

<u>Agenda</u>

- Introduction
- Community Budget Advisory Committee
- Budget Approach & Equity
- Budget Overview
- Budget by Division
- Capital Budget
- Questions



Arbor Lodge Tour





DEPARTMENT OF County Assets













- Our mission is to ensure that those who serve the community have what they need to provide excellent services
- We envision a thriving community built on information, spaces, and services for everyone
- Our values: Stewardship, Equity, Innovation, Collaboration



Who We Are



















DCA's Strategic Framework

MISSION

DCA ensures that those who serve the community have what they need to provide excellent services.

VISION

We envision a thriving community built on information, spaces, and services for everyone.

VALUES

Stewardship Equity Innovation Collaboration

GOALS

SERVICE

Deliver timely and collaborative service to our customers.



OUTCOMES

Internal customers have an outstanding service experience that supports their ability to serve our community with excellence.

COLLABORATIVE PARTNERSHIPS

Build and maintain relationships throughout the County at every level.



The County operates more effectively because of better communication, planning, and alignment of asset strategies across departments.

INCLUSIVE WORKPLACE

Build and promote a high quality and diverse workforce.



DCA recruits and retains high quality and diverse individuals because of our commitment to employee growth, support, and engagement.

OPERATIONAL EFFECTIVENESS

Develop practices to streamline processes and deliver value.



Each DCA division has processes in place for continuous improvement and provides the most effective and efficient internal services.

INNOVATIVE

Promote a culture of innovation, creative problem solving, and continuous improvement.



The County is a leader in realizing efficiencies through the Future of Work evolution of the traditional workplace and reducing its environmental impact.

MULTNOMAH COUNTY DEPARTMENT OF COUNTY ASSETS Facilities & Property Management | Distribution | Fleet Services & Motor Pool | Information Technology | Records and Archives | Business Services



How DCA Enables Delivery of Services

- Opened the new Library Operations Center improving Library business flow
- Completed the migration of the regional HMIS system to the County improving access to data
- Developed a Gen AI policy, facilitated pilots, secured Gemini as the County's Gen AI tool
- Developed automated interfaces between MCSO and Health Department systems to improve care for inmates
- Developed a new Detention Warrants system for DCJ automating a paper process
- Deployed a one-to-many push-to-talk communications platform to enhance in-library operations & workplace safety
- Enhanced DCHS' Velma application resulting in significant time savings, data accuracy improvements, and workflow enhancements

- Acquired and implemented over 50 vendor software packages to solve diverse business problems across the County
- Consolidating DCS staff in key locations to support future of work
- Created a Fleet Customer Service Portal for ease of scheduling services and asset tracking
- Ended leases for DCHS, HD and JOHS at Cherry Blossom, West Gresham Plaza and Oak Street to consolidate services in owned facilities
- Renovated two living quarters at the Juvenile Justice Center for DCJ for improved services
- Nearing completion of the Arbor Lodge shelter for JOHS which will provide shelter for 100+ people
- Provided purchasing services to Emergency
 Management, including ensuring supplies during the January 2024 weather event response



Community Budget Advisory Committee (CBAC)

Jenna Lewis and Ben Brady, Co-Chairs Nick Prelosky and Amanda Matlin, Members

Ben Brady (Presenter)





CBAC Budget Feedback

Our final report focused on program offers that align best with our core values and guiding principles. We believe each of the items below is important to strive for and a prerequisite for good budgetary oversight.

- Ensuring the County is using public money responsibly
- Making sure government agencies are responsible for their actions
- Viewing budgets as moral documents and commitments to the most vulnerable members of our community
- Making sure everyone in the County workforce is treated fairly, and that their health and safety are prioritized
- Promoting transparency so that the public can see what the government is doing
- Recognizing that racism exists in our government systems



CBAC Recommended Program Offers

Our specific recommendations are as follows, not in any particular order; each of these has essential or exceptional value:

DCA 78233B Justice Center Electrical System Upgrade - Bus Duct Replacement

DCA 78240 Hansen Complex Deconstruction Project (Enterprise)

DCA 78332B Website and Digital Services Transformation

DCA 78337 Network Access Control

DCA 78340 Enterprise Resource Planning (ERP) Historical Data Retention





Budget Approach

DCA's Service Priorities:

- Maintain and support existing services, assets, and programs
- Manage ongoing demand for new services
- Deliver on major projects

What framed our decisions:

- DCA Strategic Plan
- One County
- Equity Lens
- Think Yes
- Constraint

DCA's 2025 Budget Priorities:

Reductions designed to minimize impact to service delivery

Funding to address growth in services across the County

Funding to address prolonged underinvestment in enterprise technology resources

Funding for Facilities and IT capital projects supporting the County



DCA's Equity Value in Budgeting

Tools	Trainings	Audience
NEW DCA Equity Matrix	Leadership Team discussions	DCA Leadership Team
* NEW * DCA Equity in Budget Tool	Equity in Budget Reviewer Trainings	DCA Program Offer authors DCA Equity Committee Community Budget Advisory Board
ODE <u>FY 2024 Budget Equity Tool</u>	DCA Manager Equity in Budget Workshop Equity in Budget Workshop	DCA Managers DCA Budget Team
DCA Equity & Inclusion Manager Consultation	N/A	All DCA



DCA's Equity Matrix

Safety & Security	What effect will cutting/adding this item have on security for Multnomah County (physical and digital)?	
	What effect will cutting/adding this have on safety for Multnomah County Employees?	
	Does this service address racial or other disparities?	
Equity	What effect will cutting/adding this have on the Workforce Equity Strategic Plan Focus Areas?	
Impact on Departments and Non-Departments	What effect will cutting/adding this have on our current or future customer service/product offering level?	
	What will be the long-term effects of this reduction/addition?	
	Will this reduction have a daily negative/positive impact on the department(s) effected?	

