



**Program #10005B - Ombudsperson - Charter Review** FY 2024 Department Requested

**Department:** Nondepartmental **Program Contact:** Jennifer McGuirk  
**Program Offer Type:** New **Program Offer Stage:** Department Requested  
**Related Programs:**  
**Program Characteristics:** Out of Target

**Executive Summary**

In November 2022, more than 85% of Multnomah County voters passed a County Charter amendment establishing the ombudsperson as a role reporting to the County Auditor. The Auditor is elected by voters countywide and answers to the people of Multnomah County.

**Program Description**

As of November 2022, County Charter requires the County Auditor to include an ombudsperson in their office. The ombudsperson function supports the Auditor’s mission to ensure that County government is efficient, effective, equitable, transparent, and accountable to all who live in our county.

Multnomah County government provides critical safety net services to historically under-resourced community members. People also connect with county government through bridges and roads, libraries, and many other general services.

At times, government can make mistakes, treat people unfairly, craft policies that have disparate impacts, or simply reach the wrong decision. The ombudsperson is available to the people of Multnomah County as an impartial resource to receive complaints about specific county government administrative actions.

The ombudsperson impartially investigates complaints and makes related reports. They conduct their work with the goal of safeguarding the rights of the public and promoting high standards of fairness, competency, efficiency, and justice in the provision of county services. The ombudsperson seeks solutions for people who have been treated unjustly, recommends steps to eliminate inequities, and supports people’s trust in government.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of public outreach activities	N/A	N/A	N/A	15
Outcome	Percent of complaints responded to within 2 business days	N/A	N/A	N/A	100%
Output	Annual report issued	N/A	N/A	N/A	1

**Performance Measures Descriptions**

The first output measure ensures the Auditor’s Office connects with the public about the new ombudsperson service. The second output measure ensures the office publicly reports on the ombudsperson’s work. The outcome measure ensures the ombudsperson responds promptly to public complaints about specific county government actions.

## Legal / Contractual Obligation

County Charter 8.10 (4) states: "The ombudsperson function is established within the office of auditor" and defines the ombudsperson's duties.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
<b>Program Expenses</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
Personnel	\$0	\$0	\$233,334	\$0
Materials & Supplies	\$0	\$0	\$9,042	\$0
Internal Services	\$0	\$0	\$15,424	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$257,800</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$257,800</b>	
<b>Program FTE</b>	0.00	0.00	1.00	0.00

<b>Program Revenues</b>				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

## Significant Program Changes

Last Year this program was: