



Multnomah County Oregon

## Board of Commissioners & Agenda

connecting citizens with information and services

### BOARD OF COMMISSIONERS

**Diane Linn, Chair**

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**Maria Rojo de Steffey,**  
**Commission Dist. 1**

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Streaming Media!

<http://www.co.multnomah.or.us/cc/board.html>

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**MAY 21, 22, 28 & 29, 2002**

### BOARD MEETINGS

#### FASTLOOK AGENDA ITEMS OF INTEREST

Pg 2	9:30 a.m. 05/21/02 Budget Work Session
Pg 2	9:30 a.m. 05/22/02 Budget Work Session
Pg 2	9:30 a.m. 05/28/02 Budget Work Session
Pg 3	6:00 p.m. 05/28/02 Public Budget Hearing
Pg 3	9:30 a.m. 05/29/02 Budget Work Session
*** **	<b>The Thursday, May 23 and Thursday May 30 Regular Board Meetings are Cancelled</b>
Pg 5	05/16/02 Updated County Budget Session Schedule and Cable Coverage Information

Thursday meetings of the Multnomah County Board of Commissioners are cable-cast live and taped and may be seen by Cable subscribers in Multnomah County at the following times:

Thursday, 9:30 AM, (LIVE) Channel 30

Friday, 11:00 PM, Channel 30

Saturday, 10:00 AM, Channel 30

Sunday, 11:00 AM, Channel 30

Produced through Multnomah Community  
Television

(503) 491-7636, ext. 333 for further info  
or: <http://www.mctv.org>

Tuesday, May 21, 2002 - 9:30 AM  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

## **BUDGET WORK SESSION**

WS-1 The Board of Commissioners, Auditor, District Attorney, Sheriff and Invited Participants Will Meet to Discuss the Following Multnomah County 2002-2003 Budget Issues Facilitated by John Rakowitz and Tony Mounts.  
**[Interested Persons are Welcome to Attend this Public Meeting, However Public Testimony Will be Taken During Scheduled Budget Hearings.]**

9:30 a.m. - 10:30 a.m. Sheriff's Office  
10:30 a.m. - 12:00 p.m. Department of Business and Community Services

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Wednesday, May 22, 2002 - 9:30 AM  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

## **BUDGET WORK SESSION**

WS-2 The Board of Commissioners, Auditor, District Attorney, Sheriff and Invited Participants Will Meet to Discuss the Following Multnomah County 2002-2003 Budget Issues Facilitated by John Rakowitz and Tony Mounts.  
**[Interested Persons are Welcome to Attend this Public Meeting, However Public Testimony Will be Taken During Scheduled Budget Hearings.]**

9:30 a.m. - 10:30 a.m. Department of Library Services  
10:30 a.m. - 11:30 a.m. Health Department  
11:30 a.m. - 12:00 p.m. Health and Human Services Issues Discussion

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Thursday, May 23, 2002  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

## **REGULAR MEETING CANCELLED**

Tuesday, May 28, 2002 - 9:30 AM  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

## **BUDGET WORK SESSION**

WS-3 The Board of Commissioners, Auditor, District Attorney, Sheriff and Invited Participants Will Meet to Discuss the Following Multnomah County 2002-2003 Budget Issues Facilitated by John Rakowitz and Tony Mounts.  
**[Interested Persons are Welcome to Attend this Public Meeting, However Public Testimony Will be Taken During Scheduled Budget Hearings.]**

9:30 a.m. - 11:30 a.m. Capital Budget Review  
11:30 a.m. - 12:00 p.m. Auditor's Office

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Tuesday, May 28, 2002 - 6:00 PM - 8:00 PM  
Multnomah County East Building, Sharron Kelley Conference Room  
600 NE 8th Street, Gresham

## **PUBLIC BUDGET HEARING**

PH-2 Opportunity for Public Input on the Proposed Multnomah County 2002-2003 Budget. Please fill out a speaker card available at the back table and present it to the Clerk. Testimony Limited to Three Minutes Per Person.

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Wednesday, May 29, 2002 - 9:30 AM  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

## **BUDGET WORK SESSION**

WS-4 The Board of Commissioners, Auditor, District Attorney, Sheriff and Invited Participants Will Meet to Discuss the Following Multnomah County 2002-2003 Budget Issues Facilitated by John Rakowitz and Tony Mounts.  
**[Interested Persons are Welcome to Attend this Public Meeting, However Public Testimony Will be Taken During Scheduled Budget Hearings.]**

9:30 a.m. - 10:30 a.m. Child Receiving Center Update  
10:30 a.m. - 11:00 a.m. Chair's Diversity Initiative  
11:00 a.m. - 12:00 p.m. Questions, Responses and Amendment Proposals

Thursday, May 30, 2002  
Multnomah Building, First Floor Commissioners Boardroom 100  
501 SE Hawthorne Boulevard, Portland

**REGULAR MEETING CANCELLED**

# **MULTNOMAH COUNTY 2002-2003 BUDGET WORK SESSIONS AND HEARINGS**

**9:30 AM to 12:00 PM Tuesdays, Wednesdays and Thursdays as Listed Below**  
Unless otherwise noted, all Sessions held at the Multnomah Building  
First Floor Commissioners Boardroom 100, 501 SE Hawthorne Boulevard, Portland

The Board of Commissioners, Auditor, District Attorney, Sheriff and Invited Participants Will Meet to Discuss Multnomah County 2002-2003 Budget Issues. Facilitated by John Rakowitz and Tony Mounts. **[These are Public Meetings and Interested Persons are Welcome to Attend, However Public Testimony Will be Taken During Budget Hearings Scheduled in May and June.]** Thursday Meetings are Broadcast Live on Cable Channel 30 or log onto <http://www.co.multnomah.or.us/cc/board.html> to View Live Broadcast. Tuesday and Wednesday Meetings will be Broadcast Live on Cable Channel 22 (East County subscribers only) and Rebroadcast on Cable Channels 29 and 30 (Countywide subscribers) and Media Streaming beginning Tuesday, May 7, 2002. Cable Schedule included herein. For further budget information, log onto <http://www.co.multnomah.or.us/cc/budget/index.html>.

## **Tuesday, April 23**

**9:30-12:00 Health and Human Services Group Policy Framework Discussion**

## **Wednesday, April 24**

**9:30-11:45 General Government Groups: Library, Business and Community Services, Facilities, Emergency Management, Diversity, Policy Framework Discussion**  
**11:45-12:00 BIT Update**

## **Wednesday, May 1 Board Work Session Cancelled**

**9:30-12:00 ~~Public Safety Group, Policy Framework Discussion~~**

## **Thursday, May 2**

**9:30-Regular Board Meeting**  
**Chair Diane Linn 2002-2003 Executive Budget Message, Public Hearing and Consideration of Resolution Approving Executive Budget for Submission to Tax Supervising and Conservation Commission**  
**Public Hearing and Consideration of Approval of the 2002-2003 Dunthorpe Riverdale Sanitary Service District No. 1 Proposed Budget for Submittal to the Tax Supervising and Conservation Commission**  
**Public Hearing and Consideration of Approval of the 2002-2003 Mid County Street Lighting Service District No. 14 Proposed Budget for Submittal to the Tax Supervising and Conservation Commission**

# **MULTNOMAH COUNTY 2002-2003 BUDGET WORK SESSIONS AND HEARINGS**

## **Tuesday, May 7**

9:30-10:15	Fiscal Year 2003 Budget – Financial Overview
10:15-11:00	Citizen Budget Advisory Committee Recommendations
11:00-12:00	Office of School and Community Partnerships

## **Wednesday, May 8**

9:30-11:30	Non-Departmental
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## **Thursday, May 9**

10:00-12:00	Public Safety Group, Policy Framework Discussion
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## **Tuesday, May 14**

9:30-10:30	District Attorney
10:30-11:30	Department of Juvenile and Adult Community Justice
6:00 - 8:00 p.m.	<b>Public Hearing on the 2002-2003 Multnomah County Budget – Portland Community College, Cascade Campus, Student Center Building Cafeteria, 705 N Killingsworth, Portland</b>