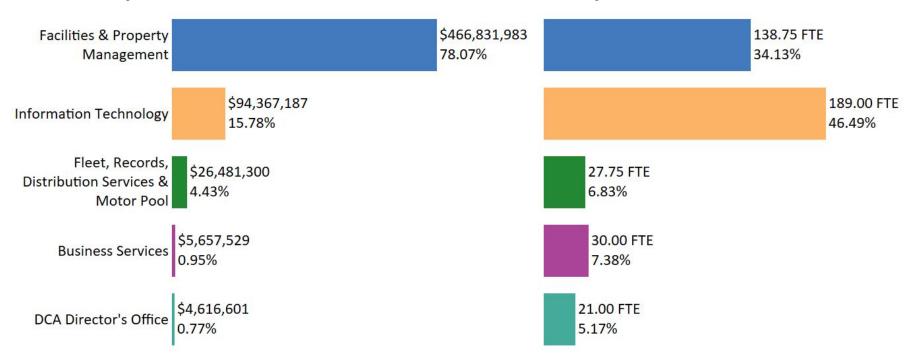


DCA's Operating Budget (\$597.9M and 406.50 FTE)

Operating Budget: \$199.0M (33%) Capital Budget: \$398.9M (67%)

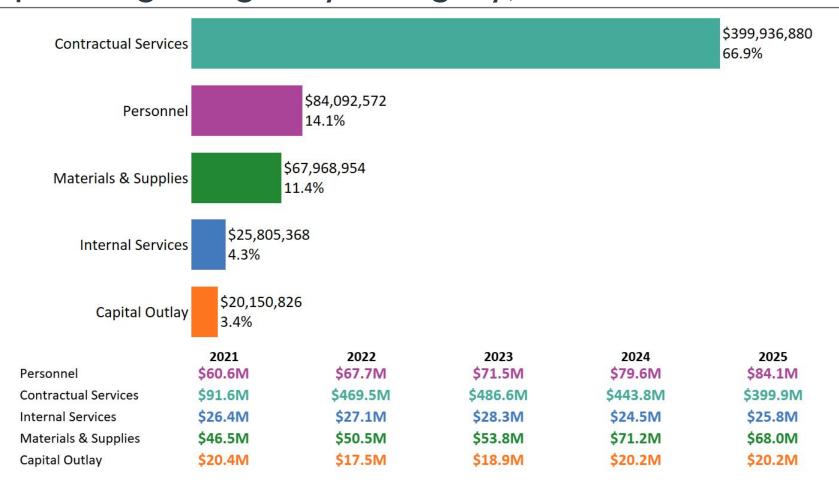
Total By Division

FTE By Division



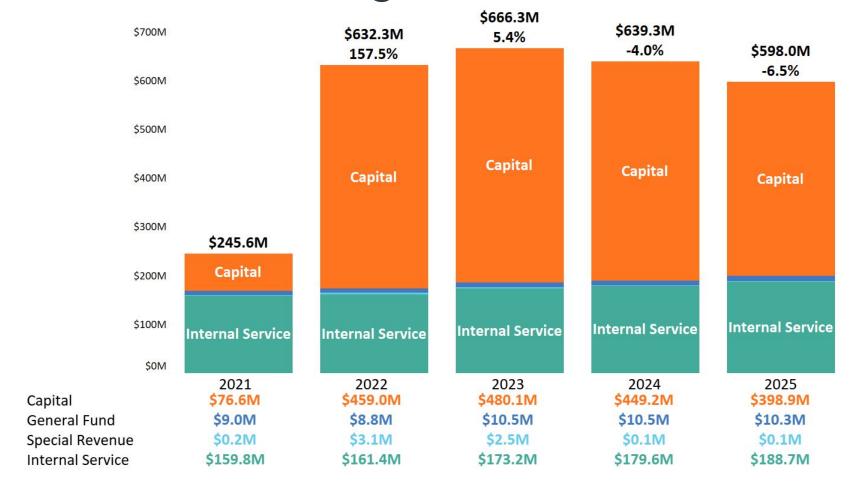


Operating Budget by Category, All Funds - \$597.9M



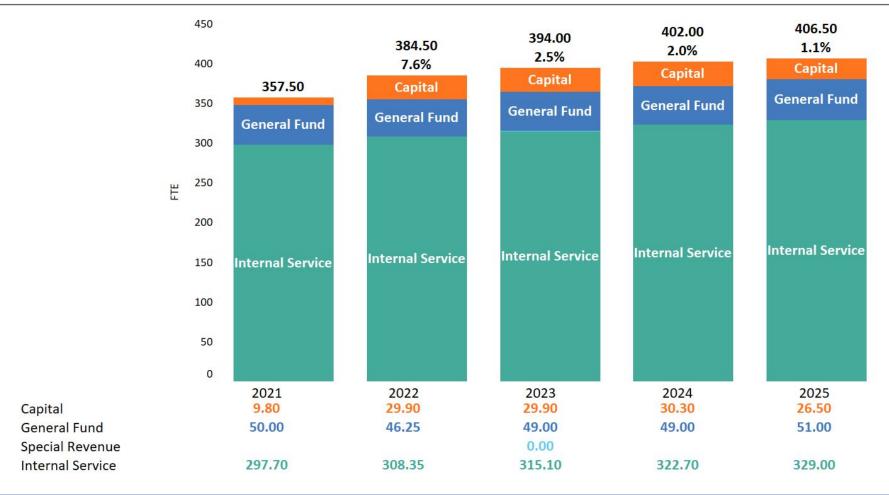


5 Year Trend of Significant Funds



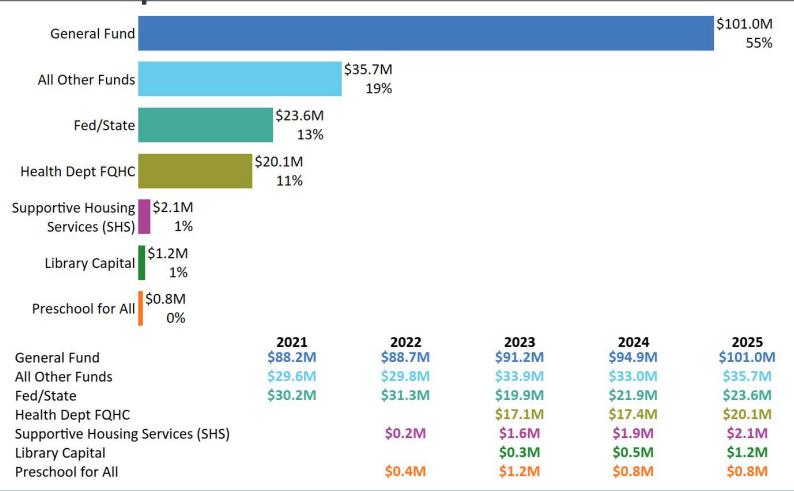


FTE - 5 Year Trend





How Departments Fund Internal Services







DCA's Divisions

Facilities & Property Management

Manages work for more than 3.8 million square feet of property, oversees large capital facilities projects

Fleet, Records, Distribution, and Motor Pool

Fleet provides and manages over 800 vehicles and equipment, Records and Archives ensures legal compliance and provides services for residents, Distribution transports mail and other necessary items across the County's large footprint, and Motor Pool provides short-term transportation options for staff

