

Multnomah County Auditor's Office

FY 2022 budget presentation

May 2021



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Mission of the Auditor's Office

To ensure that Multnomah County government is efficient, effective, equitable, transparent, and fully accountable to all who live in our county.

County Charter assignments to Auditor

Conduct
performance
audits,
studies

Apportion
Commissioner
districts

Appoint
Salary
Commission

Mandate to audit
all county
operations and
financial affairs

Preliminary work in
process, based on
decennial census

Recruit in fall 2021
to conduct work in
2022

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graph TD; A[County Code assignment to Auditor] --- B[Provide support to Audit Committee]
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County Code
assignment to Auditor

Provide support to
Audit Committee

County Auditor

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graph TD; CA[County Auditor] --- A1[6 Auditors dedicated to audits]; CA --- A2[1 Auditor dedicated to hotline]; CA --- A3[1 Constituent Relations Specialist];
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6 Auditors
dedicated to
audits

1 Auditor
dedicated to
hotline

1 Constituent
Relations
Specialist

FY 2021

Workforce Equity Strategic Plan Updates

Focus Area 1: Organizational Culture

Objective 1 Minimum Standard: All managers will have a minimum of four required hours per year of trainings that relate to Management Competencies focused on intercultural communication and racially just practice.

Exceeded minimum standard

FY 2021

Workforce Equity Strategic Plan Updates

Focus Area 4: Recruitment and Workforce Pipelines

Objective 1 Minimum Standard: Departments are participating in the College to County Mentorship Program as a way to provide exposure, build job skills and enhance opportunities for program participants.

Initiated internship program

FY 2021

Workforce Equity Strategic Plan Updates

Focus Area 5: Addendum to the Workforce Equity Strategic Plan: Improving Practice

Objective: Develop a comprehensive equity toolkit for use by departmental diversity and equity teams to facilitate efforts to create work environments that are safe, equitable and fair and address systemic barriers to equity and inclusion

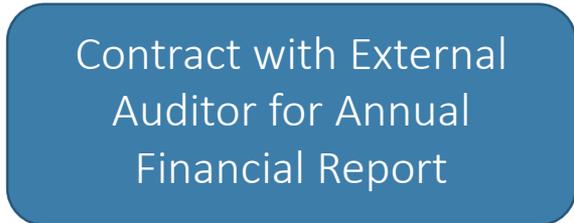
- **Implemented an audit-specific equity and empowerment lens tool**
- **Launched Community Advisory Committee**

Adjusting our approach during the COVID-19 pandemic

Supporting government accountability while
not impeding the county's critical work to
provide essential community services

FY 2021 Accomplishments

Completed process to secure external auditor



FY 2021 Accomplishments

Issued multi-faceted audit report on the county's response to the pandemic:



- Shelters
- Jails
- Juvenile detention
- Adult care homes



- Countywide guidance
- Physical changes to buildings
- Telework

FY 2021 Accomplishments



Good Government Hotline Activity Report 2020

The Multnomah County Auditor's Hotline provides a way for county employees and the public to report concerns of fraud, waste, and abuse of position.

We received 80 unique, county-related reports in 2020, a 13% decrease from 2019. Reports unrelated to the county are typically referred to the appropriate agency or resource.

We received 33 complaints about services or operations in 2020, a 57% increase over 2019, when we received 21. This increase is somewhat attributable to COVID-19 workplace safety concerns.

Year	County Related	Unrelated to County
2015	7	31
2016	2	35
2017	5	53
2018	2	74
2019	2	92
2020	19	80

Category	Count
Employee misconduct or other personal concern	51
Complaint about services or operations	33
Fraud, waste, or abuse of position	14
Other	2
Discrimination, harassment, or...	1

Beginning in July 2019, we changed some of our processes to make the hotline more accountable to employees and community members. Central to this change was a resolve to investigate all reports in-house. We did extensive outreach to employees to educate them about the types of reports we investigate, and those that we cannot, which appeared to have an impact. In some cases, we will still forward reports on to management for investigation.

The Auditor's Office investigates reports of fraud, waste, or abuse of position, but generally not personnel concerns. Over the past several years, we have increased our efforts to communicate the types of reports we can investigate, and to steer employees and community members to management for issues outside of our purview. In 2020, the Auditor investigated or incorporated into audit 20 of the 80 reports to the hotline, which at 25% of reports, is the highest rate since 2015.

While overall reports have increased gradually over the past four years, the greatest increase in reports has come from employees. We are encouraged by the growth in employee reports, which we think indicates trust in the hotline. But we know that we need to increase hotline awareness among community members. Community members, including county contractors and vendors, are a strong source for potential reports of fraud, waste, and abuse. We will focus additional efforts to communicate about the hotline to community members in the coming year.

