Service Efforts and Accomplishments
Social and Health Services FY2004

May 2005

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Multnomah County Auditor

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MEMORANDUM

Date: May 8, 2005

To: Diane Linn, Multnomah County Chair
                Maria Rojo de Steffey, Commissioner, District 1
                Serena Cruz, Commissioner, District 2
                Lisa Naito, Commissioner, District 3
                Lonnie Roberts, Commissioner, District 4
                Bernie Giusto, Sheriff
                Michael Schrunk, District Attorney

From: Suzanne Flynn, County Auditor

Subject: 5th Annual Service Efforts and Accomplishments Report
                Health and Social Services FY2004

I am pleased to share our 5th annual Service Efforts and Accomplishments Report. The purpose of this report is to increase government accountability and to provide information to citizens about their government. This year's report was prepared according to recent revisions in government auditing standards and is now categorized as an audit. As a result, our office completed data verification procedures in conjunction with collecting the report data to ensure the quality of the data that are reported. We have forwarded to each department involved in this year's report a summary report with recommendations for improvement of data quality and performance measures.

I sincerely appreciate all of the assistance and cooperation that we received from the Directors of the Departments of School and Community Services, Health, Library Services, and Human Services. Without them, and their staff, this report would have been impossible to complete.

Audit Team: Rie Anderson, Janis Koch, Sarah Landis, and Mark Ulanowicz

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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 FY99, 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 FY00, 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
• Department of School and Community Partnerships	

This year, the FY04 report contains information on the social and health services provided by the Departments of Human Services, Health, Library Services, and School and Community Partnerships. The County's social services were reorganized in FY02 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.

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 *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.

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.

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 former Department of Community and Family Services were interviewed by telephone in the spring of 2004. Of the 3,249 households with which contact was made, 1,693 completed the interview and 1,556 refused to be interviewed. This yields a response rate of 52%. The results of this survey are reported in the Citizen Survey section of this report.

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.

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. However, we have begun to verify a few high-level outcome measures in each department each year. Many of the measures we reviewed share data sources with other measures, so we were able to, in effect, review multiple measures in one process. We have provided information on the results of our data verification directly to departments and made recommendations for improvements when indicated.

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 who worked so hard to put this report together, and to department directors Patricia Pate of County Human Services, Lillian Shirley of the Health Department, Molly Raphael of the Library, and Lolenzo Poe of the Department of School and Community Partnerships.

Human Services: Caren Baumgart, Patrice Botsford, Sara Carter, Rosanne Costanzo, Markley Drake, Nancy Hesselman, Ray Hudson, Annie Neal, Joan M. Rice, Chiquita Rollins, Nancy Wilton
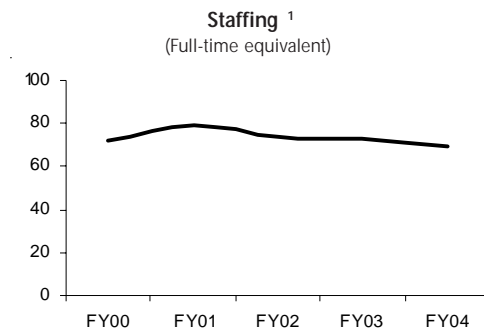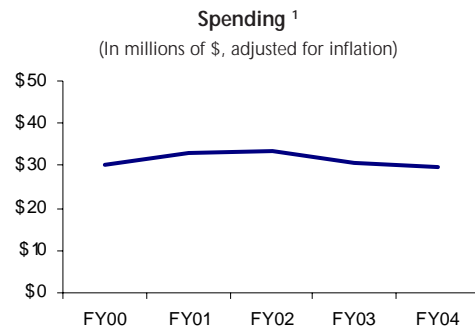
Health: Diane McBride

Library: Shani Fox, Fun Martin, Brenda Clark

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

Multnomah County GIS

Spending and Staffing

Spending [1]
(In millions of $, adjusted for inflation)

Staffing [1]
(Full-time equivalent)

The Department of School and Community Partnerships (DSCP) works to eliminate poverty, promote school success, and invest in healthy and safe families, neighborhoods, and communities. Beginning in March 2004, many of the services it supports are now located in neighborhood schools around the county to provide better access for families and their school-aged children.

Spending for DSCP services was approximately $29.8 million in Fiscal Year 2004 (July 1, 2003 – June 30, 2004), a decrease of 1.9% since FY00 in inflation-adjusted dollars.

- $44 was spent per county resident
- Approximately 51% of DSCP's revenue came from state and federal sources. Most of the rest (47%) came from the County general fund

- DSCP served 50,914 clients in FY04
- The number of hours worked by staff in DSCP programs and administration was equal to 69.5 full time positions in FY04. This is a decrease of -3.8% over FY00

Accomplishments

- Located or linked services to SUN Community Schools to improve academic success for students
- Expanded full service SUN Community Schools to 46 sites
- Targeted funding for services to specific cultural groups
- Energy programs improved and preserved apartment housing for low and moderate income families
- Connected SUN Community Schools with County health and mental health services
- Realized efficiencies and cost savings in Homeless Youth system by speeding up movement of youth into services

Issues

- Changes to services will mean loss of ability to track outcomes over time
- Lack of resources for evaluation and research
- Budget cuts have resulted in fewer clients being served

[1] The data for spending and staffing through FY02 are derived from dividing program and administrative costs and staff from the former Department of Community and Family Services into two new agencies: DSCP and the Department of County Human Services. Figures are estimates, not actuals.

Increase School Success

SUN Community School Locations

SUN Community Schools provide five core services to families: health, mental health, extended school day activities, drug/alcohol services, and case management. The goal of locating services in or linked to schools is to improve academic success by working with families and children from an early age through high school. Services include:

- After-school academic and enrichment programs
- Health and mental health services through clinics and programs
- Early childhood programs, such as parent education
- Programs for high-risk youth and their families to help meet their needs and improve success in school
- Prevention programs to improve graduation and attendance rates
- Community and business involvement to support the success of students

Workload	FY00	FY01	FY02	FY03	FY04
Families served with intensive case management in schools	N/A	387[2]	567	727	553
Families served in early childhood programs	N/A	798[2]	1,004	956	687
School-based service locations (SUN schools)	8	9	12	12	46
Students enrolled in extended school day activities	N/A	N/A	3,798	3,863	9,721

[2] Represents seven months of data only

Increase School Success

Youth with Positive Outcomes at Exit from Services [3]

Youth Who Graduated or Advanced a Grade
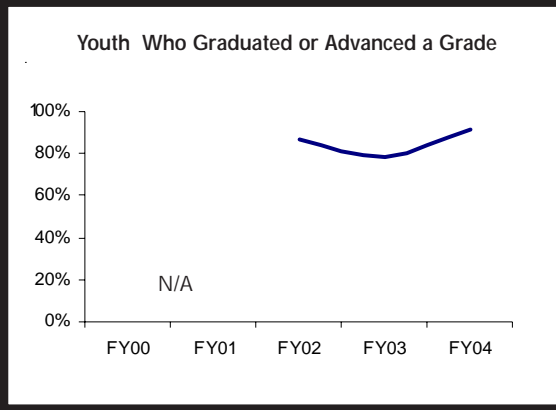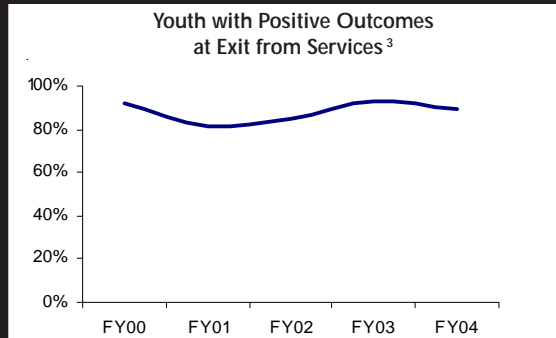
The Department also contracts with non-profit agencies to provide services to youth who are at risk of not completing school or becoming involved in the criminal justice system. Services are located in the youths' neighborhood to help them avoid gang activity, work on employment and skill building, attend school, and avoid delinquency.

- The percent of youth served who make positive progress by going to school or job training, or who are employed when they leave services has fluctuated between 81% and 93% over the past five years
- The percent of youth who graduated or advanced a grade at the end of the school year fluctuated between 78% and 91% in the last three years

Workload	FY00	FY01	FY02	FY03	FY04
Youth served					
Gang-affected youth	N/A	57[4]	145	107	201
At-risk youth	N/A	464[4]	504	483	315
Stay in school programs	N/A	371[4]	685	255	223
School attendance	N/A	N/A	N/A	2,348	1,693

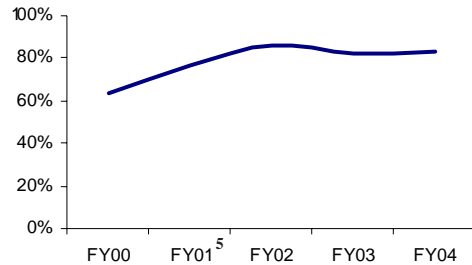[3] Positive outcomes are defined as employment or enrollment in school or job training

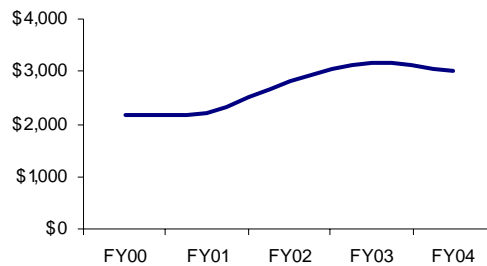[4] Represents seven months of data only

Reduce Poverty

Homeless or At-Risk Families and Youth Who Obtained Stable Housing at Exit from Services

Cost per Household Weatherized
(adjusted for inflation)

DSCP provides or contracts for services to address and remedy the causes and effects of poverty so that communities can be healthy, safe places to live. Services include rent assistance, transitional and emergency housing for homeless youth and families, and assistance with energy bills and home weatherization. In FY04, 88% of clients served were in poverty.

- The percent of clients who participated in programs able to find stable housing by the time they left services has increased from 64% in FY00 to 83% in FY04
- The cost per household weatherized, when adjusted for inflation, has increased from $2,155 in FY00 to $3,013 in FY04

Workload	FY00	FY01	FY02	FY03	FY04
People in households that received rental assistance to prevent eviction	N/A	1,056[5]	2,220	3,106	3,276
Households weatherized	443	504	514	469	422
Households that received assistance with energy bills	11,754	15,733	15,813	11,787	10,868

Results	FY00	FY01	FY02	FY03	FY04
Percent of families completing goals to strengthen family functioning	N/A	63%[5]	59.4%	60.6%	58.1%

Efficiency	FY00	FY01	FY02	FY03	FY04
Estimated annual savings per household weatherized	N/A	N/A	N/A	$300	$300

[5] Represents seven months of data only

Reduce Poverty

One Night Shelter Count

Cost per Bed per Night
(adjusted for inflation)
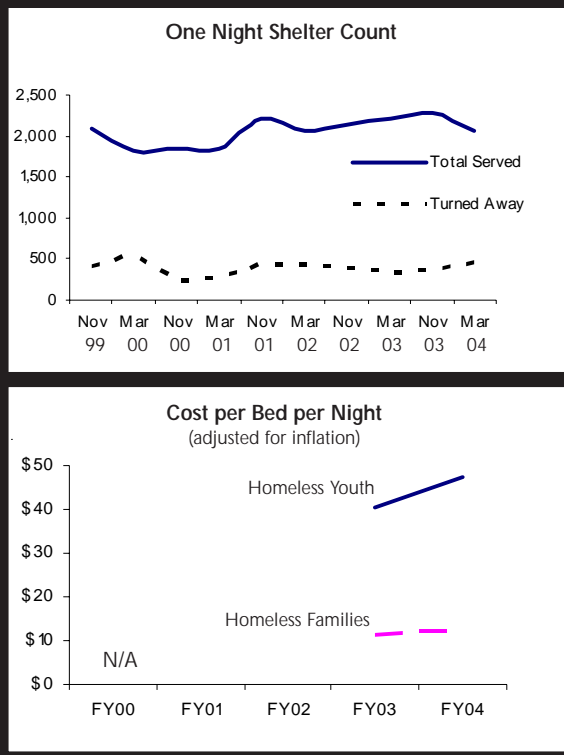
In addition to programs to prevent poverty, DSCP also contracts with local organizations to provide emergency housing assistance and shelter for homeless youth and families. Once clients are stabilized in shelter, services are available to help them obtain long-term stable housing and integrate into the community.

- The one night shelter count is a snapshot of homeless families and single adults assisted with shelter and emergency housing in Multnomah County during the two nights per year that data are uniformly collected
- The cost per bed per night for youth and families increased from FY03 to FY04

Workload	FY00	FY01	FY02	FY03	FY04
People in homeless families provided with emergency housing	N/A	787[6]	1,430	1,152	1,010
Homeless youth provided with emergency housing	N/A	619[7]	569	484	359
People in homeless families who received transitional housing	N/A	599[6]	853	1,077	982
Homeless youth who received transitional housing	N/A	140[7]	129	132	130

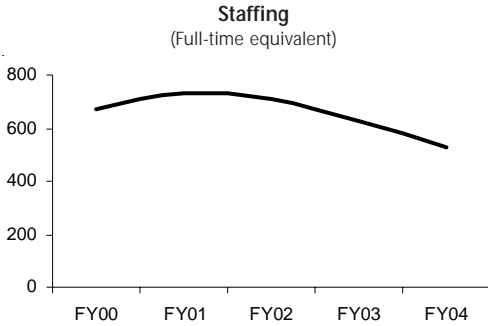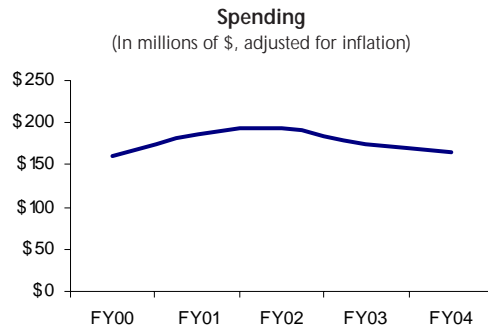| Results	FY00	FY01	FY02	FY03	FY04
Percent of people turned away from shelter or emergency beds during the one night shelter count	19.7%	12.2%	17.3%	14.4%	16.2%

[6] Represents seven months of data only

[7] Because of changes in the reporting system, these numbers could be a slight undercount of actual clients served

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Multnomah County Auditor's Office

Spending and Staffing

Spending
(In millions of $, adjusted for inflation)

Staffing
(Full-time equivalent)

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 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.

Spending for services in DCHS was almost $165 million in Fiscal Year 2004 (July 1, 2003 – June 30, 2004). When adjusted for inflation, this represents an increase of about 3% from FY00 and a decrease from FY02 of nearly 15%.