DCA Director's Office

Provides strategic leadership, budget, human resources, diversity and equity

Business Services

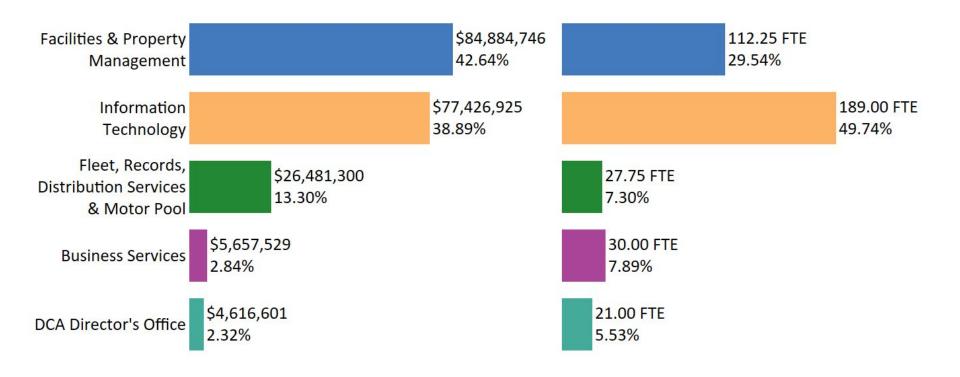
Enables the delivery of DCA's services through specialized procurement, contracting, finance, and strategic sourcing functions

Information Technology

Manages the technology across the County that enables staff to leverage data to make decisions and residents to get services



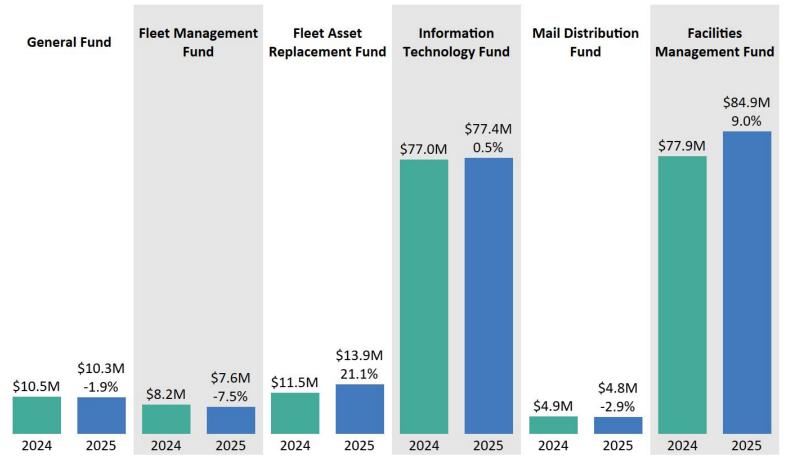
Operations* Budget by Division (\$199.0M and 380.00 FTE)



^{*} Operations budget excludes capital budget, cash transfers, contingency, and unappropriated balances.



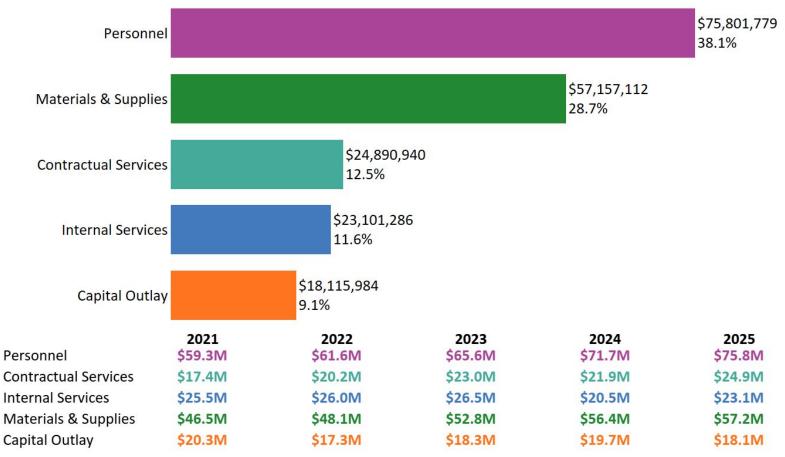
Operations Budget by Fund - \$199.0M*







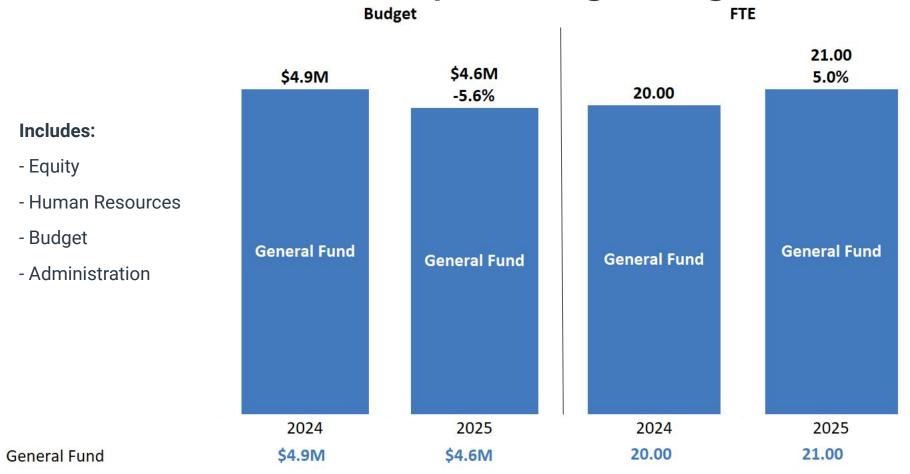
Budget by Category, Operations* - \$199.0M



^{*} Operations budget excludes capital budget, cash transfers, contingency, and unappropriated balances.



