Service Efforts and Accomplishments
Social and Health Services FY2002

February 2003

Suzanne Flynn
Multnomah County Auditor

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February 24, 2003

To: Citizens of Multnomah County
Subject: Multnomah County Service Efforts and Accomplishments: Social and Health Services FY2002

This is the third year that the Auditor's Office has reported on the County's performance in the Service Efforts and Accomplishments Report and the second report completed for the County's social and health services. These services are a substantial portion of the County's responsibility, accounting for 59% of all expenditure and 45% of staff in FY2002. This report represents two important accomplishments:

- The report includes services for the elderly and those for clients with disabilities which we were unable to include in the last report.
- One of this Office's goals in implementing this type of annual reporting is to use performance measures that could survive departmental reorganization and changes in service direction. Despite the creation of two new agencies, the Department of County Human Services and the Office of School and Community Partnerships, reorganized from the previous Department of Community and Family Services and Department of Aging and Disability Services, we were able to use many of the same performance measures.

This report was the joint effort of the Auditor's Office and the Departments of County Human Services, Health, and Library, and the Office of School and Community Partnerships. I would like to commend the County and these departments in particular for their willingness and ability to participate in such a challenging task. Together we have created a report that adds considerably to the County's accountability to its citizens.

Sincerely,

Suzanne Flynn

Audit Team:
Janis Hull, Senior Management Auditor
Sarah Landis, Senior Management Auditor
Mark Ulanowicz, Senior Management Auditor
Rie Anderson, Audit Intern

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Table of Contents

Service Efforts and Accomplishments

Social and Health Services FY2002

The Table of Contents links to different sections of the document.

To go to a particular section or page:

  a) Place the cursor over the line that contains the section heading.

  b) Wait until the open hand 🖐 symbol changes to pointer ☝ .

  c) Click once to activate link

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Introduction

Purpose

This Service Efforts and Accomplishments (SEA) report presents the resources, workloads, and results of Multnomah County's social and health services. The Auditor's Office reports this information in order to:

- Increase government accountability
- Provide information to citizens about their government

Implementation of SEA Reporting

In FY1999, the Auditor's Office studied the possibility of SEA reporting in Multnomah County and concluded that such reporting was feasible given the considerable progress the County had already made in performance measurement. The study identified gaps in the current performance measurement system that would be filled with SEA reporting, identified the role of the Auditor's Office, and recognized the need for citizen engagement in performance reporting. In FY2000, the Office began a schedule for SEA reporting that rotates between social and health services one year, and public safety the next.

Social and Health Services	Public Safety Services
• Department of County Human Services	• Department of Community Justice
• Health Department	• District Attorney's Office
• Library	• Sheriff's Office
• Office of School and Community Partnerships	

The FY2002 report contains information on the social and health services provided by the Department of County Human Services, the Health Department, the Library, and the Office of School and Community Partnerships. The County's social services were reorganized in FY2002 and this report reflects those changes. There are a number of measures marked "under development" for which data are not available this year. Future reports should demonstrate progress in producing these data and measuring these outcomes. This is the second report for all programs except those for the aging and physically disabled. It is the third report for the Health Department.

Introduction

Methodology and Scope

Service efforts and accomplishments reporting is a concept developed by the Government Accounting Standards Board (GASB). It is intended to supplement financial reporting to give a full account of government performance. Current GASB standards do not require state and local governments to report on service efforts and accomplishments; however, GASB is considering the adoption of standards and has already established guidelines for SEA reporting. In producing this report, we followed GASB's guidelines as well as the General Standards section of *Government Auditing Standards*.

The Multnomah County Auditor's Office worked closely with staff and management in each department or agency to develop a framework for reporting, decide on measures, and gather data for the report. The reporting framework and performance measures reflect the mission, goals, and service priorities of each department.

To the extent possible, we tailored the report to reflect what we have learned about citizen interest. During our feasibility study, we conducted a number of focus groups to find out what citizens want to see in a performance report. The following elements were the most common:

- *Report from the public's point of view.* Organize the information by function rather than department. Include services, regardless of size, which are of great interest to the public.
- *Describe goals and service populations.*
- *Show revenues, expenditures, and the amount of services purchased.* Include information on County spending priorities and the number of people served.
- *Include broad measures.* Provide figures on County progress toward state and local benchmarks and cross-departmental measures.
- *Show efficiency measures.* Include information at the County and department level on per capita costs of services.
- *Include trends and comparisons.* Show how the County has done over time and compared to other jurisdictions.

Results are presented by department or agency. Within each, services are broken down by function or major service area. Four types of measures are provided:

1. *Spending and staffing measures* show how much each department spent, how many people it employed, and how much growth it experienced over the last five years.
2. *Workload measures* indicate how much of a service was produced or how many people were served.
3. *Outcome measures* demonstrate the intended results and effectiveness of a service or program.
4. *Efficiency and cost measures* show how much it costs to provide a service or how economically it is being provided over the course of time or compared to other jurisdictions.

Library Comparability Measures. We gathered data from four library systems that we determined to be comparable to Multnomah County's Library. These libraries were chosen based on their similarity to Multnomah County on a number of characteristics: each jurisdiction operates a central and branch libraries; each has population of 500,000 - 800,000, and each serves a major metropolitan area. We contacted staff in each jurisdiction to gather data.

Citizen Survey. In late spring 2001, the Auditor's Office conducted its first independent citizen survey to add citizen satisfaction information to the annual SEA report. The survey was designed to get information on citizen satisfaction with the quality of services and overall feelings about neighborhood livability. This SEA report contains the results of the second year survey as well.

Many of the services that the County provides are for specific populations and a citizen survey is not the best method of measuring satisfaction. However, these services are also provided to help protect the general social, economic, and physical health of the larger community. Trending measures of the community's health provides some indication of how County government contributes to the feelings of regional and neighborhood livability.

The Auditor's Office contracted with the Portland State University Survey Research Laboratory to conduct a telephone survey of residents from randomly selected households in Multnomah County. Adults, age 18 or older, from the six service districts used by the Office of School and Community Partnerships were interviewed by telephone for this year's report in the spring of 2002. Of the 4,417 households with which contact was made, 2,000 completed the interview and 2,417 refused to be interviewed. This yields a response rate of 45%. The results of this survey are reported in the Citizen Survey section of this report. The appendix contains the complete survey interview.

Data and Measure Limitations

Performance measures, such as those presented in this report, provide good indicators of accomplishments or changes in performance. They do not tell us why a program is succeeding or failing. We did not attempt to determine the causes behind specific performance trends; such a task would require extensive evaluation work that is beyond the scope of this report. We encourage readers to consider SEA information in this light. Program staff, County management, or elected officials may be contacted for more information about the results presented here.

Social and health services are provided to help protect vulnerable people; reduce poverty; enhance and protect the social, economic, and physical health of the community; provide leisure and learning opportunities; and give children and youth the skills they need to succeed. Outcomes for these activities are notoriously difficult to measure: results can take years to emerge, causal factors are hard to isolate, privacy and cost issues curtail data collection efforts, and clients are very difficult to track over time. Given these limitations, we have provided measures that show performance

in specific programs or among certain populations, but do not assess progress toward broad, long-term goals, such as reducing poverty. In other cases, we were able to show results on community-wide benchmarks, such as teen pregnancy rate, but were not able to evaluate whether specific County programs impacted these results.

We found many existing measures in departments that provide a good start toward SEA reporting. Some required revision, recalculation, or better data sources. We made recommendations to each of the departments to address these issues prior to the next SEA reporting cycle.

Most of the data in the report were provided to the Auditor's Office by department staff and were collected internally, from contractors, or from another government such as the State of Oregon. Due to time and resource constraints, not all data could be verified for accuracy by the Auditor's Office.

Our goal is to make the SEA report as accessible and meaningful to the citizens of Multnomah County as possible while accurately reflecting the work of the County and meeting GASB's guidelines. We will continue to work with departments to develop, implement, and report on SEA, focusing next year on the County's public safety services.

Acknowledgements

We are grateful to the staff in each department or agency who worked so hard to put this report together, and to department directors John Ball of County Human Services, Lillian Shirley of the Health Department, Ginnie Cooper of the Library, and Lolenzo Poe of the Office of School and Community Partnerships.

County Human Services: Caren Baumgart, Mary Shortall, Roseanne Costanzo, Tom Shepard, Dan Aledo, Rex Surface, Barbara Brady, Jean Bucciarelli, Paul DuCommun, Teresa Posner, Dave Helgeson

Health: Diane McBride, Bonnie Kostelecky

Library: Shani Fox, Fun Martin, Lucien Kress, Brenda Clark

Office of School and Community Partnerships: Barbara Hershey, Kathy Knapp, Peggy Samolinski

Multnomah County GIS: Andrea Westersund

Multnomah County

Service Efforts and Accomplishments FY2002

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Overview

The Office of School and Community Partnerships (OSCP) works to eliminate poverty, promote school success, and invest in healthy and safe families, neighborhoods, and communities.

OSCP was formed recently, in January 2002, as a result of department reorganization.

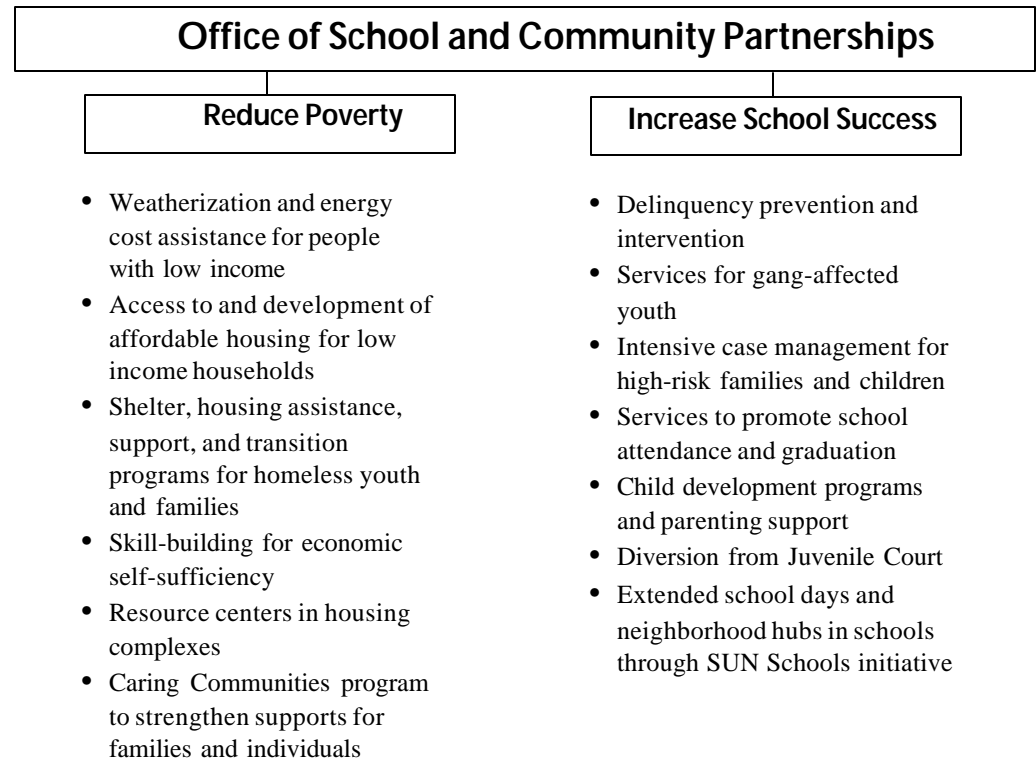### In Brief . . .

Accomplishments

- The SUN Schools Initiative began a project to forge beneficial partnerships with area businesses
- Department Director and key policy makers from the City, County, and schools presented information about SUN Schools at the Coalition for Community Schools national forum
- Touchstone program expanded to Reynolds and Centennial School Districts
- Began development of 53 units of affordable housing for people with low income, chronic mental illness, in recovery for substance abuse, former foster kids, and homeless families

Issues

- Reorganization of social services resulted in a lack of continuity of some programs and measures
- A change to a new data system resulted in the inability to compare current and historical data for this report
- Ongoing budget cuts and future funding uncertainty will impact the level and quality of services

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Office of School and Community Partnerships

Reduce Poverty	Increase School Success
• Weatherization and energy cost assistance for people with low income • Access to and development of affordable housing for low income households • Shelter, housing assistance, support, and transition programs for homeless youth and families • Skill-building for economic self-sufficiency • Resource centers in housing complexes • Caring Communities program to strengthen supports for families and individuals	• Delinquency prevention and intervention • Services for gang-affected youth • Intensive case management for high-risk families and children • Services to promote school attendance and graduation • Child development programs and parenting support • Diversion from Juvenile Court • Extended school days and neighborhood hubs in schools through SUN Schools initiative

Spending and Staffing

Spending

Spending for services in the newly formed Office of School and Community Partnerships was approximately $32.7 million in Fiscal Year 2002 (July 1, 2001 - June 30, 2002). This is an increase of 5.7% since FY1998 for these types of programs (se note below).
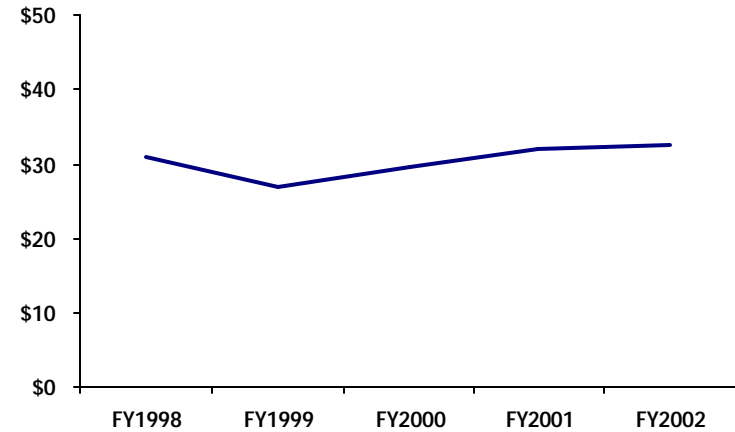
- $49 was spent per county resident.
- Approximately half of OSCP's revenue came from state and federal sources. The other half came from the County general fund.
- OSCP served over 74,000 clients in FY2002.

Office of School and Community Partnerships Spending
(In Millions of $, Adjusted for Inflation)


Staffing

The number of hours worked by staff in OSCP programs and administration was equal to 74 full-time positions in FY2002. This is an increase of 12% over FY1998, but a decrease of 6% from FY2001.

Office of School and Community Partnerships Staffing
(Full-time Equivalent Employees)

Note: The data for spending and staffing are derived from dividing program and administrative costs and staff from the former Department of Community and Family Services into two new agencies: OSCP and the Department of County Human Services. Figures are estimates, not actuals.
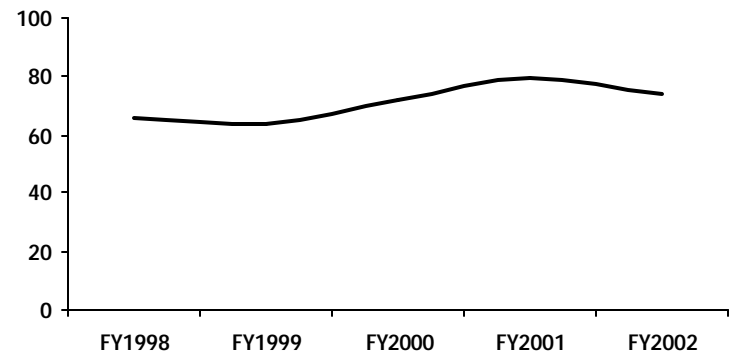
Reduce Poverty

OSCP provides or contracts for services to address and remedy the causes and effects of poverty. Services include rent assistance, transitional and emergency housing for homeless youth and families, and assistance with energy bills and home weatherization. OSCP works with communities to overcome issues associated with poverty and become healthy, safe places to live.

This chart shows the percent of clients who participated in programs that was able to find stable housing by the time they left services. The rate has increased from 56% in FY1998 to 86% in FY2002.

Homeless or At-Risk Families and Youth Served who Obtained Stable Housing at Exit From Services
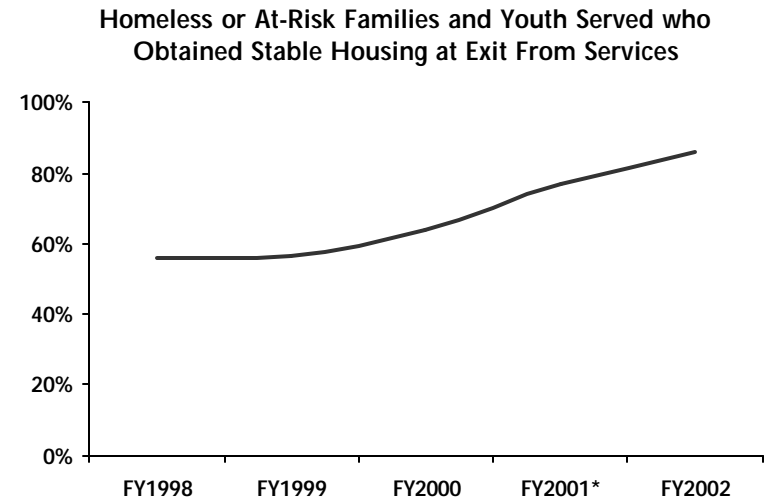
Workload	FY1998	FY1999	FY2000	FY2001	FY2002
People in households that received rental assistance to prevent eviction	N/A	N/A	N/A	1,056*	2,220
Households weatherized	468	504	443	504	514
Households that received assistance with energy bills	N/A	12,432	11,754	15,723	15,813

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of families completing goals to strengthen family functioning	N/A	N/A	N/A	63%*	59.4%
Percent of households whose income is above poverty at exit from services	Measure Under Development				

Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per household weatherized (adjusted for inflation)	N/A	N/A	$2,102	$2,165	$2,761
Estimated savings per household weatherized	Measure Under Development				

*Represents seven months of data only

Reduce Poverty

In addition to programs to prevent poverty, OSCP also contracts with local organizations to provide emergency housing assistance and shelter for homeless youth and families. Once clients are stabilized in shelter, services are available to help them obtain long-term stable housing and integrated into the community.

TheChart represents a snapshot of clients assisted with shelter and emergency housing in Multnomah County during the two nights per year that data are uniformly colected.