- Approximately 83% of Human Services spending is funded by federal and state sources
- DCHS spends about $243 per Multnomah County resident

- The number of hours worked by staff in DCHS programs and administration was equal to about 529 full-time positions
- FY04 staffing decreased 21% from FY00 and approximately 28% from its five-year high in FY01. The majority of the decrease came from two divisions: Aging and Disabilities Services and Mental Health and Addiction Services

Accomplishments
- Successfully transferred the 24-hour mental health crisis line call center in house
- Improved mental health and addiction service delivery to children and families
- Provided basic needs services for 1,700 elderly and disabled people with chronic conditions
- Provided domestic violence victims with more easily reached access points to a wide range of services
- Developed critical real-time financial data system for Developmental Disabilities Services

Issues
- Ability to provide higher quality service in the face of ongoing budget cuts and funding uncertainty

Assure Access

Clients Served [2]

N/A

Calls for Information and Assistance

Senior Centers

Senior Helpline
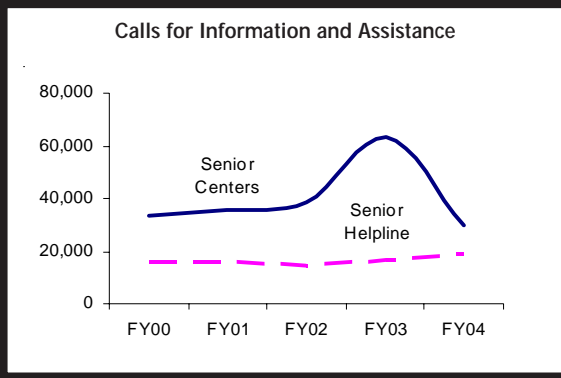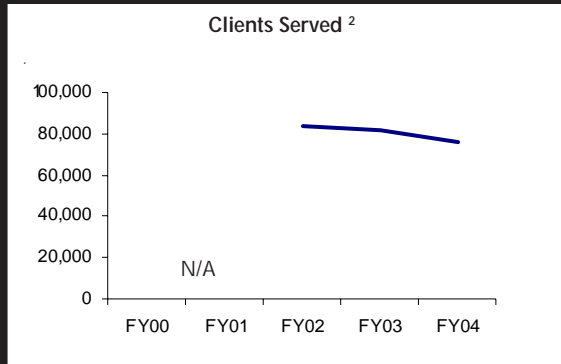
The County's social service system is designed to:

- Promote independence, choice, and dignity for the person and strengthen people's ability to be self-sufficient
- Keep people in their own homes and communities and provide access to a range of flexible services that meet their needs

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.

One way DCHS helps residents get access to services is through call centers and crisis lines. Call centers provide a range of functions with some focusing on providing information or getting people connected with services (referrals), while others can provide immediate assistance in times of crisis.

Workload	FY00	FY01	FY02	FY03	FY04
Domestic violence clients	N/A	N/A	796	884	906
Clients with developmental disabilities	3,050	2,577	3,336	3,300	3,417
Mental health (Verity) clients	N/A	12,023	13,954	14,113	10,765
Alcohol and drug treatment clients	N/A	17,983	18,142	19,463	17,902
Senior and physically disabled clients	N/A	43,562	47,678	44,037	42,781
After hours calls to Helpline (*includes Washington and Clackamas Counties)	4,659	5,224	4,747	5,294	6,070
Calls to domestic violence crisis line	20,464	25,822	N/A	27,263	26,915
Calls to the mental health call center	N/A	N/A	9,968	28,278	42,350

[2] Clients may have received more than one type of service so may be counted more than once

Assure Access

Developmental Disabilities Clients with Funded Residential Services
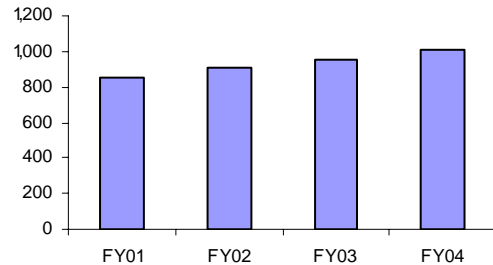
OHP Enrollment Compared to Mental Health Clients
(Monthly Average)
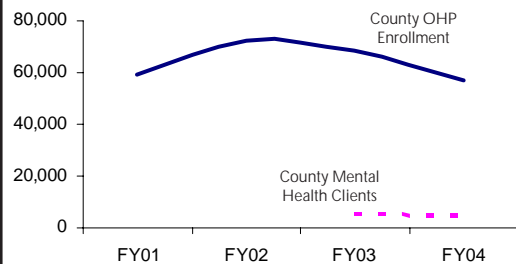
If a developmentally disabled client is not able to live independently or in his/her home, residential services are available. In the last four years the number of clients who received funded residential services has increased. The Department stated that this increase may be the result of more clients in crisis and who automatically qualify for funded services.

Most of the County's funding for mental health services comes from the federal Medicaid program via the Oregon Health Plan (OHP). The State pays for mental health services based on the number of County residents enrolled in OHP. The County adds money from its general fund to pay for services to indigent residents not covered by OHP.

- In the last four years enrollment in the OHP has decreased 17% and the number of County mental health clients funded by any source has decreased 18%

Workload	FY00	FY01	FY02	FY03	FY04
Referrals from community Gatekeepers for at-risk seniors and people with disabilities	668	672	597	478	576
Children/adolescent mental health clients covered by the Verity	N/A	25,290	30,726	31,876	31,993
Adult mental health clients covered by the Oregon Health Plan	N/A	33,715	41,691	36,911	24,950

Results	FY00	FY01	FY02	FY03	FY04
Percent of Developmental Disabilities clients who are satisfied with their adult care homes	N/A	88%	N/A	N/A	89%
Percent of adult mental health clients who report being able to get an appointment at a convenient time	N/A	88%	N/A	N/A	86%
Percent of adult mental health clients who report being able to get an appointment at a convenient place	N/A	87%	N/A	N/A	78%

Protect Vulnerable People

Abuse or Neglect Investigations
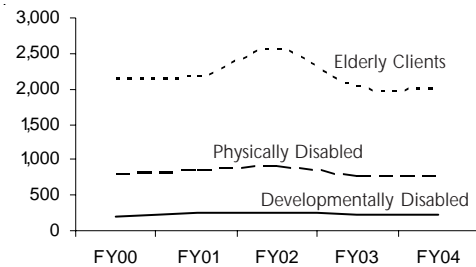
**Bed Nights Provided
at Domestic Violence Shelters and Housing**
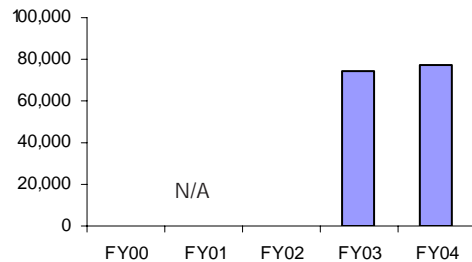
DCHS has a number of programs and safeguards in place to protect many of the community's most vulnerable people and those who are in crisis. These services include abuse and neglect investigations, involuntary mental health commitment evaluations, crisis diversion, shelter and housing for domestic violence victims, alcohol and drug treatment, and guardianship of those with serious mental incapacitation.

- Calls to Adult Protective Services increased 37% between FY03 and FY04. DCHS management stated that staff screened and prioritized calls so that Adult Protective Services was able to respond to those most at risk
- The number of abuse and neglect investigations for elderly clients has declined slightly after peaking in FY02

- The number of abuse investigations for people with physical and developmental disabilities has remained relatively stable
- The number of safe bed nights for domestic violence clients has increased from 73,914 in FY03 to 77,071 in FY04

Workload	FY00	FY01	FY02	FY03	FY04
Involuntary mental health commitments	282	272	313	281	276
Clients in the Pubic Guardian program	169	171	167	154	161
Calls screened and triaged through Adult Protective Services	N/A	N/A	N/A	5,114	7,031
Alcohol and drug client assessments provided	4,462	4,987	4,785	N/A	N/A
Alcohol and drug treatments provided					
Sobering episodes	12,722	12,894	11,833	N/A	10,619
Detoxification episodes	3,310	2,704	2,733	3,208	3,078
Residential treatment episodes	2,054	1,903	1,815	3,281	3,116
Outpatient treatment episodes	N/A	20,540	22,115	12,710	11,748
Driving under the influence of intoxicants (DUII) treatment episodes	5,417	2,915	2,485	1,658	1,598
Methadone maintenance episodes	3,611	3,364	3,520	4,223	3,555

Protect Vulnerable People

Adult Care Homes Inspected and Found to be in Compliance
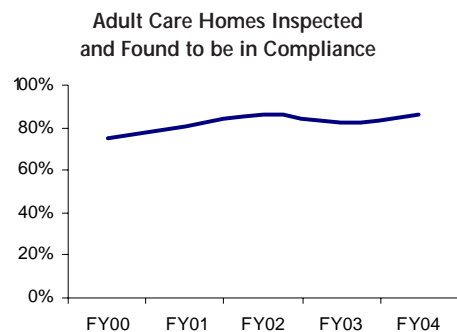
Successful Alcohol and Drug Program Completions
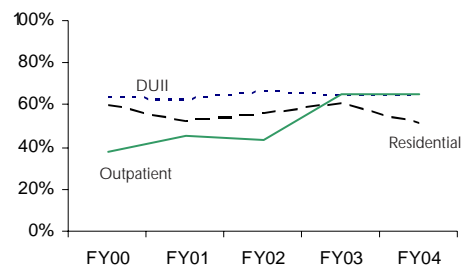
DCHS also plays an oversight role in some services, making sure local agencies deliver high quality care to people in need. For example, the Department monitors and licenses community-based homes that provide a stable, safe, and homelike environment for adults in need of 24-hour care.

- The percentage of homes found to be in compliance during their first license renewal inspection has risen from 75% to 86% during the last five years

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.

- Successful completion in outpatient programs increased from 37% to 65% in the last 5 years
- Successful completion decreased in residential programs from 60% to 57%, while DUII program successful completion remained stable

Efficiency	FY00	FY01	FY02	FY03	FY04
Cost per domestic violence shelter bed night	N/A	N/A	$36.10	$27.54	$31.25
Average cost for outpatient alcohol and drug treatment	N/A	N/A	$1,184	$1,175	$1,155
Average cost for residential alcohol and drug treatment	N/A	N/A	$7,380	$7,323	$7,200

Promote Well-Being

Seniors Reporting Well-Being Citizen Survey 2004
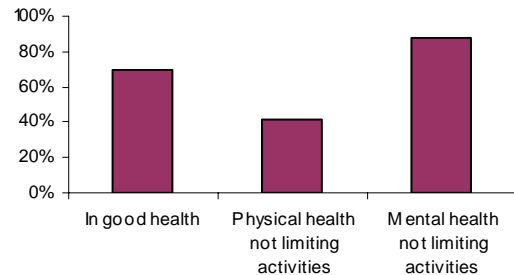
Elderly and Disabled Clients by Type of Living Situation

In Home ■ Supportive Care Home □ Nursing Home
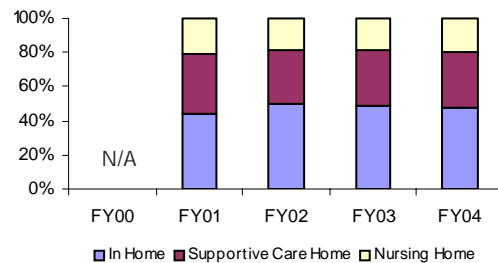
The Department provides services that allow seniors and people with disabilities to continue to have a high quality of life.

- The Auditor's Office citizen survey showed that a high number of seniors consider themselves to be in good physical and emotional health, but nearly 60% of seniors feel that the state of their physical health impedes their activities

The Department contracts for services so people can remain in their homes and communities for as long as possible. These include in-home assistance, meal delivery, recreational and educational activities, and transportation.

- According to the State of Oregon, serving clients in supportive community-based care costs

approximately 67% less than serving them in nursing facilities, while serving them at home costs approximately 82% less

- The percent of clients remaining at home has increased in the last four years
- The percent of clients in a supportive care home or nursing home has decreased slightly

Workload	FY00	FY01	FY02	FY03	FY04
School-based informal mental health visits	8,339	4,529	7,567	N/A	7,894
Visits to early childhood mental health programs	3,038	7,000	7,226	7,053	7,899

Results	FY00	FY01	FY02	FY03	FY04
Adult mental health clients who are satisfied with the services they received	85%	88%	N/A	N/A	92%
Children/adolescent and parents satisfied with mental health services	86%	86%	N/A	N/A	83%
Total hospital discharges of Verity clients per enrollment	N/A	N/A	N/A	2	1.6

Efficiency	FY00	FY01	FY02	FY03	FY04
Mental health managed care dollars spent on direct care	88%	88%	92%	92%	91%

Promote Well-Being

Verity Hospital Days
(per enrollment)

Mental Health Clients
Hospital Readmission Rate

The County's Mental Health Care Organization – Verity – operates like a managed care insurance company. As a managed care organization, Verity's challenge is to ensure that County residents who are eligible for services get the most effective and cost efficient services possible. To do this, Verity and its service contractors focus on early intervention and crisis management to minimize the need for expensive hospitalizations.

Verity looks at hospitalization data as both a measure of efficiency – that it is using resources wisely – and also outcome – clients in the mental health system are being sufficiently served – so as to alleviate the need for hospitalization.

From FY03 to FY04:

- Total hospital day used has decreased slightly

- The percent of mental health clients who are readmitted to a hospital has dropped slightly from 17% to 16%
- The average length of stay in the hospital has decreased

Workload	FY00	FY01	FY02	FY03	FY04
School-based informal mental health visits	8,339	4,529	7,567	N/A	7,894
Visits to early childhood mental health programs	3,038	7,000	7,226	7,053	7,899

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Efficiency	FY00	FY01	FY02	FY03	FY04
Mental health managed care dollars spent on direct care	88%	88%	92%	92%	91%

Promote Well-Being

Clients with Developmental Disabilities by Living Arrangement

Legend: ■ Independent or Family ■ Residential Services
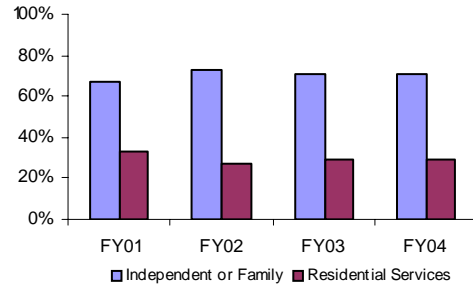
Domestic Violence Clients Who Had Safe and Stable Housing at Exit from Services
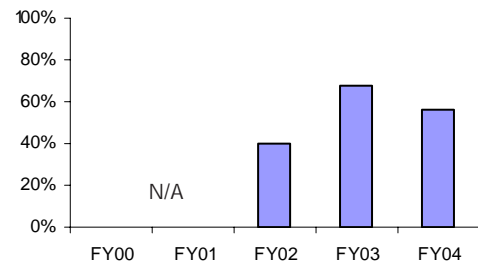
DCHS's services for people with developmental disabilities and their families include service coordination, employment assistance, housing, and help when crises develop. These services help clients live independently or with their parents in the community for as long as possible.