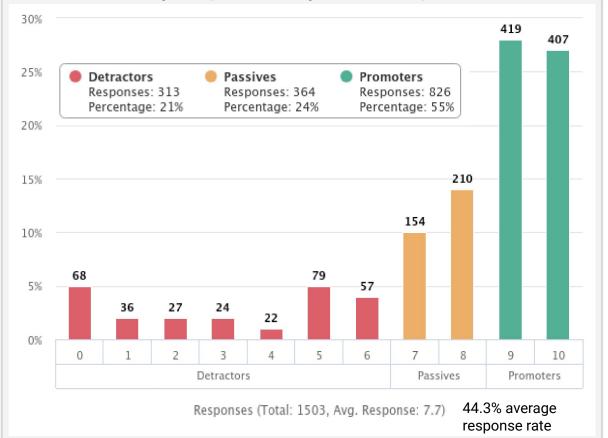
Director's Office - Operating Budget





Director's Office: Employee Engagement



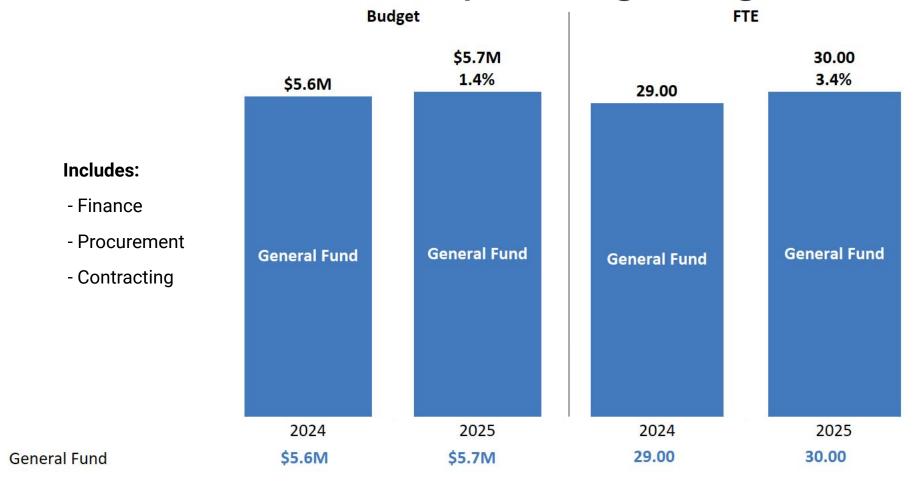


Monthly "Pulse" survey to 400+ staff

Would you recommend DCA as a place to work for friends or family?



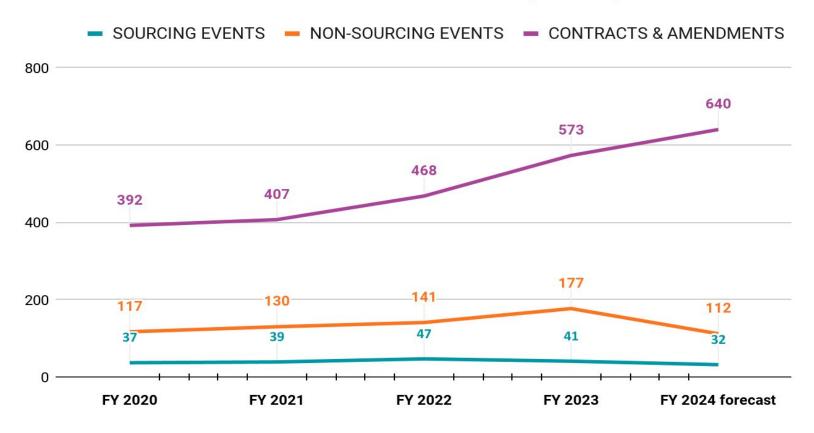
Business Services - Operating Budget





Business Services: Purchasing and Contracting Volume

Procurement and Contracting Activity





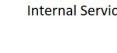
Fleet, Records, Distribution, and Motor Pool (FRDM) -

Operating Budget Budget FTE \$26.5M 27.75 7.2% 0.0% 27.75 \$24.7M **Internal Service Internal Service Internal Service Internal Service** 2024 2025 2024 2025 General Fund \$0.0M 0.00 \$0.1M

\$26.4M

\$24.7M

Special Revenue Internal Service

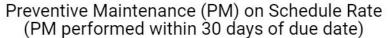


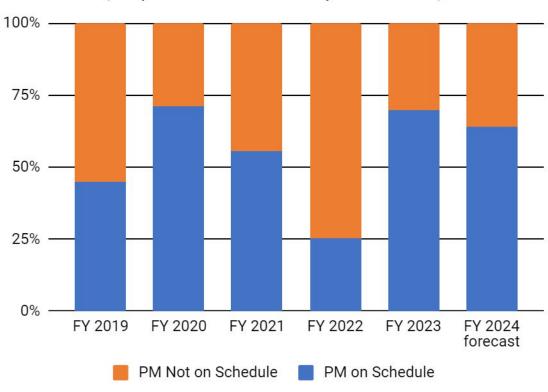


27.75

27.75

FRDM: Fleet Preventative Maintenance







Facilities & Property Management (FPM) -

\$77.9M

Operating Budget Budget FTE 138.75 \$513.7M 142.75 \$466.8M -2.8% -9.1% Capital Capital Capital **FY 2025** Capital Operational Budget:18% Capital Budget: 82% **Internal Service Internal Service Internal Service Internal Service** 2024 2025 2024 2025 \$435.8M \$381.9M Capital 30.30 26.50 General Fund \$0.0M \$0.0M \$0.1M

\$84.9M

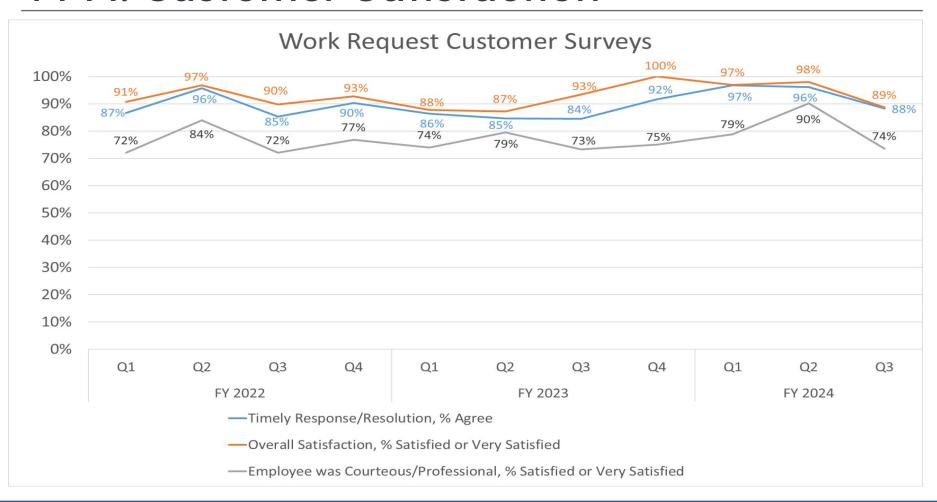


Special Revenue Internal Service

112.25

112.45

FPM: Customer Satisfaction





FPM: Significant Program Changes

- No significant operational changes in FY 2025
- Minor changes associated with increases in square footage across the Library District and among JOHS facilities, including:
 - Increases to janitorial costs
 - Increases to other contracted services