Category	Count
Referred Reporter to Management	29
Auditor investigated or incorporated into audit	20
Referred within County	18
Did not investigate or refer	13

Year	Employee Reports	Community Member Reports
2015	14	5
2016	18	16
2017	20	33
2018	26	48
2019	32	60
2020	28	52

To report suspected fraud, waste, or misuse of County resources, call 1-888-289-6839 or go to goodgovhotline.com

External Quality Control Review

of the
Multnomah County Auditor's Office

Conducted in accordance with guidelines of the
Association of Local Government Auditors
for the period January 1, 2017 - December 31, 2019

FY 2022 Goals & Work Plan

Continue conducting high-quality audits

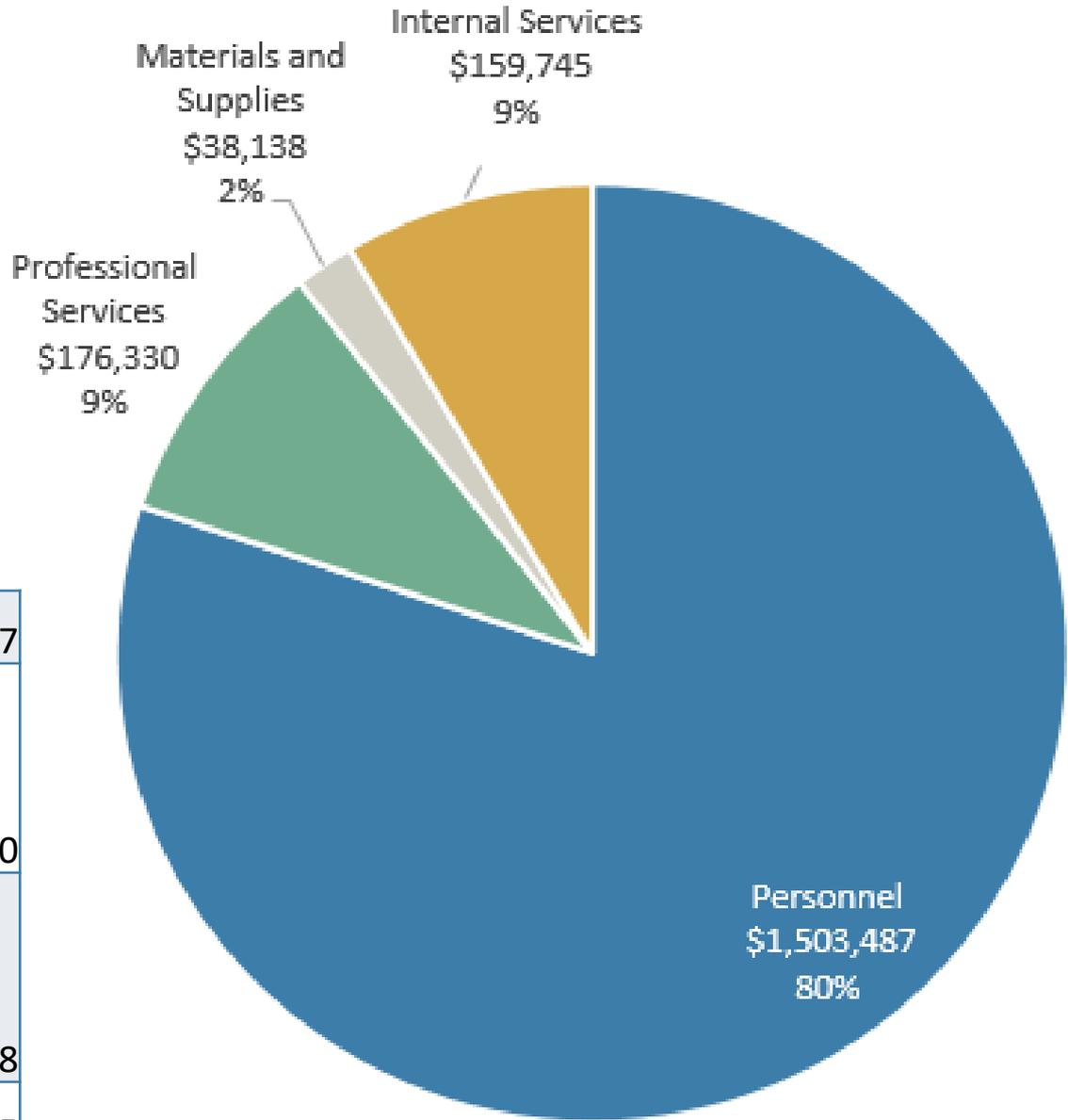
Complete in-process audits:

- Jail conditions
- Pandemic response audit – cost recovery
- Pandemic response audit – contact tracing

FY 2022 Goals & Work Plan

- Continue conducting high-quality Good Government Hotline investigations
- Complete apportionment of Commissioner districts
- Support Board of County Commissioners' Audit Committee
- Recruit and appoint community members to the Salary Commission

FY 2022 Program



Personnel	\$1,503,487
Professional services: Covers most costs for county's required annual external financial audit	\$176,330
Materials & supplies: Primarily used to obtain training necessary to comply with Charter	\$38,138
Internal services	\$159,745

Questions?