- The percentage of clients with funded residential services has risen slightly, from 27% in FY02 to 29 % in FY04

DCHS helps to coordinate the response to domestic violence within the County. It contracts for prevention programs and for direct services such as shelter, housing, and counseling.

- In the last 3 years, the percent of domestic violence clients that had safe and stable housing at exit from services has fluctuated

Spending and Staffing

Spending
(In millions of $, adjusted for inflation)

$120	
$100	
$80	
$60	
$40	
$20	
$0	
	FY00 FY01 FY02 FY03 FY04

Staffing
(Full-time equivalent)

1,000	
800	
600	
400	
200	
0	
	FY00 FY01 FY02 FY03 FY04
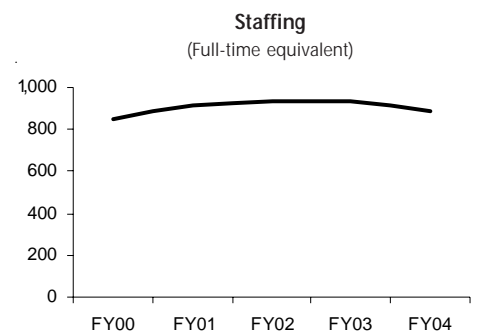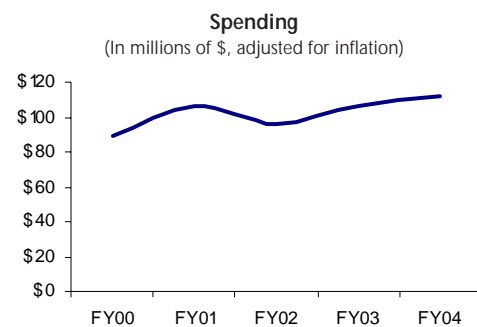
The Health Department works to assure, promote, and protect the health of the people of Multnomah County in partnership with the diverse communities it serves.

The Health Department spent nearly $112 million on services in Fiscal Year 2004 (July 1, 2003 – June 30, 2004), an increase of 16% from FY00.

- Funding from state and federal sources has grown from $48 million (inflation adjusted) in FY00 to nearly $66 million in FY04 – a change from 50% to 59% of total funding
- The Health Department spent approximately $165 per county resident in FY04

- The number of hours worked by Health Department employees was equal to 883 full-time positions in FY04. This was an increase of 4% from FY00 and a decrease of 6% from the five-year peak of 936 positions in FY02

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

Accomplishments

- Received over $2 million in additional federal revenues to expand care to uninsured clients
- Awarded $1 million dollars by Kaiser Northwest to assist in improving clinical services
- Completed work to identify the risk for West Nile virus and to respond to the virus
- Reduced early childhood service costs and increased productivity of staff
- Transitioned to new software that automates appointments and billing
- Targeted disease interventions in the Sexually Transmitted Disease program, leading to reductions in disease rates
- Reconfigured the delivery of clinical services to reduce costs and maintain productivity

Issues

- Continuing effort required to prepare for naturally occurring infectious disease outbreaks such as pandemic influenza and SARS
- West Nile virus now detected in Oregon and expected in Multnomah County in the next season
- State funding shortfalls will impact the number of low income people the Health Department can serve

Assure Access

Primary Care Clinic Clients by Race/Ethnicity

- FY2002
- FY2004

Total Visits with Client Interpretation Needs
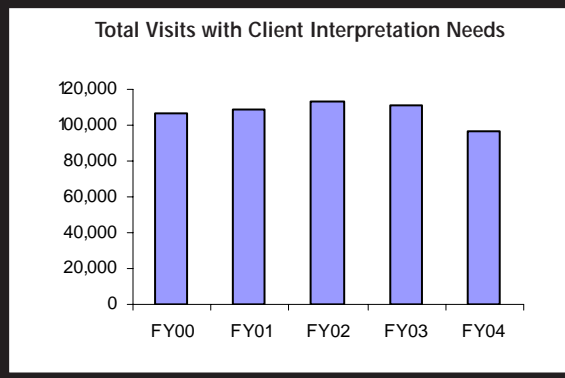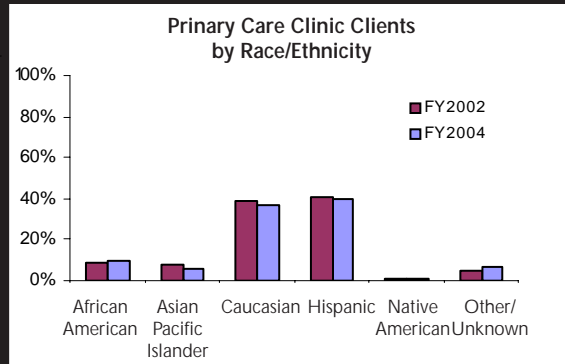
The goal of the Health Department is to assure than every member of the community has access to the prevention and treatment services necessary for good health. The Department helps develop services in the community, especially for those who cannot afford care. The Department also provides services directly in County clinics. Health Department clinic clients and their needs have been changing over the last few years.

While the percentage of health Department clients needing interpretation services has remained steady, the number needing these services has declined in the last two years. This decline is a reflection of a decrease in the number of clients overall in the Health Department system.

- In FY04, 65% of visits needed interpretation for Spanish, 19% for Russian, 5% for Vietnamese, and 11% for other languages

Workload	FY00	FY01	FY02	FY03	FY04
Corrections health visits (adult and juvenile)	105,931	98,902	94,099	88,421	116,967
Dental clinic visits	31,927	32,702	32,503	35,620	41,928
School medical clinic visits	29,788	33,834	35,443	35,252	25,763
Home and community health visits	31,196	35,667	38,363	40,685	33,710
Other medical (Primary Care, Tuberculosis, Sexually Transmitted Disease, and HIV Clinics)	140,636	141,764	140,231	148,641	155,092

Assure Access

County Residents with Health Insurance

Rates of Inadequate Prenatal Care [1]
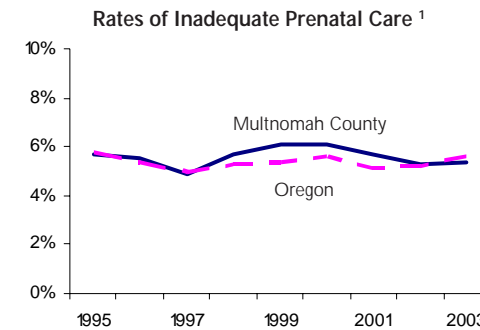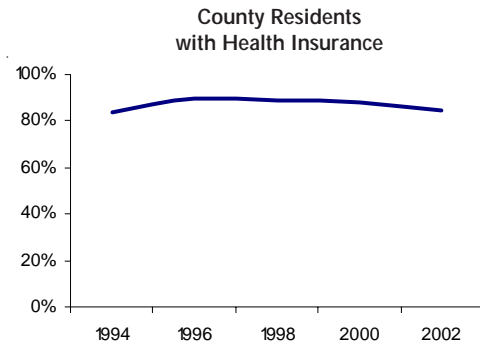
Insurance coverage is an important indicator of access to health care. The Health Department routinely screens clients for the Oregon Health Plan and other insurance plans that help at-risk citizens obtain needed health care.

- The percent of Multnomah County residents with health insurance has declined four percentage points since 1996 but one percentage point since 1994
- The insurance rate for Oregon residents compared to the County is very close and is within one to two percentage points

The percentage of women who receive prenatal care is another indicator of access to health care. The rate of inadequate prenatal care decreased since 1995 to 5.4% in 2003, but is still above its recent low point of 4.9% in 1997.

- From 1997 to 2002, the rate of inadequate prenatal care was higher in Multnomah County than the state overall

Results	FY00	FY01	FY02	FY03	FY04
Percent of health clinic clients who rated the quality of care they received as excellent or good	98%	N/A	N/A	99%	98%

Efficiency	FY00	FY01	FY02	FY03	FY04
Cost per visit in Primary Care Clinic (adjusted for inflation)[2]		$230.79	$254.81	$238.98	$235.01
Cost per prescription dispensed to County clients (adjusted for inflation)[2]	$28.22	$29.92	$24.89	$26.20	$26.28

[1] Late entry or less than 5 prenatal visits

[2] Measures do not include all administrative and overhead costs

Protect Health

Children Immunized Through Health Department
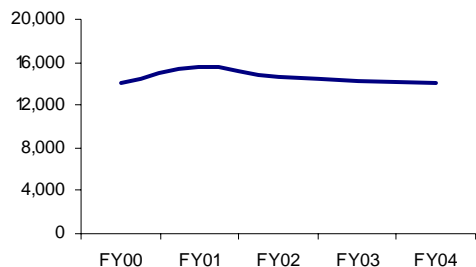
Ambulances that Arrive Under Eight Minutes from Call
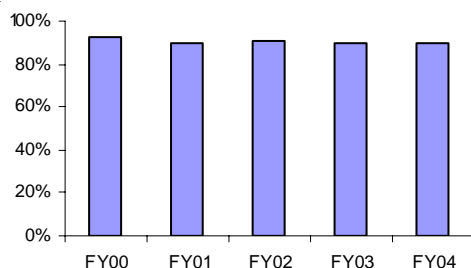
The Health Department investigates the outbreak of diseases and community conditions that affect health, then develops and carries out activities that control diseases and their impacts. Many of these services are invisible to the public, such as inspections of food safety, control of communicable diseases, 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.

- The number of children immunized by the Health Department was about the same as FY00 after a sharp increase in FY01
- The percent of ambulances that arrived in under eight minutes after called dropped three percentage points to 90%

Workload	FY00	FY01	FY02	FY03	FY04
Environmental health inspections (restaurants, swimming pools, schools, hotels, care facilities, and drinking water)	10,503	9,847	10,245	9,204	9,978
Children participating in dental fluoride and sealant programs	35,071	37,235	36,903	36,066	37,527
Women, infants, and children served in the WIC program	22,337	24,091	25,158	24,810	31,471
Flu vaccinations at health clinics	3,017	2,251	2,640	3,666	3,629
Investigations of lead poisoning in children	20	22	28	20	20

Protect Health

Percent of 2 Year olds Immunized
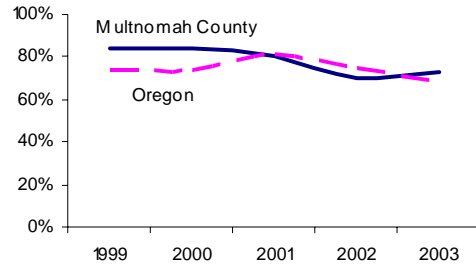
Sexually Transmitted Diseases
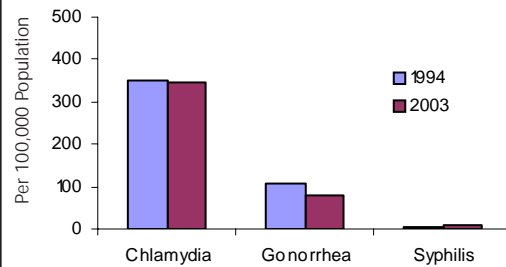
Programs that protect health benefit both individuals and the community as a whole. Two primary concerns for health protection are increasing the rate of immunization among children and controlling the spread of sexually transmitted diseases.

- In recent years, the Department has lost some ground in its efforts to immunize 2 year olds
- The Department has made some long-term progress in combating the spread of sexually transmitted diseases
- While the percent of reported cases of sexually transmitted diseases that have been interviewed has increased, the number of contacts made per disease intervention specialist has declined

Results	FY00	FY01	FY02	FY03	FY04
Percent interviewed for sexual contacts of reported cases of the following sexually transmitted diseases					
Gonorrhea	71%	86%	86%	85%	85%
Syphilis	50%	80%	100%	98%	96%
Chlamydia	51%	64%	69%	70%	62%

Efficiency	FY00	FY01	FY02	FY03	FY04
Human services referral calls taken per FTE	11,972	13,393	11,415	11,301	10,309
Sexually transmitted disease contact made per disease intervention specialist	257	280	285	242	199

Promote Health

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

Abstinence and Family Planning Teen Program Participants
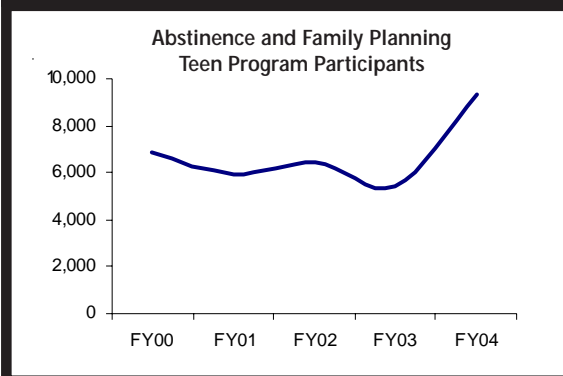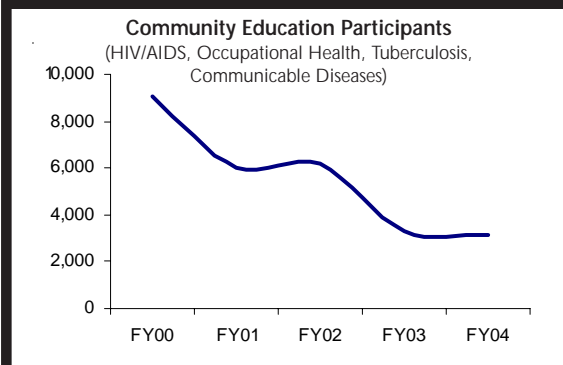
The Department helps people to adopt healthy habits by increasing their knowledge and skills through education in schools, the workplace, and other locations. Topics include disease risk reduction, pregnancy prevention, safe food handling, lead poisoning prevention, and workplace health.