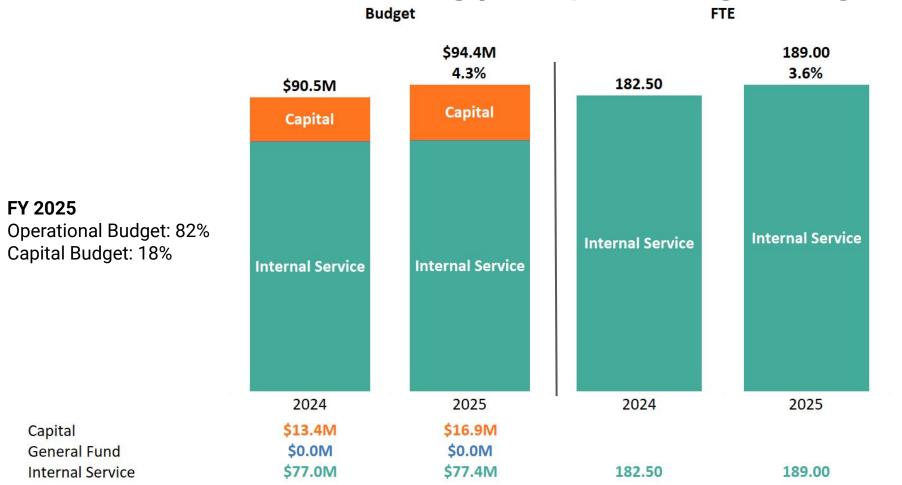
Employee safety is a priority for the County. In FY 2024, using \$500K OTO funds, we installed safety guards over equipment across the County minimizing the potential for injuries for our staff and contractors.



Water Pump with New Safety Guards



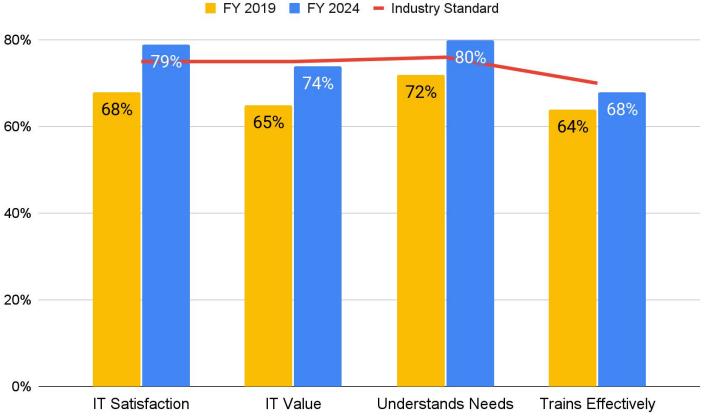
Information Technology - Operating Budget

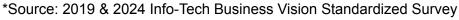




IT: Customer Satisfaction

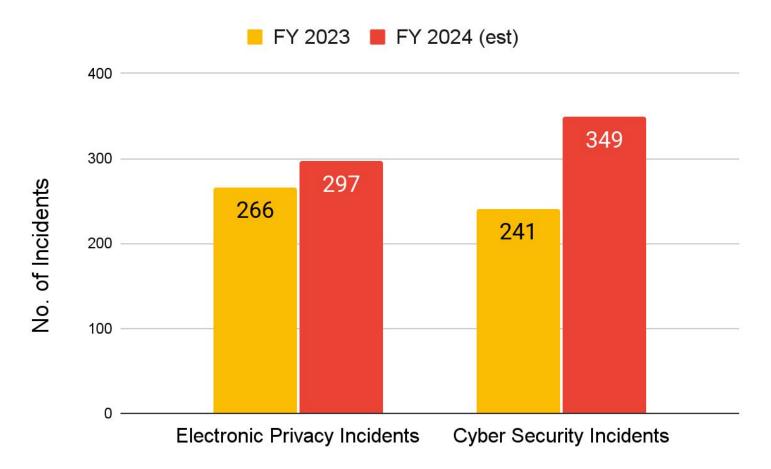
County Leadership Based IT Satisfaction Scorecard 2019 vs 2024*





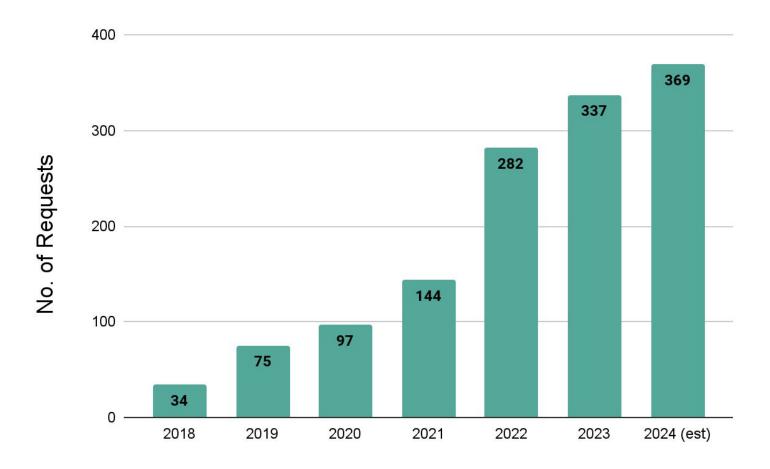


IT: Growth in Cyber & Privacy Incidents





IT: Growth in Software Requests





IT: Significant Program Changes

Investments in critical enterprise strategy, infrastructure, web development, and data analytics include five new FTE (\$1.2M)

- Enterprise Architect who will enable the use of strategic technology priorities
- Senior Development Analyst in support of Google Administration
- Senior Systems Administrator to address capacity and ongoing network demands
- Business Systems Analyst in support of enterprise software
- Senior Development Analyst to address capacity issues on the enterprise website team

HMIS related FTE in IT funded by JOHS (\$454K):

- Business Systems Analyst Senior HMIS system administrator
- Development Analyst Sr HMIS system developer

IT budget reflects reductions from FY 2024

- 0.50 FTE Business Systems Analyst Senior
- \$903,784 in software underspending and replacements and \$98,000 in contracting and professional services deemed unnecessary to maintain current service levels