One Night Shelter Count
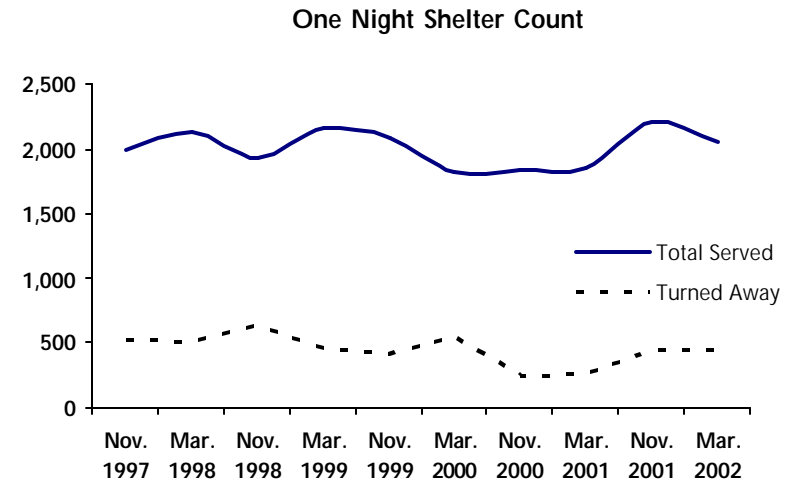
Workload	FY1998	FY1999	FY2000	FY2001	FY2002
People in homeless families provided with emergency housing	N/A	N/A	N/A	787*	1,430
Homeless youth provided with emergency housing	N/A	N/A	N/A	619**	514
People in homeless families who received transitional housing	N/A	N/A	N/A	599*	15,813
Homeless youth who received transitional housing	N/A	N/A	N/A	140**	129

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of people turned away from shelter or emergency beds during the One night shelter count	20.2%	21.0%	19.7%	12.2%	17.3%

| Cost/Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per homeless youth bed per night (adjusted for inflation)	N/A	N/A	N/A	$70.50	$63.61
Cost per homeless family bed per night (adjusted for inflation)	N/A	N/A	N/A	$28.80	$24.16

*Represents seven months of data only
** Because of changes in the reporting system, these numbers could be a slight undercount of actual clients served

Increase School Success

SUN School Locations

SUN Schools
- ● Other Funding (yellow)
- ● City/County Funded (black)
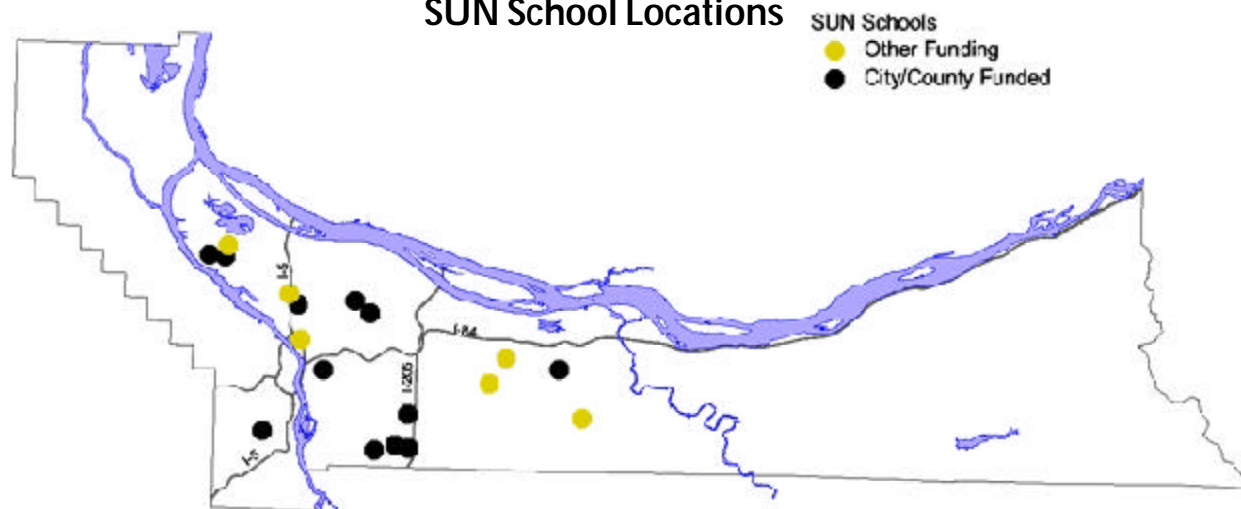
The goal of school-focused services to to enhance school success by working with families and children from an early age through high school:

- Schools Uniting Neighborhoods (SUN) Schools provide after-school academic and recreational programs, expanded social and health services, and increased community involvement.

- Early childhood programs include parent education, support for in-home childcare providers, and child care information and referral.

- Touchstone serves high-risk youth and their families at schools and community centers to help meet their needs and improve success in school.

- Prevention services work to strengthen families, and improve graduation and attendance rates, particularly among Native American and Latino youth.

- The Caring Communities program seeks to coordinate services and strengthen community support for both families and children so that they can be successful in school.

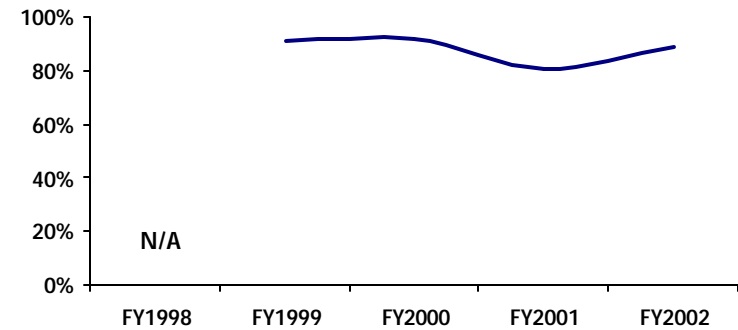| Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Families served with intensive case-management in schools	N/A	N/A	N/A	387*	567
Families served in early childhood programs	N/A	N/A	N/A	798*	1,004
SUN school locations (City/County funded)	New Project			9	12
Students enrolled in extended day activities through SUN schools	New Project				3,798

*Represents seven months of data only

Increase School Success

The Office also contracts for services to work directly with youth who are at risk of not completing school or becoming involved in the criminal justice system. Services are provided by community-based organizations located in the youths' neighborhoods to help them address gang activity, employment and skill building, school attendance, and delinquency.

The percent of youth served who make positive progress by going to school, training, or who are employed has dropped slightly in recent years. However, the rate remained above 80% each year.

Percent of Youth Served Who Are Enrolled in School, Job Training, or Are Employed Upon Exit From Services

Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Youth served:					
Gang-affected youth	N/A	N/A	N/A	57*	145
At-risk youth (Youth Investment)	N/A	N/A	N/A	464*	504
Youth diverted from Juvenile Justice System	N/A	N/A	N/A	568*	824
Stay-in school programs (Student Retention)	N/A	N/A	N/A	371*	685

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of youth served who graduated or advanced a grade at the end of the school year	N/A	N/A	N/A	N/A	87%

*Represents seven months of data only

Multnomah County

Service Efforts and Accomplishments FY2002

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Department of County Human Services

Overview

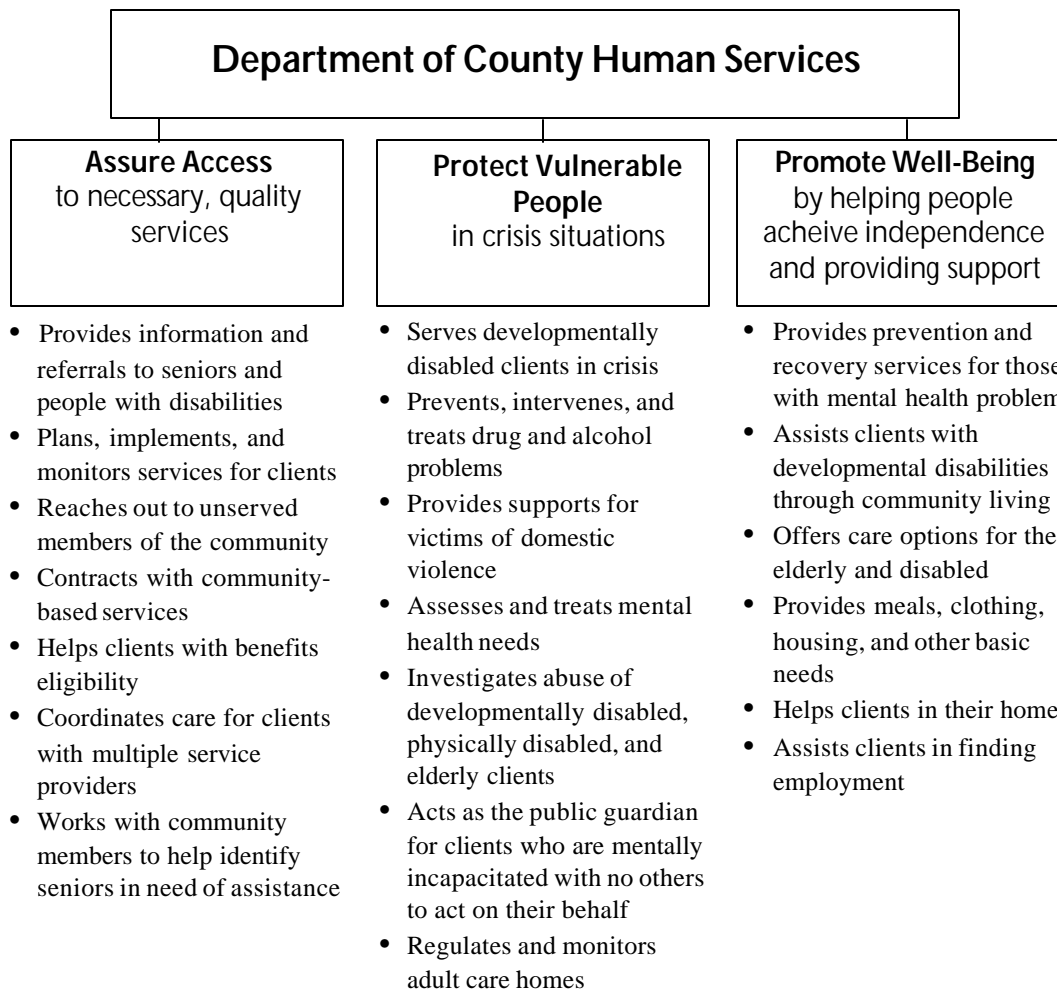<table>
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In Brief . . .

Accomplishments

- Completed merger of services from two County departments to form the Department of County Human Services
- Continued implementation of the mental health care redesign
- Developmental Disabilities services began an innovative program in which personal agents work with families and clients on service plans based on choice, inclusion, and self-determination
- Developed new services to provide respite for families trying to keep an elderly or disabled relative at home as long as possible,
- With the help of community organizations, completed a plan for domestic violence victim services to guide the funding and developments of future services

Issues

- Ongoing budget cuts and future funding uncertainty will have an impact on the level and quality of services available to clients

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The Department of County Human Services (DCHS) works to connect people to the services and support they need to live with dignity and independence. The Department serves the elderly; people with severe emotional, developmental, or physical disabilities; victims of domestic violence; and people with alcohol and drug problems. It provides most services through contracts with community-based organizations.

DCHS was formed recently, in February 2002, as a result of department reorganization.

Department of County Human Services

Assure Access to necessary, quality services	**Protect Vulnerable People** in crisis situations	**Promote Well-Being** by helping people acheive independence and providing support
• Provides information and referrals to seniors and people with disabilities • Plans, implements, and monitors services for clients • Reaches out to unserved members of the community • Contracts with community-based services • Helps clients with benefits eligibility • Coordinates care for clients with multiple service providers • Works with community members to help identify seniors in need of assistance	• Serves developmentally disabled clients in crisis • Prevents, intervenes, and treats drug and alcohol problems • Provides supports for victims of domestic violence • Assesses and treats mental health needs • Investigates abuse of developmentally disabled, physically disabled, and elderly clients • Acts as the public guardian for clients who are mentally incapacitated with no others to act on their behalf • Regulates and monitors adult care homes	• Provides prevention and recovery services for those with mental health problems • Assists clients with developmental disabilities through community living • Offers care options for the elderly and disabled • Provides meals, clothing, housing, and other basic needs • Helps clients in their homes • Assists clients in finding employment

Spending and Staffing

Spending

Spending for services in the new Department of County Human Services was approximately $188.5 million in Fiscal Year 2002 (July 1, 2001 – June 30, 2002), an increase of 48% since FY1998.

- $283 was spent per county resident.
- Approximately 83% of DCHS's revenue came from state and federal sources. The remaining 17% came from the County general fund and other sources.
- Mental Health and Addiction Services accounted for 43% of spending, Developmental Disabilities Services for 31%, Aging and Disabilities Services 19%, and Domestic Violence 1%. Six percent was administrative expense.

Department of County Human Services Spending (In Millions of $, Adjusted for Inflation
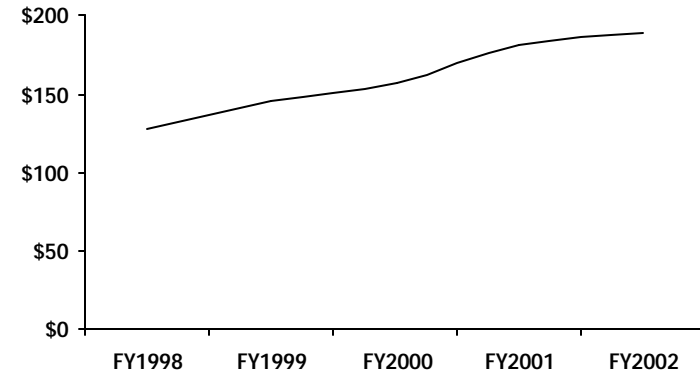
Staffing

The number of hours worked by staff in DCHS programs and administration was equal to 708 full-time positions in FY2002 (see note below). This is an increase of 22% over FY1998, but a decrease of 4% from FY2001. Just under half (49%) of staff work for Aging and Disabilities Services, 29% for Mental Health and Addiction Services, 14% for Developmental Disabilities, and less than .5% for Domestic Violence. The remainder (8%) of staff served in administrative functions.

Note: The data for spending and staffing are derived from dividing program and administrative costs and staff from the former Department of Community and Family Services and the Department of Aging and Disabilities Services into two new agencies: DCHS and the Office of School and Community Partnerships. Figures are estimates, not actuals.

Department of County Human Services Staffing ((Full-Time Equivalent Employees)
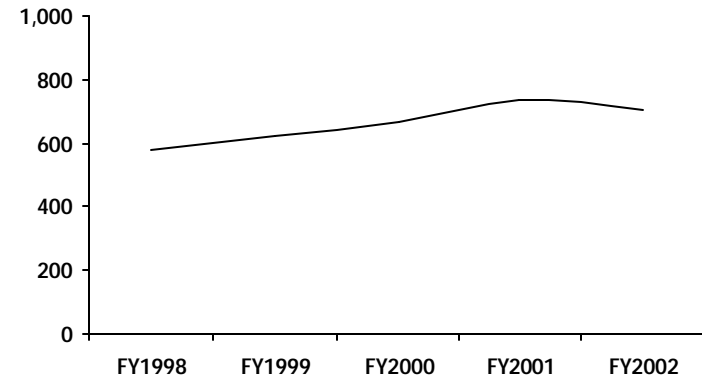
Assure Access

The County's social service system is based on the following principles:

- Promote independence, choice, and dignity
- Strengthen people's ability to be self-sufficient
- Work to keep people in their own homes and communities
- Promote rehabilitation and recovery rather than dependency
- Provide access to a range of flexible services that meet client needs
- Work with communities to increase access, diversity, and choice
- Provide culturally competent services
- Locate services in the community

The County believes that government should work with community agencies that have experience meeting clients' needs. These agencies provide services in community and cultural centers, schools, churches, medical facilities, and other neighborhood sites so that those who need them can access them easily.

The County also believes that community organizations are stronger when they are not reliant on government funding only. By working with agencies that can also raise private dollars, the County maximizes the tax dollars spent on social services.

Following is a sample of the type of clients served by DCHS in FY2002.

Number of Clients Served FY2002
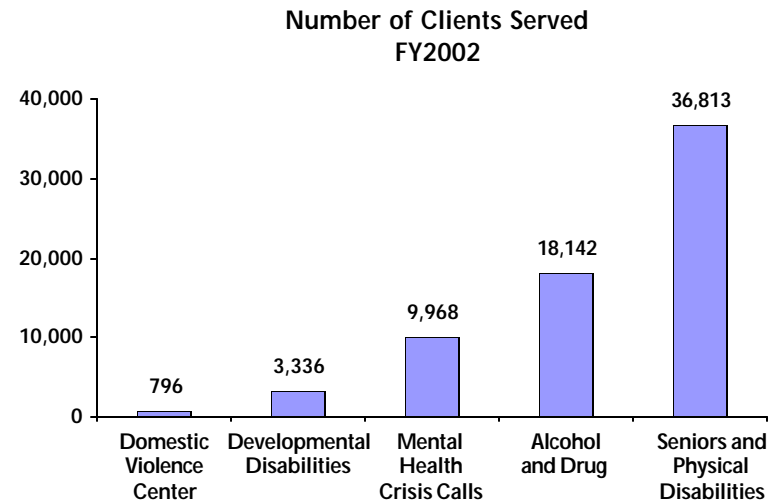
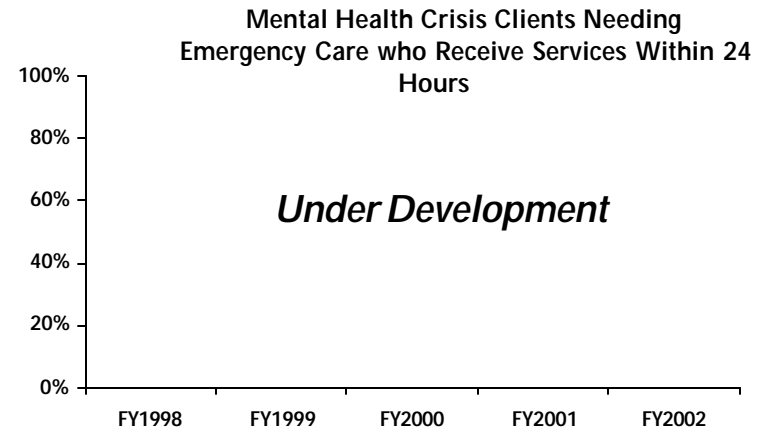| Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Domestic violence clients served	N/A	N/A	N/A	N/A	796
Clients with developmental disabilities served	2,779	2,975	3,050	2,577	3,336
Mental health crisis calls	N/A	N/A	N/A	N/A	9,968
Alcohol and drug treatment clients served	N/A	N/A	N/A	17,983	18,142
Senior and physically disabled clients served	32,625	33,688	N/A	35,552	36,813

Assure Access

One example of how DCHS assures that clients have access to quality services is by contracting for services and monitoring these contracts. For example, DCHS contracts for adult foster care with private providers, and then monitors these homes to ensure they are safe and high quality. Recent surveys indicate that residents have a high level of satisfaction with the care provided in the homes they live in.
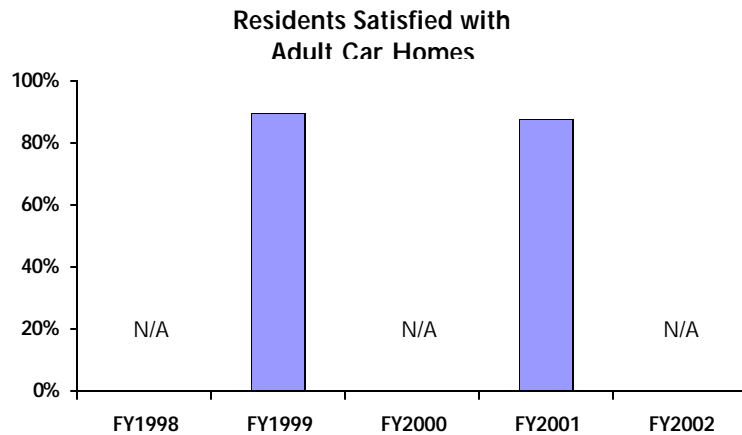
The mental health crisis care system underwent a significant transformation in 2001 to make needed improvements in services. DCHS created a new system that includes a central crisis hotline, 24 hour walk-in clinics, and a mobile crisis response team.