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

Prenatal Care	$3.38
Sexually transmitted diseases	$5.00
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

focus from group informational sessions on HIV/AIDS and Tuberculosis to work with individuals on risk reduction

Workload	FY00	FY01	FY02	FY03	FY04
Participants in children's dental education programs	27,917	26,066	27,471	29,879	26,275
HIV reduction contacts with injection drug users (outreach, education, needle exchange)	8,473	6,889	6,280	10,071	8,992

Results	FY00	FY01	FY02	FY03	FY04
Family planning clients in school-based health clinics who do not get pregnant during the year	96%	93%	97%	98%	98%
New HIV positive tests	103	115	103	94	N/A

Promote Health

Infant Mortality Rate
(per 1,000 births)

Teen Pregnancy Rate
(per 1,000 ages 15-17)
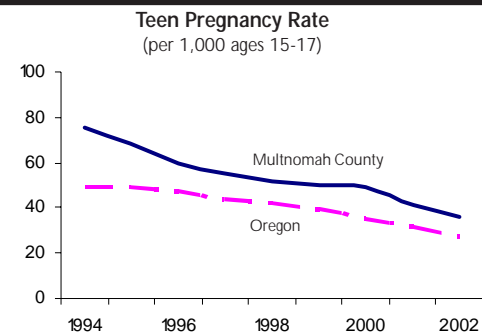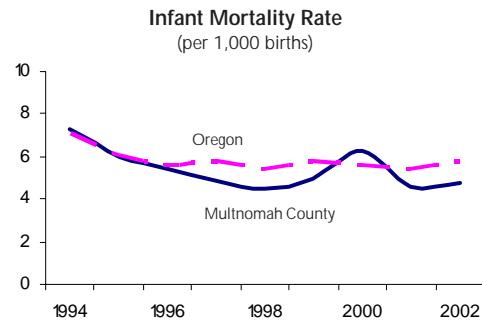
The Health Department targets efforts on affecting people's health behaviors to improve the overall health of the community. They focus on health issues that can lead to other social and health problems, such as teen pregnancy, inadequate prenatal and neonatal care, smoking, and lifestyle habits that negatively affect health.

- The infant mortality rate in Multnomah County has declined over time. The spike in the trend in 2000 appears to reflect a one-time jump – from 46 in 1999 to 60 in 2000 – rather than the beginning of an upward trend
- 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 rate

- Based upon a survey of health risk factors the percent of adults who are smokers declined since 1998, but percent of adults who are obese increased. Rates for Oregon overall are higher than in Multnomah County

Results

Results	1997	1998	2000	2002
Adults who are obese in Multnomah County	14%	N/A	19%	19%
Adults who are smokers in Multnomah County	N/A	25%	22%	22%

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Spending and Staffing

Spending
(In millions of $, adjusted for inflation)

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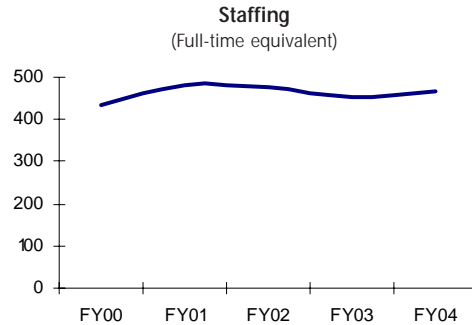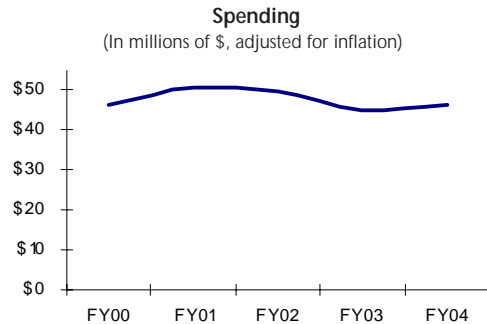
The Multnomah County Library serves County residents by providing books and other materials to meet their informational, educational, cultural, and recreational needs. The Library upholds the principles of intellectual freedom and the public's right to know by providing people of all ages with access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

The Library spent $46.3 million in Fiscal Year 2004 (July 1, 2003 – June 30, 2004), a decrease of 1% from FY00 after adjusting for inflation. This does not include construction costs for new and renovated libraries, but does include the annual debt payments for them.

- In FY04, 57% of Library funding derived from voter-approved levies and the issuance of bonds, and 34% was from the County general fund

- In FY04, $68 dollars were spent per county resident compared to $73 dollars in FY02
- 13% of the Library's operating expenditure was for books and materials

The number of hours worked by Library employees was equal to 468 full-time positions in FY04. This is an increase of 7.5% since FY00, but 2.3% decrease from FY01.

- 63,617 hours were worked by volunteers in County libraries in FY04, an increase of 38% over five years

Accomplishments

- Passed a 5-year replacement levy
- Opened the Hillsdale Library, the first County facility to achieve Leadership in Energy and Environment Design certification
- Completed all branch library renovations
- The highest material circulation nationally
- Hired new Director of Libraries
- Received a 2002 Governor's Livability Award for the Hollywood Library

Issues

- Funding relies heavily on voter-approved levies and local economic conditions
- The books and materials budget was kept at a reduced level

Books and Reading

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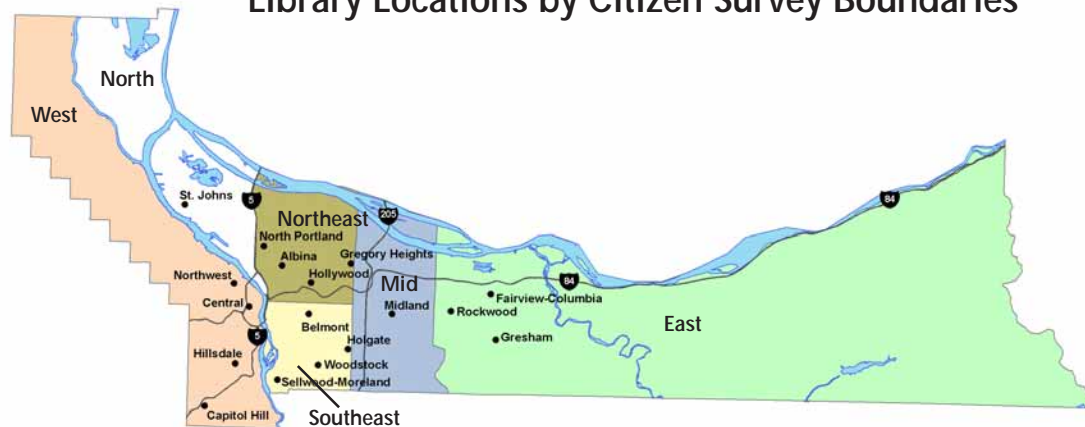
One of the Library's primary purposes is to provide a wide range of books and other materials to the citizens of Multnomah County. The Library has a large collection that includes popular titles, classics, children's books, training and research materials, and many other resources. In addition, the Library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

In FY04, the Library circulated 18,762,556 books and materials, consisting of 39% check-out transactions and 61% renewal transactions. Of those transactions, 28% of check-outs were processed by self-check out machines and 11% of renewals were online renewals by patrons.

Workload	FY00	FY01	FY02	FY03	FY04
Books and materials in languages other than English	26,558	28,103	34,505	36,229	39,363
Books and materials in large print, audio and video tape, DVD or CD	209,052	209,959	255,489	283,249	296,012
New library cards issued annually	68,752	68,559	70,219	73,012	76,161
Hours open (all libraries)	37,677	42,698	47,379	45,594	48,297
Book holds filled	893,039	1,053,627	1,396,277	1,685,858	1,774,863
Books circulated (includes both check-outs and renewals)	12,152,743	14,008,166	16,133,945	17,854,110	18,762,556

Books and Reading

Satisfaction with Overall Library Quality
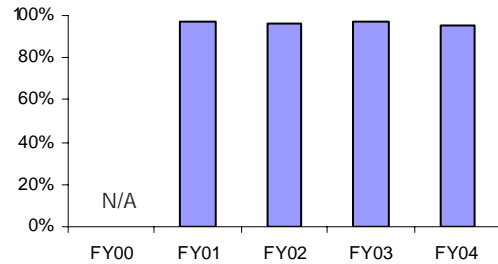
Satisfaction with Availability of Books and Materials
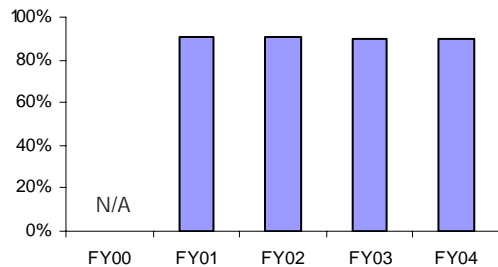
Multnomah County Auditor's Office's independent phone survey of county residents indicated a high level of overall citizen satisfaction in the four years surveyed.

- In FY04, 65% of survey respondents answered very satisfied and 31% answered somewhat satisfied with the Library's overall quality

The Library maintained a high level of satisfaction with the availability of books and materials at Multnomah County Libraries in general. However, the percent of visitors who found the specific subject or author they were seeking declined.

- In FY04, 60% of survey respondents answered very satisfied and 30% answered somewhat satisfied with the availability of books and materials
- The frequency of visits to the Library per capita has increased 8% since FY00

Results	FY00	FY01	FY02	FY03	FY04
Visitors who found something to check out	N/A	N/A	91%	94%	87%
Visitors who found the specific subject or author they were seeking	N/A	N/A	88%	80%	81%
Visitors who found the specific title they were seeking	N/A	N/A	64%	78%	73%
Unavailable items delivered within 7 days	56%	60%	61%	58%	59%
Borrowers used card in last three years	N/A	N/A	N/A	436,104	465,223
Books and materials turnover rate	N/A	8.2	8.6	9.3	9.7
Frequency of visits to Library per capita	6.1	5.0	5.8	6.6	6.6

Efficiency	FY00	FY01	FY02	FY03	FY04
Circulation per employee (excludes online renewals)	N/A	N/A	30,038	35,508	37,314
Self check-out machine use	548,453	620,362	1,051,862	1,980,671	2,002,783
Online renewal transactions by patrons	N/A	N/A	1,872,003	1,803,202	1,307,104

Comparison to Other Libraries

Books and Materials per Capita
FY2004/CY2003

Average

Charlotte/Meckenburg · Dayton/Montgomery · Denver · Multnomah · Seattle
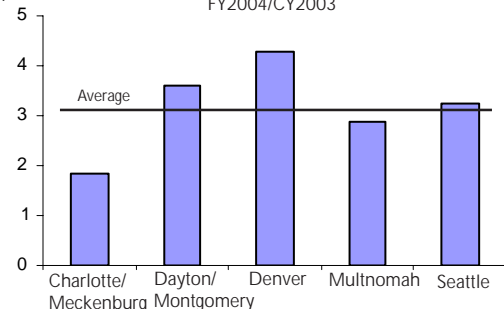
Circulation per capita
FY2004/CY2003

Average

Charlotte/Meckenburg · Dayton/Montgomery · Denver · Multnomah · Seattle
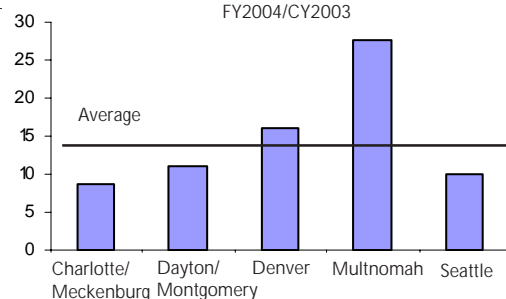
Expenditures per Item Circulated
FY2004/CY2003

Average

Charlotte/Meckenburg · Dayton/Montgomery · Denver · Multnomah · Seattle
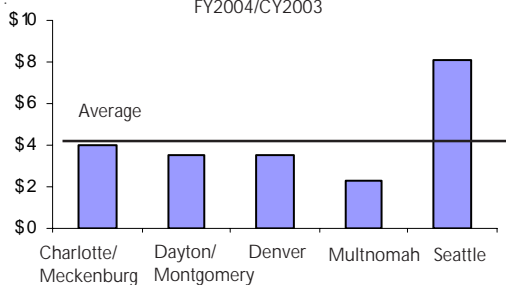
Libraries around the country provide a core set of services, such as checking books in and out, that are relatively easy to compare. For the purposes of this report, the public library systems in Charlotte/Mecklenburg County, NC; Dayton/Montgomery County, OH; Denver, CO; and Seattle, WA were used as 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 and operating expenditures affect the results presented here. Results should be interpreted cautiously. This year, we revised our data collection method and the Appendix includes data sources.

- The number of books and materials per capita in Multnomah County was 2.9 in FY04, lower than the average of 3.2
- The Multnomah County Library's circulation per capita was 27.7, the highest among jurisdictions compared
- Operating expenditures per item circulated for Multnomah County was $2.27, the lowest among jurisdictions compared. These expenditures excluded capital expenditures. Factors that could affect this measure include service levels, special programs and services available, ownership status of buildings, and many others

General Information and Information Literacy

Residents Reporting Satisfaction with Library Assistance
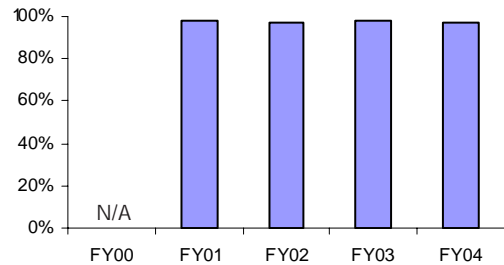
Telephone Inquiries
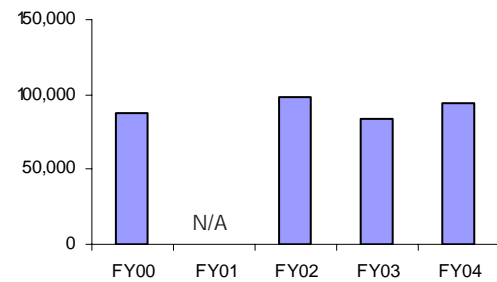
The Library provides a number of programs, resources, and services to meet the information needs of county residents. These services include: Internet, fax, and telephone access to resources; staff assistance with homework, reference questions, and electronic resources; computer stations for public use; classes to help adults and youth learn to use information and technology; information websites regarding business start-up and community; and programs on investing and job-hunting.

- The Library maintained a high level of citizen satisfaction with library assistance. In FY04, 79% of survey respondents answered very satisfied and 18% answered somewhat satisfied with library staff assistance

To assist patrons in using these resources, Library staff are available to answer questions, instruct patrons in computer use, and give information about the library.

- The number of Information Literacy classes provided has increased 84% since FY00

Workload

Workload	FY00	FY01	FY02	FY03	FY04
Reference transactions	N/A	N/A	N/A	N/A	N/A
In-library use of printed materials	N/A	N/A	N/A	1,795,302	2,100,027
In-library use of electronic resources	N/A	N/A	N/A	5,770,599	3,974,685
Website hits [1]	42,323,312	43,346,524	44,568,574	66,650,158	93,764,392
Students taught technology information skills and library resources	15,749	14,392	17,985	13,616	14,747
Information literacy classes held	340	403	450	493	627
Website hits for homework help [1]	119,547	348,259	2,635,053	2,688,908	3,658,638

[1] Includes graphics plus 1 hit for the page

General Information and Information Literacy

In-Library Computers Available for Public Use
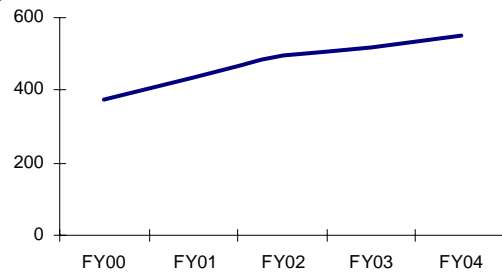
Respondents who Accessed the Library Remotely
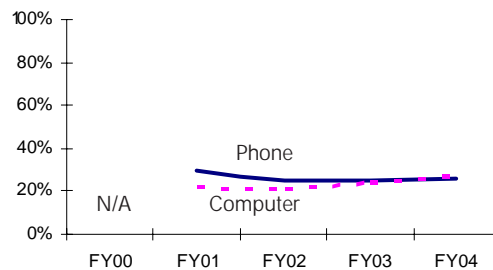
The Library provides computers for the public to use. Visitors use these computers to access the Internet, do research, and get information about the Library's resources.