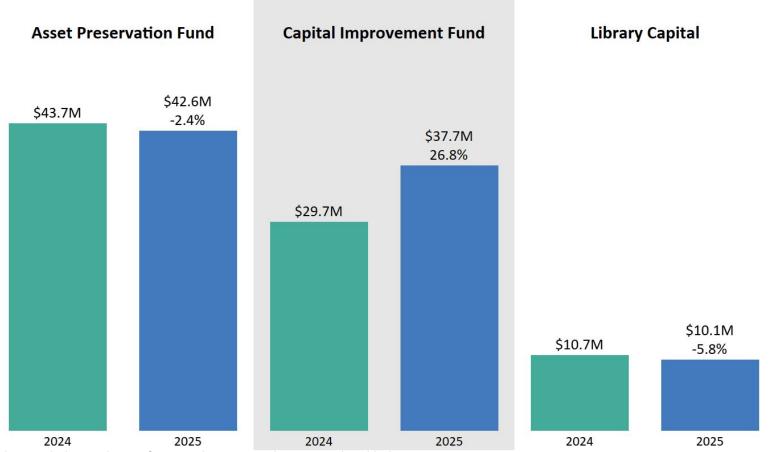


DCA Capital Programs Summary \$398.9M

Capital Program	Purpose	Funding source	Plan duration/period
Asset Preservation Fund (FPM Routine)	Modernize and replace building systems and equipment in Tier 1 buildings (newer)	Countywide ~50/50 GF/other funds	5 years, approved annually
Capital Improvement Program Fund (FPM Routine)	Modernize and replace building systems and equipment in Tier 2 and Tier 3 buildings (older)	Countywide ~50/50 GF/other funds	5 years, approved annually
Library Capital Fund (FPM Routine)	Modernize and replace building systems and equipment in Library facilities	Library funds	5 years, approved annually
Non-Routine Facilities Project Funds (FPM)	Non recurring funds used for planning work, new construction, and large renovations	Annual One Time Only requests, Bonds, State and Federal funds	Various
Technology Improvement Fund (IT)	Modernize and replace obsolete technology and invest in new technology	Annual One Time Only requests	1 year
Library Capital Program (FPM - Library Capital Bond)	Bond funds used to upgrade or build 9 facilities, renovate others, and make technology improvements	Bond	8 years
Joint Office of Homeless Services Capital Program (FPM)	Track capital work expenditures for JOHS facilities projects that are not covered in FPM's 5 year Capital Improvement Funds	State and Federal grants	Various



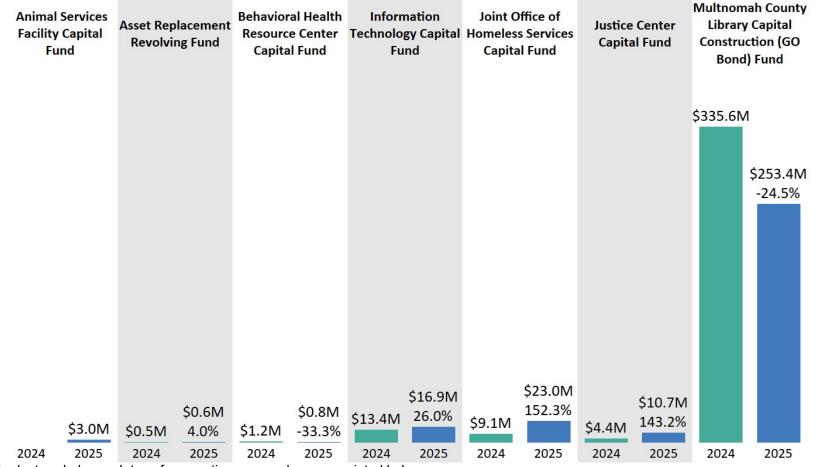
Routine Capital* Budget by Fund - \$90.4M



^{*} Capital budget excludes cash transfers, contingency, and unappropriated balances.



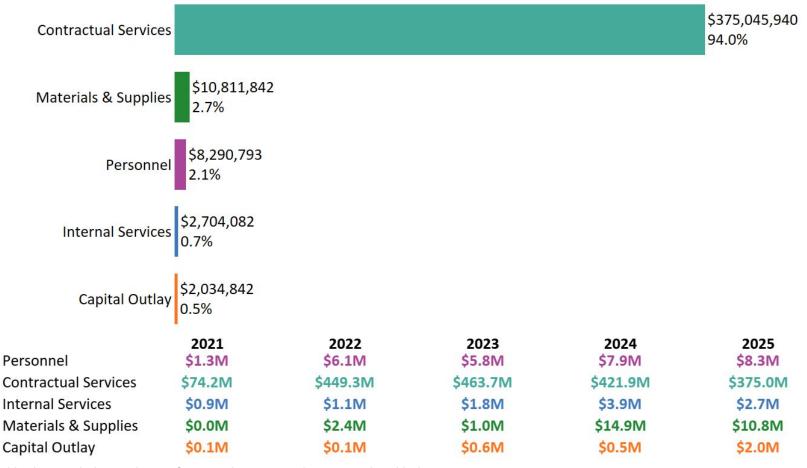
Non Routine Capital* Budget by Fund - \$308.5



^{*} Capital budget excludes cash transfers, contingency, and unappropriated balances.



Budget by Category, Capital* - \$398.9M



^{*} Capital budget excludes cash transfers, contingency, and unappropriated balances.



IT Capital Projects

Program Offer/ Project	Estimated Project Cost	Life to Date Spend (1)	FY 2025 Proposed Budget	Project Status
78301A IT Innovation & Investment Projects	\$2,327,417	Ongoing	\$2,327,417	In Progress
78329 Financial Data Mart Phase 2 (2)	\$1,600,000	\$891,730	\$661,257	In Progress
78330 CEDARS Replacement	\$5,000,000	\$603,220	\$4,185,740	In Progress
78332A Public Website and Digital Services Transformation Strategy	\$300,000	\$21,633	\$300,000	In Progress
78332B Public Website and Digital Services Transformation	\$1,500,000	New	\$1,500,000	Proposed
78334 Health Supplemental Datasets for Analytics and Reporting	\$1,600,000	\$812,293	\$800,000	In Progress
78335 Preschool For All - Preschool Early Learning Technology (3)	\$785,269	\$328,100	\$457,169	In Progress
78336 Radio System Replacement	\$3,000,000	\$92,021	\$2,898,679	In Progress
78337 Network Access Control	\$310,000	New	\$310,000	Proposed
78338 Joint Office of Homeless Services Datamart Development	\$2,000,000	New	\$2,000,000	In Progress
78339 DCHS Workflow Software	\$500,000	New	\$500,000	Proposed
78340 Enterprise Resource Planning Historical Data Retention	\$1,000,000	New	\$1,000,000	Proposed