As a result of this redesign, many of the measures for mental health in this report are new.

Residents Satisfied with Adult Car Homes

100%					
80%					
60%					
40%					
20%	N/A		N/A		N/A
0%	FY1998	FY1999	FY2000	FY2001	FY2002

Mental Health Crisis Clients Needing Emergency Care who Receive Services Within 24 Hours

Under Development

Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Residential homes for people with developmental disabilities	N/A	N/A	117	117	117
Developmentally disabled clients using Self-Directed Supports Initiative	192	401	419	0	267
Referrals to service from community Gatekeepers for seniors and people with disabilities	796	1,162	842	927	872
Daytime calls to Helpline for seniors and people with disabilities	9,498	11,185	15,943	15,994	14,608
After hours calls to Helpline	4,644	2,550	4,659	5,224*	4,747*
Calls to domestic violence crisis line	21,776	25,030	20,464	25,822	N/A
Children/adolescents mental health clients covered by the Oregon Health Plan	N/A	N/A	N/A	49,103	53,964
Adult mental health clients covered by the Oregon Health Plan	N/A	N/A	N/A	56,265	63,419

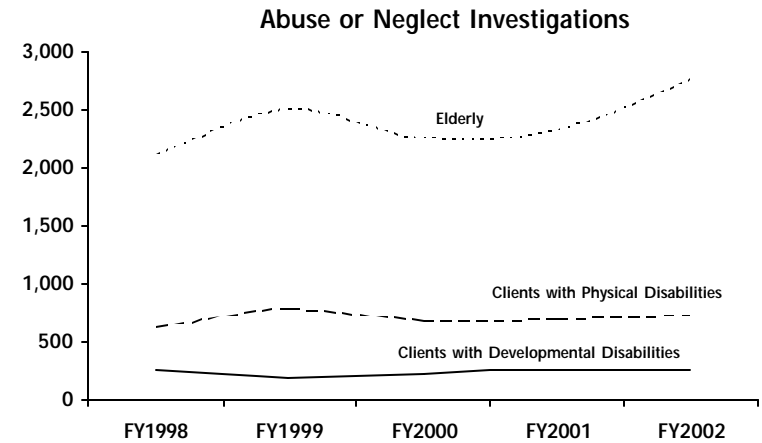| Results	FY1998	FY1999	FY2000	FY2001	FY2002
Caller satisfaction with Helpline	N/A	78%	N/A	85%	N/A
Percent of mental health clients surveyed who got an appointment at a convenient time	N/A	N/A	N/A	88%	N/A
Percent of mental health clients surveyed who got an appointment at a convenient place	N/A	N/A	N/A	87%	N/A

*Includes Washington and Clackamas Counties

Protect Vulnerable People

DCHS has a number of programs and safeguards in place to protect many of the community's most vulnerable people and those who are in crisis. These services include abuse and neglect investigations, involuntary mental health commitment evaluations, crisis diversion, shelter and housing for domestic violence victims, alcohol and drug treatment, and guardianship of those with serious mental incapacitation.

The number of abuse and neglect investigations for elderly clients has risen in recent years, while the number for people with physical and developmental disabilities has remained relatively stable.

Abuse or Neglect Investigations

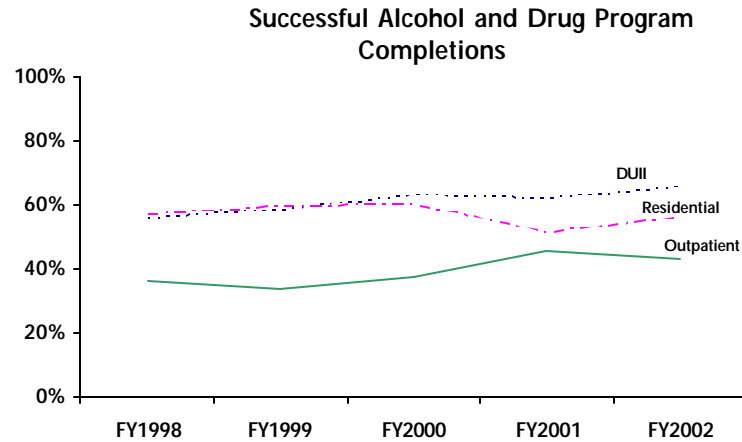| Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Involuntary mental health commitments	186	185	282	272	313
Developmentally disabled clients referred to crisis diversion	45	53	23	94	188
Clients in the Public Guardian program	182	181	169	171	167
Alcohol and drug client assessments provided	4,720	4,735	4,462	4,987	4,785
Alcohol and drug treatments provided					
Sobering episodes	12,322	11,769	12,722	12,984	11,833
Detoxification episodes	3,268	3,206	3,310	2,704	2,733
Residential treatment episodes	1,939	1,580	2,054	1,903	1,815
Outpatient treatment episodes	N/A	N/A	N/A	21,577	22,115
Driving under the influence of intoxicants (DUII) treatment episodes	4,476	5,305	5,417	2,915	2,485
Methadone maintenance episodes	2,872	2,946	3,611	3,364	3,520

Protect Vulnerable People

Adult Foster Care

DCHS also plays an oversight role in some services, making sure local agencies deliver high quality care to people in need. For example, the department monitors and licenses community-based homes that provide a stable, safe, and homelike environment for adults in need of 24-hour care. The percent of homes found to be in compliance during their first license renewal inspection has risen from 75% to 86% over the last four years.
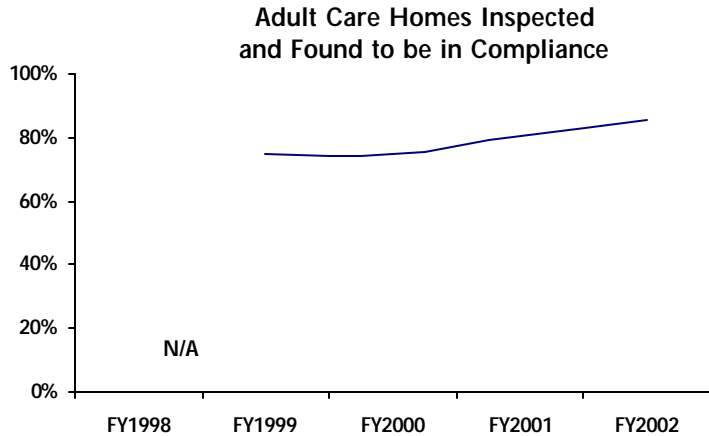
Alcohol and Drug

The Department provides assessment and referral to treatment for people with serious drug and alcohol problems, including people charged with Driving Under the Influence of Intoxicants (DUII) crimes. Treatment is provided through community contractors. Research indicates that every dollar spent on alcohol and drug treatment saves more than five dollars in future expenses related to criminal justice, welfare, and victim costs. Treatment success rates have remained stable over the past five years.

Adult Care Homes Inspected and Found to be in Compliance

Successful Alcohol and Drug Program Completions

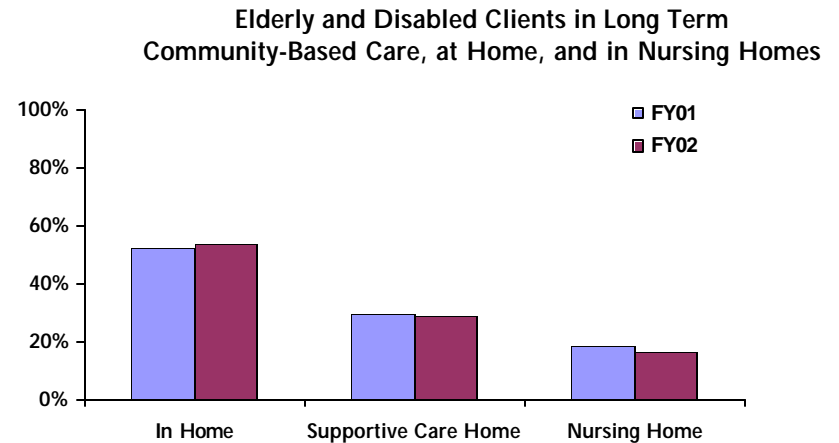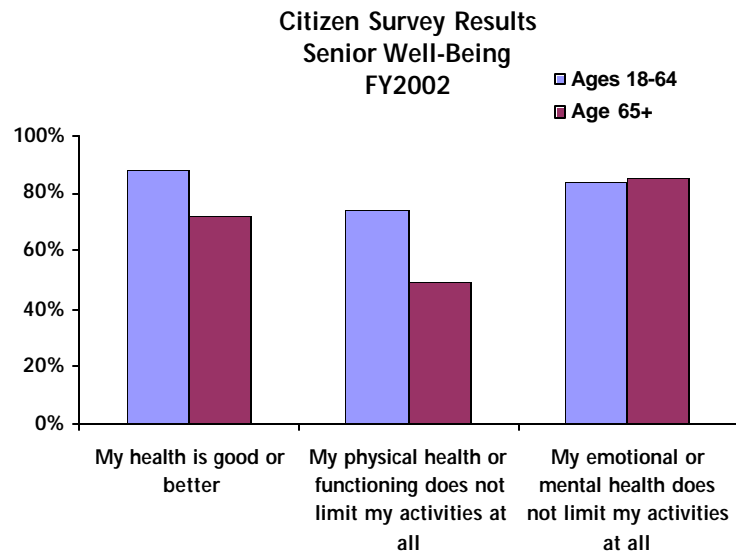| Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of clients with developmental disabilities referred to crisis diversion	2%	2%	1%	4%	6%
Safe bed nights provided at domestic violence shelters and housing	N/A	N/A	N/A	N/A	20,682

Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per domestic violence shelter bed night	N/A	N/A	N/A	N/A	$36
Average cost for outpatient alcohol and drug treatment per episode	N/A	N/A	N/A	N/A	$1,155
Average cost for residential alcohol and drug treatment per episode	N/A	N/A	N/A	N/A	$7,200

Promote Well-Being

Seniors and People with Disabilities

The Department works to ensure that seniors and people with disabilities continue to have a high quality of life. The most recent citizen survey showed that a high number of seniors consider themselves to be in good physical and emotional health, but only half feel that the state of their health does not impede many of their activities.

The County works toward helping people remain in their homes and communities for as long as possible. It contracts for a number of services, including in-home assistance, meal delivery, recreational and educational activities, and transportation. Serving clients in supportive community-based care costs approximately 63% less than serving them in nursing facilities. Serving them at home costs approximately 79% less.

Citizen Survey Results Senior Well-Being FY2002

Elderly and Disabled Clients in Long Term Community-Based Care, at Home, and in Nursing Homes

Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Seniors and clients with disabilities helped with daily living assistance in their homes	N/A	N/A	N/A	43,562	47,678
Home delivered and congregate meals	711,728	704,199	703,395	619,754	704,858
Activities at Senior Centers	N/A	N/A	N/A	N/A	107,825

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of seniors who reported that their neighborhood is a good place to live	N/A	N/A	N/A	94.7%	95.4%

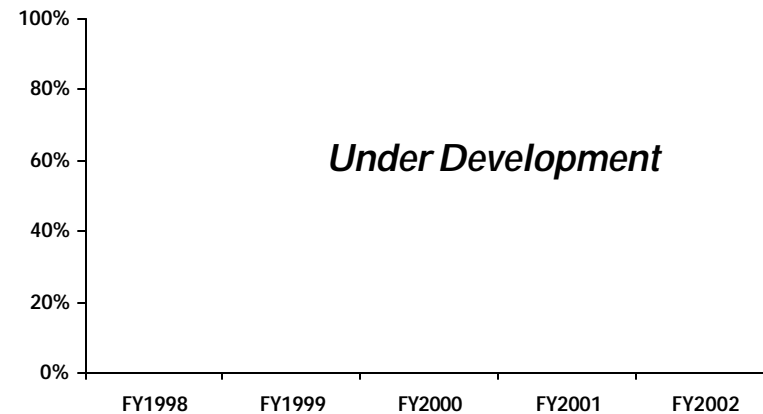| Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Cost per meal served (County funding only, approx. 35-50% of total cost per meal, adj. for inflation)	$2.01	$1.93	$1.88	$1.85	$2.15

Promote Well-Being

Mental Health

DCHS manages resources for services to adults, adolescents, and children with mental illnesses and emotional and addictive disorders. The Department is responsible for providing or contracting for a continuum of crisis intervention and treatment services, and providing protective services, assessment, and referral.

The mental health system has recently undergone a major redesign that shifts the focus away from costly hospitalization once a person's problems have escalated, and toward early intervention, prevention, and crisis management.

**Adult Mental Health Clients Who Improved Their Level of Functioning**

Under Development

Workload	FY1998	FY1999	FY2000	FY2001	FY2002
School-based informal mental health visits	9,102	7,868	8,339	4,529	7,567
Early childhood mental health program clients	1,400	1,523	3,038	7,000	7,226

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Child/adolescent mental health clients achieving a positive change in level of functioning (excludes contractors)	N/A	N/A	N/A	N/A	86%
Percent of adult mental health clients satisfied with services received		85%	85%	88%	N/A
Percent of child and adolescent mental health clients satisfied with services received		90%	86%	86%	N/A
Percent of mental health clients who reside in stable housing	Measure Under Development				

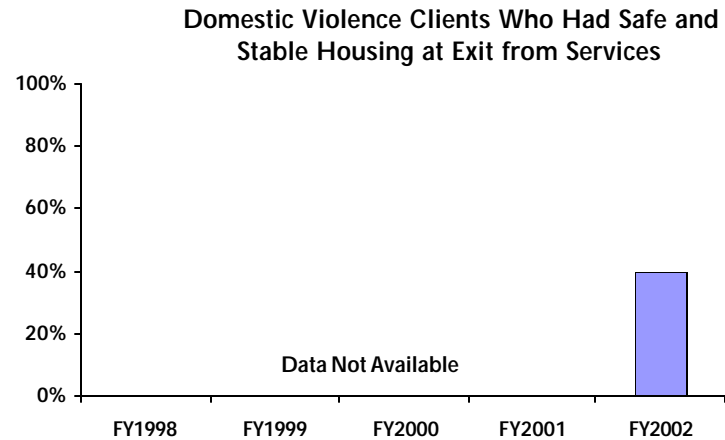| Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of mental health managed care dollars spent on direct care	Measure Under Development				

Promote Well-Being

Developmental Disabilities

The Department's services for people with developmental disabilities and their families include service coordination, assistance with benefits, housing, and help when crises develop. DCHS works to help clients live independently or with their parents in the community for as long as possible. The percentage of clients remaining in their own homes or with family increased from 77% in FY2001 to 82% in FY2002.
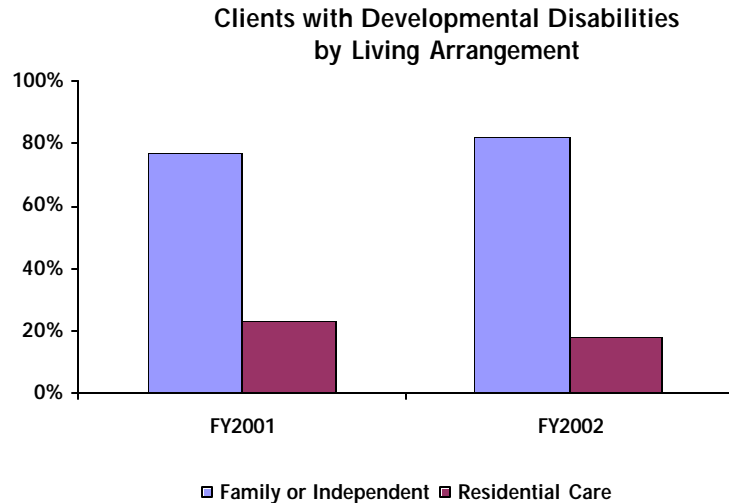
Domestic Violence

DCHS helps to coordinate an effective response to domestic violence within the County. It contracts for prevention programs and for direct services, such as shelter, housing, and counseling. The measure below indicates the success of programs in helping domestic violence victims find safe and stable housing when they left services. Trend data will be available in the future.

Clients with Developmental Disabilities by Living Arrangement

☐ Family or Independent ☐ Residential Care

Domestic Violence Clients Who Had Safe and Stable Housing at Exit from Services

Data Not Available

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Multnomah County

Service Efforts and Accomplishments FY2002

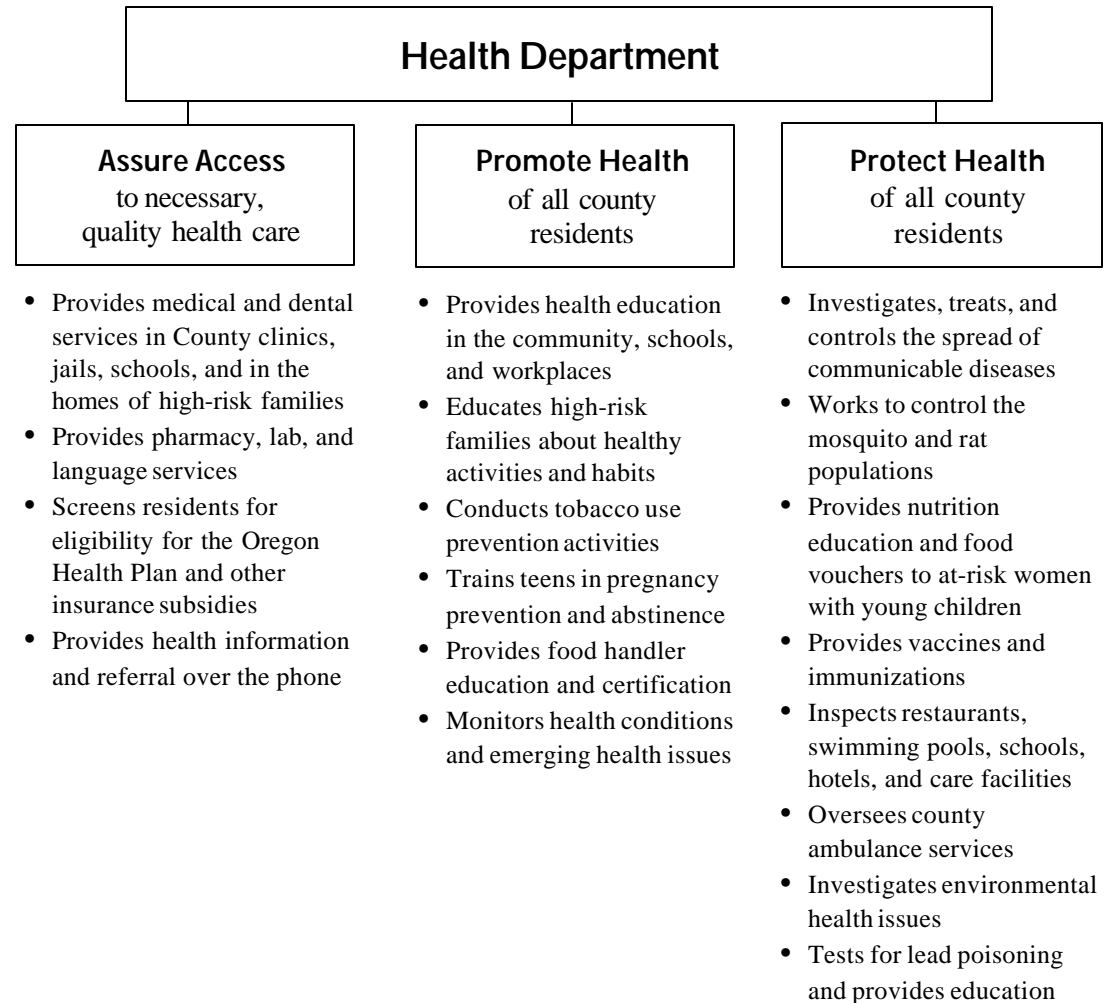Page Intentionally Blank

Overview

In Brief . . .