## **Wednesday May 15**

9:30-11:30	Department of County Human Services
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## **Thursday, May 16**

10:15-11:15	Budget Questions, Responses and Amendment Proposals
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## **Tuesday, May 21**

9:30-10:30	Sheriff's Office
10:30-12:00	Department of Business and Community Services

## **Wednesday May 22**

9:30-10:30	Department of Library Services
10:30-11:30	Health Department
11:30-12:00	Health and Human Services - Issues Discussion

## **Tuesday May 28**

9:30-11:30	Capital Budget Review
11:30-12:00	Auditor's Office

# **MULTNOMAH COUNTY 2002-2003 BUDGET WORK SESSIONS AND HEARINGS**

## **Tuesday May 28**

**6:00 - 8:00 p.m.**

**Public Hearing on the 2002-2003 Multnomah County Budget –  
Multnomah County East Building, Sharron Kelley Conference  
Room, 600 NE 8th Street, Gresham**

## **Wednesday, May 29**

**9:30-10:30**

**Child Receiving Center Update**

**10:30-11:00**

**Chair's Diversity Initiative**

**11:00-12:00**

**Budget Questions, Responses and Amendment Proposals**

## **Tuesday, June 4**

**9:30-12:00**

**Review Amendments to Fiscal Year 2003 Approved Budget**

## **Wednesday, June 5**

**9:30-12:00**

**Review Amendments to Fiscal Year 2003 Approved Budget**

## **Thursday, June 6**

**10:30-11:30 p.m.**

**Tax Supervising and Conservation Commission Public Hearing  
on the 2002-2003 Multnomah County Budget - Multnomah  
Building, Commissioners Boardroom 100, 501 SE Hawthorne  
Boulevard, Portland**

**11:30-12:00**

**Review Amendments to Fiscal Year 2003 Approved Budget**

## **Tuesday, June 11**

**9:30-12:00**

**Response to Board questions from earlier meetings**

**6:00 - 8:00 p.m.**

**Public Hearing on the 2002-2003 Multnomah County Budget –  
Multnomah Building, Commissioners Boardroom 100, 501 SE  
Hawthorne Boulevard, Portland**

## **Thursday, June 13**

**9:30-12:00**

**Regular Board Meeting**

**Public Hearing and Resolution Adopting the 2002-2003 Budget  
for Multnomah County Pursuant to ORS 294**

**Public Hearing and Resolution Adopting the 2002-2003 Budget  
for Dunthorpe Riverdale Sanitary Service District No. 1 and  
Mid County Street Lighting Service District No. 14 and Making  
Appropriations**

**Public Hearing and Resolution Adopting the Mt. Hood Cable  
Regulatory Commission 2002-2003 Budget**

# MULTNOMAH COUNTY 2002-2003 BUDGET WORK SESSIONS AND HEARINGS

## **\*\*Cable Coverage\*\***

### **Multnomah County 2002-2003 Budget Work Sessions and Hearings**

**Cable Channel 22 Available to East County Cable Subscribers Only**  
**Cable Channels 29 and 30 Available to Countywide Cable Subscribers**

#### **Multnomah County Budget Tuesday Morning Work Sessions**

<b>Tue</b>	<b>May 7</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri</b>	<b>May 10</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>May 12</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>May 14</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri.</b>	<b>May 17</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>May 19</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>May 21</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri</b>	<b>May 24</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>May 26</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>May 28</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri</b>	<b>May 31</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>June 2</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>June 4</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri</b>	<b>June 7</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>June 9</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>June 11</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Fri</b>	<b>June 14</b>	<b>8:30 AM</b>	<b>Channel 30 - Replay</b>
<b>Sun</b>	<b>June 16</b>	<b>3:00 PM</b>	<b>Channel 29 - Replay</b>

#### **Multnomah County Budget Wednesday Morning Work Sessions**

<b>Wed</b>	<b>May 8</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Sun</b>	<b>May 12</b>	<b>5:30 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>May 14</b>	<b>2:00 PM</b>	<b>Channel 30 - Replay</b>
<b>Wed</b>	<b>May 15</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
<b>Sun</b>	<b>May 19</b>	<b>5:30 PM</b>	<b>Channel 29 - Replay</b>
<b>Tue</b>	<b>May 21</b>	<b>2:00 PM</b>	<b>Channel 30 - Replay</b>



# MULTNOMAH COUNTY 2002-2003 BUDGET WORK SESSIONS AND HEARINGS

<b>Wed</b>	<b>May 22</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
Sun	May 26	5:30 PM	Channel 29 - Replay
Tue	May 28	2:00 PM	Channel 30 - Replay

<b>Wed</b>	<b>May 29</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
Sun	June 2	5:30 PM	Channel 29 - Replay
Tue	June 4	2:00 PM	Channel 30 - Replay

<b>Wed</b>	<b>June 5</b>	<b>9:30 AM</b>	<b>Channel 22 - LIVE</b>
Sun	June 9	5:30 PM	Channel 29 - Replay
Tue	June 11	2:00 PM	Channel 30 - Replay

## Multnomah County Tuesday Evening Budget Hearings

<b>Tue</b>	<b>May 14</b>	<b>6:00 PM</b>	<b>Taped - PCC Cascade Campus Cafeteria</b>
Fri	May 17	11:00 AM	Channel 30 - Replay
Sat	May 18	11:30 PM	Channel 30 - Replay
Sun	May 19	8:00 PM	Channel 29 - Replay

<b>Tue</b>	<b>May 28</b>	<b>6:00 PM</b>	<b>Taped - East County Building</b>
Thu	May 30	6:00 PM	Channel 30 - Replay
Fri	May 31	11:00 AM	Channel 30 - Replay
Sun	June 2	8:00 PM	Channel 29 - Replay

<b>Tue</b>	<b>June 11</b>	<b>6:00 PM</b>	<b>Channel 29 - LIVE - Multnomah Building</b>
Wed	June 12	6:30 PM	Channel 30 - Replay
Fri	June 14	11:00 AM	Channel 30 - Replay
Sat	June 15	6:30 PM	Channel 29 - Replay

## Multnomah County Thursday Board Meetings

<b>Thursdays</b>	<b>9:30 AM</b>	<b>Channel 30 - LIVE - Multnomah Building</b>
Fridays	11:00 PM	Channel 30 - Replay
Saturdays	10:00 AM	Channel 30 - Replay
Sundays	11:00 AM	Channel 30 - Replay

\*\*Produced through Multnomah Community Television\*\*

(503) 491-7636, ext. 333 for further info

or: <http://www.mctv.org>

LONNIE ROBERTS  
Multnomah County Commissioner  
District 4



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[www.co.multnomah.or.us/cc/ds4/](http://www.co.multnomah.or.us/cc/ds4/)

## **MEMORANDUM**

To: Chair Diane Linn  
Commissioner Maria Rojo de Steffey, District 1  
Commissioner Serena Cruz, District 2  
Commissioner Lisa Naito, District 3  
Commissioner Lonnie Roberts, District 4

From: Heather Schraeder  
Staff Assistant, Commissioner Roberts

Re: Board Meeting Early Excusal

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Please excuse Commissioner Roberts on May 15<sup>th</sup> and May 22<sup>nd</sup>, he will have to leave early at 11am on both days.



