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**MULTNOMAH COUNTY  
AUDITOR'S OFFICE**

**2022  
ANNUAL  
REPORT**

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# Message from the Multnomah County Auditor

Dear community members,

As I prepare the final annual report for my first term as your Multnomah County Auditor, I've been reflecting back not just on 2022 but also on the past four years.

One lesson I've learned through this time is that you really can't imagine what the future will bring. You can do your best to prepare for possibilities, but there are always going to be situations you could have never envisioned. And when the unimaginable happens – like a pandemic – you have to trust that you will do your best in the moment to rise and meet the challenge.

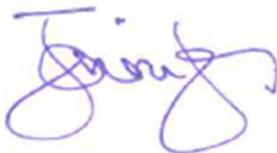
I have been humbled again and again by the way in which county employees and community members rise to meet the challenges of our era. I also know that each of us is facing challenges that are deeply personal and impact how we engage with the world in countless ways.

As I've tried my best to meet the moment, I have been honored to do so alongside a team that is dedicated to public service and to bringing you the most comprehensive, accurate information about how your county government operates. And as we enter 2023, I am pleased to share that the team has grown.

In 2022, the County Auditor's Office secured the first staffing increase for our office since 1998. You now have 11 staff auditors working on your behalf, instead of seven. We also enter 2023 stronger, thanks to County Charter amendments that voters passed in November 2022.

I am confident that in 2023, and for years to come, the County Auditor's Office will evolve, continually improve, and meet the many challenges that come our way at our best and committed as ever to serving you.

Best wishes for 2023,

A handwritten signature in blue ink, appearing to read "Jain", is positioned below the text "Best wishes for 2023,".