Accomplishments

- Started a program to prepare for and respond to bioterrorism and natural disasters
- Increased access by redesigning prenatal appointment schedule
- Redesigned pharmacies to respond better to increases in demand without adding staff
- Partnered with adjoining counties to reduce the mosquito population using natural pesticides
- Expanded Tuberculosis preventative therapy to the high-risk homeless population
- Negotiated better reimbursement rates for treating Medicaid clients

Issues

- Ongoing effort to prepare for Bioterrorism and natural disasters
- Assuring access to health care for vulnerable populations in light of increasing health care costs
- Rapid response to the expected arrival of West Nile Virus and other emerging infections

The Health Department works to assure, promote, and protect the health of the people of Multnomah County in partnership with the diverse communities it serves.

Health Department

Assure Access to necessary, quality health care

- Provides medical and dental services in County clinics, jails, schools, and in the homes of high-risk families
- Provides pharmacy, lab, and language services
- Screens residents for eligibility for the Oregon Health Plan and other insurance subsidies
- Provides health information and referral over the phone

Promote Health of all county residents

- Provides health education in the community, schools, and workplaces
- Educates high-risk families about healthy activities and habits
- Conducts tobacco use prevention activities
- Trains teens in pregnancy prevention and abstinence
- Provides food handler education and certification
- Monitors health conditions and emerging health issues

Protect Health of all county residents

- Investigates, treats, and controls the spread of communicable diseases
- Works to control the mosquito and rat populations
- Provides nutrition education and food vouchers to at-risk women with young children
- Provides vaccines and immunizations
- Inspects restaurants, swimming pools, schools, hotels, and care facilities
- Oversees county ambulance services
- Investigates environmental health issues
- Tests for lead poisoning and provides education

Spending and Staffing

Spending

The Health Department spent $96 million on services in Fiscal Year 2002 (July 1, 2001 – June 30, 2002), an increase of 27% over FY1998, but a 11% decrease from FY2001. Funds from state and federal sources have grown from 47% to 58% of total Department funding.

- Growth in state and federal funding accounts for about 96% of the increase.
- Funding sources for the Health Department in FY2002 were approximately $56 million federal and state, $6.5 million from user fees and other, and $33.5 million from local sources.
- $144 dollars were spent per County resident.

Staffing

The number of hours worked by Health Department employees was equal to 935 full-time positions in FY2002. This was an increase of 26% since FY1998. According to the Department, the increase in staff was largely the result of additional grant and fee revenue.

Staff includes medical doctors, dentists, nurses, outreach workers, sanitarians, interpreters, epidemiologists, environmental health experts, health educators, nutritionists, and others.

Health Department Spending
(In Millions of $, Adjusted for Inflation)
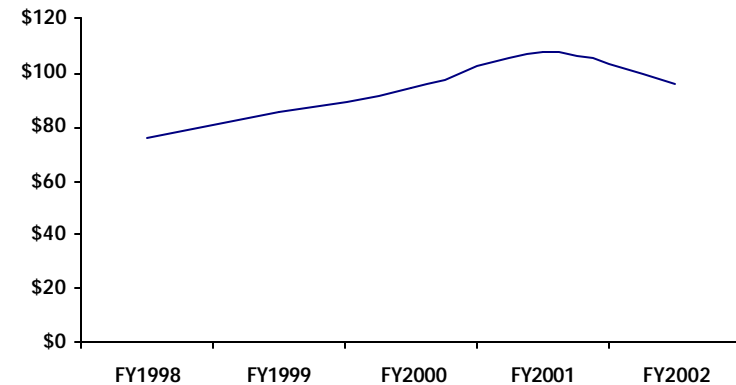
Health Department Staffing
(Full Time-Equivalent Employees)
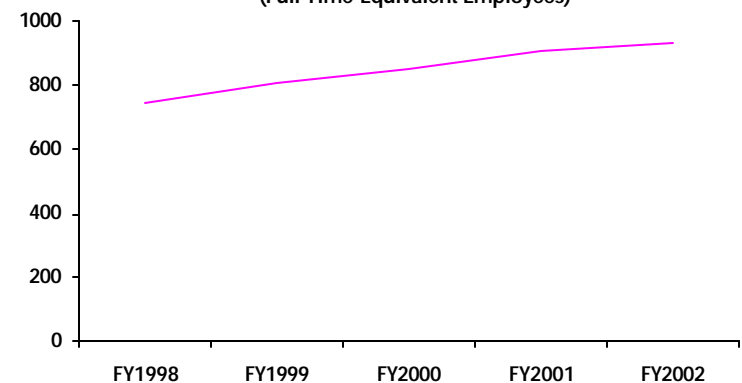
Assure Access

The goal of the Health Department is to assure that every member of the community has a healthy environment and access to the prevention and treatment services necessary for good health. The Department manages resources and helps develop service systems in the community, especially for those who cannot afford care. The Department also provides services directly in County clinics.

Health Department clinic clients and their needs have been changing over the last few years. The 38% growth in the Hispanic client population in the last five years has contributed to a 57% growth in the number of Health Department clinic visits requiring Spanish language interpretation services.

Primary Care Clinic Clients by Race/Ethnicity
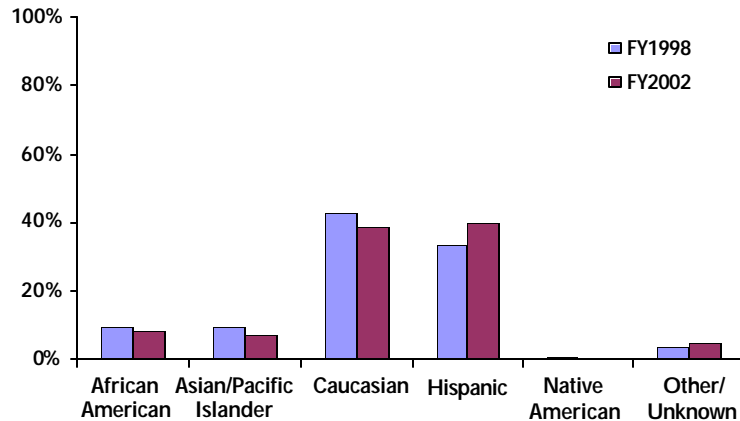
Visits for Clients with Language Interpretation Needs
(all Health Department Medical and Dental Services)
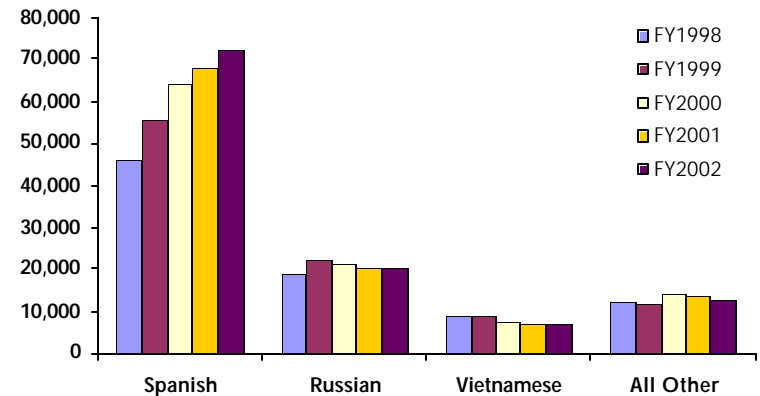
Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Corrections health visits (adult and juvenile)	91,201	101,141	105,931	98,902	94,099
Dental clinic visits	28,738	29,039	31,927	32,702	32,503
School medical clinic visits	28,526	30,206	29,788	33,834	35,443
Home and community health visits	29,448	32,076	31,196	35,667	38,363
Other medical (Primary Care, Tuberculosis, Sexually Transmitted Disease, and HIV Clinics)	124,660	135,109	140,636	141,764	140,231

| Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
*Cost per visit in Primary Care Clinic (adjusted for inflation)			$174.39	$200.26	$207.61
*Cost of on-call interpretation for Primary Care Clinic visit (adjusted for inflation)	$18.33	$31.98	$29.00	$15.29	$17.12
*Cost per prescription dispensed to County clients (adjusted for inflation)	$24.14	$26.47	$27.53	$29.19	$24.28

*Measures do not include all administrative and overhead costs

Assure Access

Insurance Coverage

Insurance coverage is an important indicator of access to health care. The Health Department routinely screens clients for the Oregon Health Plan and other insurance plans that help at-risk citizens obtain needed health care. The percent of Multnomah County residents with health insurance has declined only slightly since rising six percentage points in 1996.
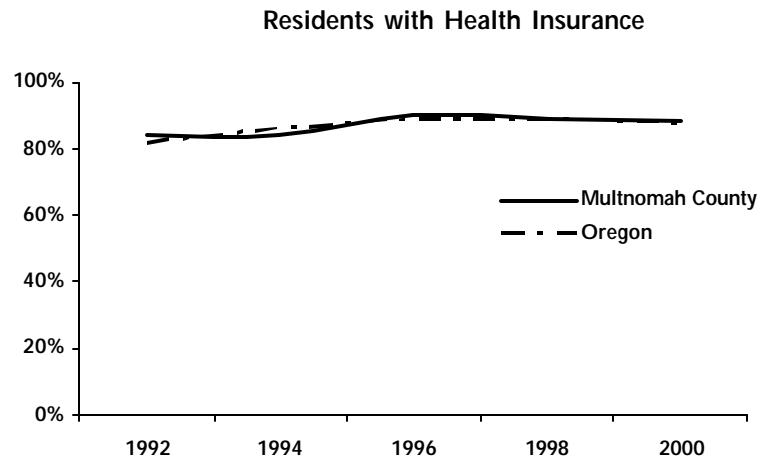
Prenatal Care

The percentage of women who receive prenatal care is another indicator of access to health care and is one of the County's performance benchmarks. The rate of pregnant women in Multnomah County who have inadequate prenatal care decreased since 1993 to 5.7 % in 2001, but is still above its recent low point of 4.9 % in 1997.

Residents with Health Insurance

Rates of Inadequate Prenatal Care
(Late entry or less than 5 prenatal visits)
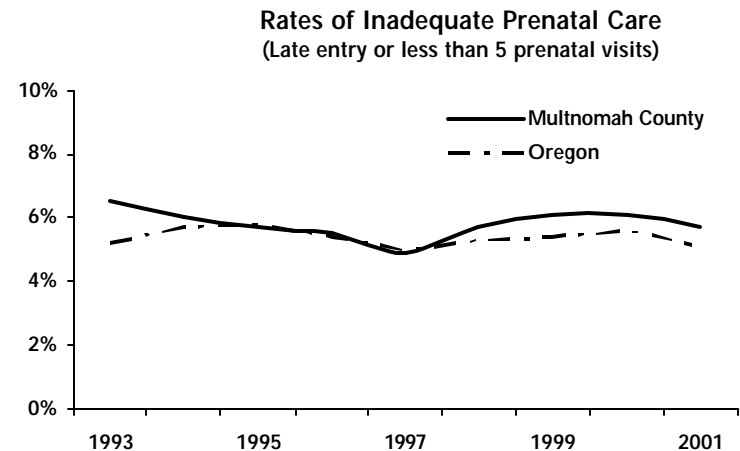
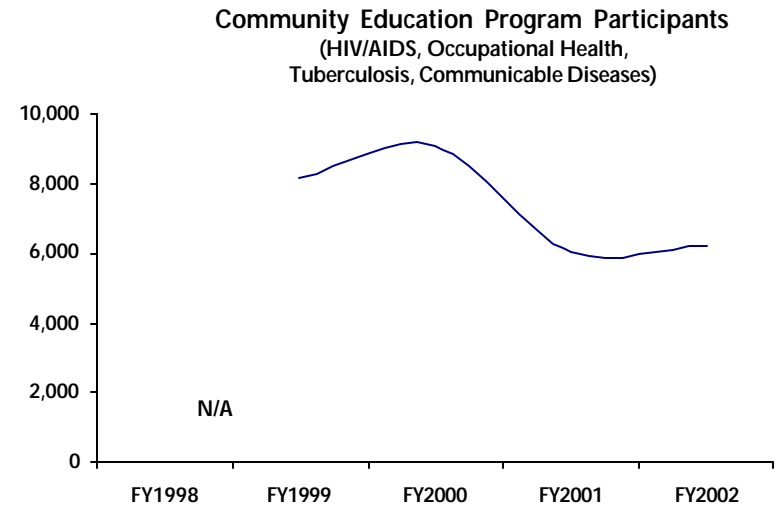| Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of health clinic clients who rate the quality of care they received as excellent or good	N/A	98%	98%	N/A	N/A

Promote Health

The Health Department also promotes the health of all residents of Multnomah County. Health promotion relies on reaching out to individuals, groups, and communities. The Department helps people adopt healthy habits by increasing their knowledge and skills through education in schools, the workplace, and other locations. Topics include disease risk reduction, pregnancy prevention, safe food handling, lead poisoning prevention, and workplace health.

Promoting healthy behaviors and preventing disease can have large economic benefits. For example, one 1997 national study shows that, for every dollar spent on prevention, the following savings are possible:

Prenatal Care	$3.38
Sexually transmitted diseases	$3.00
Measles, Mumps, Rubella	$14.40
WIC nutrition programs	$2.45

The drop in the number of community education program participants was primarily the result of a change in the best practices model, from group informational sessions on HIV/AIDS to work with individuals on risk reduction.

Community Education Program Participants
(HIV/AIDS, Occupational Health, Tuberculosis, Communicable Diseases)

Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Participants in children's dental education programs	25,670	27,943	27,917	26,066	27,471
Abstinence and family planning teen program participants	6,770	6,345	6,846	5,908	6,420
HIV reductions contacts with injections drug users (outreach, education, needle exchange)	7,895	7,896	8,473	6,889	6,280

| Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of family planning clients in School-Based Health Clinics who do not get pregnant during the year	96%	96%	96%	93%	97%
New HIV positive tests	144	98	103	115	N/A

Promote Health

The Health Department targets efforts on affecting people's health behaviors to improve the overall health of the community. They focus on health issues that can lead to other social and health problems, such as teen pregnancy, prenatal and neonatal care, smoking, and lifestyle habits that negatively affect health.

Infant Health

The Department provides prenatal and infant health services through its Primary Care Clinics, community health nurses and workers, teen programs, and Women, Infant, and Children (WIC) program. The infant mortality rate is an indicator of progress in meeting the health needs of mothers. The infant mortality rate in Multnomah County has generally declined over time, with significant improvements among African American infants.

Teen Pregnancy

The Department has a number of programs that work with teens in schools and the community. It trains high school teens to provide health outreach and abstinence education to students in middle schools, educates young mothers on the benefits of postponing having another child until they are older, and provides family planning services. The teen pregnancy rate for Multnomah County has been decreasing faster than for the state as a whole, but is still slightly above the state.

Infant Mortality Rate
(per 1,000 births)

Teen Pregnancy Rate
(per 1,000 ages 15-17)
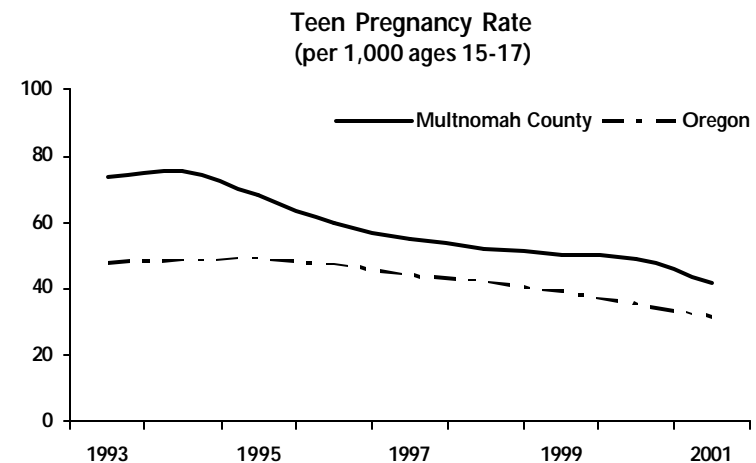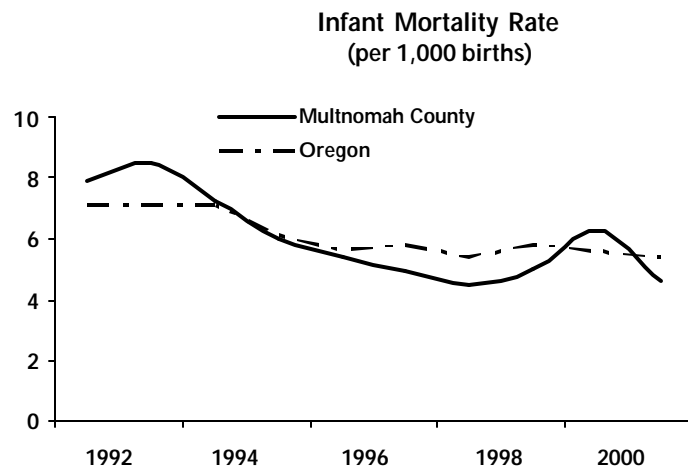
Promote Health

Health Risk Factors

Results from a survey on health risk factors show that respondents from Multnomah County compare closely with the state as a whole. However,

- County respondents' obesity rates have increased faster than residents of the state as a whole.
- County respondents' rates of tobacco use decreased faster than residents of the state as a whole.

Tobacco Use

The Health Department works to reduce and prevent tobacco use among youth and adults. They have projects underway to reduce youth access to tobacco, enforce the smoke free workplace law, promote smoke free environments, reduce tobacco advertising and promotion, and provide linkages to cessation programs.