- The number of public computers increased as new libraries were built and old facilities were renovated

Technology provides more ways for people to interact with the Library in addition to personal contact. More patrons are accessing the Library on line than in the past. AskUs! Online service is an example of a service that the Library offers remotely, allowing patrons to ask questions via email.

- In FY04, 26% of respondents to the annual citizen survey contacted the Library by phone at least once while 27% contacted the Library at least once via computer

Results	FY00	FY01	FY02	FY03	FY04
Online service satisfaction measure			Under Development		
Satisfaction with information literacy classes	N/A	N/A	99%	96%	98%

Efficiency	FY00	FY01	FY02	FY03	FY04
Reference transactions per reference librarian			Under Development		

Childhood and Lifelong Learning

Enrollment in Summer Reading Program
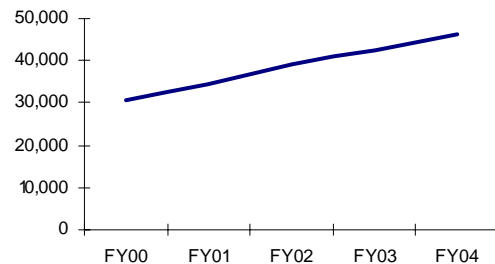
Visits to Adult Outreach Locations
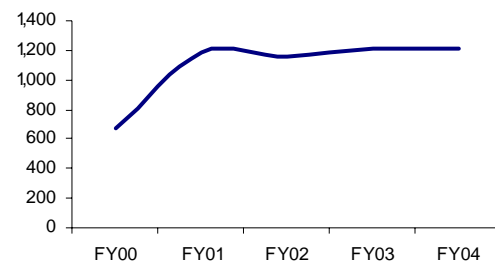
The Library provides opportunities for people to learn at any age. These include: books and programs available to parents and childcare facilities to establish early reading habits; working with schools; programs on investing and job-hunting; accommodations for people with special needs; and library materials delivered to nursing home residents and homebound individuals as well as those at shelters, jails, institutions, and retirement homes.

- The number of children enrolled in the Summer Reading Program has grown 51% since FY00
- The number of visits made to deliver library materials to adult outreach locations increased in FY01 and has been stable the last four years

Workload	FY00	FY01	FY02	FY03	FY04
Books distributed to child care facilities	83,005	92,575	95,257	113,047	104,293
Contacts with youth in targeted programs inside and outside libraries	465,727	261,910	542,602	382,962	522,133
Electronic resources website page hits [2]	2,926,152	3,104,347	4,498,857	5,160,355	10,724,649
Youth interest website page hits [2]	99,955	2,776,801	2,382,437	4,032,899	4,328,101
Technology classes offered for seniors	New Program	79	69	81	106
Books distributed through adult outreach services	142,651	183,610	202,322	186,587	176,713

[2] Includes graphics plus 1 hit for each page

Childhood and Lifelong Learning

Satisfaction with Children's Programs
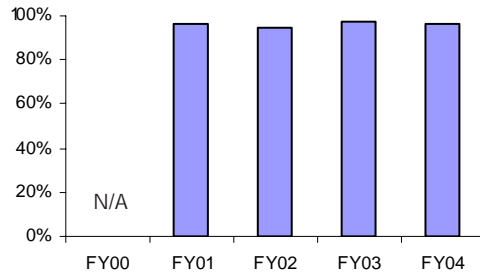
Youth who Used Their Library Cards
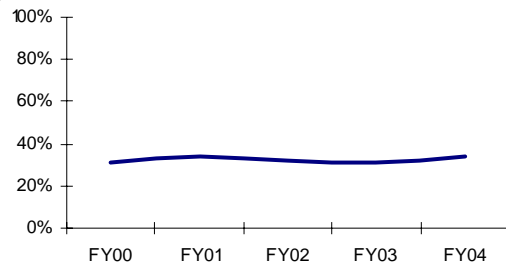
In addition to in-library programs, the Library offers programs in schools to encourage students to read. The Library brings paperbacks to classrooms and after-school programs, makes presentations in schools to teach students how to use the Library and conduct research, and offers one-on-one homework assistance by trained volunteers.

- In FY04, 76% of survey respondents answered very satisfied and 20% answered somewhat satisfied with children's programs
- Over the last 5 years, between 31% and 34% of youth in the county used their library cards in the preceding 12 months

Results	FY00	FY01	FY02	FY03	FY04
Young cardholders added annually	N/A	19,061	18,510	17,367	18,280
Percent of books and materials in languages other than English	1.5%	1.6%	1.9%	1.9%	2.0%
Percent of circulation that is materials for children and young adults	28%	27%	27%	28%	28%
Percent of active cardholders over 55 years old (used card within past 12 months)	N/A	N/A	N/A	14%	13%

Efficiency	FY00	FY01	FY02	FY03	FY04
Cost per book circulated by adult outreach services (adjusted for inflation)	$2.53	$2.03	$2.01	$2.72	$2.48

Community Characteristics

Years Resident has Lived in the County, FY04

Legend: 5 years or less | 6-10 years | 11-30 years | Over 30 years

Average Household Income by District, FY04
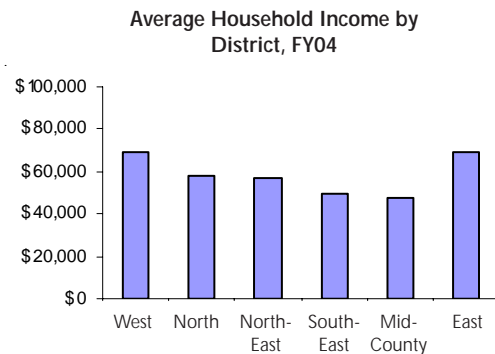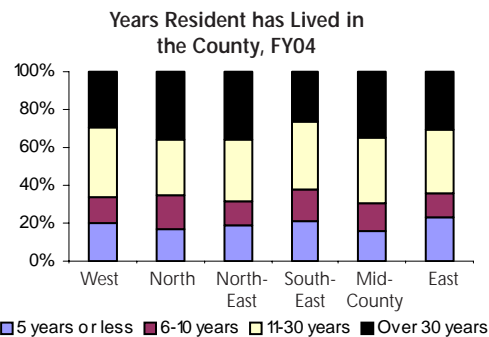
Since 2001, the Auditor's Office has conducted an annual survey of citizens to obtain information about their satisfaction with services and their views on how well the County is doing. From this survey it is also possible to make comparisons by geographical areas. Further information about the survey is in the Introduction (p.9) and Appendix (p.50)

- In FY04, 20% of respondents reported they had lived in the county 5 years or less, with the East district having the largest percentage of new residents
- In the past four years, the percentage of newer residents has decreased
- Reported average household income has increased in the last four years
- The West and East districts had the highest percentage of residents who made over $59,000 in FY04 (45% each)

	FY01	FY02	FY03	FY04	Percent Change
Residents living in county 5 years or less	24%	22%	20%	20%	-4%
Residents living in county 6-10 years	16%	17%	15%	14%	-2%
Residents living in county 11-30 years	34%	34%	32%	34%	-1%
Residents living in county over 30 years	26%	27%	32%	32%	+6%
Average household income	$58,124	$55,079	$58,595	$59,348	+2%

Vibrant Community

Residents Reporting Problems with Animals in Neighborhood
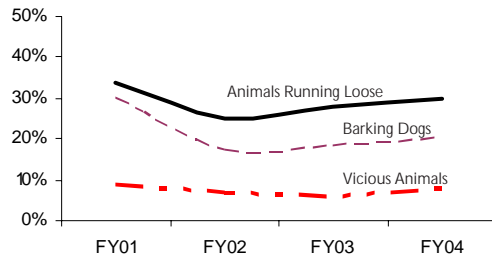
Residents Reporting Satisfaction with County Animal Services
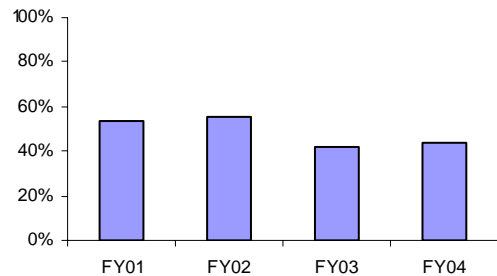
Animal Services

One of the County's priorities is that residents should have clean, healthy neighborhoods with a vibrant sense of community. The citizen survey questions residents about specific services that affect the community and, more generally, about the level of government support and problems in the neighborhood.

For example, problems with animals in the neighborhood can affect residents' perception of liveability.

- The percentage of residents reporting problems with animals has remained fairly stable since FY01
- Residents in the Southeast and East County districts were least satisfied with the service they received from County Animal Services

	FY01	FY02	FY03	FY04	Percent Change
Residents who reported an animal problem to the County in the past year	10%	8%	9%	9%	-

Vibrant Community

How Residents Accessed Library Services
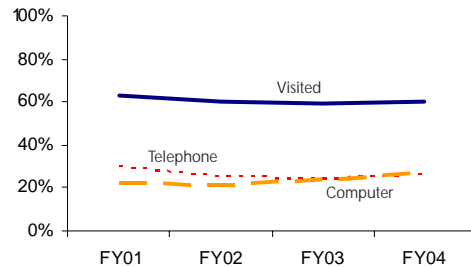
Residents who Reported They were Satisfied with Library Services
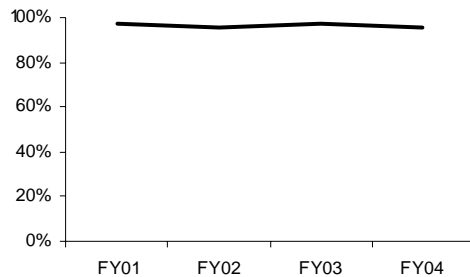
Libraries

The Library Department operates Central Library in downtown Portland and 16 libraries in the neighborhoods. Libraries contribute to a sense of community.

- For the first time since FY01, the percent of residents who accessed the Library by computer (27%) surpassed the percent who accessed services by phone (26%)
- A smaller percentage of residents in the North district reported visiting the Library in the last year
- Residents in the Mid-county district were the least likely to have accessed the Library by computer

- Overall satisfaction with Library services has remained high, although the percent of respondents highly satisfied has declined 12% over the last 4 years

	FY01	FY02	FY03	FY04	Percent Change
Residents very satisfied or somewhat satisfied with hours Library is open	59%	51%	50%	56%	-5%
Residents very satisfied or somewhat satisfied with location	75%	76%	79%	82%	+9%
Residents very satisfied or somewhat satisfied with availability of books and materials	58%	57%	54%	60%	+3%
Residents very satisfied or somewhat satisfied with assistance provided by Library staff	79%	77%	77%	79%	-0%
Residents very satisfied or somewhat satisfied with children's programs	70%	70%	69%	76%	+9%

Vibrant Community

Residents who Strongly Agree Their Neighborhood is a Good Place to Live FY04
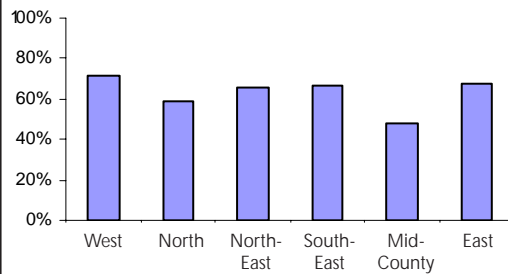
Residents who had Problems with Alcohol or Drug Abuse in Their Neighborhood
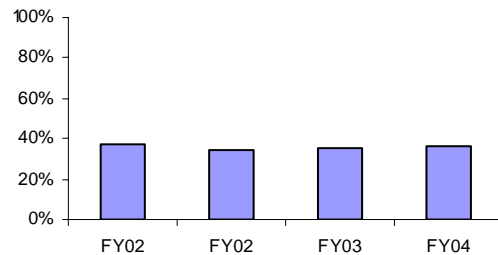
The County provides programs to help families and communities deal with social problems such as drug and alcohol problems, domestic abuse, and homelessness. Citizen connections with others in their neighborhood can be affected to some degree by County services and are important to a vibrant community.

- In FY04, residents in the West district felt strongest (95%) that their neighborhood was a good place to live, although fewer than in FY03
- In FY04, residents in the North district increased their agreement that their neighborhood is a good place to live

- Residents in each of the districts clearly felt their neighbors would be willing to help each other. However, with the exception of the North district, fewer respondents felt neighbors would be willing to help each other than in FY03

	FY01	FY02	FY03	FY04	Percent Change
Residents who were aware of homeless adults in their neighborhood	24%	22%	24%	28%	+17%
Residents who strongly agree or agree people move in and out of the neighborhood a lot	36%	34%	35%	34%	-6%
Residents who strongly agree or agree very few of their neighbors know them	51%	48%	48%	42%	-18%
Residents who strongly agree or agree they can recognize most of the people on their block	81%	83%	80%	82%	+1%
Residents who strongly agree or agree they regularly stop and talk with people in neighborhood	73%	76%	73%	76%	+4%
Residents who strongly agree or agree their neighbors would be willing to help each other	87%	89%	90%	86%	-1%

Safety

Feelings of Safety when Walking Alone during the Day and at Night, FY04

Legend: During day, At night

Graffiti Reported as a Problem FY01-FY04

Legend: FY01, FY04
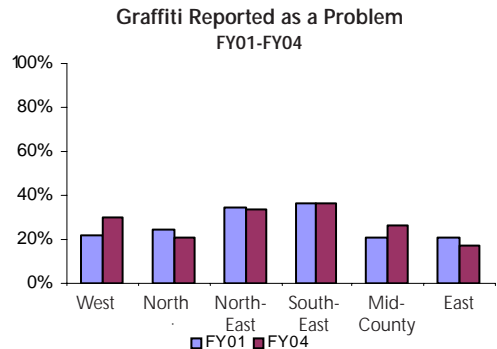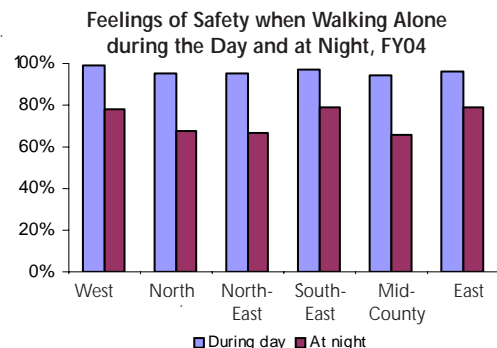
Another County priority area is that residents should feel safe at home, work, school, and at play. The County provides law enforcement services to the unincorporated County, jails, prosecution, and supervision of adult and juvenile offenders.