**Maria Rojo de Steffey**  
**Multnomah County Commissioner, District 1**

Suite 600, Multnomah Building  
501 SE Hawthorne Boulevard  
Portland, Oregon 97214

Phone: (503) 988-5220  
FAX: (503) 988-5440  
Email: [district1@co.multnomah.or.us](mailto:district1@co.multnomah.or.us)

**MEMORANDUM**

**TO:** Chair Diane Linn  
Commissioner Serena Cruz  
Commissioner Lisa Naito  
Commissioner Lonnie Roberts  
Clerk of the Board Deb Bogstad

**FROM:** R. Lyne Martin  
Staff to Commissioner Maria Rojo de Steffey

**DATE:** May 22, 2002

**RE:** Board Briefing/Meeting Absence

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Commissioner Maria Rojo de Steffey is not feeling well today and will not be participating in the Board Work Session today.

cc: Staff

MEETING DATE: May 22 2002  
AGENDA NO: WS-2  
ESTIMATED START TIME: 9:30 AM  
LOCATION: Boardroom 100

(Above Space for Board Clerk's Use ONLY)

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## AGENDA PLACEMENT FORM

SUBJECT: Budget Work Session on Library, Health Department and Health and Human Services Issues

BOARD BRIEFING: DATE REQUESTED: Wednesday, May 22, 2002  
REQUESTED BY: Chair's Office/Budget Office  
AMOUNT OF TIME NEEDED: 2.5 Hours

REGULAR MEETING: DATE REQUESTED: \_\_\_\_\_  
AMOUNT OF TIME NEEDED: \_\_\_\_\_

DEPARTMENT: DBCS DIVISION: Budget & Service Improvement

CONTACT: Tony Mounts TELEPHONE #: (503) 988-4185  
BLDG/ROOM #: 503/4

PERSON(S) MAKING PRESENTATION: Ginnie Cooper, Lillian Shirley, Invited Others

### ACTION REQUESTED:

☐ INFORMATIONAL ONLY ☒ POLICY DIRECTION ☐ APPROVAL ☐ OTHER

### SUGGESTED AGENDA TITLE:

*Budget Work Session on Department of Library Services, Health Department and Health and Human Services Issues*

### SIGNATURES REQUIRED:

ELECTED OFFICIAL: Diane M. Linn

(OR)

DEPARTMENT MANAGER: \_\_\_\_\_

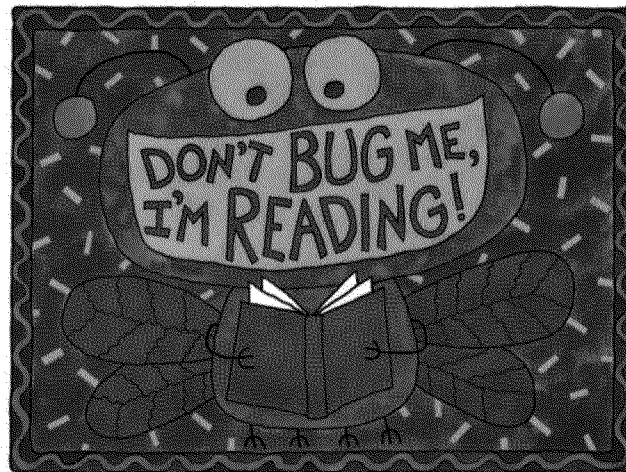
ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Board Clerk @ (503) 988-3277 or email  
deborah.l.bogstad@co.multnomah.or.us

**MULTNOMAH COUNTY LIBRARY**  
**BUDGET HEARING WORKSESSION**

**MAY 22, 2002**

MULTNOMAH COUNTY LIBRARY



SUMMER READING 2002

**DEPARTMENT OF LIBRARY SERVICES  
BUDGET HEARING AGENDA  
May 22, 2002**

- |      |   |                                 |
|------|---|---------------------------------|
| I.   | CBAC Recommendations  | Susan Hathaway-Marxer           |
|      |   |                                 |
| II.  | Introduction <ul style="list-style-type: none"><li>• Mission &amp; Philosophy Statement</li><li>• FY 2002 Accomplishments</li><li>• Measures of Library Use for 1<sup>st</sup> 9 months</li></ul>   | Ginnie Cooper                   |
|      |   |                                 |
| III. | Department Overview <ul style="list-style-type: none"><li>• 5<sup>th</sup> Year levy planning</li><li>• Delivering Library Services</li><li>• Expenditures &amp; revenue</li></ul>  | Ginnie Cooper, Becky Cobb       |
|      |   |                                 |
| IV.  | FY 2003 Objectives <ul style="list-style-type: none"><li>• Completion of the library branch renovation project</li><li>• Continued progress on the 5-year plan, "Extending the Promise"</li></ul>   | June Mikkelsen<br><br>Ruth Metz |
|      |   |                                 |
| V.   | Issues & Challenges <ul style="list-style-type: none"><li>• Level of General Fund support</li><li>• Effect of urban renewal decision<ul style="list-style-type: none"><li>- Estimated loss: up to \$250,000</li></ul></li><li>• November levy planning</li><li>• The library without a levy</li></ul> | Ginnie Cooper                   |

## **MISSION & PHILOSOPHY**

Multnomah County Library serves the people of Multnomah County by providing books and other materials to meet their informational, educational, cultural and recreational needs.

The Multnomah County 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 and collections that reflect all points of view.

We believe in:

- I. The principles of intellectual freedom
- II. Respect for the public we serve
- III. Effective and efficient service
- IV. Library resources that anticipate and respond to community interest and needs
- V. Friendly, inviting and safe facilities
- VI. Professionalism and employee involvement with respect for the worth and ability of each employee.

See the entire Mission and Philosophy document at <http://www.multcolib.org/about/mcl-mssn.html>

## **FISCAL YEAR 2002 ACCOMPLISHMENTS**

### **Library Facilities**

- Opened the first new branch libraries in 29 years: Fairview-Columbia and Northwest.
- Moved the Sellwood-Moreland Library to its new location.
- Opened the Hollywood Library in its new building.

### **Service Measures**

- Circulated a record 15.5 million items, a per capita rate of 23.2.
- Filled 1.2 million holds and answered 1.1 million reference questions.
- Averaged 100,000 customer service contacts per week throughout the system.
- Provided over 2,500 educational, cultural and training programs for children, adults and seniors.
- Added Microsoft Office software (word processing, spreadsheet and presentation software) to 283 public computers for customers' use at all library locations.
- At Central Library, there was a total attendance of 31,000 for programs, group visits and tours.

### **Early Childhood Resources**

- Provided early literacy training for more than 2,900 parents.
- Delivered over 96,000 children's books to 345 county childcare centers and Head Start programs.
- Trained and mentored 1,116 childcare providers in emergent literacy.
- Sent 3,275 literacy-focused *New Parent Gifts* to first time parents in the county.
- Supplied 4,200 free books in English and Spanish to 3,150 children visiting the county's seven health clinics (Reach Out and Read).

### **Community Involvement**

- Utilized about 50,000 volunteer hours to support library programs such as Summer Reading, Homework Helpers, Cyber Sundays and Books 2 U.
- Implemented a public awareness campaign celebrating the 100<sup>th</sup> anniversary of public library service in Multnomah County.
- Served nearly 6,000 customers during this April's Día de los Niños y Día de los Libros events and celebrations.

### **The Library Collection**

- Developed 25,000 item opening day collections for Fairview and Northwest, and expanded Hollywood's collection by 20,000 items.
- Committed \$125,000 of the book budget to expand the materials available in our targeted languages: Vietnamese, Spanish, Russian, and Chinese.
- Purchased popular books and materials in larger quantities, reducing waiting times from 12 weeks to 4 weeks or less.

### **Workload Efficiencies**

- Implemented new work procedures (express checkout and hands-on holds) as efforts to streamline the materials handling workload.

### **Budget Strategies**

- Absorbed a mid-year budget reduction of \$1.2 million.
- Made further cost savings, mostly by voluntary staff work reductions (just over 300 staff members participated with an estimated saving of approximately \$500,000).