# 2022 Report Summaries



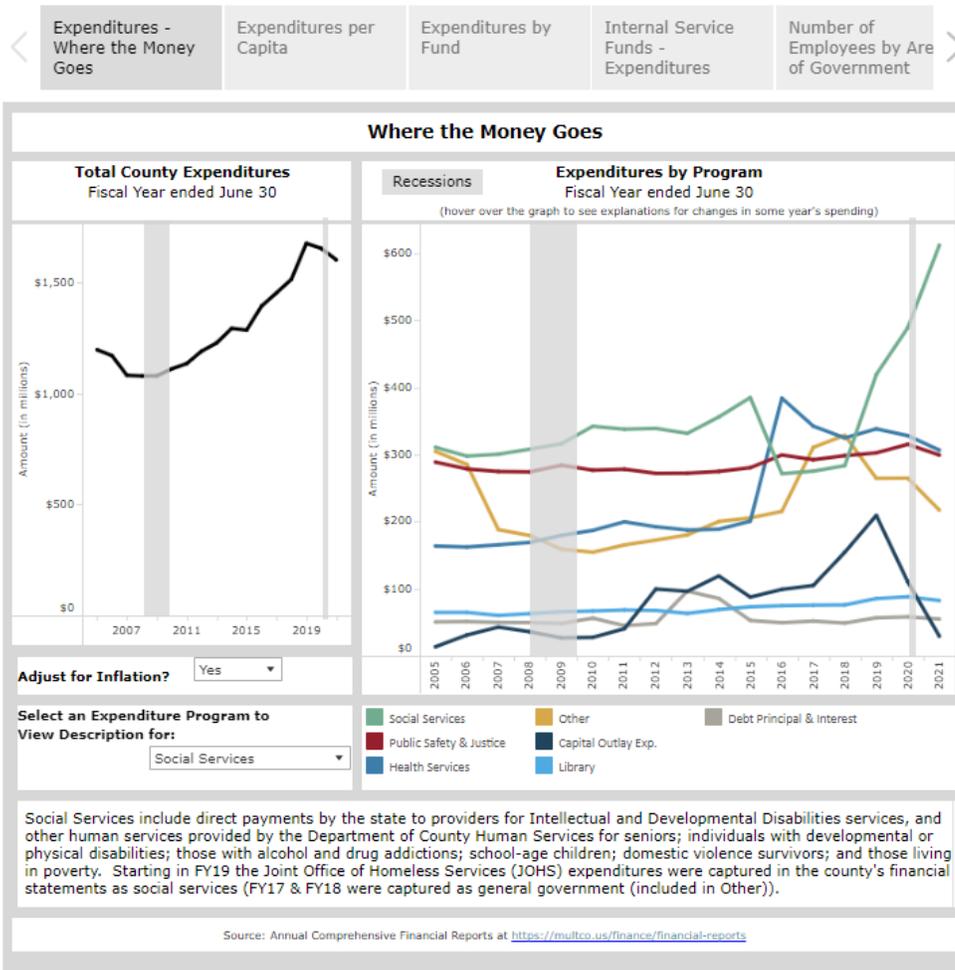
## Financial condition report 2022

In February 2022, our office issued a report on the county’s financial condition. We conduct this audit about every two years to provide information to the public on the county’s overall financial health. Each report covers at least a 10-year period. This interactive report included data visualizations covering the period from July 2005 through June 30, 2021.

The resulting report provides a useful look at historical trends, including the impact and recovery from the Great Recession of 2008/2009 and some COVID-19 pandemic impacts. Future reports will likely demonstrate the fuller picture of impacts that the COVID-19 pandemic has had on county operations, as well as on the general county economy. We found that the Multnomah County’s financial health appeared solid.

### Expenditures

*Click arrows below at left & right to navigate through this section*



A data visualization from the audit report  
Source: Auditor’s Office analysis of County Annual Comprehensive Financial Reports.

# 2022 Report Summaries

## Multnomah County Jail Conditions: Circumstances were worse for adults in custody who are Black and/or have mental health conditions



In April, 2022, we published the first in-depth audit report on county jail conditions in the history of the Auditor’s Office. We focused on providing information about the conditions people experienced when they were incarcerated in county jails and about who is in our county jails.

Our work included analysis of jail data spanning the three-year period of July 1, 2018 through June 30, 2021. For that time period, we found that misconduct citations were handed out disproportionately to Black adults in custody. The difference was statistically significant, meaning it was not likely the result of chance. We also found that Black adults in custody were subjected to minor uses of force infrequently, but at a disproportional and statistically significant rate. Examples of minor uses of force include pointing a Taser at or using handcuffs on an adult in custody.

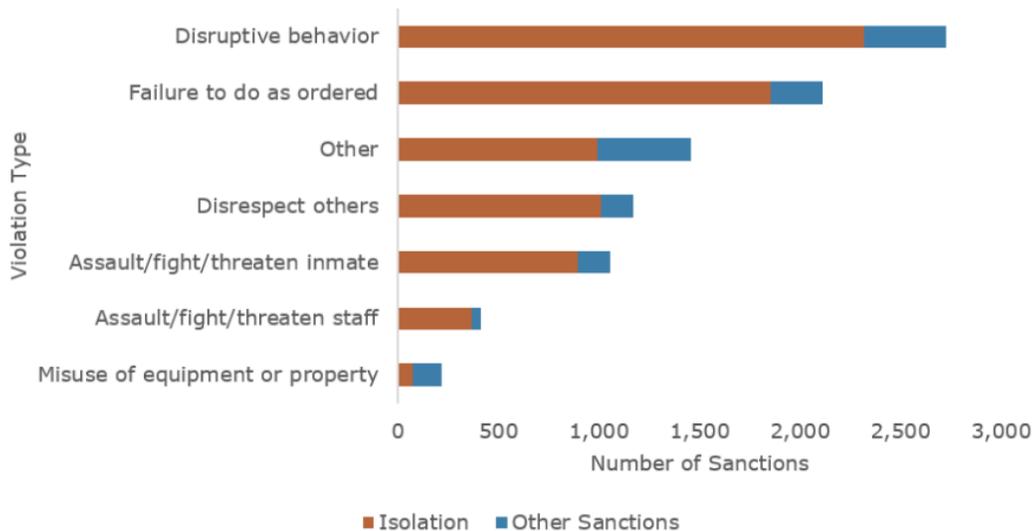
Results for the conditions for adults with mental health conditions were more pronounced; uses of force were more frequent and at a statistically significant rate on adults in custody with mental health conditions.

We also conducted a survey of all adults in custody in June 2021; 74% of adults in custody participated. The survey results aligned with the results of our statistical analyses. Based on our findings, we made 13 recommendations designed to improve the efficiency, safety, and accountability of the jails.