Health Risk Factor Survey Results
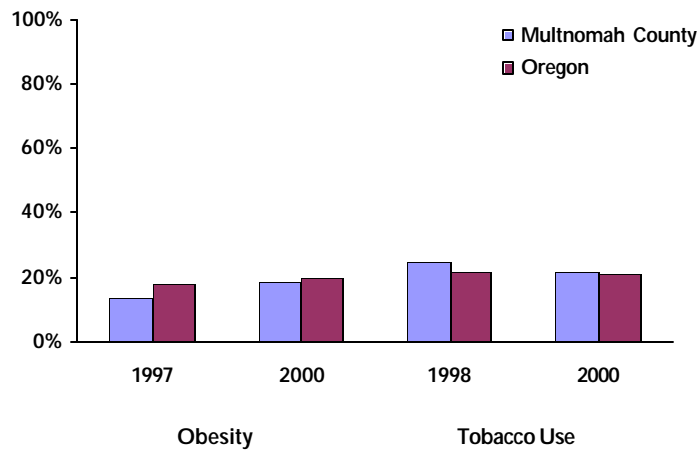
**Multnomah County and Oregon Youth
Who Smoke Cigarettes by Grade
2001**
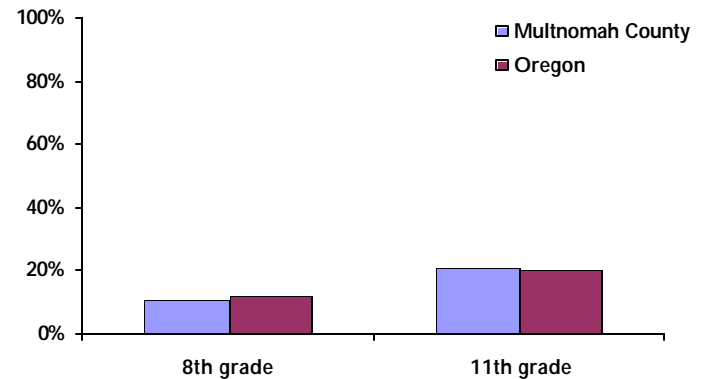
Protect Health

The Health Department helps protect Multnomah County residents from diseases, injuries, and the effects of natural disasters. The Department investigates the outbreak of diseases and community conditions that affect health and carries out activities that control diseases and their impacts. Many of these services are invisible to the public such as inspections of food safety, control of communicable diseases, and regulation of businesses and workplaces that affect people's health.

As part of its protection work, the Health Department also provides prevention services such as a nutrition program for low-income pregnant women and children, dental services for children, vaccinations for overseas travelers, immunizations for children, and flu shots.

It also oversees the County's emergency medical response and ambulance system.

**Children Immunized by the Health Department**
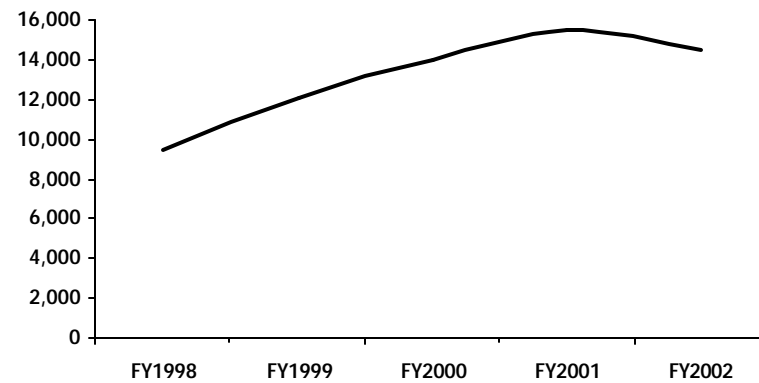
Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Environmental health inspections (restaurants, swimming pools, schools, hotels, care facilities, and drinking water)	N/A	8,757	10,503	9,847	10,245
Children participating in dental fluoride and sealant programs	35,187	37,530	35,071	37,235	36,903
Women, infants, and children served in the WIC program	24,112	23,589	22,337	24,091	25,158
Flu vaccinations at health clinics	3,158	3,197	3,017	2,251	2,640
Investigations of lead poisoning in children	N/A	24	20	22	28

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of ambulance calls that arrived in under 8-minutes	90%	91%	93%	90%	91%

Protect Health

Programs that protect health benefit both individuals and the community as a whole. Two primary concerns for health protection are increasing the rate of immunization among children and controlling the spread of sexually transmitted diseases. The Department has made long-term progress in reducing the spread of sexually transmitted diseases. The percentage of 2 year olds immunized within the county has declined slightly in recent years.

2 Year Olds Immunized

Sexually Transmitted Diseases
(Number of cases per 100,000 population)
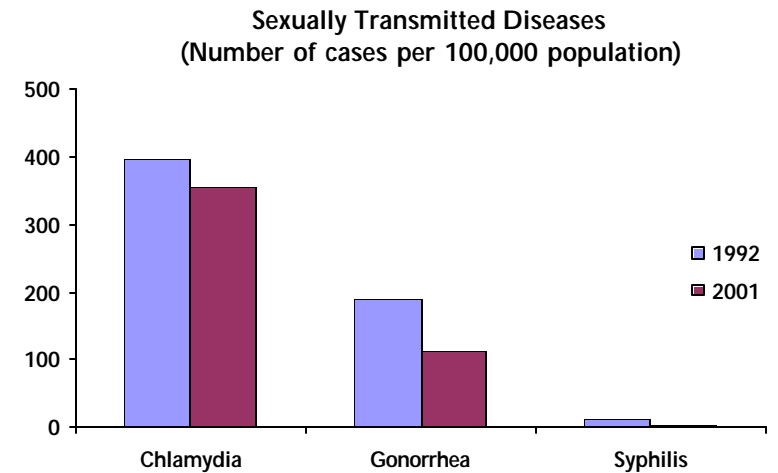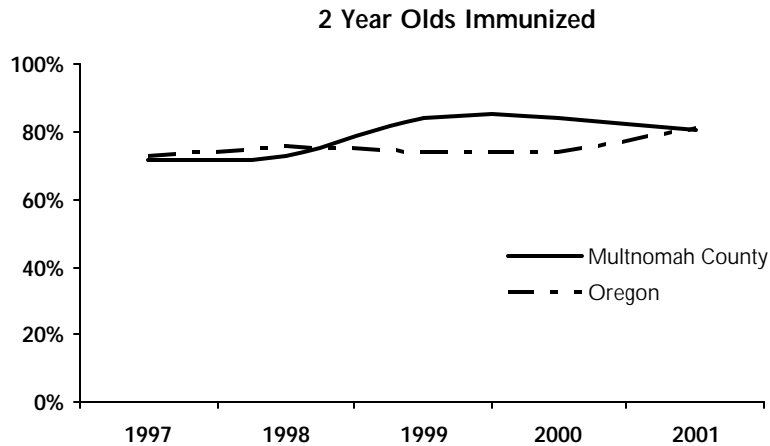
Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of reported cases of the following sexually transmitted diseases					
Interviewed for sexual contacts					
Gonorrhea	90%	90%	71%	86%	86%
Syphilis	100%	95%	50%	80%	100%
Chlamydia	74%	50%	51%	64%	69%

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Multnomah County

Service Efforts and Accomplishments FY2002

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Library

Overview

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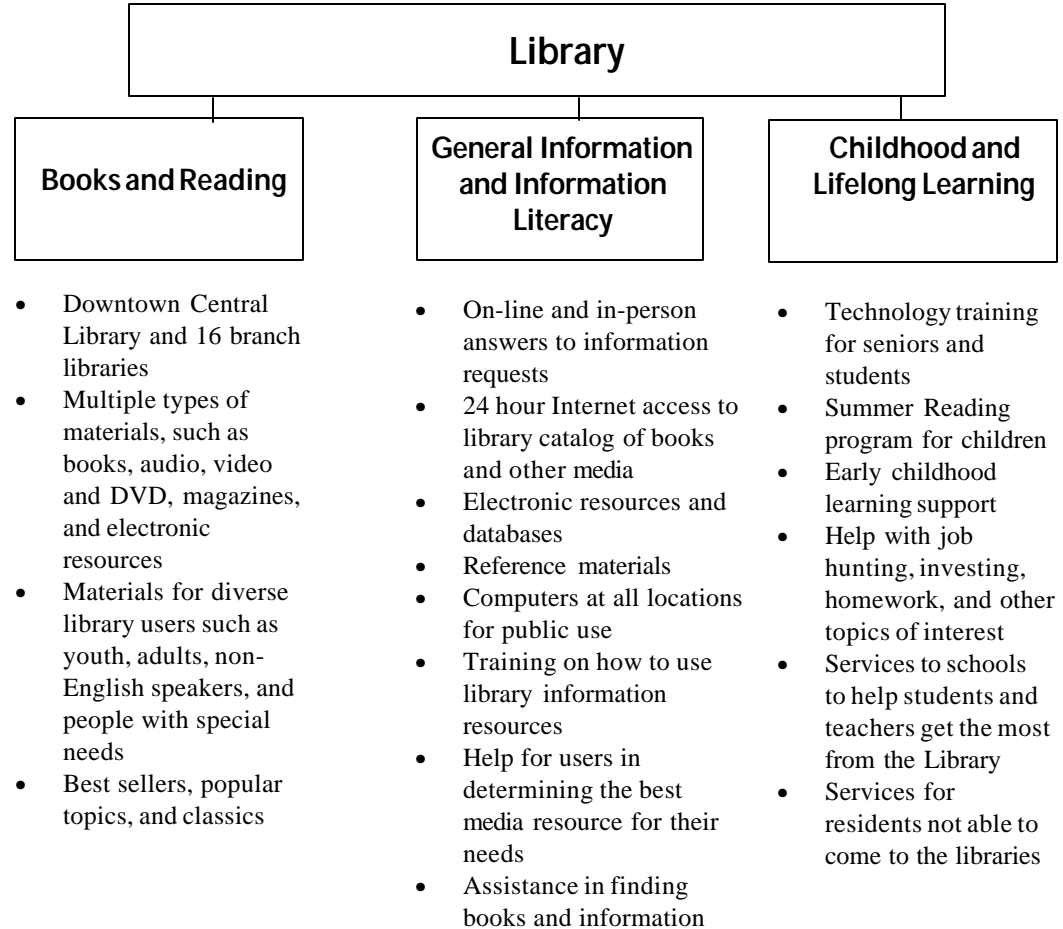<tr><td>

In Brief . . .

Accomplishments

- Celebrated 100 years of free library service to the public
- Completed renovation on three branch libraries
- Opened two new and two replacement libraries
- Circulation topped 16 million
- Increased the Summer Reading participation to over 39,000
- Opened a new computer lab at the North Portland Branch Library and ensured word processing capability at all library locations
- Honored by the American Institute of Architects and the American Library Association for library architectural design
- Received Robert B. Duncan Intellectual Freedom Award

Issues

- The library's funding relies heavily on voter-approved levies and local economic conditions
- Due to the mid-year budget cut, the Library made reductions to cope with the funding gap: Parkrose Library closed, Monday hours eliminated, book budget reduced, children and adult programming reduced, and the Teen Intern program eliminated

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The Multnomah County Library serves county residents by providing books and other materials to meet their informational, educational, cultural, and recreational needs. The Library upholds the principles of intellectual freedom and the public's right to know by providing people of all ages with access and guidance to information that reflects all points of view.

Library

Books and Reading	General Information and Information Literacy	Childhood and Lifelong Learning
• Downtown Central Library and 16 branch libraries • Multiple types of materials, such as books, audio, video and DVD, magazines, and electronic resources • Materials for diverse library users such as youth, adults, non-English speakers, and people with special needs • Best sellers, popular topics, and classics	• On-line and in-person answers to information requests • 24 hour Internet access to library catalog of books and other media • Electronic resources and databases • Reference materials • Computers at all locations for public use • Training on how to use library information resources • Help for users in determining the best media resource for their needs • Assistance in finding books and information	• Technology training for seniors and students • Summer Reading program for children • Early childhood learning support • Help with job hunting, investing, homework, and other topics of interest • Services to schools to help students and teachers get the most from the Library • Services for residents not able to come to the libraries

Spending and Staffing

Spending

The Library spent $48.7 million in Fiscal Year 2002 (July 1, 2001-June 30, 2002), an increase of 45% over FY1998. This does not include construction costs for new and renovated libraries.

- The primary sources of Library funding are voter approved levies and the issuance of bonds.
- $73 dollars were spent per county resident.
- The passage of a five year levy in 1997 resulted in increased spending beginning in FY1999 to improve and expand services. The levy offset budget constraints imposed by ballot measures 47 and 50.
- 15.6% of the Library's operating expenditure (excluding debt service) was spent on books and materials.

Library Spending
(In Millions of $, Adjusted for Inflation)

Staffing

The number of hours worked by Library employees was equal to 475 full-time positions in FY2002. This is an increase of 45% since FY1998, but a slight decrease from FY2001.

- 52,914 hours were worked by volunteers in County libraries in FY2002, an increase of 26% over five years.
- Staffing increases in FY1999 reflect service enhancements funded by the 1997 levy.
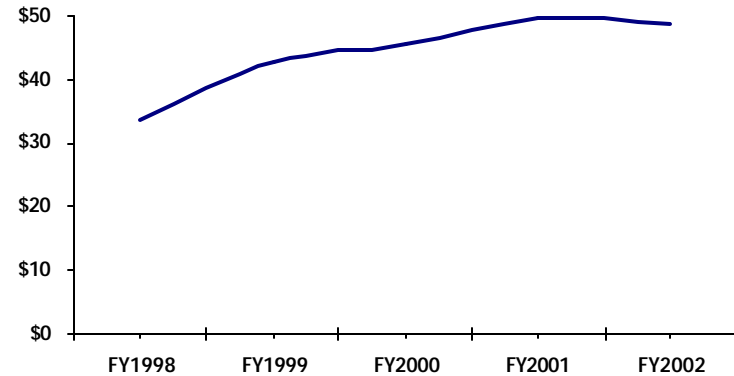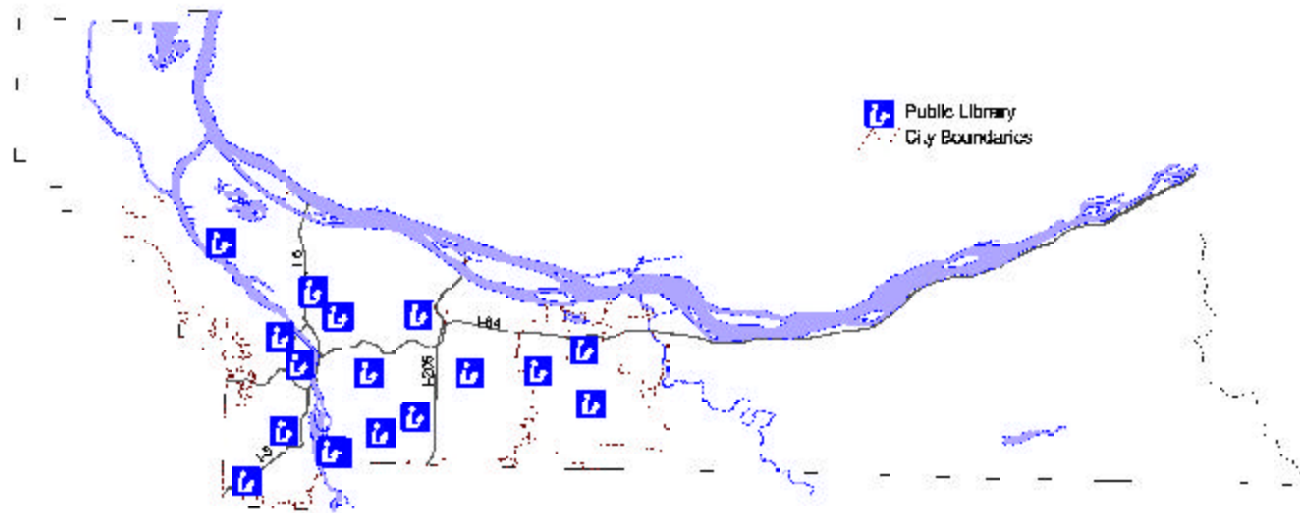
Library Staffing
(Full-Time Equivalent Employees)
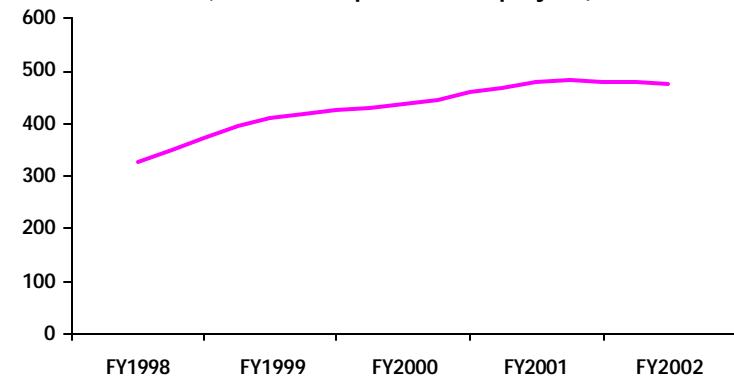
Books and Reading

Location of Multnomah County Libraries

One of the Library's primary purposes is to provide a wide range of books and other materials to the residents of Multnomah County. The Library has a large collection that includes popular titles, classics, children's books, training and research materials, and many other resources.

In addition, the Library supports opportunities to increase reading and literacy in the community by providing outreach, reading programs, and materials in alternate formats and languages to meet the needs of county residents.

| Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Books and materials in languages other than English	21,577	22,038	26,697	30,042	36,909
Books and materials in large print, audio and video tape, DVD, or CD	156,643	183,729	213,186	249,345	302,470
New library cards issued annually	65,592	67,626	68,752	68,559	70,219
Hours open (all libraries)	27,994	36,302	37,677	42,698	47,379
Book holds filled	650,273	787,465	893,039	1,053,627	1,396,277
Books circulated	8,486,034	9,450,963	12,152,743	14,008,166	16,133,945

Books and Reading

Satisfaction with Availability of Books and Materials

The Multnomah County Auditor's Office started a Citizen Survey in FY2001. The annual survey of county residents shows a high level of satisfaction with the availability of books and materials at County libraries. The percent of survey respondents who were satisfied or very satisfied with availability was 91% in FY2001 and FY2002.
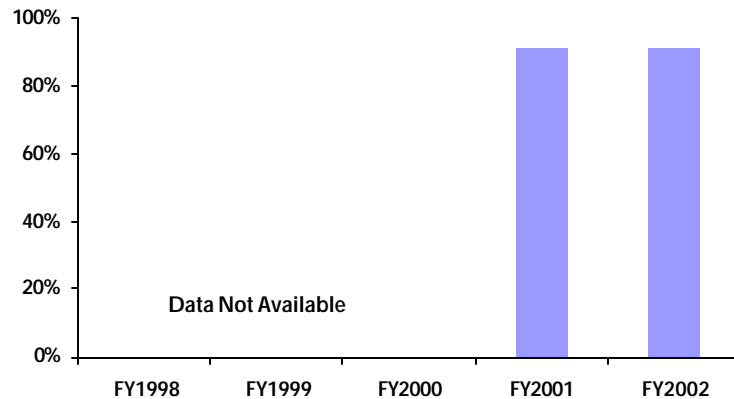
Overall Satisfaction with Libraries

Citizens also responded to a general question about their overall satisfaction with County libraries. Of those surveyed, 97% and 96% of survey respondents answered satisfied or very satisfied with the Library's overall quality in FY2001 and FY2002, respectively.