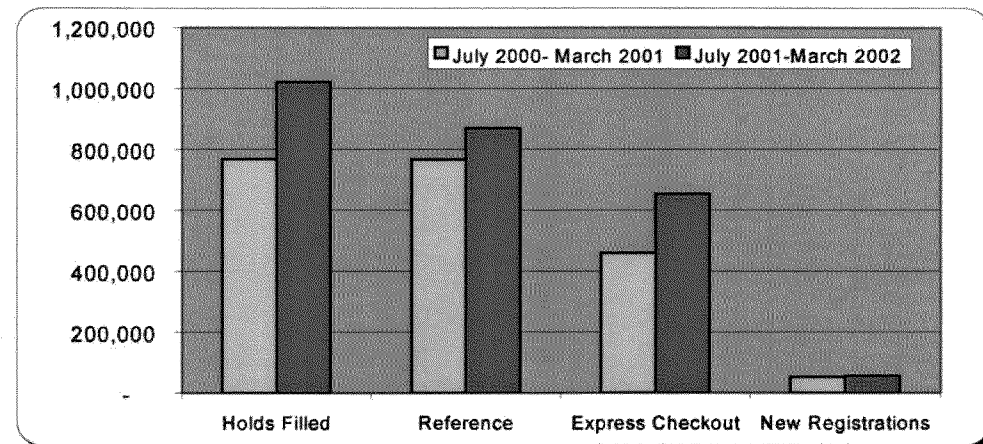
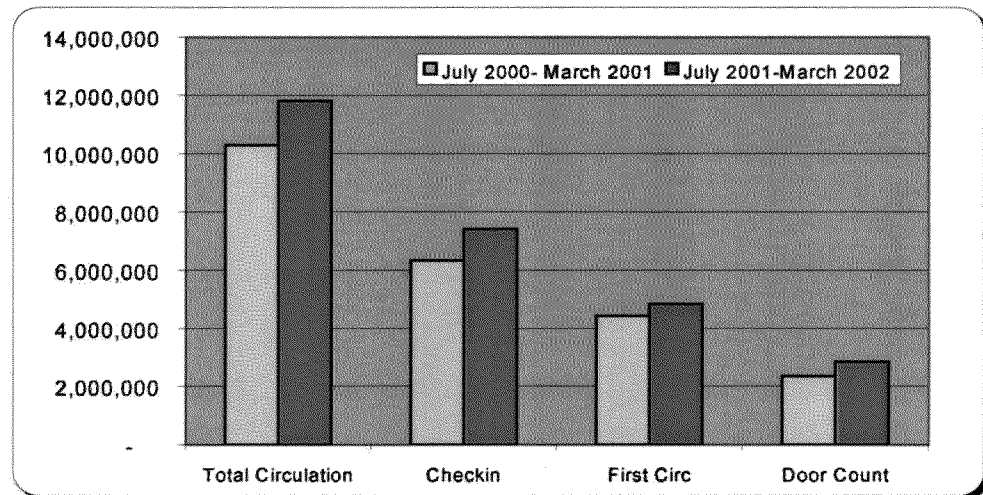


## Fiscal YTD, July 2001- March 2002

MCL systemwide: Central, all branch libraries, outreach, dialup, etc.

	July 2000- March 2001	July 2001- March 2002	Percent Change
Total Circulation	10,286,982	11,819,268	14.9%
Checkin	6,334,571	7,418,098	17.1%
First Circ	4,432,917	4,846,978	9.3%
Door Count	2,353,198	2,858,504	21.5%
Holds Filled	769,046	1,020,974	32.8%
Reference	766,968	869,672	13.4%
Express Checkout	460,458	652,329	41.7%
New Registrations	52,484	54,851	4.5%

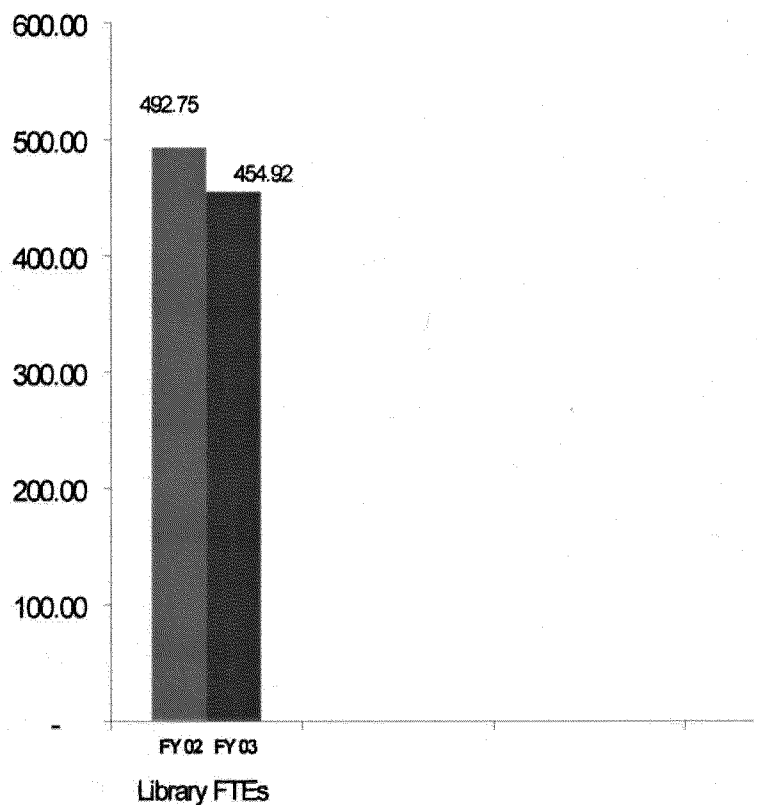
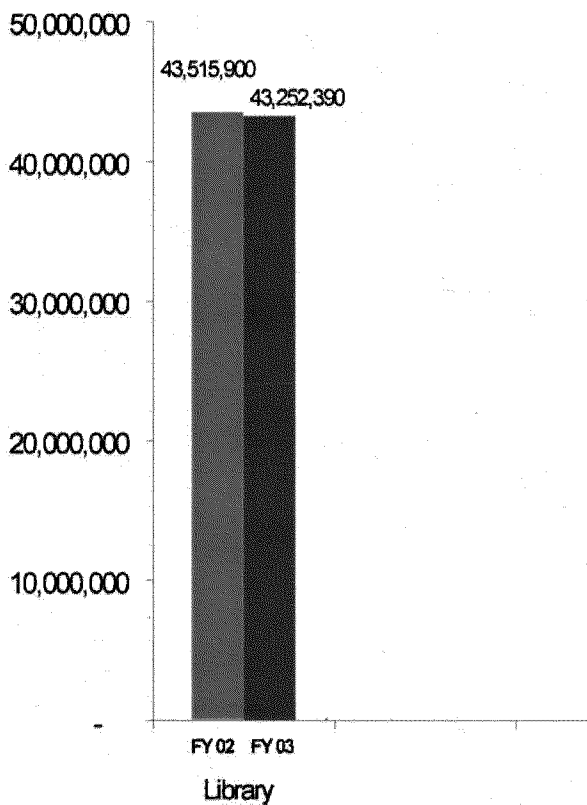
Note: Monday closures began February 11, 2002 resulting in six fewer days of service during this period for Central, Gresham, Hollywood, and Midland



# DELIVERING LIBRARY SERVICES

FY 2002-03  
(5<sup>TH</sup> Year of current levy)

