



Office of Multnomah County Auditor

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To: Chair Kafoury, Commissioners Bailey, Smith, Shiprack, McKeel;
Sheriff Staton; District Attorney Underhill; Citizens of Multnomah County

From: Steve March, Multnomah County Auditor

In one sense this was a daunting task, identifying not only the multitude of services that the County provides but also the methods of delivery and where that occurs. We focused our sight on County programs where we spend about \$1 million or more where the County has some control over who receives services and how they're provided (we left out things like River Patrol, jails and similar functions). The results are presented with interactive maps upon which the reader, or user, can turn on or off various demographic features and focus on many types of County services and programs. If a picture is worth a thousand words, these interactive maps could certainly be worth ten-thousand.

Our objectives of this audit were to identify: the extent to which County service delivery is mirroring population changes; County efforts to match services to intended service recipients; and barriers to achieving these goals. In general, the County is doing a pretty good job at getting programs in the right places to be able to deliver services to the populations they intend to serve. Additionally, efforts to deliver services in clients' homes and other community locations have broadened the reach of many programs beyond more visible County and contractor facilities.

County program staff are using a variety of methods to find eligible clients and figure out how they can best reach them with available services, whether directly or through community partners. As is almost always the case, limited resources, either at the program level or at community partners, significantly impact what we do and how we do it. Our report does not include recommendations. However, as County Commissioners make policy and budget decisions they can consider the barriers to providing services that we have noted, as well as how existing policies may interact to affect service provision.

We thank the many program staff throughout the County who provided and reviewed the information on their specific programs, and specifically thank two County Information Technology staff members, Ben Harper for Geographical Information System services, and Tara Bowen-Biggs for web layout. Mark Ulanowicz and Jennifer McGuirk were the auditors in charge of this audit. We would also like to thank the Chair and her staff for their interest, input and cooperation.

C: COO Madrigal; Department Directors