Survey Respondents Satisfied or Very Satisfied with Availability of Books and Materials

Survey Respondents Who are Satisfied or Very Satisfied with Overall Library Quality
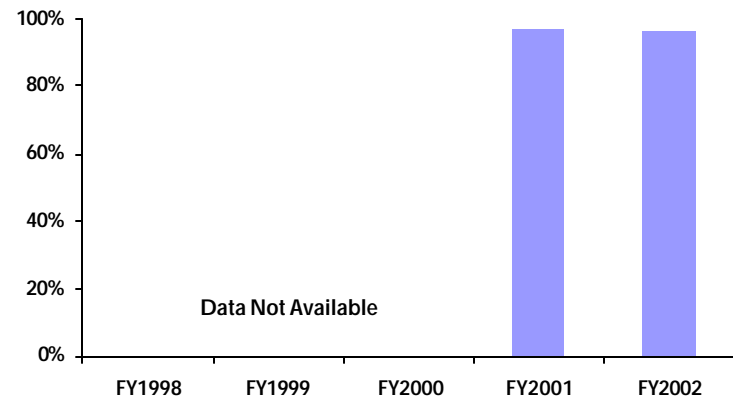
Results	FY1998	FY1999	FY2000	FY2001	FY2002
Percent of browsers who found something to check out	92%	90%	92%	91%	91%
Percent of visitors who found the specific subject or author they were seeking	72%	84%	84%	93%	88%
Percent of visitors who found the specific title they were seeking	61%	66%	72%	76%	64%
Percent of unavailable items delivered within 7 days	58%	58%	56%	60%	61%
Active borrowers (used library card in last three years)	N/A	393,610	444,219	515,184	509,949
Books and materials turnover rate	N/A	N/A	N/A	8.2	8.6
Frequency of visits to Library per capita	4.2	4.5	6.1	5.0	5.8

| Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Circulation per employee	25,980	23,087	27,930	29,245	33,981
Express check-out (automated) use	New Program		548,453	620,362	1,051,862

## Books and Reading

Multnomah County and Comparable Libraries

Libraries around the country provide a core set of services, such as checking books in and out, that are relatively easy to compare. For the purposes of this report, the public library systems in Denver, CO; Seattle, WA; Charlotte/Mecklenburg County, NC; and Dayton/ Montgomery County, OH were used as comparison sites based on similarities in the population served and library system characteristics. While many services are similar, no two library systems are exactly alike; for example, Dayton/Montgomery County has four overlapping library systems within the service area. Differences in services and how each library defines services affect the results presented here. Results should be interpreted cautiously.

The number of books per capita in Multnomah County was 2.8 in FY2002. Approximately half of Denver's books and materials were government publications while others had a lower percentage of government publications.

The Multnomah County Library's circulation per capita was 24.2, the highest among jurisdictions compared.

Circulation per Capita FY2002

Books per Capita FY2002
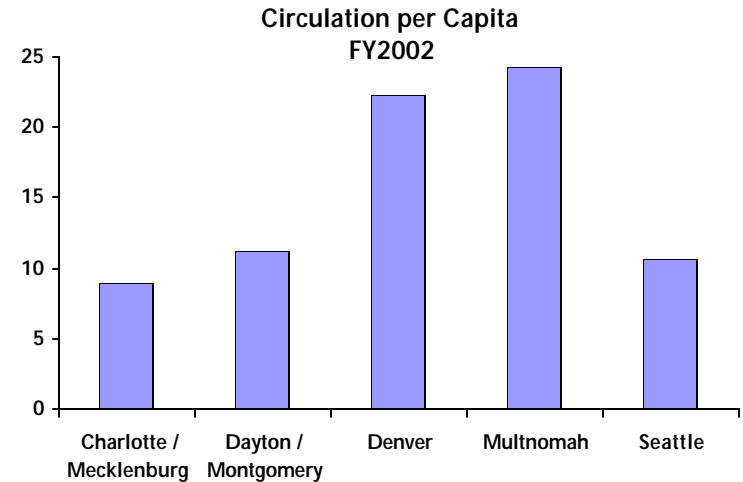
Cost per item circulated was $2.60, the lowest among jurisdictions compared. This cost does not include debt service costs and major construction costs.

Cost per Item Circulated FY2002
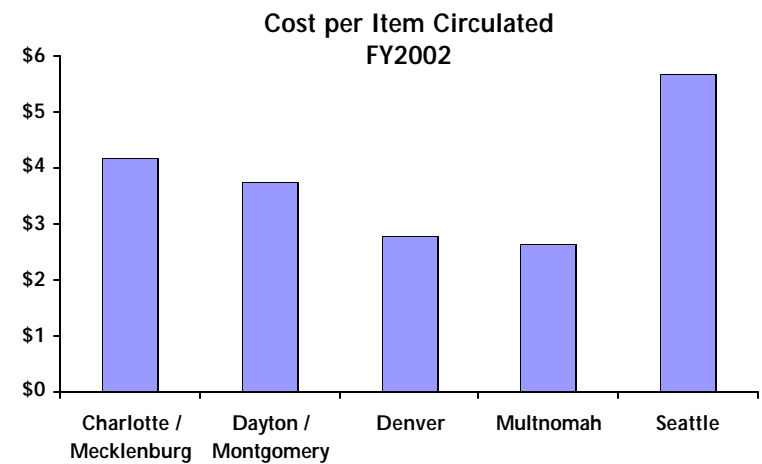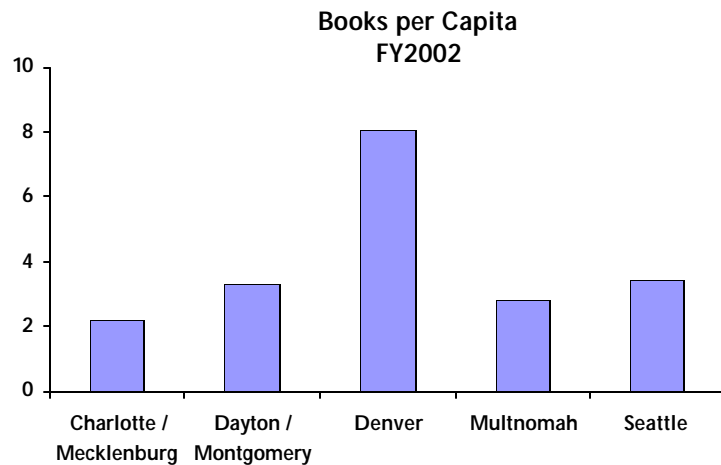
## General Information and Information Literacy

The Library provides a number of programs, resources, and services to meet the information needs of county residents. These services include:

- Internet, fax, and telephone access to resources
- Staff assistance with homework, reference questions, and electronic services
- Computer stations for public use
- Classes to help adults and youth learn to use information and technology

The Library maintained a high level of citizen satisfaction with library assistance in the two years surveyed.

**Survey Respondents Satisfied or Very Satisfied with Assistance Provided by Library Staff**

Data Not Available
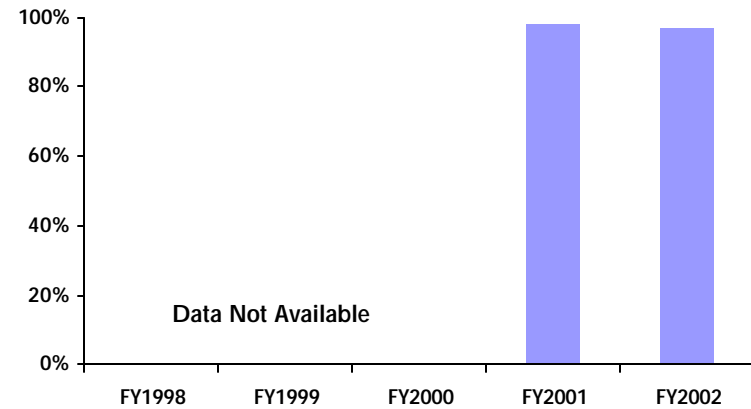
Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Reference transactions	663,039	748,476	773,576	1,054,769	1,168,488
Telephone reference transactions	77,863	91,604	87,183	79,166	73,644
In-library use of materials	2,017,704	2,562,598	2,472,652	2,434,792	N/A
Web site hits	1,067,797	9,203,676	42,323,312	43,346,524	44,568,574
Students taught technology information skills and library resources in schools	12,711	14,093	15,749	14,392	17,985
Information literacy classes held	New Program	102	340	403	450
Website hits for homework help	New Program		119,547	348,259	2,635,053

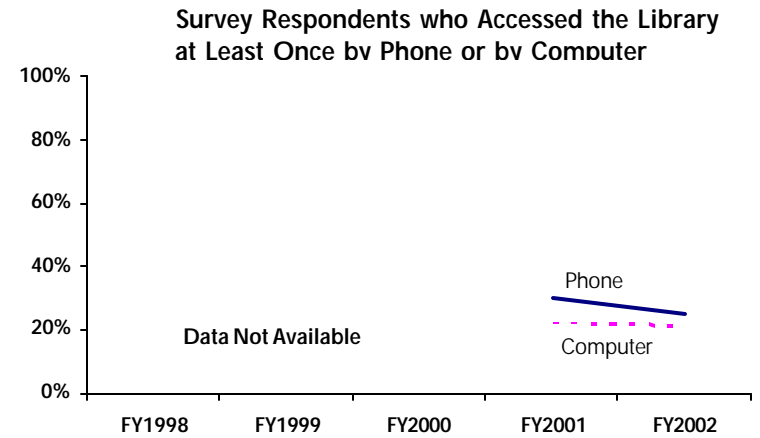# General Information and Information Literacy

Public Access to Computers

The Library provides computers at the Central Library and in each branch for the public to use. Visitors use these computers to access the Internet, do research, and get information about the Library's resources. The number of public computers has increased and will continue to grow as new libraries are built and new stations are added to renovated libraries.
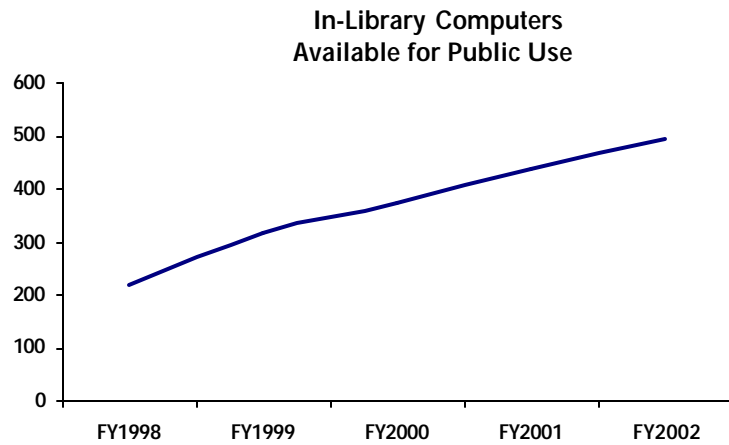
Remote Users

Technology provides more ways for people to interact with the Library in addition to personal contact. In FY2002 the percentage of respondents to the annual citizen survey who had contacted the Library by phone at least once was 25%. The number who contacted the Library at least once via computer was 21%.

**In-Library Computers
Available for Public Use**

**Survey Respondents who Accessed the Library
at Least Once by Phone or by Computer**

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Remote user satisfaction		Measure Under Development			
Satisfaction with information literacy classes	N/A	N/A	N/A	N/A	99%

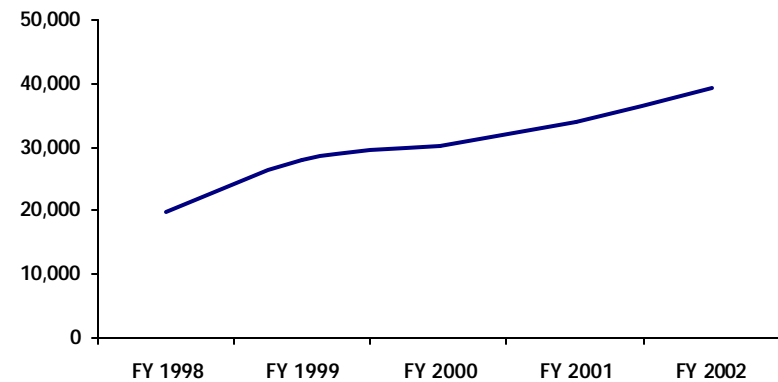| Efficiency	FY1998	FY1999	FY2000	FY2001	FY2002
Reference transactions completed per staff person	6,928	5,963	5,696	6,553	7,346

Childhood and Lifelong Learning

The Library provides opportunities for people to learn throughout their lifetimes. These include:

- Books and training available to parents and childcare facilities to establish early reading habits in young people
- Partnerships with schools to help children learn through School Corps, Homework Help, Books 2U, Internet resources, etc.
- Campaigns in schools each fall to ensure that youth have library cards and know how to use them
- Programs on investing and job-hunting available for adults
- Accommodations for people with special needs
- Services to nursing home residents and homebound individuals who cannot travel to libraries

Summer Reading Program

The number of children enrolled in the Summer Reading program has grown over 98% since FY1998. The program is part of the Library's strategy to encourage reading among youth to help them succeed in school.

**Children and Teens Enrolled in the Summer Reading Program**

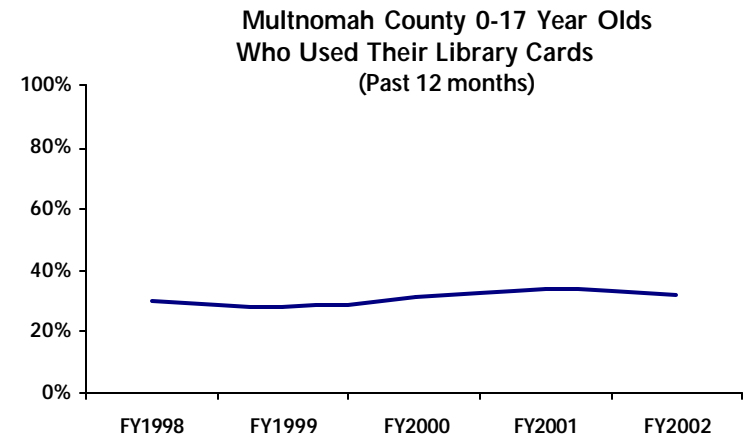| Workload	FY1998	FY1999	FY2000	FY2001	FY2002
Books distributed to child care facilities	48,645	60,517	83,005	92,575	95,257
Contacts with youth in targeted programs in and outside libraries	414,962	570,940	465,727	261,910	542,602
Electronic resources website page hits	184,230	1,381,289	2,926,152	3,104,347	4,498,857
Youth interest website page hits	New Program		99,955	2,776,801	2,382,437
Technology classes offered for seniors			New Program	79	69
Visits to nursing homes	431	693	672	1,188	1,158
Books distributed through adult outreach services	234,871	158,753	142,651	183,610	202,322

Childhood and Lifelong Learning

Citizen Satisfaction with Children's Programs

The Library's programs for children achieved high satisfaction ratings by respondents to the citizen survey. 96% and 95% of respondents gave a high mark in this area in FY2001 and FY2002, respectively.
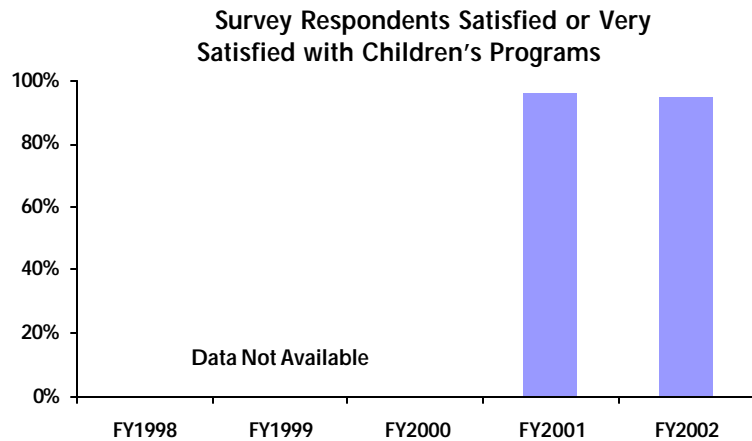
Library Card Use by Children and Teens

The Library works closely with schools and provides a number of in-library, outreach, and on-line services designed to help youth access the Library and encourage them to use their library cards. Over the last 5 years, between 28% and 34% of youth in the county used their library cards in the previous 12 months.

Survey Respondents Satisfied or Very Satisfied with Children's Programs

Multnomah County 0-17 Year Olds Who Used Their Library Cards (Past 12 months)

Results	FY1998	FY1999	FY2000	FY2001	FY2002
Young cardholders added annually	N/A	N/A	N/A	19,061	18,510
Percent of books and materials in languages other than English	1.5%	1.4%	1.5%	1.6%	1.9%
Percent of circulation that is materials for children and young adults	31%	31%	28%	27%	27%
Percent of active cardholders over 55 years old (used card within past 18 months)	N/A	N/A	N/A	12%	12%

Efficiency	FY1998	FY1998	FY1998	FY2001	FY2001
Cost per adult outreach services circulation (adjusted for inflation)	$1.23	$2.18	$2.47	$1.91	$2.04

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Multnomah County

Service Efforts and Accomplishments FY2002

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Community-Based Service Delivery

The purpose of the Multnomah County citizen survey is to obtain information from citizens about their satisfaction with County services and their views on how well the County is doing. While many individual survey items are not directly linked to specific County services, they are designed to measure qualities that are indirectly linked. We also hope to improve insight into how County government may contribute to citizens' overall feelings of regional and neighborhood livability.

The County's health and social service delivery offices are located throughout the County to allow easier access to citizens who need them. Services are provided in schools, non-profit programs, senior centers, branch offices, churches, clinics, and cultural and family centers. The Library has 16 branches, the Central Library in downtown Portland, and the Title Wave Used Bookstore. In the social and health services system each department has geographically dispersed locations to better serve citizens.

