (1%)
- Environmental Health: $1,926,957 (2%)
- Animal Services: $2,675,606 (3%)
- Aging Services: $5,043,143 (5%)
- Jail Health: $4,736,401 (5%)
- Developmental Disabilities: $8,675,908 (9%)
- Chemical Dependency, Alcohol & Drug: $6,316,904 (7%)
- Child & Family Services: $7,268,568 (8%)
- Community Health: $13,267,618 (14%)

>>> CONTACT INFORMATION <<<

Administration
155 N. First Ave., Ste. 160, MS 5
Hillsboro, OR 97124
503-846-4402

Alcohol, Drug & Gambling Services
503-846-4976

Animal Services/Shelter
503-846-7041
www.washingtoncountypets.com

Clinic Services
503-846-8881

Commission on Children and Families
503-846-4539

Developmental Disabilities
503-846-3150

Disability, Aging & Veteran Services (DAVS)
503-846-3060

Emergency Medical Services
503-846-8699

Environmental Health
503-846-8722

Epidemiology/Communicable Disease
503-846-3594

Field Team Nursing
503-846-4872

Health Promotions
503-846-4965

Mental Health
503-846-4555
Crisis Line: 503-291-9111

Solid Waste & Recycling
503-846-8609
www.washingtoncountyrecycles.org

Vital Records
503-846-3538

Women, Infants & Children (WIC)
503-846-3555

Website:
www.co.washington.or.us/HHS

Email:
HHSinfo@co.washington.or.us