\$43,252,391 – 454.92 FTE



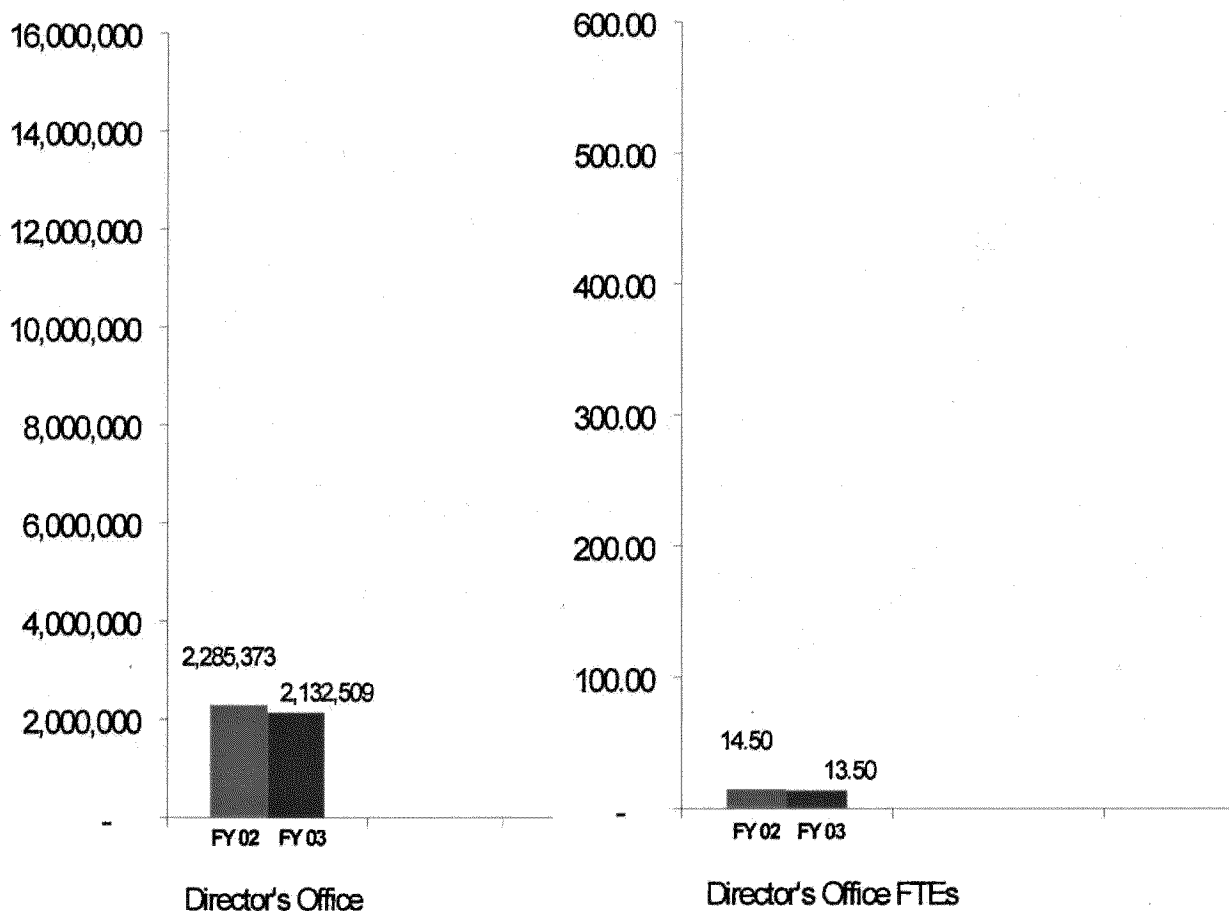
**DIRECTOR'S OFFICE  
FY 2002-03  
\$2,132,509 – 13.50 FTE**

**Library Administration** provides leadership and policy direction for the library system, including coordination of the strategic planning process and oversight of library support efforts.

**\$998,836 – 5.00 FTE**

**Library Communication With the Public** helps Multnomah County residents use their library effectively by providing information about library hours, locations, services, programs and special events. Library Communications provides up-to-date information; oversees the Library's Web site; produces publications such as THE REGISTER and @ YOUR LIBRARY; publishes booklists, bookmarks, pathfinders and informational brochures; and organizes special events and programs.

**\$1,133,673 - 8.50 FTE**



**CENTRAL LIBRARY**  
**FY 2002-03**  
**\$10,504,397 – 154.25 FTE**

**Central Library Division Management** plans and provides for daily public service at the Central Library. The structure of Central Library Division Management is undergoing an evolutionary process as we strive to implement RESULTS principles and operate as a Learning Organization.

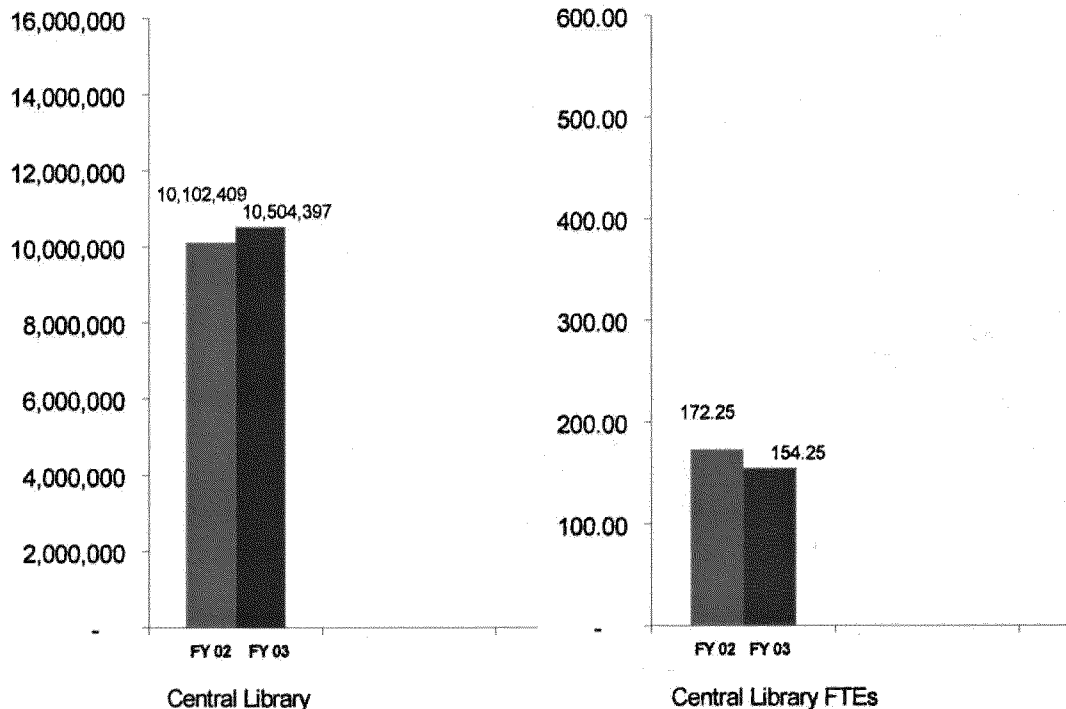
**\$2,409,664 – 11.00 FTE**

**Access Services** provides physical access to Central Library's circulating materials collections and circulates Central Library books and other library materials. Access Services registers library users for borrowers' cards, checks out, checks in, retrieves, and shelves library materials; collects fines for overdue library materials; provides telephone renewal service for all library users; and sorts and packs books and mail for system wide delivery.

**\$3,466,828 – 75.75 FTE**

**Information Services** provides timely and accurate information to the users of Central Library. Information Services answers questions and assists the public in using an extensive collection of print, non-print and electronic resources. Central reference staff also provides library users access to information resources not available locally through interlibrary loan service, and provides system-wide reference service by telephone and via the World Wide Web.