To analyze the survey data, we looked at citizen responses county wide and by service district. The service district boundaries were adapted from the Office of School and Community Partnerships service boundaries. These are also closely aligned with the Aging and Disability Services Division and Health Department service boundaries.
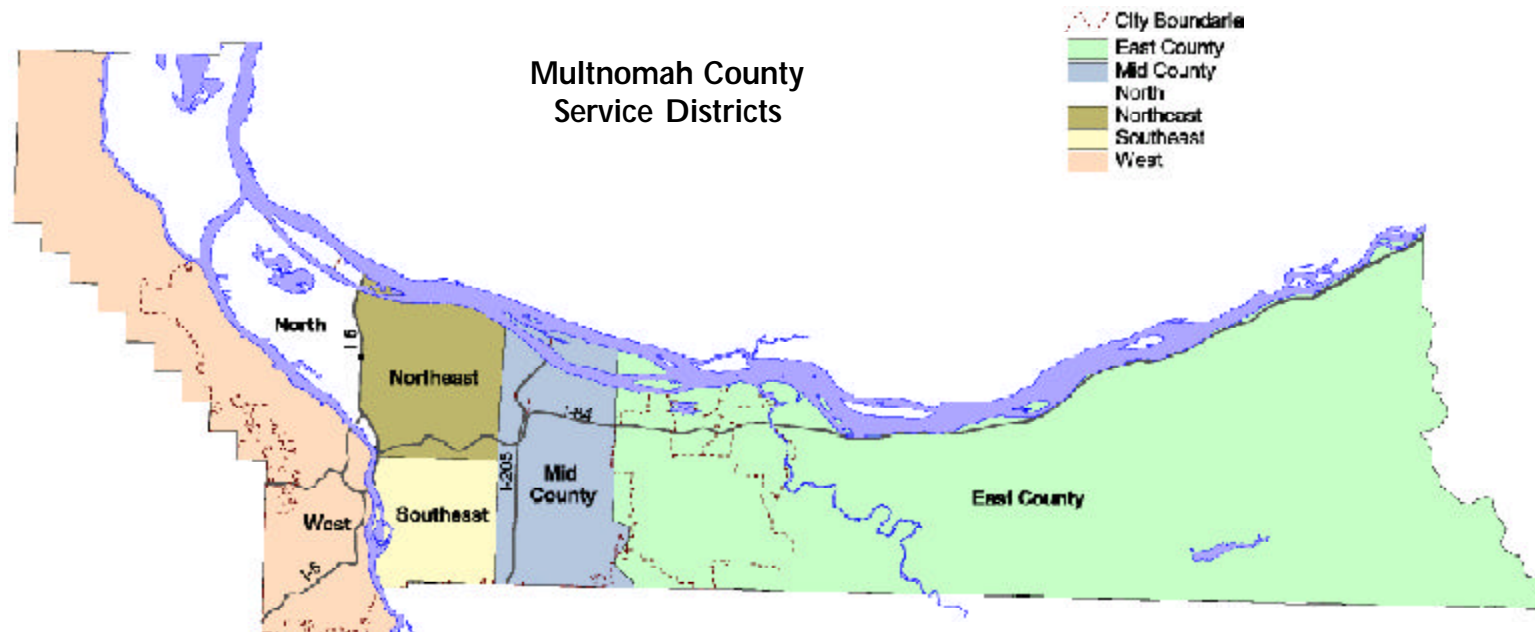
Respondent Characteristics

There were several questions on the citizen survey that related to individual or household characteristics. From this we learned that of those who responded:

- 22% lived in Multnomah County five years or less and 27% more than 30 years. Citizens in the West and Southeast Districts had a higher percentage that lived there five years or less and citizens in the North and Mid-County Districts had a higher percentage that lived there more than 30 years.
- For hours worked per week, the West had a higher percentage of respondents who worked over 40 hours per week (26%).
- For total income, the West had the highest percentage of respondents who made $60,000 or more and North had the highest percentage who were living at the poverty threshold or below. With the exception of West, service districts were similar in the number of respondents with a household income between the poverty threshold and median income (approximately 1/3 of respondents).
- Most citizens (85%) rated themselves as having good, very good, or excellent health.
- 30% had some or a great deal of limited activity due to their physical health or functioning.
- 15% had some or a great deal of limited activity due to their emotional or mental health problems.

Average Household Income by Service District FY2002
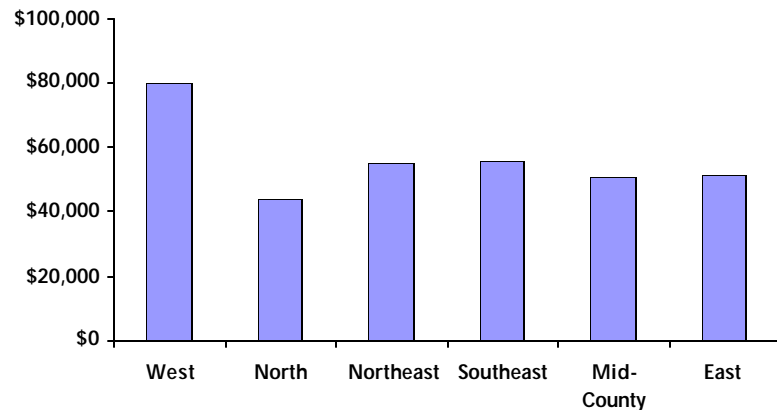
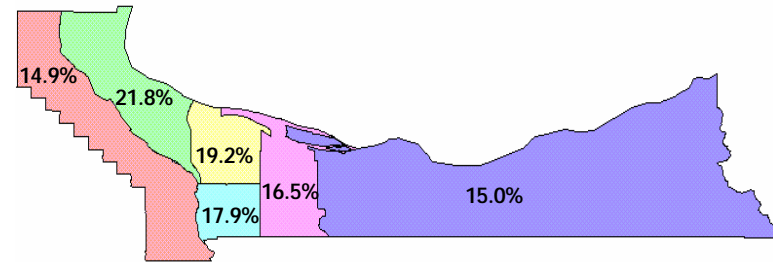**Number of Years Respondent Has Lived in Neighborhood FY2002**
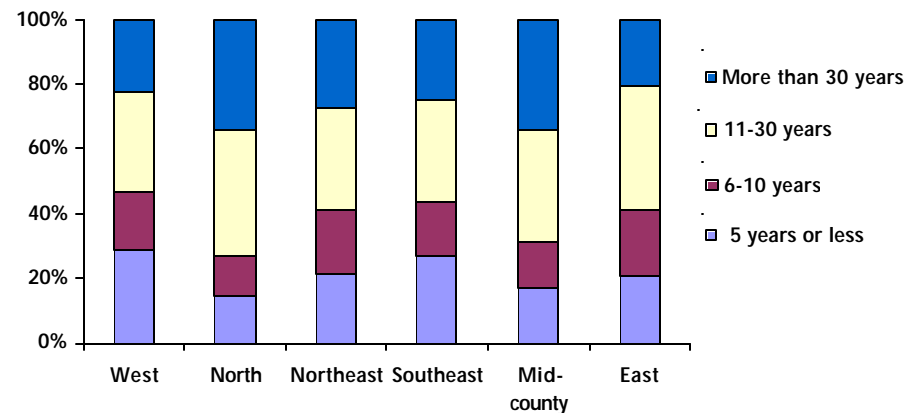
Animal Services

The mission of the Animal Services Division is to protect people and animals through the promotion and enforcement of responsible animal ownership. The Field Services program is responsible for providing timely response and effective resolution to animal-related emergencies and neighborhood problems involving animal ownership. One of the most frequent problems neighbors report is with barking dogs.

Percent Having Problems with Barking Dogs FY2002

14.9%

21.8%

19.2%

17.9%

16.5%

15.0%

In addition to barking dog problems, 25% of respondents identified a problem with animals running loose in their neighborhood and 7% identified a problem with a vicious animal. Despite the problems of barking (17%) and loose animals in neighborhoods, only 8% had reported a problem to Animal Services. Of the 165 respondents who had reported a problem to Animal Services, more than half (58%) were somewhat or very satisfied with the service they received.

Percent Reporting Problems to Animal Services

Data Not Available

	FY1998	FY1999	FY2000	FY2001	FY2002
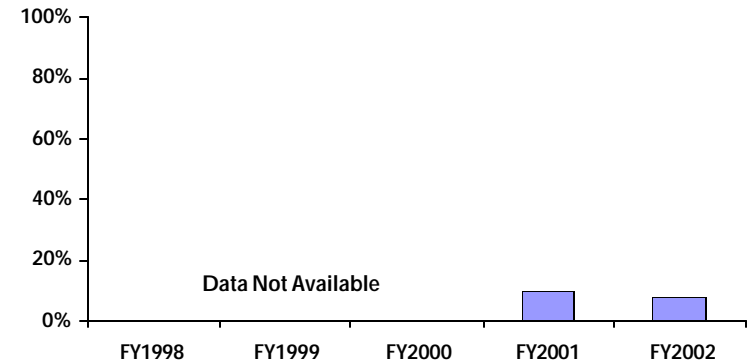
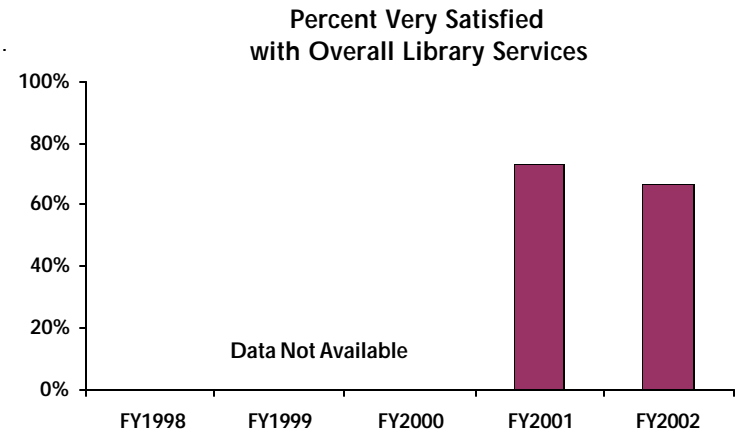| Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who had a problem with barking dogs in neighborhood	N/A	N/A	N/A	30%	17%
Percent who had a problem with animals running loose in neighborhood	N/A	N/A	N/A	34%	25%
Percent who had a problem with vicious animal in neighborhood	N/A	N/A	N/A	9%	7%

Library

Accessing Library Services

The percent of respondents accessing the Library by computer is only slightly lower (4%) than those accessing the Library by telephone.
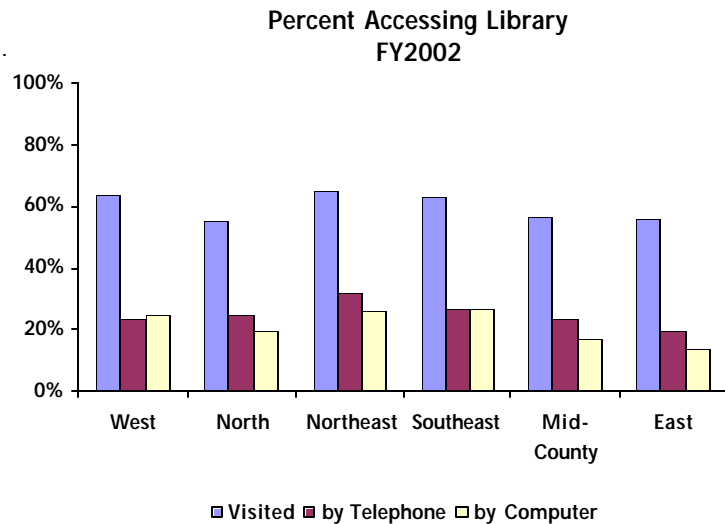
Satisfaction With Library Services

Overall, respondents were very satisfied with Library services. Libraries were also rated highly for location, assistance provided by library staff, and children's programs.

Percent Accessing Library
FY2002

□ Visited ■ by Telephone □ by Computer

Percent Very Satisfied
with Overall Library Services

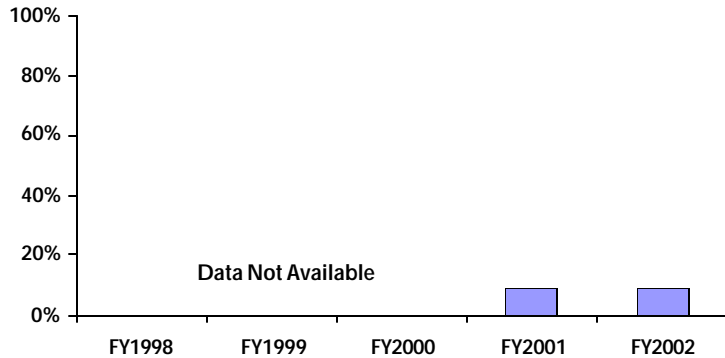| Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent very satisfied with hours library is open	N/A	N/A	N/A	59%	51%
Percent very satisfied with location	N/A	N/A	N/A	75%	76%
Percent very satisfied with availability of books and materials	N/A	N/A	N/A	58%	57%
Percent very satisfied with assistance provided by library staff	N/A	N/A	N/A	79%	77%
Percent very satisfied with children's programs	N/A	N/A	N/A	70%	70%

Access to County Sevices

Telephone Information Referral

Since November 2000, Portland and Multnomah County have shared one Information and Referral (I&R) telephone number. The combining of I&R functions is to allow better accessibility for citizens. With one contact number, citizens do not need to know which services are City and which are County. While only 9% of respondents had used the I&R number, 24% were aware of it.

Web Page

A higher percent of respondents had used the Multnomah County web page (17%) than the I&R telephone number. Furthermore, a higher percentage indicated they were aware of the County's web page at 53%.

Percent of Respondents That Have Used City/County Information and Referral Telephone Number (503-823-4000)

Data Not Available

Percent of All Respondents That Have Used the Multnomah County Web Page

Data Not Available
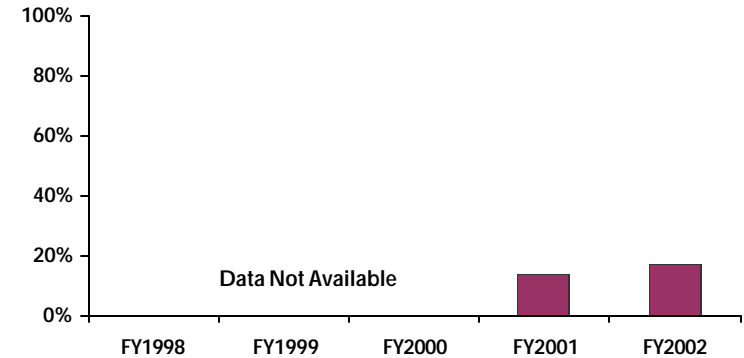
Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who attempted to find out about or use any City or County service	N/A	N/A	N/A	28%	24%
Percent who knew there is a City/County Telephone Information and Referral number	N/A	N/A	N/A	27%	24%
Percent with access to the Internet either from home or other location	N/A	N/A	N/A	75%	75%
Percent who knew the County had a web page	N/A	N/A	N/A	38%	53%

Sense of Safety

Feeling Safe Walking in the Neighborhood

Feelings of safety in a neighborhood can be affected by several environmental factors such as law enforcement presence, street lighting, and knowing neighbors. While some of these factors may be directly linked to County services, others are not.
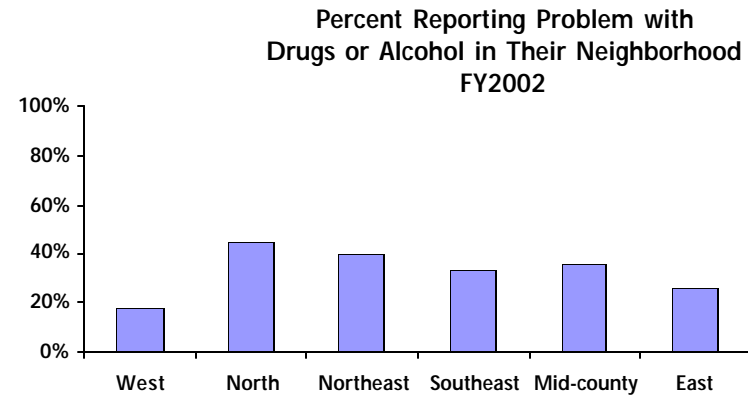
While most people surveyed reported feeling fairly safe walking alone in their neighborhood during the day, respondents in North and Mid-County felt noticeably less safe at night.
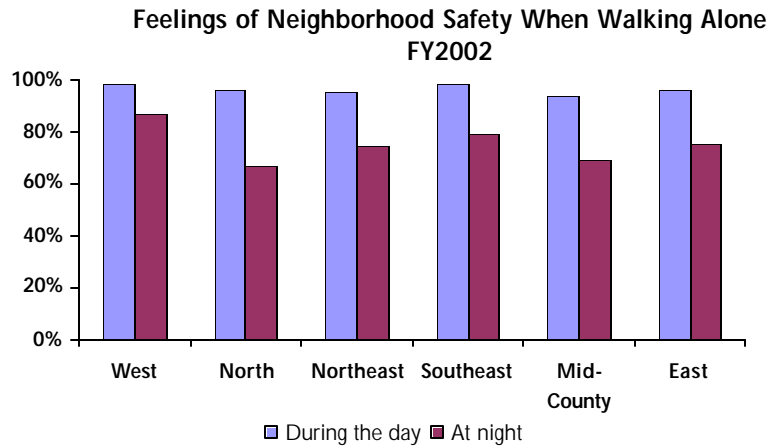
Problems in the Neighborhood

The County provides programs to help families and communities deal with social problems. In particular, the County targets low-income families dealing with a variety of issues including drug and alcohol problems, domestic abuse, homlessness, and reintegration of criminal offenders into communities.

North and Northeast reported more problems with drugs and alcohol. North also reported more problems with neighbors fighting. Northeast and Southeast reported more problems with graffiti.

Feelings of Neighborhood Safety When Walking Alone FY2002

Percent Reporting Problem with Drugs or Alcohol in Their Neighborhood FY2002

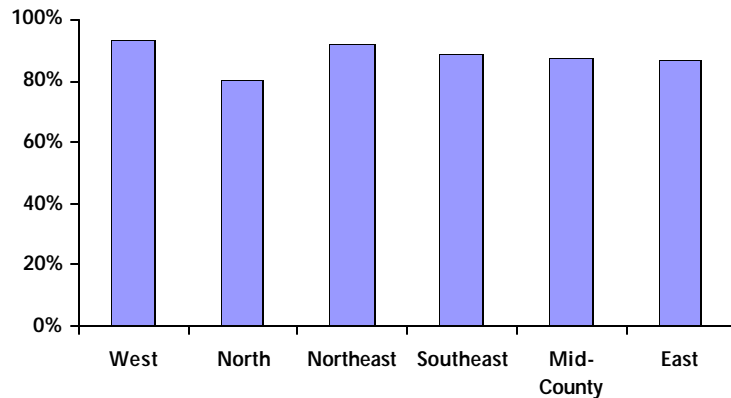| Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who agree they can count on adults in the neighborhood to watch out that children are safe	N/A	N/A	N/A	85%	86%
Percent who had a problem with children not being in school during the day	N/A	N/A	N/A	17%	19%
Percent who had a problem with fighting in their neighborhood	N/A	N/A	N/A	16%	16%
Percent who had problems with graffiti in their neighborhood	N/A	N/A	N/A	27%	22%
Percent who had problems with children hanging around	N/A	N/A	N/A	18%	16%
Percent who were aware of homeless adults in their neighborhood	N/A	N/A	N/A	24%	22%
Percent who were aware of homeless children in their neighborhood	N/A	N/A	N/A	4%	2%

Sense of Community

Community Building

While local governments provide programs to improve neighborhood livability, they are limited by personal and community motivation. With few exceptions, government can only assist those who will accept or seek assistance.

Respondents in each of the service districts clearly feel their neighbors would be willing to help each other.

Even though Northeast and Southeast respondents reported more neighborhood problems, the majority of respondents still consider their neighborhoods good places to live.