- The percentage of residents who feel very safe walking alone in the neighborhood during the day has decreased 3% in the last four years
- The percentage of residents who feel very safe walking alone in the neighborhood at night decreased 8% from FY01 to FY03, but increased 8% over the last year
- Feelings of safety declined in the West, North, and Northeast districts, but increased in the Southeast, Mid-County and East districts since FY03

- In FY04, residents in the Northeast and Mid-County districts reported a higher incidence of being victims of crime

	FY01	FY02	FY03	FY04	Percent Change
Residents who agree that adults in the neighborhood can be counted on to watch out that children are safe	85%	86%	86%	82%	-4%
Residents who identified a problem with fighting in their neighborhood	16%	16%	16%	20%	+25%
Residents who reported they had been the victim of a crime	N/A	21%	21%	23%	+10%
Residents who were victimized and reported the crime	N/A	72%	75%	76%	+6%

Basic Needs

Residents who Rate Themselves as Having Good, Very Good, or Excellent Health
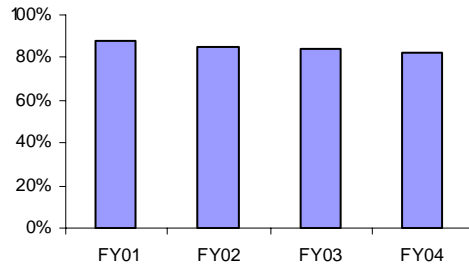
Residents who Report They Can't Make Ends Meet or Have Just Enough Income
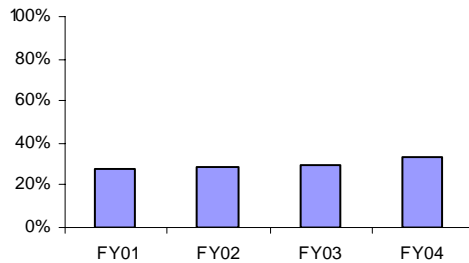
Many of the County's programs are for residents who need assistance meeting basic needs.

- Most residents (82%) rated themselves as having good, very good, or excellent health, but this has dropped in the last four years
- The percent of residents who report that they can't make ends meet or have just enough and no more has increased 22% in the last four years
- The percentage of residents who reported that their physical health or functioning limited activity some or a great deal increased 38% in the last four years

	FY01	FY02	FY03	FY04	Percent Change
Residents who report that their physical health or functioning limits their activities some or a great deal	26%	30%	34%	36%	+38%
Residents who report that their emotional or mental health problems limits their activities some or a great deal	14%	15%	16%	16%	+14%

Education

Satisfaction with Education and Agreement that Dollars are Spent Wisely [1]

- Satisfied with education
- Agree dollars spent wisely
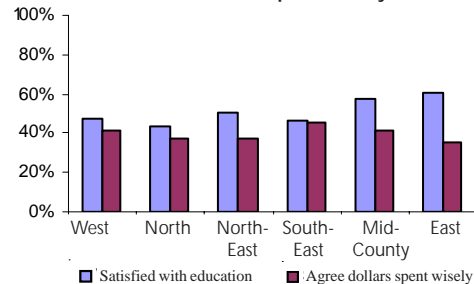
Residents Who Report a Problem with Children Who are Not in School During the Day
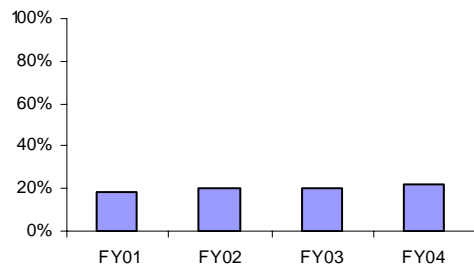
Many of the programs that the County provides are for families and children, and some are specifically intended to improve school performance. A priority for the County is that all children should succeed in school. In FY04, the citizen survey included some new questions specifically about education.

- Residents were more satisfied with the education provided in County schools than they were that districts were spending their dollars wisely
- Residents did not perceive a lot of neighborhood problems related to children

	FY01	FY02	FY03	FY04	Percent Change
Residents who had problems with children hanging around	18%	16%	16%	20%	+11%
Residents who were aware of homeless children in their neighborhood	4%	2%	3%	2%	-
Residents who strongly agree or agree if children were doing something wrong neighbors would do something about it	78%	84%	82%	78%	0%
Residents who strongly agree or agree that adults in the community know the children	69%	76%	72%	70%	+1%

[1] Very and somewhat satisfied are combined. Strongly and somewhat agree are combined

Accountability

Residents Aware That There is a City/County Information Telephone Number
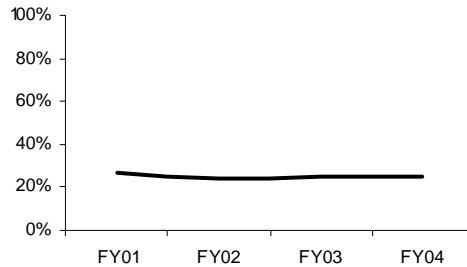
Residents Aware of the County's Web Page
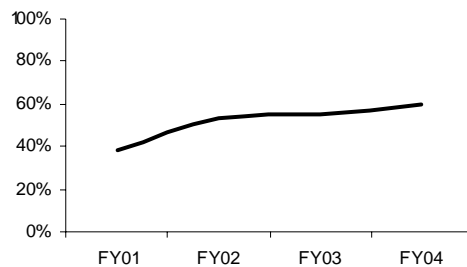
The County recognizes that residents want their government to be accountable at every level. Residents need to understand how government works and should have opportunities to participate.

- The purpose of the City/County telephone line is to increase accessibility for residents. Of the residents who were aware of the line, 30% had used it in the past year. Of those, 46% were very satisfied with the information they received
- In FY04, 31% of residents had attempted to find out about a City or County service besides Animal Services or the Library. However, 38% had difficulty in finding the service

- Of the residents (24%) who had used the County's web page in FY04, 33% were very satisfied with it

	FY01	FY02	FY03	FY04	Percent Change
Residents who attempted to find out about or use any City or County services	28%	24%	30%	31%	+11%
Residents who used the City/County telephone information and referral number	9%	9%	7%	8%	-11%
Residents who have access to the Internet either from home or other location	75%	75%	77%	79%	+5%
Residents who knew the County had a web page	38%	53%	55%	60%	+58%

Appendix

Citizen Survey Results

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 can be 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 services 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 adopted from the former Department of Community and Family Services service boundaries. These are also closely aligned with the Department of County Human Services and Health Department service boundaries.

Survey Districts

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
ANIMAL CONTROL										
Q1A - In the past year, have you had any problems in your neighborhood with barking dogs?										
No	84%	80%	79%	80%	76%	83%	81%	82%	82%	70%
Yes	16%	20%	21%	20%	24%	17%	19%	18%	18%	30%
							(1,693)	(1,594)	(1,985)	(1,502)
Q1B - In the past year, have you had any problems in your neighborhood with animals running loose?										
No	74%	69%	68%	72%	67%	70%	70%	72%	75%	66%
Yes	26%	31%	32%	28%	33%	30%	30%	28%	25%	34%
							(1,691)	(1,591)	(1,988)	(1,502)
Q1C - In the past year, have you had any problems in your neighborhood with a vicious animal?										
No	94%	93%	92%	91%	93%	92%	93%	93%	93%	91%
Yes	6%	7%	8%	9%	7%	8%	7%	7%	7%	9%
							(1,689)	(1,590)	(1,984)	(1,498)
Q1D - In the past year, have you reported an animal problem in your neighborhood to Multnomah County Animal Services:										
No	92%	90%	89%	93%	90%	90%	91%	91%	91%	90%
Yes	8%	10%	11%	7%	10%	10%	9%	9%	9%	10%
							(1,692)	(1,592)	(1,987)	(1,503)
Q1E - Thinking about the last time you called Multnomah County Animal Services, how satisfied were you with the service you received?										
Very dissatisfied	28%	29%	30%	33%	39%	64%	36%	38%	27%	32%
Somewhat dissatisfied	22%	21%	9%	44%	14%	14%	20%	20%	18%	14%
Somewhat satisfied	22%	25%	22%	11%	25%	9%	20%	19%	24%	25%
Very satisfied	28%	25%	39%	12%	22%	13%	24%	23%	31%	29%
							(155)	(143)	(160)	(146)

Appendix

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
LIBRARY										
Q2A - In the past 12 months, have you visited a Multnomah County library?										
No	36%	50%	35%	35%	44%	40%	40%	41%	40%	37%
Yes	64%	50%	65%	65%	56%	60%	60%	59%	60%	63%
							(1,692)	(1,593)	(1,987)	(1,502)
Thinking about the Multnomah County library you usually go to . . .										
Q2B - In general, how satisfied are you with the hours it is open?										
Very dissatisfied	1%	3%	1%	1%	-	-	1%	1%	2%	2%
Somewhat dissatisfied	9%	14%	10%	13%	8%	5%	10%	8%	8%	7%
Somewhat satisfied	37%	26%	35%	37%	30%	31%	33%	41%	40%	32%
Very satisfied	53%	57%	54%	49%	62%	64%	56%	50%	50%	59%
							(1,002)	(935)	(1,177)	(932)
Q2C - In general, how satisfied are you with its location?										
Very dissatisfied	1%	1%	2%	-	1%	-	1%	-	1%	1%
Somewhat dissatisfied	1%	6%	4%	1%	-	1%	2%	1%	1%	3%
Somewhat satisfied	17%	24%	13%	11%	16%	21%	17%	20%	22%	21%
Very satisfied	81%	69%	81%	88%	83%	78%	80%	79%	76%	75%
							(1,010)	(939)	(1,178)	(936)
Q2D - In general, how satisfied are you with the availability of books and materials?										
Very dissatisfied	2%	4%	2%	2%	2%	2%	2%	1%	3%	2%
Somewhat dissatisfied	7%	11%	10%	11%	8%	6%	9%	9%	7%	7%
Somewhat satisfied	32%	21%	24%	32%	30%	33%	29%	37%	34%	33%
Very satisfied	59%	64%	64%	55%	60%	59%	60%	53%	56%	58%
							(993)	(930)	(1,175)	(926)

| | | 2004 | | | | | | Prior Year TOTALS | | |
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q2E - In general, how satisfied are you with the assistance provided by library staff?										
Very dissatisfied	1%	1%	1%	1%	-	1%	1%	-	1%	1%
Somewhat dissatisfied	2%	1%	1%	2%	2%	2%	2%	2%	2%	1%
Somewhat satisfied	18%	14%	17%	19%	20%	19%	18%	21%	21%	19%
Very satisfied	79%	84%	81%	78%	78%	78%	79%	77%	76%	79%
							(984)	(914)	(1,150)	(917)
Q2F - In general, how satisfied are you with the children's programs?										
Very dissatisfied	1%	3%	-	-	1%	-	1%	1%	1%	3%
Somewhat dissatisfied	3%	7%	2%	2%	3%	2%	3%	2%	3%	2%
Somewhat satisfied	25%	15%	16%	29%	21%	14%	21%	28%	27%	26%
Very satisfied	71%	75%	82%	69%	75%	84%	75%	69%	69%	69%
							(374)	(344)	(462)	(386)
Q2G - In the past 12 months, have you contacted the Multnomah County library by telephone?										
No	71%	78%	72%	68%	77%	79%	74%	76%	75%	70%
Yes	29%	22%	28%	32%	23%	21%	26%	24%	25%	30%
							(1,692)	(1,588)	(1,983)	(1,502)
Q2H - In the past 12 months, have you contacted the Multnomah County library by computer?										
No	69%	76%	70%	69%	80%	75%	73%	76%	79%	78%
Yes	31%	24%	30%	31%	20%	25%	27%	24%	21%	22%
							(1,690)	(1,591)	(1,985)	(1,504)
Q2I - Overall, how satisfied are you with Multnomah County libraries?										
Very dissatisfied	1%	3%	1%	1%	2%	3%	1%	1%	1%	2%
Somewhat dissatisfied	2%	2%	4%	4%	2%	2%	3%	3%	2%	1%
Somewhat satisfied	30%	37%	24%	32%	35%	32%	32%	30%	30%	24%
Very satisfied	67%	58%	71%	63%	61%	63%	64%	66%	67%	73%
							(1,448)	(1,269)	(1,607)	(1,203)

| | **2004** | | | | | | | | **Prior Year TOTALS** | | |
	West	North	Northeast	Southeast	Mid-County	East	County Total		2003	2002	2001
SCHOOL DISTRICT SERVICES											
Q3 - Thinking about local public schools in Multnomah County, how satisfied are you with the education provided?											
Very dissatisfied	21%	20%	19%	20%	22%	17%	20%				
Somewhat dissatisfied	31%	36%	30%	33%	20%	22%	29%				
Somewhat satisfied	31%	30%	42%	30%	35%	42%	34%				
Very satisfied	17%	14%	9%	17%	23%	19%	17%				
							(1,287)				
Q3A - Would you agree or disagree that schools are spending their dollars wisely?											
Strongly disagree	33%	34%	33%	27%	35%	36%	33%				
Somewhat disagree	26%	29%	29%	28%	23%	28%	27%		New Measure		
Somewhat agree	28%	27%	24%	33%	26%	24%	27%				
Strongly agree	13%	10%	14%	12%	16%	12%	13%				
							(1,452)				
Q3B - Do you have at least one child who is enrolled in a public school in Multnomah County?											
No	81%	80%	76%	79%	73%	71%	77%				
Yes	19%	20%	24%	21%	27%	29%	23%				
							(1,693)				
Q3C - What school does he/she attend?											