- 1 As of February 29, 2024
- 2 Total estimated project costs reflect Phases 1 & 2. Phase 1 was funded at \$400k; Phase 2 at \$1.2M.
- 3 PFA was funded at \$411K in FY 2024. Total estimated project costs were revised for FY 2025 based on scope of work



IT Capital Projects: New Projects

Public Website and Digital Transformation - \$1.8M

- Implements a project plan including community and internal stakeholder engagement
- Delivers an updated County website, transformed through human centered design, in alignment with our newly developed Digital Experience Standards and incorporating our revised mission, vision and values
- Establishes a new Digital Experience Team that will provide the County with user experience research and digital service design capabilities

Network Access Control - \$0.3M

 Implements new technology tools to improve protection of our network and data by ensuring users have the right access to specific resources

DCHS Workflow Software - \$0.5M

- Funds the analysis and research to determine the best solution
- Implements a workflow management tool used across Divisions to track work, automate assign and follow up on tasks, ensure quality service delivery with the public, and increase staff productivity
- Addresses data privacy concerns



IT Capital Projects: New Projects

Enterprise Resource Planning Historical Data Retention - \$1.0M

- Implements the migration of critical historical pay equity data from end-of-life software and hardware
- Provides a solution for accessing and querying the data
- Meets long term data retention requirements
- Reduces risk and long term costs associated with the current system

Joint Office of Homeless Services Datamart Development - \$2.0M

- Funded by Supportive Housing Services (SHS)
- Builds a new data mart integrating multiple sources of homeless response data
- Addresses analytics and reporting gaps in the current HMIS system
- Will lead to more accurate and timely strategic decisions, improved performance measurement, accountability, and transparency



Investments Supporting Homelessness Response Action Plan

JOHS Datamart - Integrates data from the broad homelessness response system such as the Health System, Coordinated Care Organizations, Criminal Justice, and the behavioral health system

Program Number & Name	ото	FY 2025 SHS	FY 2025 General Fund	FY 2025 Other Funds	Total	FTE	Cont. from FY 2024
78338 JOHS Datamart Development	X	\$2,000,000			\$2,000,000		
Total		\$2,000,000			\$2,000,000	0.00	



FPM Capital Projects: Routine Capital Funds

Over 130 active capital improvement projects, with 48 more planned to start in FY 2025

Sample of planned projects:

- Gresham Women's Shelter \$0.1M Upgrade electrical panels
- Yeon Building \$0.57M Paint and seal building
- Juvenile Justice \$0.42M Upgrade emergency communications system
- Hillsdale Library \$1.0M Replace roof
- Gateway Children's Services \$0.2M Replace carpet
- North Portland Health Clinic \$0.63M Replace rooftop HVAC units
- Justice Center \$2.3M Replace lighting and lighting controls



FPM Capital Non-Routine Projects Status Updates

Facilities Non-Routine Capital Programs: Program Offer/ Project	Estimated Project Cost	Pre FY 2025 Funding	FY 2025 New Funding	*Life to Date Spend	FY 2025 Proposed Budget	,
78234 New Animal Service Facility - Design Phase	TBD	\$500,000	\$3,535,421	\$68,809	\$3,470,000	Planning
78243 Cook Plaza East Resilience Capital Project	TBD	\$200,000	N/A	N/A	\$200,000	Planning
78235 Walnut Park Redevelopment Planning	\$200,000	\$200,000	N/A	\$62,506	\$65,000	Planning
78243 North Portland Day Center Renovation Capital Project	\$500,000	\$500,000	N/A	N/A	\$500,000	Design
78219 Behavioral Health Resource Center	\$28,400,000	\$28,456,882	N/A	\$27,426,956	\$800,000	Closing
78243 Arbor Lodge Shelter Renovation	\$9,400,000	\$9,400,000	N/A	\$5,287,117	\$1,000,000	Near Completion (06/24)
78206B Juvenile Justice Complex Building Improvement	\$9,000,000	\$7,798,790	\$1,282,965	\$6,054,490	\$1,807,836	Near Completion (09/24)
78243 Willamette Shelter Capital Project	\$975,000	\$975,000	N/A	\$258,979	\$500,000	Near Completion (07/24)
78244 Juvenile Justice Complex Security Foyer	\$2,500,000	N/A	\$2,500,000	N/A	\$1,000,000	Proposed
78240 Hansen Complex Deconstruction	\$5,000,000	N/A	\$750,000	N/A	\$750,000	Proposed
78233A-B JC Electrical System Upgrade - Bus Duct Replacement	\$25,500,000	\$3,795,164	\$7,811,450	\$763,881	\$10,699,169	Design
78237 Rockwood Community Health Center	\$4,569,786	\$4,569,786	N/A	\$217,919	\$4,200,000	Design
78243 Montavilla Community Village Capital Project	\$2,333,611	\$2,333,611	N/A	N/A	\$2,333,611	Design

^{*} Life to Date as of February 29, 2024



FPM Capital Projects: Justice Center

Total Project Estimate \$25.5M

- Replacement of electrical bus duct system
- Earliest construction start date is fall 2024
- Long duration project: 5-6 years

Fund Status

- Life-to-date spend down prior to FY 2025: \$1.0M
- FY 2025 proposed budget: \$10.7M
 - Beginning working capital: \$2.9M
 - New one-time-only requests: \$3.8M
 - City Of Portland: \$4.0M
- Future funding needed: \$13.8M
 - County one-time-only: \$7.4M
 - City of Portland: \$6.4M





FPM Capital Projects: Rockwood Community Health Center

Total Project Estimate \$4.5M

- Renovation of newly acquired building; formerly leased
- Construction start estimated spring 2025
- HVAC, roofing and other building system upgrades
- A more welcoming entry & waiting area, and security improvements

Fund Status

- Life-to-date spend down prior to FY 2025: \$0.3M
- FY 2025 proposed budget: \$4.2M
- Building was purchased in FY 2023 for \$1.0M





FPM Capital Projects: Montavilla Community Village

Total Project Estimate \$2.3M

- Construction start August 2024
- Estimated completion December 2024
- Will serve up to 40 program participants