Community-Based Services

One of the ways Multnomah County programs attempt to effectively deliver services is by showing a presence in communities. The County has school-based programs, senior centers, and family centers located throughout the County. The County wants citizens to be aware of its presence and be accessible to those who need services.

Percent of Respondents Who Believe People in Their Neighborhood Would be Willing to Help Each Other FY2002

Percent who Strongly Agree Their Neighborhood is a Good Place to Live FY2002
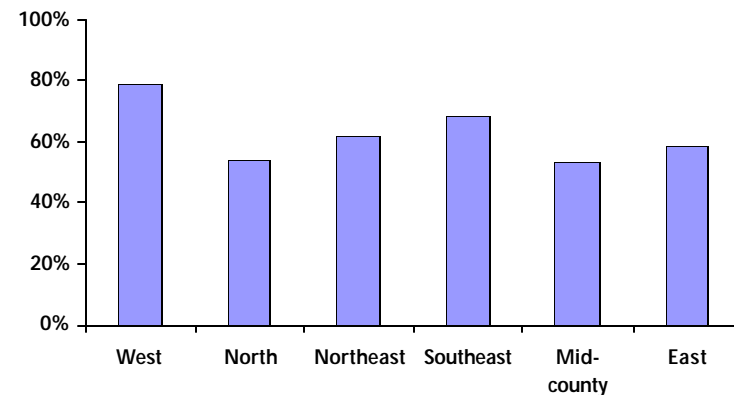
Citizen Survey	FY1998	FY1999	FY2000	FY2001	FY2002
Percent who strongly agree or agree there is a sense of community	N/A	N/A	N/A	78%	80%
Percent who strongly agree or agree people move in and out of the neighborhood a lot	N/A	N/A	N/A	36%	34%
Percent who strongly agree or agree that if children were doing something wrong neighbors would do something about it	N/A	N/A	N/A	78%	84%
Percent who strongly agree or agree adults in the community know the kids	N/A	N/A	N/A	69%	76%
Percent who strongly agree or agree very few of their neighbors know them	N/A	N/A	N/A	51%	48%
Percent who strongly agree or agree they can recognize most of the people on their block	N/A	N/A	N/A	81%	83%
Percent who strongly agree or agree they regularly talk with people in their neighborhood	N/A	N/A	N/A	73%	76%

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Appendix

In the spring of 2002, the Multnomah County Auditor's Office worked with the Portland State University Survey Research Laboratory to conduct its second telephone survey of Multnomah County residents. Survey participants were adults from randomly selected households. A total of 15,000 telephone numbers were selected using ASDE Survey Sampler software. Of those numbers, 54% were directory-listed numbers, and 46% were not directory listed. The non-listed numbers were created by randomly generating the final four digits based on the exchanges in use in Multnomah County. A minimum of five attempts, and as many as ten, were made to reach each working number in the sample. Interviewers were available to interview in Spanish as well as English.

Service delivery districts were developed based on the Office of School and Community Partnerships service district boundaries. In total, 2,000 interviews were completed. A total of 38,628 calls were made to 14,522 telephone numbers. Of the 14,522 telephone numbers, 5,906 were not valid numbers for the study because they were not in Multnomah County; did not speak Spanish or English; or were group homes, non-working numbers, non-residential, cell phones, or pay phones. This left a total of 6,944 eligible phone numbers to be contacted. Of those, 2,000 completed the interview and 2,417 refused to be interviewed. The remainder were persistently unavailable. This yields an interview completion or response rate of 45%. This is up from last years response rate of 33%.

Several quality control measures were used for the telephone survey. These included:

- Making all calls from a supervised, centralized interviewing facility
- Using a Computer-Assisted Telephone Interviewing (CATI) system
- Conducting detailed training of interviewers and supervisors on the survey instrument
- Monitoring selected calls made by each interviewer
- Closely monitoring reports concerning interviewer performance

The sampling error (at a 95% confidence level) for this survey is +/- 2%.

Citizen Survey

ANIMAL CONTROL

Q1A - In the past year, have you had any problems in your neighborhood with barking dogs?
0   No
1   Yes
8   Don't know
9   Refused

Q1B - In the past year, have you had any problems in your neighborhood with animals running loose?
0   No
1   Yes
8   Don't know
9   Refused

Q1C - In the past year, have you had any problems in your neighborhood with a vicious animal?
0   No
1   Yes
8   Don't know
9   Refused

Q1D - In the past year, have you reported an animal problem in your neighborhood to Multnomah Animal Control?
0   No
1   Yes
8   Don't know
9   Refused

Q1E - Thinking about the last time you called Multnomah Animal Control, how satisfied were you with the service you received?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

LIBRARY

Q2A - In the past 12 months, have you visited a Multnomah County library?
0   No
1   Yes
8   Don't know
9   Refused

Thinking about the Multnomah County Library you usually go to:

Q2B - In general, how satisfied are you with the hours it is open?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Citizen Survey

Q2C - In general, how satisfied are you with its location?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q2D - In general, how satisfied are you with the availability of
books and materials?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q2E- In general, how satisfied are you with the assistance
provided by library staff?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q2F - In general, how satisfied are you with the children's
programs?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q2G - In the past 12 months, have you contacted a Multnomah
County library by telephone?
0   No
1   Yes
8   Don't know
9   Refused

Q2H - In the past 12 months, have you accessed a Multnomah
County library by computer?
0   No
1   Yes
8   Don't know
9   Refused

Q2I - Overall, how satisfied are you with Multnomah County
libraries?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Citizen Survey

COUNTY SERVICES

Q3 - In the past year, have you attempted to find out about or use any city or county service besides animal control or the library?
0   No
1   Yes
8   Don't know
9   Refused

Q3A - What service or services were you looking for?

Q3B - How difficult or easy was it to find the service?
1   Very difficult
2   Somewhat difficult
3   Somewhat easy
4   Very easy
8   Don't know
9   Refused

Q3C - Did you know there is a City/County Telephone Information and Referral number?
0   No
1   Yes
8   Don't know
9   Refused

Q3D - Have you used the City/County Information and Referral number in the past year?
0   No
1   Yes
8   Don't know
9   Refused

Q3E - How satisfied were you with the information you received?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q4 - Do you have access to the Internet either from home or from another location?
0   No
1   Yes
8   Don't know
9   Refused

Q4A - Did you know Multnomah County has a web page?
0   No
1   Yes
8   Don't know
9   Refused

Q4B - Have you ever used the Multnomah County web page?
0   No
1   Yes
8   Don't know
9   Refused

Citizen Survey

Q4C - How satisfied were you with the web page?
1 Very dissatisfied
2 Somewhat dissatisfied
3 Somewhat satisfied
4 Very satisfied
8 Don't know
9 Refused

Q5A - Are you or a family member currently using senior or aging services?
0 No
1 Yes
8 Don't know
9 Refused

Q5B - Yes
Overall, how satisfied were you with this service?
1 Very dissatisfied
2 Somewhat dissatisfied
3 Somewhat satisfied
4 Very satisfied
8 Don't know
9 Refused

Q6A - Are you or a family member currently using disability services?
0 No
1 Yes
8 Don't know
9 Refused

Q6B - Yes
Overall, how satisfied were you with this service?
1 Very dissatisfied
2 Somewhat dissatisfied
3 Somewhat satisfied
4 Very satisfied
8 Don't know
9 Refused

Q7A - Are you or a family member currently using adult foster care?
0 No
1 Yes
8 Don't know
9 Refused

Q7B - Yes
Overall, how satisfied were you with this service?
1 Very dissatisfied
2 Somewhat dissatisfied
3 Somewhat satisfied
4 Very satisfied
8 Don't know
9 Refused

Q8A - Are you or a family member currently using the Neighborhood District Attorney Program?
0 No
1 Yes
8 Don't know
9 Refused

Citizen Survey

Q8B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q9A - Are you or a family member currently using the Connec-
tions Program for Young Parents?
0   No
1   Yes
8   Don't know
9   Refused

Q9B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q10A - Are you or a family member currently using a County
clinic, for example, a TB, Methadone, HIV, or dental clinic?
0   No
1   Yes
8   Don't know
9   Refused

Q10B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q11A - Are you or a family member currently using the Head
Start Program?
0   No
1   Yes
8   Don't know
9   Refused

Q11B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q12A - Are you or a family member currently using the Healthy
Start Program?
0   No
1   Yes
8   Don't know
9   Refused

Citizen Survey

Q12B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q13A - Are you or a family member currently using mediation
for family court services?
0   No
1   Yes
8   Don't know
9   Refused

Q13B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q14A - Are you or a family member currently using the Head
Start Program?
0   No
1   Yes
8   Don't know
9   Refused

Q14B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q15A - Are you or a family member currently using the
Foodhandler's Card Program?
0   No
1   Yes
8   Don't know
9   Refused

Q15B - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q16A - In the past year, have you been a victim of a crime?
0   No
1   Yes
8   Don't know
9   Refused

Citizen Survey

Q16B - Yes
Did you report the Crime?
0   No
1   Yes
8   Don't know
9   Refused

Q16C - Yes
Did you have contact with the District Attorney's Office?
0   No
1   Yes
8   Don't know
9   Refused

Q16D - Yes
Did they inform you of services that may help you?
0   No
1   Yes
8   Don't know
9   Refused

Q16E - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q17A - In the past year, have you been supervised by a County parole or probation officer?
0   No
1   Yes
8   Don't know
9   Refused

Q17B - Yes
In the past year, did you have regular contact with your parole or probation officer?
0   No
1   Yes
8   Don't know
9   Refused

Q17C - Yes
In the past year, do you feel you have received fair treatment by your parole or probation officer?
0   No
1   Yes
8   Don't know
9   Refused

Q17D - Yes
In the past year, how often has your parole or probation officer treated you with respect?
1   Always
2   Most of the time
3   Some of the time
4   Never
8   Don't know
9   Refused

Citizen Survey

Q18A - In the past year, have you been incarcerated in a Mult-
nomah County jail?
0   No
1   Yes
8   Don't know
9   Refused

Q18B - Yes
Do you feel you received fail treatment from jail personnel?
0   No
1   Yes
8   Don't know
9   Refused

Q18C - Yes
How often do you feel jail personnel treated you with respect?
1   Always
2   Most of the time
3   Some of the time
4   Never
8   Don't know
9   Refused

Q18D - Yes
Did you receive any transitional services to assist you with
reentry into the community, for example, education, employ-
ment, housing, or assistance with basic needs?
0   No
1   Yes
8   Don't know
9   Refused

Q18E - Yes
What service or services did you receive?

Q18F - Yes
Overall, how satisfied were you with this service?
1   Very dissatisfied
2   Somewhat dissatisfied
3   Somewhat satisfied
4   Very satisfied
8   Don't know
9   Refused

Q19A - In the past year, have you applied for a marriage license
or domestic partner registration?
0   No
1   Yes
8   Don't know
9   Refused

Q19B - Yes
How difficult or easy was it to find the applications?
1   Very difficult
2   Somewhat difficult
3   Somewhat easy
4   Very easy
8   Don't know
9   Refused

Citizen Survey

Q19C - Yes
How difficult or easy was it to understand the application
process?
1   Very difficult
2   Somewhat difficult
3   Somewhat easy
4   Very easy
8   Don't know
9   Refused

Q20A - Do you use any of these bridges at least once a week?

The bridges I'm asking about are the Sellwood, Hawthorne,
Morrison, Burnside, Broadway, and Sauvie Island Bridges.
0   No
1   Yes
8   Don't know
9   Refused

Q20B - In the past year, have you experienced a bridge closure
or delay due to a special event or construction?

This does not include raising or lowering the bridge for single
ships.
0   No
1   Yes
8   Don't know
9   Refused

Q20C - Yes
Do you feel you were adequately notified in advance of the
changes in traffic flow due to the event or construction
0   No
1   Yes
8   Don't know
9   Refused

NEIGHBORHOOD

Q21A - I think my neighborhood is a good place for me to live.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21B - I feel there is a sense of community in my neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21B - I feel there is a sense of community in my neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Citizen Survey

Q21C -If children in my community were doing something wrong, neighbors would do something about it.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21D - Adults in my community know the kids in their neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21E - Very few of my neighbors know me.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21F - People around here are willing to help their neighbors.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21G - I Can recognize most of the people who live on my block.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21H - You can count on adults in this neighborhood to watch out that children are safe.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q21I - People move in and out of my neighborhood a lot.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Citizen Survey

Q21J - I regularly stop and talk with the people in my
neighborhood.
1   Strongly disagree
2   Somewhat disagree
3   Somewhat agree
4   Strongly agree
8   Don't know/No Opinion
9   Refused

Q22A - In your neighborhood how much of a problem is kids
who are not in school during the day?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know/No Opinion
9   Refused

Q22B - How much of a problem is alcohol or drug abuse in your
neighborhood?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know/No Opinion
9   Refused

Q22C - How much of a problem is neighbors' fighting in your
neighborhood?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know/No Opinion
9   Refused

Q22C1 - How often is this fighting within a family?
0   Never
1   Sometimes
2   Often
8   Don't know/No Opinion
9   Refused

Q22D - How much of a problem is graffiti in your
neighborhood?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know/No Opinion
9   Refused

Q22E - How much of a problem in your neighborhood are kids
hanging around after school and on weekends?
1   No problem at all
2   Somewhat of a problem
3   A big problem
8   Don't know/No Opinion
9   Refused

Q23A - Are you aware of any homeless adults in your
neighborhood?
1   No
2   Yes
8   Don't know/No Opinion
9   Refused

Citizen Survey

Q23B - Are you aware of any homeless children in your neighborhood?
1   No
2   Yes
8   Don't know/No Opinion
9   Refused

Q24A - In general, how safe do you feel walking alone in your neighborhood during the day?
1   Very unsafe
2   Somewhat unsafe
3   Somewhat safe
4   Very safe
8   Don't know/No Opinion
9   Refused

Q24B - In general, how safe do you feel walking alone in your neighborhood at night?
1   Very unsafe
2   Somewhat unsafe
3   Somewhat safe
4   Very safe
8   Don't know/No Opinion
9   Refused

OTHER
Q25 - In what year were you born?

Q26 - Gender?
0   Male
1   Female
8   Don't know
9   Refused

Q27 - How would you describe your current marital status??
1   Single
2   Married
3   Living with a partner
4   Separated
5   Divorced
6   Widowed
8   Don't know
9   Refused

Q28 - Would you describe yourself as any of the following: Spanish, Hispanic or Latin?
0   No
1   Yes
8   Don't know/No Opinion
9   Refused

Q29A - How would you describe your race?
1   White
2   American Indian or Alaskan Native
3   Asian or Pacific Islander
4   Black or African-American
5   Multi-racial
6   Other
8   Don't know/No Opinion
9   Refused

Q29B - OTHER
How would you describe your race?

Citizen Survey

Q30 - What is the highest grade or level of school you have completed?

01 Less than 8 years
02 Some high school (2-12 years), without a diploma
03 High school diploma or GED
04 Associate Degree (for example: AA, AS)
05 Some college, but no degree
06 Bachelor's degree (for example BA, AB, BS)
07 Some graduate study, but no degree
08 Graduate or professional degree (Master's, Professional (e.g., law, medicine), Doctorate)
89 Don't know/No Opinion
99 Refused

Q31 - About how many hours a week on average, if any, do you work?

Q32 - In general, would you say your health is:
1 Excellent
2 Very good
3 Good
4 Fair
5 Poor
8 Don't know
9 Refused

Q33 -On a typical day, to what extent does your physical health or functioning limit your activities?
1 Not at all
2 Some
3 A great deal
8 Don't know
9 Refused

Q34 -On a typical day, to what extent do emotional or mental health problems limit your activities?
1 Not at all
2 Some
3 A great deal
8 Don't know
9 Refused

Q35 -How many children and adults, including yourself, are living in your household right now?

Q36 -Of the people in your household, how many are children aged 18 or younger?

Q37 - Do you live in a:
1 single family home,
2 a 2-,3-, or 4-plex
3 or a larger apartment or condominium complex?
4 Other
8 Don't know
9 Refused

Citizen Survey

Q38 - Do you rent or own?
1   Rent
2   Own
8   Don't know
9   Refused

Q39 - What language do you usually speak at home?
1   English
2   Spanish
3   Other
8   Don't know
9   Refused

Q40 - Other
What language do you speak at home:

Q41 - Which of the following four statement best describes your
ability to get along on your household income:

Household=all people living in household
1   You can't make ends meet
2   You have just enough, no more
3   You have enough, with a little extra sometimes
4   You always have money left over
8   Don't know
9   Refused

Q42 - Adding together the income of all the people in your
household, could you please tell me approximately what your
total household income was last year, from all sources, before
taxes?

External Data Sources & Data Definition

This Appendix list only the external data sources used in this report. Most of the other data used came directly from the departments, their contractors, or county wide information systems. We did not list these sources here. For information or data sources not listed here, please contact the departments directly.

All population figures for Fiscal Year 2002 are from *July 1, 2001: Oregon Population Report*, Population Research Center, Portland State University.

Department of County Human Services
Pages, 13, 15, and 16
All school and drug treatment data except for DUII: State Client Process Monitoring System (CPMS)

Pages 13 and 17:
Number of senior and disabled clients, percent in different care options, living assistance in homes: State Seniors and Disabled Services Management Information System (MMIS)

Page14:
Calls to domestic violence crisis line: Oregon Department of Human Services

Health Department
Page 24
Insurance Coverage: Oregon Population Survey and U.S Census Bureau 2000 (via the Portland/Multnomah County Progress Board).
Inadequate Prenatal Care: Birth Certificate Data, Oregon Health Division

Page 25
Economic Benefits: *Public Health: What it is and How it Works.* Turnock, Bernard J. 1997.
New HIV Positive Tests (calendar Year): Oregon Health Division

Page 26
Infant Mortality Rate: Oregon Health Division.
Teen Pregnancy: Oregon Health Division.

Citizen Survey

Page 27
Health Risk Behaviors data on Obesity: Oregon Behavioral Risk Factor Surveillance System 2000.
Adult Cigarette Smoking: Oregon Behavioral Risk Factor Surveillance System 2000.
Youth Smoking: Oregon Healthy Teens Survey 2001.

Page 28
Ambulance Response Time: 911 Call Center

Page 29
2-Year-Old Immunization Rate: *2001 CDC Survey of Two-Year Olds*, Oregon Health Division.
Percent Sexually Transmitted Diseases Interviewed: Oregon Health Division, STD Section.
Sexually Transmitted Disease Contacts: DHA/MIS/Interview Activity Report.

Library
All citizen satisfaction survey information is from FY2001 and FY2002 *Multnomah County Auditor's Office Citizen Survey.*

Page 33
Hours Open: *Oregon State Library Statistical Reports,* 2000.

Page 35
Dayton Metro Library, Ohio: Dayton Metro Library Circulation Division Manager.
Denver Public Library, Colorado: Denver Public Library Business Analyst.
Public Library of Charlotte/Mecklenburg County, North Carolina: Charlotte/Mecklenburg Finance Director.
Seattle Public Library, Washington: Seattle Public Library Director's Office.

Page 39
Circulation of Children's and Young Adult's Materials: Oregon State Library Statistical Reports, 2000.