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
COUNTY SERVICES										
Q4 - In the past year, have you attempted to find out about or use any city or county service besides animal services or the library?										
No	65%	72%	65%	66%	73%	74%	69%	70%	76%	72%
Yes	35%	28%	35%	34%	27%	26%	31%	30%	24%	28%
							(1,651)	(1,565)	(1,924)	(1,485)
Q4A - What service or services were you looking for?										
Q4B - How difficult or easy was it to find the service?										
Very difficult	9%	9%	14%	10%	19%	12%	12%	13%	13%	
Somewhat difficult	18%	29%	26%	26%	30%	28%	25%	16%	14%	
Somewhat easy	29%	26%	30%	33%	24%	26%	28%	28%	18%	
Very easy	44%	36%	30%	31%	27%	34%	35%	43%	55%	
							(511)	(454)	(456)	
Q4C - Did you know there is a City/County Telephone Information and Referral number?										
No	76%	73%	74%	72%	75%	76%	74%	76%	76%	72%
Yes	24%	27%	26%	28%	25%	24%	26%	24%	24%	28%
							(1,688)	(1,590)	(1,978)	(1,500)
Q4D - Have you used the City/County Information and Referral number in the past year?										
No	69%	70%	69%	63%	67%	81%	70%	72%	63%	68%
Yes	31%	30%	31%	37%	33%	19%	30%	28%	37%	32%
							(426)	(384)	(471)	(415)

| | | | **2004** | | | | | | **Prior Year TOTALS** | |
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q4E - How satisfied were you with the information received?										
Very dissatisfied	16%	9%	12%	8%	9%	30%	12%	15%	7%	8%
Somewhat dissatisfied	9%	18%	12%	16%	4%	10%	12%	9%	9%	5%
Somewhat satisfied	28%	27%	23%	36%	39%	20%	30%	25%	29%	30%
Very satisfied	47%	46%	53%	40%	48%	40%	46%	51%	55%	57%
							(129)	(107)	(170)	(131)
Q5 - Do you have access to the Internet either from home or from another location?										
No	16%	26%	25%	14%	25%	22%	21%	24%	26%	25%
Yes	84%	74%	75%	86%	75%	78%	79%	76%	74%	75%
							(1,692)	(1,593)	(1,988)	(1,504)
Q5A - Did you know Multnomah County has a web page?										
No	34%	42%	33%	39%	51%	40%	40%	45%	47%	50%
Yes	66%	58%	67%	61%	49%	60%	60%	55%	53%	50%
							(1,340)	(1,215)	(1,470)	(1,131)
Q5B - Have you ever used the Multnomah County web page?										
No	52%	49%	43%	53%	39%	52%	49%	61%	57%	61%
Yes	48%	51%	57%	47%	61%	48%	51%	39%	43%	39%
							(804)	(661)	(777)	(560)
Q5C - How satisfied were you with the web page?										
Very dissatisfied	4%	3%	4%	-	3%	2%	3%	2%	1%	3%
Somewhat dissatisfied	13%	7%	4%	9%	10%	14%	10%	8%	7%	7%
Somewhat satisfied	53%	59%	65%	60%	50%	45%	55%	56%	48%	48%
Very satisfied	30%	31%	27%	31%	37%	39%	32%	34%	44%	42%
							(395)	(247)	(305)	(201)
Q6A - Are you or a family member currently using senior or aging services?										
No							91%	92%	93%	
Yes							9%	8%	7%	
							(1,683)	(1,589)	(1,984)	

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q6B - Overall, how satisfied were you with this service?										
Very dissatisfied							2%	8%	6%	
Somewhat dissatisfied							11%	9%	3%	
Somewhat satisfied							36%	33%	28%	
Very satisfied							51%	50%	63%	
							(143)	(120)	(139)	
Q7A - Are you or a family member currently using disability services?										
No							91%	92%	92%	
Yes							9%	8%	8%	
							(1,689)	(1,588)	(1,986)	
Q7B - Overall, how satisfied were you with this service?										
Very dissatisfied							7%	10%	5%	
Somewhat dissatisfied							13%	15%	11%	
Somewhat satisfied							41%	28%	31%	
Very satisfied							39%	47%	53%	
							(144)	(118)	(150)	
Q8A - Are you or a family member currently using adult foster care?										
No							98%	98%	98%	
Yes							2%	2%	2%	
							(1,690)	(1,593)	(1,986)	
Q8B - Overall, how satisfied were you with this service?										
Very dissatisfied							-	8%	11%	
Somewhat dissatisfied							5%	13%	7%	
Somewhat satisfied							36%	25%	15%	
Very satisfied							59%	54%	67%	
							(24)	(24)	(35)	

Numbers too small to analyze

	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
				2004				**Prior Year TOTALS**		
Q9A – Are you or a family member currently using the Neighborhood District Attorney Program?										
No							100%	99%	99%	
Yes							0%	1%	1%	
							(1,690)	(1,590)	(1,975)	
Q9B - Overall, how satisfied were you with this service?										
Very dissatisfied							8%	-	9%	
Somewhat dissatisfied							10%	-	4%	
Somewhat satisfied							49%	70%	26%	
Very satisfied							33%	30%	61%	
							(18)	(10)	(23)	
Q10A - Are you or a family member currently using the Connections Program for Young Parents?										
No							100%	99%	99%	
Yes							0%	1%	1%	
							(1,688)	(1,593)	(1,979)	
Q10B - Overall, how satisfied were you with this service?										
Very dissatisfied							-	-	7%	
Somewhat dissatisfied							-	-	-	
Somewhat satisfied							28%	-	29%	
Very satisfied							72%	100%	64%	
							(5)	(2)	(14)	
Q11A - Are you or a family member currently using a County clinic, for example, a TB, Methadone, HIV, or dental clinic?										
No							95%	96%	95%	
Yes							5%	4%	5%	
							(1,687)	(1,590)	(1,979)	

Numbers too small to analyze

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q11B - Overall, how satisfied were you with this service?										
Very dissatisfied							7%	7%	8%	
Somewhat dissatisfied							4%	8%	8%	
Somewhat satisfied							38%	25%	32%	
Very satisfied							51%	60%	52%	
							(86)	(60)	(104)	
Q12A - Are you or a family member currently using the Healthy Start Program?										
No							99%	99%	99%	
Yes							1%	1%	1%	
							(1,687)	(1,595)	(1,971)	
Q12B - Overall, how satisfied were you with this service?										
Very dissatisfied							-	-	11%	
Somewhat dissatisfied							-	-	-	
Somewhat satisfied							28%	33%	39%	
Very satisfied							72%	67%	50%	
							(8)	(3)	(18)	
Q13A - Are you or a family member currently using mediation for family court services?										
No							99%	99%	98%	
Yes							1%	1%	2%	
							(1,691)	(1,590)	(1,986)	
Q13B - Overall, how satisfied were you with this service?										
Very dissatisfied							10%	35%	23%	
Somewhat dissatisfied							18%	6%	11%	
Somewhat satisfied							35%	41%	33%	
Very satisfied							37%	18%	33%	
							(14)	(17)	(27)	

Numbers too small to analyze

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q14A - Are you or a family member currently using the WIC program?										
No							93%	95%	94%	
Yes							7%	5%	6%	
							(1,687)	(1,593)	(1,983)	
Q14B - Overall, how satisfied were you with this service?										
Very dissatisfied							-	1%	6%	
Somewhat dissatisfied							3%	4%	2%	
Somewhat satisfied							22%	26%	25%	
Very satisfied							75%	69%	67%	
							(111)	(78)	(115)	
Q15A - Are you or a family member currently using the Foodhandler's Card program?										
No							88%	91%	90%	
Yes							12%	9%	10%	
							(1,692)	(1,593)	(1,980)	
Q15B - Overall, how satisfied were you with this service?										
Very dissatisfied							1%	1%	4%	
Somewhat dissatisfied							7%	4%	2%	
Somewhat satisfied							35%	33%	27%	
Very satisfied							57%	62%	67%	
							(187)	(141)	(172)	
Q16A - In the past year, have you been a victim of a crime?										
No	79%	82%	74%	77%	74%	78%	78%	79%	80%	
Yes	21%	18%	26%	23%	26%	22%	22%	21%	20%	
							(1,693)	(1,592)	(1,989)	
Q16B - Did you report the crime?										
No	30%	32%	18%	35%	22%	16%	26%	26%	28%	
Yes	70%	68%	82%	65%	78%	84%	74%	74%	72%	
							(378)	(333)	(405)	

Numbers too small to analyze

	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
	2004							**Prior Year TOTALS**		
Q15C - Did you have contact with the District Attorney's Office?										
No							90%	91%	88%	
Yes							10%	9%	12%	
							(390)	(331)	(403)	
Q15D - Did they inform you of services that may help you?										
No							33%	28%	36%	
Yes							67%	72%	64%	
							(40)	(29)	(47)	
Q15E - Did you receive help from a DA-appointed victim's advocate?										
No							85%	85%	52%	
Yes							15%	15%	48%	
							(27)	(20)	(29)	
Q15F - Overall, how satisfied were you with this service?										
Very dissatisfied							-	-	7%	
Somewhat dissatisfied							-	-	7%	
Somewhat satisfied							-	67%	22%	
Very satisfied							100%	33%	64%	
							(4)	(3)	(14)	
Q16A - In the past year, have you been supervised by a County parole or probation officer?										
No							99%	99%	99%	
Yes							1%	1%	1%	
							(1,692)	(1,594)	(1,989)	
Q16B - In the past year, did you have regular contact with your parole or probation officer?										
No							13%	33%	38%	
Yes							87%	67%	62%	
							(9)	(12)	(21)	

Numbers too small to analyze

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q17C - In the past year, do you feel you have received fair treatment by your parole or probation officer?										
No							14%	25%	38%	
Yes							86%	75%	62%	
							(9)	(12)	(21)	
Q17D - In the past year, how often has your parole or probation officer treated you with respect?										
Always							56%	42%	70%	
Most of the time							30%	25%	20%	
Some of the time							14%	17%	-	
Never							-	16%	10%	
							(9)	(12)	(20)	
Q18A - In the past year, have you been incarcerated in a Multnomah County jail?										
No							99%	99%	99%	
Yes							1%	1%	1%	
							(1,691)	(1,594)	(1,989)	
Q18B - Do you feel you received fair treatment from jail personnel?										
No							44%	40%	21%	
Yes							56%	60%	79%	
							(8)	(10)	(14)	
Q18C - How often do you feel jail personnel treated you with respect?										
Always							36%	-	23%	
Most of the time							15%	40%	39%	
Some of the time							35%	50%	23%	
Never							14%	10%	15%	
							(8)	(10)	(13)	

Numbers too small to analyze

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q18D - Did you receive any transitional services to assist you with reentry into the community?										
No							56%	80%	75%	
Yes							44%	20%	25%	
							(8)	(10)	(12)	
Q18E - What service or services did you receive?										
Q18F - Overall, how satisfied were you with this service?										
Very dissatisfied							-	-	33%	
Somewhat dissatisfied							-	-	33%	
Somewhat satisfied							-	50%	-	
Very satisfied							100%	50%	34%	
							(4)	(2)	(3)	
Q19A - In the past year, have you applied for a marriage license or domestic partner registration?										
No							98%	98%	97%	
Yes							2%	2%	3%	
							(1,693)	(1,594)	(1,987	
Q19B - How difficult or easy was it to find the applications?										
Very difficult							-	-	2%	
Somewhat difficult							-	7%	6%	
Somewhat easy							20%	29%	14%	
Very easy							80%	64%	78%	
							(33)	(28)	(49)	

Numbers too small to analyze

| | West | | | | Mid- | | County | | Prior Year TOTALS | |
		North	Northeast	Southeast	County	East	Total	2003	2002	2001
Q19C - How difficult or easy was it to understand the application process?										
Very difficult							-	-	3%	
Somewhat difficult							-	10%	8%	
Somewhat easy							22%	29%	14%	
Very easy							78%	61%	75%	
							(32)	(28)	(51)	
Q20A - Do you use any of these bridges at least once a week: Sellwood, Hawthorne, Morrison, Burnside, Broadway, and/or Sauvie Island?										
No	36%	44%	32%	31%	69%	65%	45%	50%	44%	
Yes	64%	56%	68%	69%	31%	35%	55%	50%	56%	
							(1,693)	(1,591)	(1,982)	
Q20B - In the past year, have you experienced a bridge closure or delay due to a special event or construction?										
No	46%	32%	34%	46%	49%	59%	43%	39%	38%	
Yes	54%	68%	66%	54%	51%	41%	57%	61%	62%	
							(921)	(786)	(1,093)	
Q20C - Do you feel you were adequately notified in advance of the changes in traffic flow due to the event or construction?										
No	26%	23%	27%	33%	23%	34%	27%	24%	23%	
Yes	74%	77%	73%	67%	77%	66%	73%	76%	77%	
							(512)	(474)	(671)	

The "2004" spans West, North, Northeast, Southeast, Mid-County, East, County Total columns.

| | 2004 | | | | | | | Prior Year TOTALS | | |
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
NEIGHBORHOOD										
Q22A – I think my neighborhood is a good place for me to live.										
Strongly disagree	2%	2%	3%	2%	6%	2%	3%	2%	3%	3%
Somewhat disagree	3%	4%	5%	5%	12%	6%	6%	6%	5%	5%
Somewhat agree	23%	35%	27%	26%	34%	25%	28%	30%	30%	28%
Strongly Agree	72%	59%	65%	67%	48%	67%	63%	62%	62%	64%
							(1,662)	(1,579)	(1,966)	(1,492)
Q22B - I feel there is a sense of community in my neighborhood.										
Strongly disagree	7%	8%	12%	7%	17%	6%	9%	7%	7%	8%
Somewhat disagree	15%	11%	13%	14%	21%	18%	15%	16%	13%	13%
Somewhat agree	38%	42%	33%	41%	39%	38%	39%	40%	43%	42%
Strongly Agree	40%	39%	42%	38%	23%	38%	37%	37%	37%	37%
							(1,653)	(1,556)	(1,925)	(1,458)
Q22C - If children in my community were doing something wrong, neighbors would do something about it.										
Strongly disagree	6%	7%	10%	8%	13%	6%	8%	6%	6%	7%
Somewhat disagree	13%	13%	15%	12%	18%	9%	13%	13%	10%	13%
Somewhat agree	40%	39%	37%	37%	33%	39%	38%	42%	43%	40%
Strongly Agree	41%	41%	38%	43%	36%	46%	41%	39%	41%	40%
							(1,542)	(1,449)	(1,817)	(1,339)
Q22D - Adults in my community know the kids in their neighborhood.										
Strongly disagree	11%	9%	9%	10%	16%	12%	11%	9%	9%	12%
Somewhat disagree	19%	18%	20%	22%	21%	11%	19%	19%	15%	19%
Somewhat agree	40%	43%	38%	40%	37%	40%	39%	43%	44%	40%
Strongly Agree	30%	30%	33%	28%	26%	37%	31%	29%	32%	29%
							(1,517)	(1,410)	(1,772)	(1,330)