Fund Status

- FY 2025 proposed budget:\$2.3M
- Building purchased in FY 2022 for \$2.25M





FPM Capital Projects: Library Capital Bond Construction

Library Capital Bond	FY 2025
Program Projects	Proposed Budget
Admin & Other Funding	\$36,178,551
Operations Center	\$5,656,023
Midland Library	\$6,068,263
Holgate Library	\$4,883,009
North Portland Library	\$5,532,953
Albina Library	\$30,018,013
East County Library	\$117,297,648
Belmont Library	\$25,303,436
Northwest Library	\$12,045,393
St. Johns Library	\$10,442,691
Total	\$253,425,980







DCA FY 2025 Proposed Budget





Appendices:

The following slides are provided for reference:

- DCA Organizational Chart
- Equity Investments
- General Fund Reductions
- DCA Capital Programs Summary
- New and OTO Offers Listing
- How Departments Fund Internal Services
- State and Federal Policy Tracking



Organizational Chart (406.50 FTE)

Tracey Massey
Director and Chief Information Officer

Department Administration

21.00 FTE

(Director's Office, Human Resources, Equity, Budget)

Fleet, Motor Pool, Distribution, Records and Archives 27.75 FTE

Information Technology
Sim Ogle, Deputy Chief
Information Officer
189.00 FTE

Business Services
Kerensa Mauck, Deputy
Director
30.00 FTE

Facilities and Property
Management
Dan Zalkow, Director
138.75 FTE



Equity Investments

Program Number and Name	Equity JCN & Position Title or Budget Category	Total Funds*	FTE
78001 DCA Human Resources	9715 - Human Resources Manager 1	206,611	1.00
78001 DCA Human Resources	9748 - Human Resources Analyst Senior	185,259	1.00
		\$391,870	2.00

^{*} Equity investment may only represent a portion of the total program offer budget.



General Fund Reductions

Program Name/# or Description	FY 2025 General Fund	General Fund FTE
78002 DCA Budget and Planning	(\$20,000)	(0.00)
78102 DCA Business Services Finance	(\$23.568)	(0.00)
Total	(\$43,568)	0.00



New and OTO Offers (1 of 3)

Program Number & Name	FY 2025 General Fund	FY 2025 Other Funds	Total Operating Budget	ото	New
78202B Facilities Machine Guards		\$200,000	\$200,000	X	
78233B Justice Center Electrical System Upgrade - Bus Duct Replacement - Phase 2	\$3,812,900	\$2,687,100	\$6,500,000	X	X
78234 New Animal Service Facility - Design Phase		\$3,960,421	\$3,960,421	Х	
78237 Rockwood Community Health Center		\$4,200,000	\$4,200,000	Х	
78240 Hansen Complex Deconstruction	\$750,000		\$750,000	Х	Х
78244 Juvenile Justice Complex Security Foyer	\$1,000,000		\$1,000,000	Х	X
78315B Library Audio Visual (AV) Support Services		\$224,000	\$224,000		Х
78329 Financial Data Mart Phase 2		\$661,257	\$661,257	X	
78330 CEDARS Replacement		\$4,185,740	\$4,185,740	Х	



New and OTO Offers (2 of 3)

Program Number & Name	FY 2025 General Fund	FY 2025 Other Funds	Total Operating Budget	ото	New
78331B Homeless Management Information System (HMIS) Staffing		\$0.00	\$0.00	X	Х
78332A Public Website and Digital Services Transformation Strategy		\$300,000	\$300,000	X	
78332B Public Website and Digital Services Transformation	\$1,500,000		\$1,500,000		
78334 Health- Supplemental Datasets for Analytics and Reporting		\$800,000	\$800,000		
78335 Preschool For All - Preschool Early Learning Technology		\$457,169	\$457,169	Х	
78336 Radio System Replacement		\$2,898,679	\$2,898,679	Х	
78337 Network Access Control	\$310,000		\$310,000	Х	Х
78338 JOHS Datamart Development		\$2,000,000	\$2,000,000	Х	Х

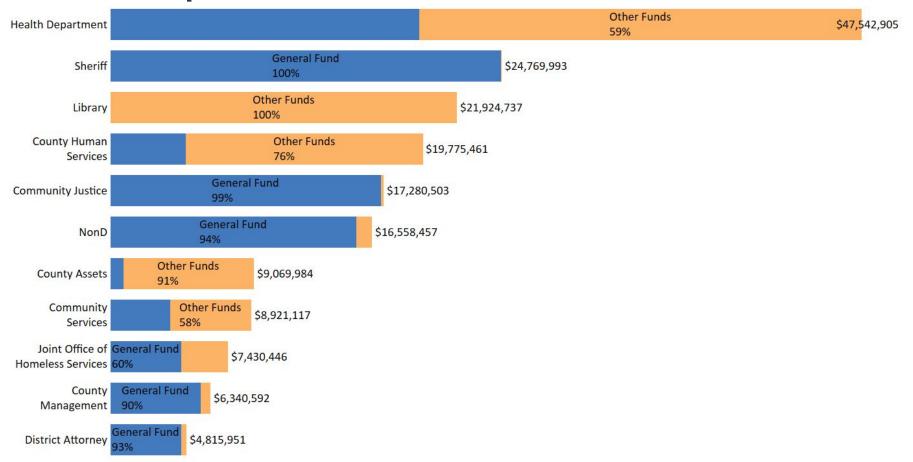


New and OTO Offers (2 of 3)

Program Number & Name	FY 2025 General Fund	FY 2025 Other Funds	Total Operating Budget	ото	New
78339 DCHS Workflow Software	\$500,000		\$500,000	Χ	Х
78340 Enterprise Resource Planning Historical Data Retention	\$1,000,000		\$1,000,000	Х	Х
Total	\$8,872,900	\$22,574,366	\$31,447,266		



How Departments Fund Internal Services





State/Federal Impacts or Other Policy Issues

DCA is aware of and tracking a variety of federal and state legislation as well as industry discussion. Outcomes in these areas will influence future strategy, planning, and budgets:

Cyber Security:

 State and Local Cybersecurity Grant Program (SLCGP)

Artificial Intelligence:

 State Government Artificial Intelligence Advisory Council

Electric Vehicles and Charging Stations

- IRS Elective Pay
- Advanced Clean Cars II Regulation
- Advanced Clean Transportation Expo industry discussion
- <u>EPA Multi-Pollutant Emissions Standard</u> for Vehicles

Building Resiliency and Energy Performance:

- EPA Community Change Grant
- Portland Clean Energy Community
 Benefits Fund

Digital Accessibility:

Section 508 and WCAG 2.2

Data Security:

Oregon ID Protection Act