### The Sheriff’s Office has a variety of sanction options, but primarily used isolation

Sheriff’s Office hearings officers have a range of penalties for individuals who receive a misconduct citation, such as removal from a job in the jail, the loss of privileges, or fines. But during our three-year review period, 82% of the time adults who were sanctioned received an isolation sanction. Additionally, isolation was the most common type of punishment for nearly every type of violation, from disruptive behavior to violence.

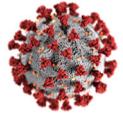
#### Isolation was the primary method of discipline



A data visualization from the audit report

Source: Data from Multnomah County Sheriff’s Office and analyzed by the Multnomah County Auditor’s Office. For each shift and location, we determined the average number of times staff issued misconduct citations per hour worked.

# 2022 Report Summaries



Contact Tracing: Contact tracing team did not keep up with the high number of cases. Isolation support services could be hard to access.

In July, we issued our final report on the county’s response to the COVID-19 pandemic. In this audit, we examined case investigation, contact tracing, outbreak investigation, and support services for isolation and quarantine, from the start of the pandemic through January 2022.

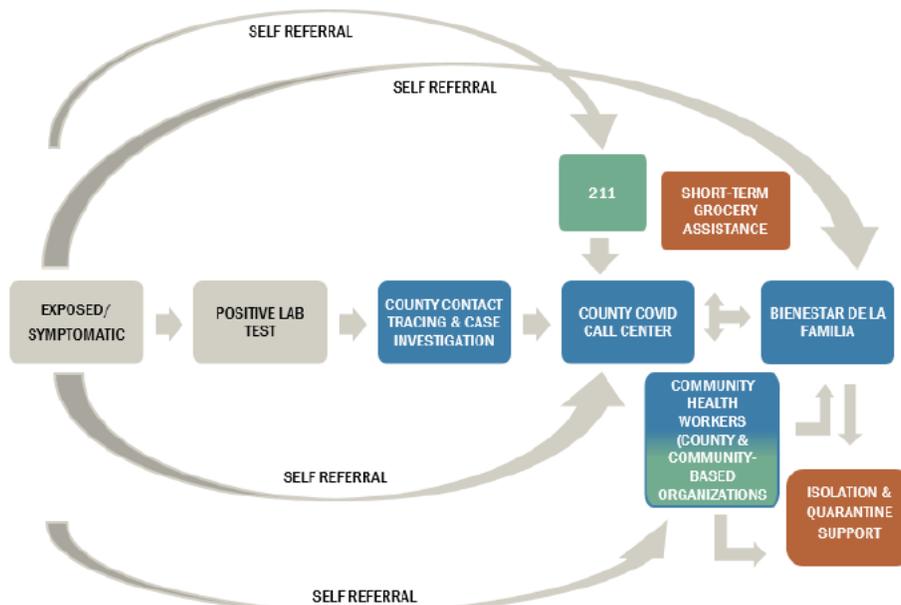
Throughout the COVID-19 pandemic, case numbers frequently surged in waves, like the Delta wave. We found that as case numbers rose higher, Multnomah County Public Health reached a smaller proportion of people with reported positive tests through contact tracing and case investigation.

Not reaching people with reported cases and contacts created a bottleneck for people to receive critical financial assistance to help them isolate while sick. The county provided rent/mortgage, utility, and grocery assistance through culturally specific providers for people who need to isolate or quarantine. But we found that these services were not always well advertised and relied on people being contacted by Public Health, making many phone calls, or hearing about it through word of mouth.

Contact tracing is less effective when a disease is widespread, and the county eventually discontinued the practice for the COVID-19 pandemic while we were conducting the audit.

The report detailed lessons learned from the contact tracing team that can help the county be better prepared for future emergencies. We made seven recommendations for improving oversight of support services, building on work with community partners, and preparing for future emergencies.

The current wraparound service system is complex  
An individual needing **isolation or quarantine assistance** needs to communicate with various **county divisions** and **external partners** before receiving services.



Source: Auditor’s Office analysis of data, process charts, organizational charts, and interviews provided by Public Health and the Department of County Human Services.