**\$4,627,904 – 67.5 FTE**



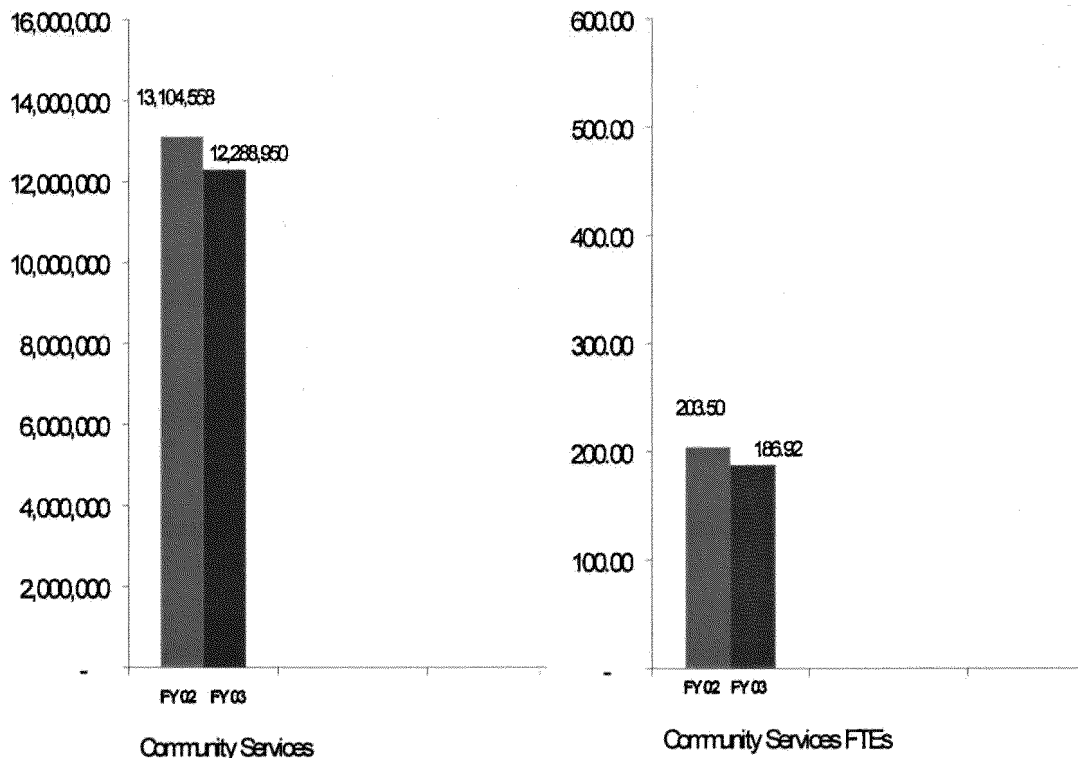
**COMMUNITY SERVICES**  
**FY 2002-03**  
**\$12,288,950 – 186.92 FTE**

**Community Services Division Management** works with branch managers, supervisors, and staff to provide library materials, information and programs to Multnomah County neighborhood residents. Management plans services; develops and evaluates materials, programs, and staff; assists supervisors and managers with personnel issues; plans building enhancements with appropriate County Facilities personnel; and administers the budget for branch libraries.

**\$517,719 – 7.00 FTE**

**Branch Libraries** loan books and other materials; assist children and adults in using library collections; provide programs to pre-school and school age children; and provide access to information and materials beyond the branch library through extensive computer networks. The two large regional branches, Gresham and Midland, make available to residents of east and central Multnomah County services and resources similar to those provided at the downtown Central Library. The branch libraries checked out 8,949,299 items in 2000/01 and answered 614,604 reference questions.

**\$11,771,231 – 179.92 FTE**



**SUPPORT SERVICES**  
**FY 2002-03**  
**\$15,966,370 – 70.75 FTE**

**The Library Collection** provides informational, educational, cultural and recreational materials for Library users, including books, periodicals, newspapers, spoken recordings, music recordings, videos, maps, government documents, CD-ROM databases, and on-line full text periodicals and electronic reference services.

**\$5,636,846 – 0.00 FTE**

**Technical Services** ensures availability of books and other library materials to patrons and staff through the selection, acquisition, bibliographic description, classification, and physical preparation of library materials.

**\$2,417,753 – 32.50 FTE**

**Administrative Services and Distribution** is responsible for Human Resource management, financial management, facilities management including construction projects, the Library's materials movement system, administrative office support and the library's on-call staff.

**\$3,600,900 – 27.25 FTE**

**Library Computer Services** maintains and supports the Library's centralized library system that provides access to the library's bibliographic and circulation records for patrons and staff. Computer Services manages and supports the Library's system of networked PCs for public and staff use. Computer Services consults with other library managers and staff to identify, develop and implement technologies that support library services. Library Computer Services will continue to develop and revise the Library's IT Plan and identify projects, services and initiatives that support the Library's mission utilizing technology.

**\$3,112,347 – 0.00 FTE (17.5 transferred to B&CS)**

**Learning Systems and Reference & Information Services** are responsible for encouraging and facilitating continual learning throughout the organization for staff and the public. LS/R&IS coordinate training opportunities for staff and foster leadership development for staff. The section provides development opportunities for librarians to work on special projects to improve public services and access to resources, and coordinates system wide reference initiatives.

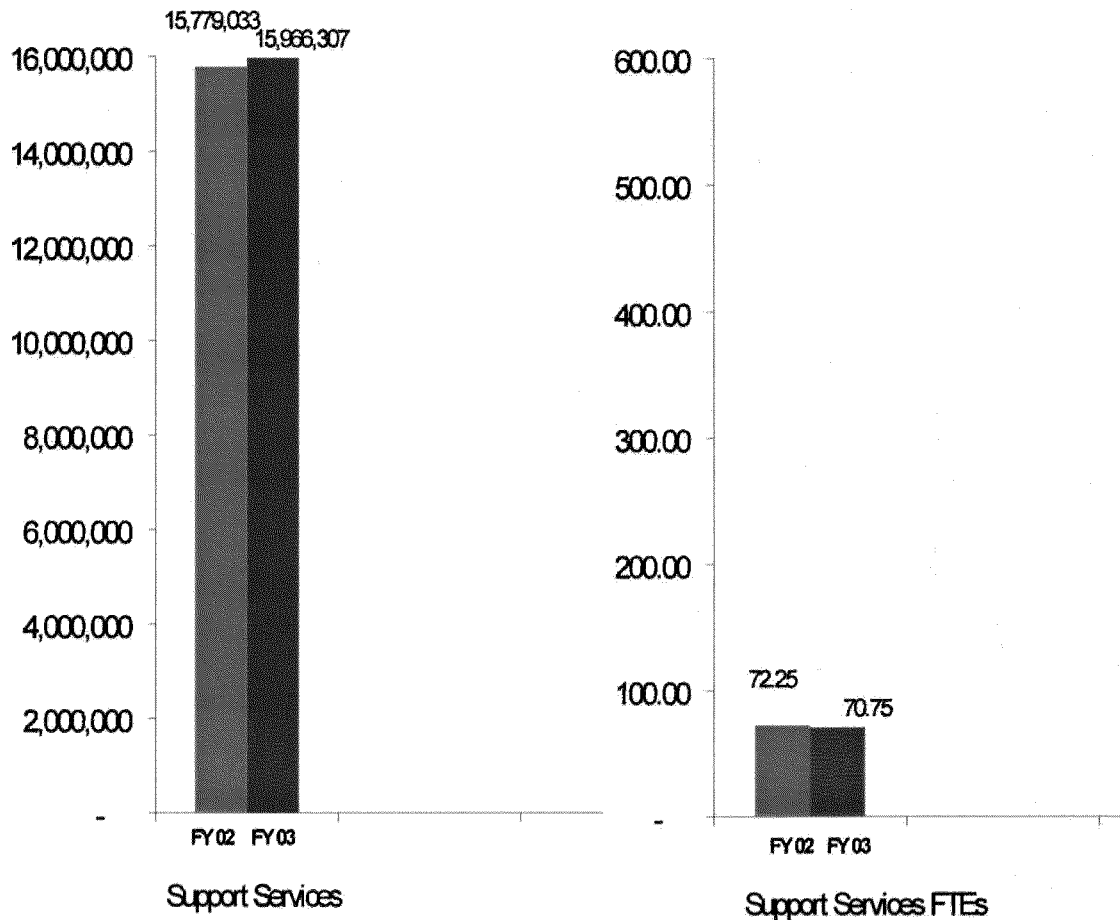
**\$764,004 – 7.50 FTE**

**Volunteer Services** enhances and increases the delivery of library services to the public and strengthens community involvement through the use of volunteers in all library sections, branches and other locations through Multnomah County. Volunteer Services operates its own outreach program, "Visiting Voices", and manages the system wide volunteer program. Four expansions will occur this year: C.A.R.E., Reach Out And Read and the addition of 50 new schools (at the 3rd grade level) served by BOOKS 2 U, and Cyber Seniors in branches and at Central.