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q22E - Very few of my neighbors know me.										
Strongly disagree	34%	36%	39%	30%	33%	35%	34%	28%	30%	29%
Somewhat disagree	24%	24%	21%	28%	21%	23%	24%	24%	22%	21%
Somewhat agree	24%	23%	21%	23%	23%	22%	22%	29%	29%	28%
Strongly Agree	18%	17%	19%	19%	23%	20%	20%	19%	19%	22%
							(1,664)	(1,572)	(1,972)	(1,496)
Q22F - People around here are willing to help their neighbors.										
Strongly disagree	4%	6%	7%	4%	9%	5%	6%	4%	5%	5%
Somewhat disagree	6%	6%	8%	8%	10%	7%	7%	7%	6%	8%
Somewhat agree	43%	36%	37%	46%	43%	37%	41%	44%	43%	41%
Strongly Agree	47%	52%	48%	42%	38%	51%	46%	45%	46%	46%
							(1,641)	(1,518)	(1,910)	(1,451)
Q22G - I can recognize most of the people who live on my block.										
Strongly disagree	7%	6%	7%	5%	12%	10%	8%	7%	7%	8%
Somewhat disagree	11%	8%	8%	9%	14%	9%	10%	12%	10%	10%
Somewhat agree	29%	27%	24%	34%	26%	28%	28%	31%	35%	28%
Strongly Agree	53%	59%	61%	52%	48%	53%	54%	50%	48%	54%
							(1,674)	(1,582)	(1,971)	(1,491)
Q22H - You can count on adults in this neighborhood to watch out that children are safe.										
Strongly disagree	6%	6%	5%	6%	8%	8%	6%	4%	5%	6%
Somewhat disagree	8%	10%	13%	10%	17%	9%	11%	11%	8%	9%
Somewhat agree	37%	37%	37%	42%	34%	38%	37%	40%	41%	37%
Strongly Agree	49%	47%	45%	42%	41%	45%	46%	45%	46%	48%
							(1,535)	(1,423)	(1,836)	(1,371)
Q22I - People move in and out of my neighborhood a lot.										
Strongly disagree	39%	44%	34%	35%	37%	42%	39%	35%	38%	38%
Somewhat disagree	26%	25%	33%	33%	28%	22%	27%	30%	28%	26%
Somewhat agree	19%	19%	20%	21%	17%	21%	19%	22%	21%	20%
Strongly Agree	16%	12%	13%	11%	18%	15%	15%	13%	13%	16%
							(1,637)	(1,553)	(1,913)	(1,452)

| | 2004 | | | | | | | Prior Year TOTALS | | |
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q22J - I regularly stop and talk with the people in my neighborhood.										
Strongly disagree	10%	11%	7%	11%	14%	10%	11%	11%	11%	13%
Somewhat disagree	12%	12%	12%	12%	17%	13%	13%	17%	13%	13%
Somewhat agree	39%	37%	37%	41%	43%	39%	39%	38%	42%	39%
Strongly Agree	39%	40%	44%	36%	26%	38%	37%	34%	34%	35%
							(1,672)	(1,579)	(1,966)	(1,494)
Q23A - In your neighborhood how much of a problem is kids who are not in school during the day?										
No problem at all	81%	75%	82%	77%	75%	79%	79%	80%	80%	82%
Somewhat of a problem	17%	22%	16%	20%	20%	18%	18%	17%	16%	15%
A big problem	2%	3%	2%	3%	5%	3%	3%	3%	4%	3%
							(1,567)	(1,453)	(1,810)	(1,293)
Q23B - How much of a problem is alcohol or drug abuse in your neighborhood?										
No problem at all	65%	58%	56%	54%	63%	66%	61%	66%	66%	63%
Somewhat of a problem	27%	28%	34%	34%	28%	29%	30%	25%	25%	28%
A big problem	8%	14%	10%	12%	9%	5%	9%	9%	9%	9%
							(1,573)	(1,466)	(1,809)	(1,289)
Q23C - How much of a problem is neighbors fighting in your neighborhood?										
No problem at all	85%	77%	82%	78%	76%	82%	80%	84%	83%	83%
Somewhat of a problem	14%	20%	14%	20%	18%	16%	17%	14%	14%	14%
A big problem	1%	3%	4%	2%	6%	2%	3%	2%	3%	3%
							(1,661)	(1,559)	(1,932)	(1,454)
Q23C1 - How often is this fighting within a family?										
Never	19%	11%	9%	14%	18%	24%	16%	19%	19%	13%
Sometimes	59%	57%	53%	47%	53%	60%	55%	51%	50%	56%
Often	22%	32%	38%	39%	29%	16%	29%	30%	31%	31%
							(290)	(223)	(298)	(197)

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q23D - How much of a problem is graffiti in your neighborhood?										
No problem at all	70%	79%	66%	65%	74%	83%	72%	78%	78%	73%
Somewhat of a problem	28%	18%	30%	31%	19%	14%	24%	18%	20%	23%
A big problem	2%	3%	4%	4%	7%	3%	4%	4%	2%	4%
							(1,686)	(1,585)	(1,968)	(1,486)
Q23E - How much of a problem in your neighborhood are kids hanging around after school and on weekends?										
No problem at all	83%	80%	80%	82%	82%	76%	81%	84%	83%	82%
Somewhat of a problem	14%	17%	16%	15%	12%	20%	15%	14%	14%	14%
A big problem	3%	3%	4%	3%	6%	4%	4%	2%	3%	4%
							(1,671)	(1,547)	(1,932)	(1,455)
Q24A - Are you aware of any homeless adults in your neighborhood?										
No	64%	70%	65%	52%	86%	91%	71%	76%	77%	75%
Yes	36%	30%	35%	48%	14%	9%	29%	24%	23%	25%
							(1,688)	(1,591)	(1,955)	(1,497)
Q24B - Are you aware of any homeless children in your neighborhood?										
No	95%	98%	99%	98%	99%	99%	98%	97%	98%	96%
Yes	5%	2%	1%	2%	1%	1%	2%	3%	2%	4%
							(1,684)	(1,583)	(1,957)	(1,495)
Q25A - In general, how safe do you feel walking alone in your neighborhood during the day?										
Very unsafe	-	1%	-	1%	2%	1%	1%	1%	2%	2%
Somewhat unsafe	1%	3%	4%	2%	4%	3%	3%	3%	2%	1%
Somewhat safe	15%	19%	18%	14%	22%	15%	17%	17%	16%	15%
Very safe	84%	77%	78%	83%	72%	81%	79%	79%	80%	82%
							(1,687)	(1,580)	(1,972)	(1,499)
Q25B - In general, how safe do you feel walking alone in your neighborhood at night?										
Very unsafe	7%	13%	12%	5%	15%	10%	10%	9%	9%	8%
Somewhat unsafe	15%	19%	21%	16%	19%	11%	17%	18%	17%	14%
Somewhat safe	39%	34%	34%	33%	34%	34%	35%	38%	39%	39%
Very safe	39%	34%	33%	46%	32%	45%	38%	35%	35%	39%
							(1,650)	(1,534)	(1,893)	(1,431)

Appendix

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
OTHER										
Q26 - In what year were you born?										
Q27 - Gender?										
Male	41%	41%	40%	44%	42%	41%	41%	41%	40%	40%
Female	59%	59%	60%	56%	58%	59%	59%	59%	60%	60%
							(1,692)	(1,594)	(1,989)	(1,508)
Q28 - How would you describe your current marital status?										
Single	21%	17%	18%	20%	16%	17%	18%	17%	23%	23%
Married	50%	51%	49%	56%	58%	58%	53%	53%	48%	51%
Living with a partner	6%	6%	9%	6%	7%	7%	7%	7%	7%	4%
Separated	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%
Divorced	15%	11%	15%	11%	13%	7%	12%	12%	12%	12%
Widowed	7%	13%	8%	5%	4%	9%	8%	9%	8%	8%
							(1,686)	(1,586)	(1,964)	(1,492)
Q29 - Would you describe yourself as any of the following: Spanish, Hispanic, or Latin?										
No	96%	93%	94%	95%	87%	92%	93%	94%	95%	97%
Yes	4%	7%	6%	5%	13%	8%	7%	6%	5%	3%
							(1,685)	(1,586)	(1,973)	(1,502)
Q30 - How would you describe your race?										
White	84%	82%	79%	88%	77%	86%	83%	87%	84%	87%
American Indian or Alaska Native	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%
Asian or Pacific Islander	2%	4%	1%	2%	3%	1%	2%	2%	3%	3%
Black or African - American	3%	6%	11%	1%	3%	1%	4%	3%	4%	4%
Multi-racial	4%	1%	3%	3%	4%	2%	3%	2%	2%	2%
Other	5%	5%	5%	5%	11%	8%	6%	4%	6%	3%
							(1,673)	(1,577)	(1,951)	(1,482)
Q30A - If other, how would you describe your race?										

		2004						Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q31 - What is the highest grade or level of school you have completed?										
Less than 8 years	2%	3%	2%	1%	3%	3%	2%	2%	2%	1%
Some high school, without a diploma	3%	7%	5%	6%	7%	6%	6%	5%	6%	6%
High school diploma or GED	14%	22%	20%	20%	27%	24%	20%	21%	19%	19%
Associate Degree	5%	7%	6%	7%	10%	10%	7%	8%	8%	6%
Some college, but no degree	25%	31%	28%	24%	28%	28%	27%	26%	31%	30%
Bachelor's degree	26%	17%	21%	19%	13%	16%	20%	21%	17%	20%
Some graduate study, but no degree	5%	4%	4%	5%	4%	3%	4%	3%	4%	3%
Graduate or professional degree	20%	9%	14%	18%	8%	10%	14%	14%	13%	15%
							(1,686)	(1,590)	(1,972)	(1,495)
Q32 - About how many hours a week on average, if any, do you work?										
Q33 - In general, would you say your health is:										
Excellent	36%	25%	30%	28%	24%	27%	29%	26%	31%	29%
Very good	35%	32%	28%	34%	30%	33%	32%	37%	33%	36%
Good	17%	26%	21%	20%	24%	21%	21%	21%	22%	23%
Fair	8%	11%	16%	14%	16%	14%	13%	11%	11%	9%
Poor	4%	6%	5%	4%	6%	5%	5%	5%	3%	3%
							(1,689)	(1,586)	(1,976)	(1,499)
Q34 - On a typical day, to what extent does your physical health or functioning limit your activities?:										
Not at all	70%	64%	61%	68%	57%	64%	65%	65%	69%	73%
Some	24%	28%	30%	21%	33%	26%	26%	27%	24%	21%
A great deal	6%	8%	9%	11%	10%	10%	9%	8%	7%	6%
							(1,686)	(1,586)	(1,962)	(1,490)

	2004							Prior Year TOTALS		
	West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
Q35 - On a typical day, to what extent do emotional or mental health problems limit your activities?										
Not at all	86%	82%	84%	82%	83%	86%	84%	84%	84%	85%
Some	12%	16%	13%	15%	16%	12%	14%	15%	14%	13%
A great deal	2%	2%	3%	3%	1%	2%	2%	1%	2%	2%
							(1,681)	(1,583)	(1,958)	(1,492)
Q36 - How many children and adults, including yourself, are living in your household right now?										
Q37 - Of the people in your household, how many are children aged 18 or younger?										
Q38 - Do you live in:										
Single family home	71%	82%	81%	78%	74%	75%	76%	75%	77%	77%
A 2,3-,or 4-plex	7%	4%	6%	11%	6%	4%	6%	7%	7%	6%
A larger apartment or condominium complex	20%	12%	10%	8%	17%	17%	15%	15%	13%	15%
Other	2%	2%	3%	3%	3%	4%	3%	3%	3%	2%
							(1,689)	(1,589)	(1,978)	(1,500)
Q39 - Do you rent or own?										
Rent	28%	25%	23%	30%	30%	27%	27%	29%	31%	30%
Own	72%	75%	77%	70%	70%	73%	73%	71%	69%	70%
							(1,681)	(1,583)	(1,967)	(1,495)

		West	North	Northeast	Southeast	Mid-County	East	County Total	2003	2002	2001
					2004					**Prior Year TOTAL**	
Q40 -	What language do you usually speak at home?										
	English	97%	91%	95%	96%	86%	92%	93%	92%	94%	96%
	Spanish	2%	6%	4%	3%	9%	7%	5%	4%	3%	1%
	Other	1%	3%	1%	1%	5%	1%	2%	4%	3%	3%
								(1,689)	(1,589)	(1,984)	(1,499)
Q40 -	If other, what language do you speak at home?										
Q41 -	Which of the following statements best describes your ability to get along on your household income?										
	You can't make ends meet	6%	8%	8%	6%	5%	10%	7%	7%	6%	7%
	You have just enough, no more	21%	24%	24%	30%	31%	25%	26%	23%	23%	21%
	You have enough, with a little extra sometimes	41%	45%	43%	46%	43%	42%	43%	46%	48%	44%
	You always have money left over	32%	23%	25%	18%	21%	23%	24%	24%	23%	28%
								(1,654)	(1,565)	(1,920)	(1,456)
Q42 -	Adding together the income of all people in your household, could you please tell us approximately what your total household income was last year, from all sources, before taxes? (MEAN)							$59,348	$58,595	$55,079	$58,124
								(1,282)	(1,134)	(1,304)	(1,089)

Citizen Survey

ANIMAL CONTROL

Q1A - In the past year, have you had any problems in you 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 vicious animals?
0   No
1   Yes
8   Don't know
9   Refused

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

Q1E - Thinking about the last time you called Multnomah County 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

Citizen Survey

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

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 the 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

Citizen Survey

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

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 Connections 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

Citizen Survey

Q12A - Are you or a family member currently using the Healthy Start Program?

0   No
1   Yes
8   Don't know
9   Refused

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

Citizen Survey

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

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

Citizen Survey

In the past year, do you feel you have received fair treatment by your prole 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

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

Q18B - Yes
Do you feel you received fair 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, employment, housing, or assistance with basis 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

Citizen Survey

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

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.
0	Strongly disagree
1	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.
0	Strongly disagree
1	Somewhat disagree
3	Somewhat agree
4	Strongly agree
8	Don't know/No Opinion
9	Refused

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

Q21E - Very few of my neighbors know me.
0	Strongly disagree
1	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.

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

Citizen Survey

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

Q21J - I regularly stop and talk with the people in my neighborhood.
0   Strongly disagree
1   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

Citizen Survey

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

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

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

Citizen Survey

Q27 - How would you describe your current martial 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
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?

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

Citizen Survey

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

Q38 - Do you rent or own?
1   Rent
2   Own
3   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 statements 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 you household, could you please tell me approximately what your total household income was last year, from all sources, before taxes.

Appendix

External Data Sources & Data Definition

This Appendix lists only the external data sources used in this report. Most of the other data 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 2004 are from *July 1, 2003: Oregon Population Report*, Population Research Center, Portland State University.

Department of County Human Services
Pages 18, 20, and 21
All school and drug treatment data except for DUII: State Client Process Monitoring System (CPMS)

Pages 18 and 22
Number of senior and disabled clients, percent in different care options, living assistance in homes: State Seniors and Disabled Services Management Information System (MMIS).

Page 21
Calls to domestic violence crisis line: Oregon Department of Human Services.

Health Department
Page 27
Insurance Coverage: Oregon Population Survey
Inadequate Prenatal Care: Oregon Health Division Vital Statistics.

Page 28
Women, infants, and children served in the WIC Program: Oregon Health Division.

Page 29
2-Year-Old Immunization Rate: *IRIS database*, Oregon Health Division.
Percent Sexually Transmitted Diseases Interviewed: Oregon Health Division, STD Section.
Sexually Transmitted Disease Contacts: Oregon Health Division.

Page 30
New HIV Positive Tests: Oregon Health Division.

<u>Library</u>

Page 36

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.