# 2022 Report Summaries

Waste identified: Hotline tip identified Joint Office's approval of over \$500,000 of unallowable expenses



In 2022, we investigated and closed an important case that came to the Good Government Hotline. We received a report regarding a provider under contract with the Joint Office of Homeless Services to provide emergency shelter to community members. Through our investigation, we identified waste of government resources due to inadequate oversight by the Joint Office. Waste is the needless, careless, or extravagant expenditure of funds, incurring of unnecessary expenses, or mismanagement of resources or property. Waste does not necessarily involve private use or personal gain, but almost always signifies poor management decisions, practices or controls.

The Joint Office had approved more than \$525,000 in unallowable costs due to ineffective contract management. Our investigation caught these unallowable costs, and we notified management, who then worked with the provider to make corrections. Thanks to our investigation, the county ultimately recouped the costs.

Contracting services to providers is a significant part of what the Joint Office does. In fiscal year 2023, contracted services for the Joint Office are budgeted to be \$182 million, nearly 70% of the Joint Office's total expenditures for the year. We determined that the Joint Office must improve its fiscal oversight and contract monitoring to prevent future waste of limited government resources.



MULTNOMAH COUNTY  
**GOOD**  
government  
HOTLINE

Make a report to the **Good Government Hotline** if you see fraud, waste, or abuse of position in Multnomah County Government.

All reporters remain confidential.  
Reports can be made 24 hours a day, 7 days a week.

<p><b>Online</b> <a href="https://goodgovhotline.com">goodgovhotline.com</a></p> <p><b>Email</b> <a href="mailto:mult.auditor@multco.us">mult.auditor@multco.us</a></p> <p><b>Call</b> 888-289-6839</p>	<p><b>Concerns we can help with:</b> Theft of Cash or Materials   Waste   Bribery   Bid Rigging   Kickbacks   Conflicts of Interest   Manipulation of Statements or Records   False Billing   Payroll or Purchasing Schemes   Ethical Violations</p>
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# 2022 Report Summaries



## Reports on the status of audit recommendations

We regularly assess the status of audit recommendations to support county government’s accountability to you. In 2022 we followed up on the status of recommendations from four audits.

We found that county management had implemented or was in the process of implementing recommendations from the following audits:

- *Integrated Clinical Services: Patients praise care, but changes must be made to reduce turnover and improve financial management.* Audit issued in 2019.
- *Services for People with Intellectual and Developmental Disabilities: Quality of care at risk.* Audit issued in 2019. During our other assessments, we found that management had implemented most recommendations, or was in the process of doing so. But we also identified recommendations that needed to be implemented:

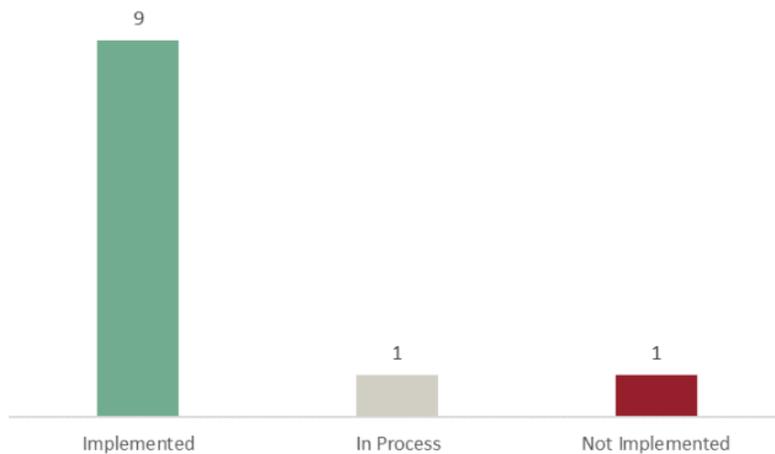
- *County response to the COVID-19 pandemic.* Audit issued in 2021. This was our second follow up on the status of audit recommendations.

We found that Central Human Resources had not implemented this recommendation: By February 2022, Central Human Resources should ensure the maintenance of telework information, including approved or denied telework agreements, electronically, preferably in Workday, to allow monitoring of teleworking performance and equity.

- *Mental Health: Ability to serve adults with serious and persistent mental illness is limited and at risk.* Audit issued in 2019.

We found that the Health Department had not implemented the following recommendation related to Choice, a care coordination program for people with serious and persistent mental illness: Update county Choice policies to ensure that the policy language is aligned with the contract with the state.