**\$149,132 – 2.00 FTE**

**Entrepreneurial Activities** raises funds from sources other than taxes or donations that can be used for library purposes. The Title Wave Bookstore processes books and other materials that have been withdrawn and are no longer needed by the system and provides revenue through the sale of these items.

**\$285,325 – 1.50 FTE**



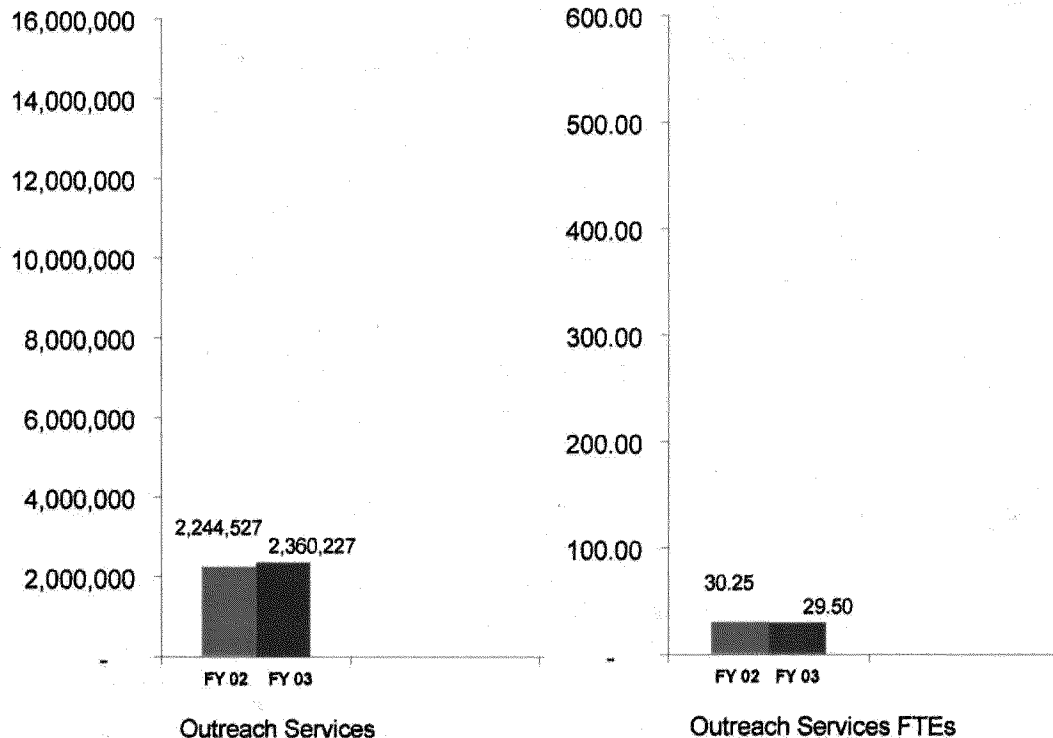
**OUTREACH SERVICES**  
**FY 2002-03**  
**\$2,360,227 – 29.50 FTE**

**Youth Outreach** serves children pre-birth through grade 12 through the following programs: Early Childhood Resources, School Corps, Books 2 U, LIBROS (Library Outreach in Spanish), and Juvenile Justice Outreach. Clients include students and faculty in public and private schools; home-schooling families; parents, especially those in social service programs; early childhood professionals in child care centers and family child care homes; pregnant and parenting teens; children, teens and parents from Spanish-speaking families; incarcerated youth; and children and teens who need motivational assistance in reading and developing critical thinking skills.

**\$1,896,737 – 22.25 FTE**

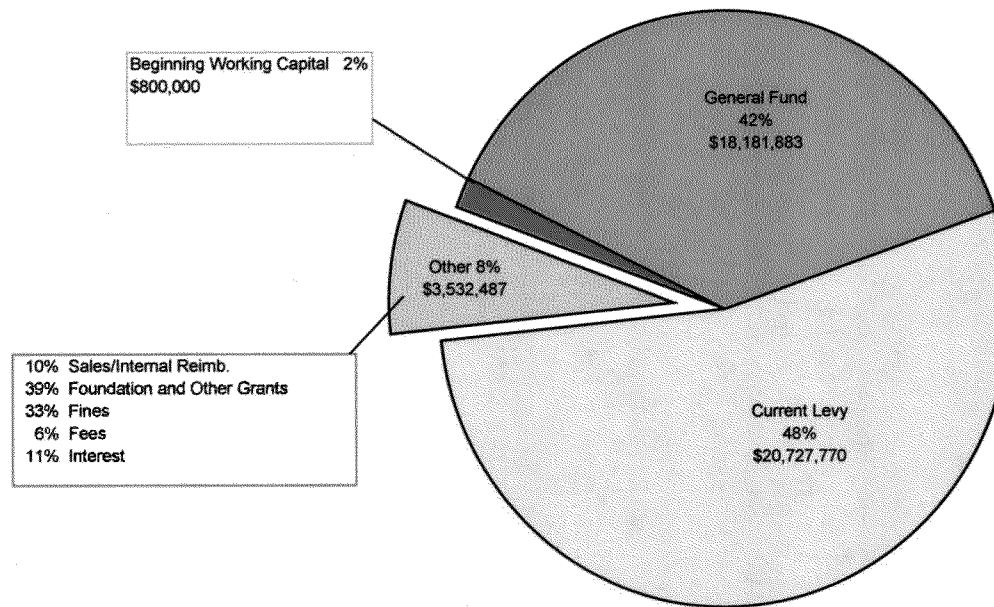
**Adult Outreach** delivers library materials and services to Multnomah County Library residents who are unable to visit a library. Customers include individual homebound residents, senior citizens, people with disabilities, jail inmates and people in shelters and transition homes. Library Adult Outreach circulated 142,651 items and answered 27,870 reference questions during FY 2000.