We will continue to follow up on audits and report to you on the county’s progress to improve the effectiveness, transparency, and equity associated with county programs.



A chart from the follow up on our mental health audit  
Source: Auditor’s Office analysis.

# Engaging with Community in 2022

Working with dedicated volunteers



Learning from community wisdom



Throughout 2022, we learned from and worked with several volunteer groups. We are grateful for the service of these community members!

The **Auditor's Community Advisory Committee** provides input on the audit schedule, community engagement, and diversity, equity, and inclusion practices. The 2022 members were:

- Derek Collier
- Alysia Cox
- Brandon Goldner
- Diane Odeh
- Rachel Sowray

Every even year the Auditor appoints a **Salary Commission** to set the salaries for the County Chair, Commissioners, and Sheriff, as well as a county salary supplement for the District Attorney. The 2022 Salary Commissioners were:

- Kelly Anderson
- Dr. Koffi Dessou
- Heather Pedersen
- LeeAnna Rappleyea, Chair
- Allie Szymoniak, Secretary

And we support the **County Commissioners' Audit Committee**, which is a liaison to the Board, the external auditor, and management for required external financial audits. In 2022, the Audit Committee's community members were:

- Donald R. Cox, Jr.
- Shani Harris-Bagwell, Vice Chair
- Terri Preeg Riggsby, Chair
- Kevin C. Rogers
- Annick Yagapen

As our county emerges from the pandemic, the Auditor's Office has ramped up our engagement with community. Here is just a sample of events we participated in during 2022 to learn from and share information with community members:

- Coalition of Communities of Color: Celebrating 20 Years
- Mt. Scott-Arleta Neighborhood Association monthly meeting
- Portland Sunday Parkways
- Rosewood Initiative's Saturday Celebrations
- Terwilliger Plaza Saturday Forum
- Urban League's Equal Opportunity Day Celebration
- Wapas Nah Nee Shaku Unthanksgiving Garden event



From left: Management Auditor Mandi Hood, County Auditor Jennifer McGuirk, and Constituent Relations Specialist Raymond De Silva at Portland Sunday Parkways  
Source: Auditor's Office

# 2022 County Charter Amendments

## Voter-adopted amendments strengthen the County Auditor's Office's independence



In November 2022, Multnomah County voters passed two County Charter amendments that will support accountable and transparent county government.

Our office proposed a slate of amendments to the Multnomah County Charter Review Committee to support the independence of the County Auditor's Office, and the committee advanced two of the proposed amendments to voters.

One was to establish an ombudsperson in the Auditor's Office. More than 85% of voters approved this measure to adopt the amendment. The ombudsperson will impartially investigate people's complaints about specific county government actions or decisions. We will conduct a competitive recruitment for the ombudsperson position in 2023.

More than 77% of voters approved the measure to amend the County Charter to ensure the Auditor's access to information, which will help us access the information needed to conduct audits, special studies, and investigations on the public's behalf.

Our office is grateful to voters for their support of these measures and to the Multnomah County Charter Review Committee for giving voters the opportunity to vote on them. Additionally, the Oregonian/Oregonlive, Portland Mercury, and Willamette Week all urged voters to vote yes on the measures.

We are also grateful to the following individuals for their support of the measures:

- Auditor's Office's Community Advisory Committee
- Kristine Adams-Wannberg, Washington County Auditor
- Gary Blackmer, Former Auditor of Portland, Multnomah County, & State of Oregon
- Brian Evans, Metro Auditor
- LaVonne Griffin-Valade, Former Auditor of Portland & Multnomah County
- Mary Hull Caballero, Former Portland Auditor
- Amanda Noble, Chair, Advocacy Committee, Association of Local Government Auditors

(a) The auditor shall be provided unrestricted, timely access to county employees, information and records required to perform duties of the auditor. The county and the auditor shall determine how to provide and manage confidential or limited-access records or property consistent with any legal obligations.

(b) All contracts with outside contractors and subcontractors shall contain a "right-to-audit" clause and provide for auditor access to the contractor's employees and to all financial and performance related records, property, and equipment purchased in whole or in part with county funds.

(4) The ombudsperson function is established within the office of auditor.

The new language in our County Charter.