**\$463,490 – 7.25 FTE**

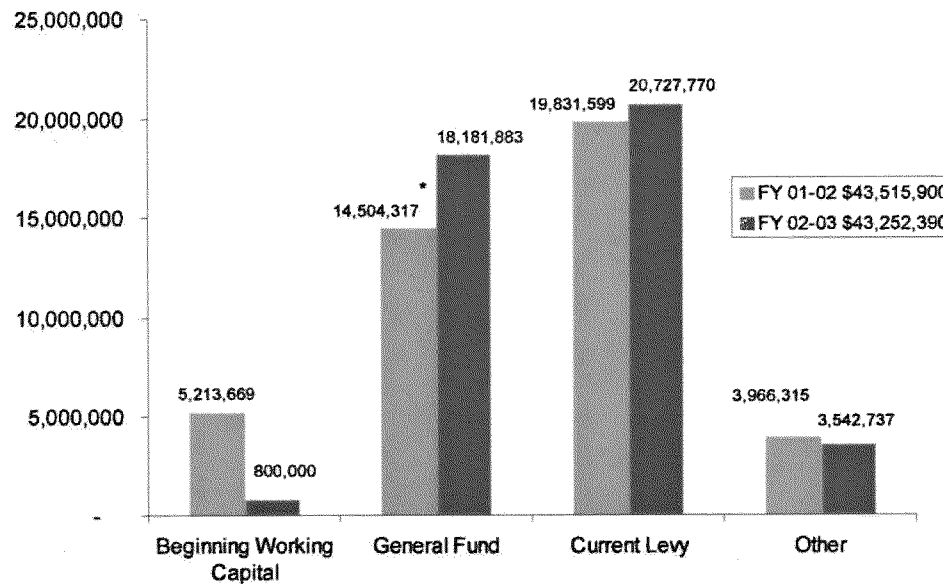




## Library Revenues FY 2002-2003 \$43.2 Million

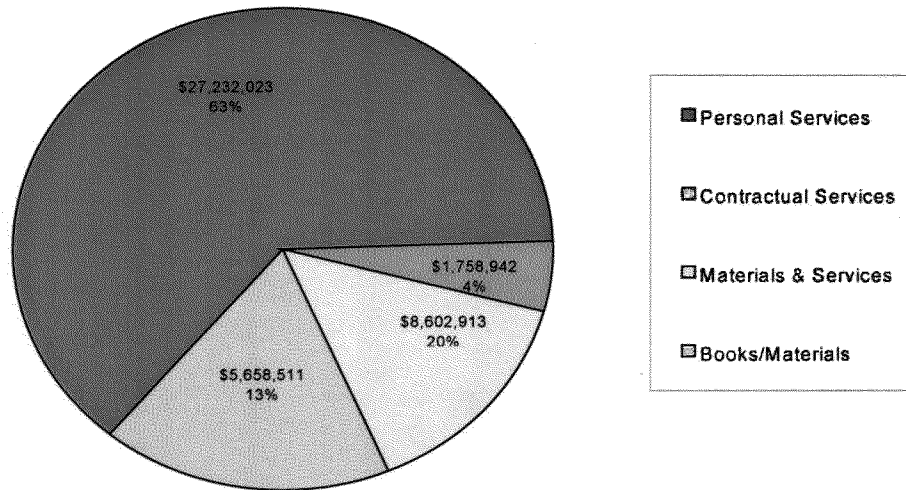


## Change in Library Revenues FY 2001-2002 and FY 2002-2003

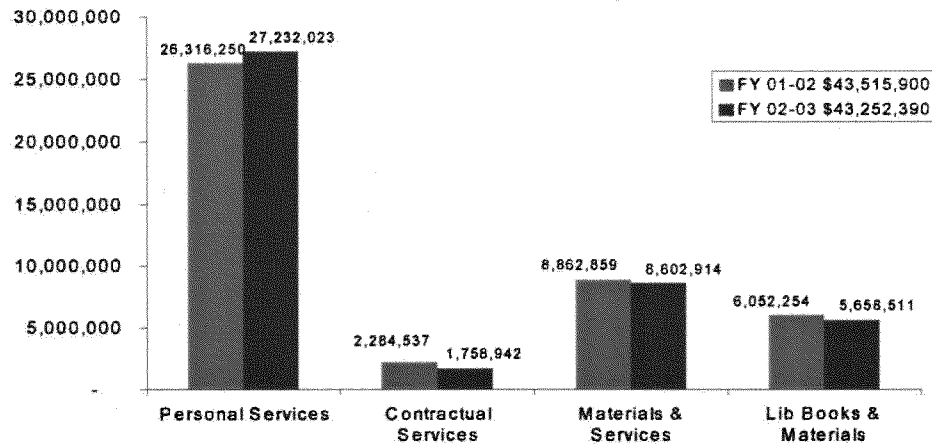


\* FY 01-02 General Fund  
 -Original budget request: 16.0  
 -Assumption of Early Words: (0.24)  
 -Mid-year reduction: (1.2)

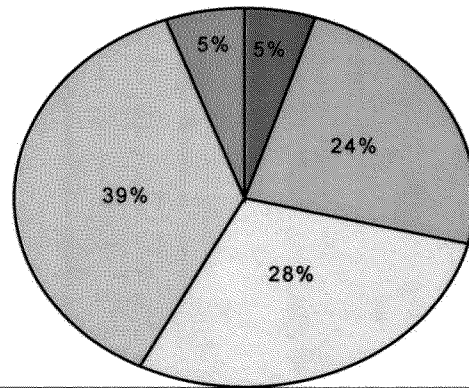
**Library Expenditures by Services  
FY 2002-2003  
\$43.2 Million**



**Change in Library Expenditures by Services  
FY 2001-2002 and FY 2002-2003**

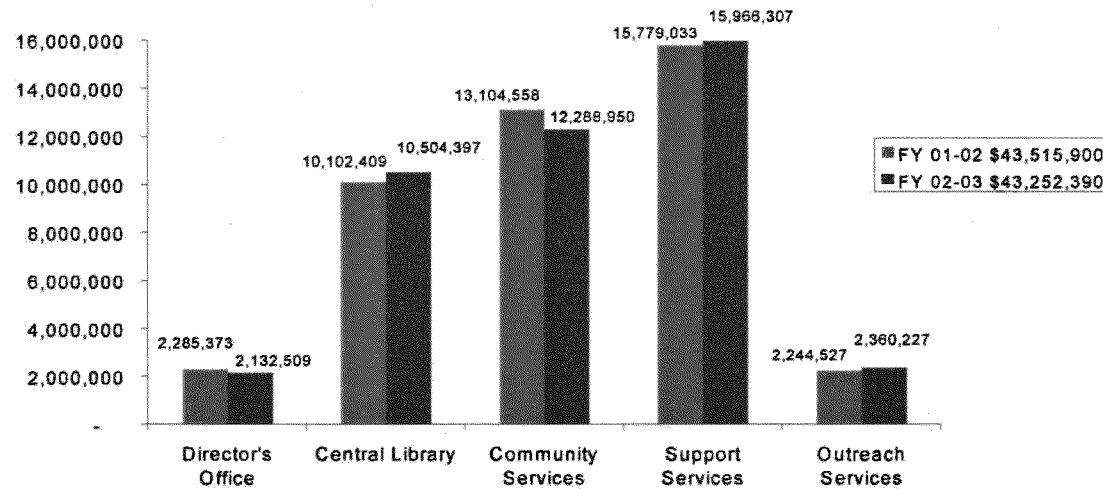


### Library Expenditures by Division FY 2002-2003 \$43.2 Million



Director's Office	\$2,132,509
Central Library	\$10,504,397
Community Services	\$12,288,950
Support Services	\$15,966,307
Outreach Services	\$2,360,227

### Change in Library Expenditures by Division FY 2001-2002 and FY 2002-2003



# **Multnomah County Health Department**

**FY 2002-3**

**Budget Presentation**

**May 22, 2002**

**Lillian Shirley, Director**

## **CBAC Recommendations**

- General support of the Department's Budget
- Enthusiastic support for:
  - Primary Care Expansion
  - West Nile Virus Preparedness Plan
- Concerned about:
  - OHP/FQHC Funding
  - Clinic capacity/access
  - Corrections Health Reductions

**Vision:**

Healthy People in Health Communities

**Mission:**

In partnership with the diverse communities we serve, the Health Department strives to assure, promote and protect the health of the people of Multnomah County.

## **Delivering Services**

- Health Care Access – Operating Clinics
  - 7 Primary Care, 4 Dental, 3 Neighborhood Health Access, 13 School Based, 4 Corrections Health, and STD, TB, HIV Clinics
- Health Protection – Preventing, Controlling and Preparing for Threats
  - STD, TB, HIV, other communicable disease prevention/control
  - Ambulance services, restaurants, swimming pools, school/care facilities food handlers
  - Emergency preparedness efforts
- Health Promotion – Education
  - Reducing tobacco use, preventing teen pregnancy, improving nutrition
  - Programs delivered in schools, work places and in homes of high-risk families

## **FY 2002 Accomplishments**

- Initiated client based focus for providing public health services.
  - Renewed Community Health Council-achieved consumer representation >50%
  - Design Outreach/Intervention efforts that start with community input
  - PACE
  - RARE
- Opened new North Portland and East County clinic sites.
- Improved access to dental care for uninsured clients.
- Improved health care access for uninsured in the Rockwood area.
- Facilitated a tri-county capacity planning process (CIC)
- Successfully mobilized staff in bio-terrorist response to anthrax scare.
- Heightened disease surveillance with hospitals and private medical community.
- Strengthened emergency management ties with public safety.
- Implemented major changes in FQHC Reimbursement.
  - Reduced GF support needed for primary care.



## **MCHD Finances**

- In recent years, MCHD has led efforts to improve reimbursement for services provided by Oregon's Federally Qualified Health Centers (FQHCs).
- This produced a substantial benefit in FY 02, through a retrospective reimbursement program.
- In FY 03, the benefits of a new, cost-based reimbursement system will allow MCHD to cover rising costs and put in place a reimbursement-funded service expansion.
- MCHD has also been successful in securing a number of new federal grants.

## **FY 03 Budget in Brief**

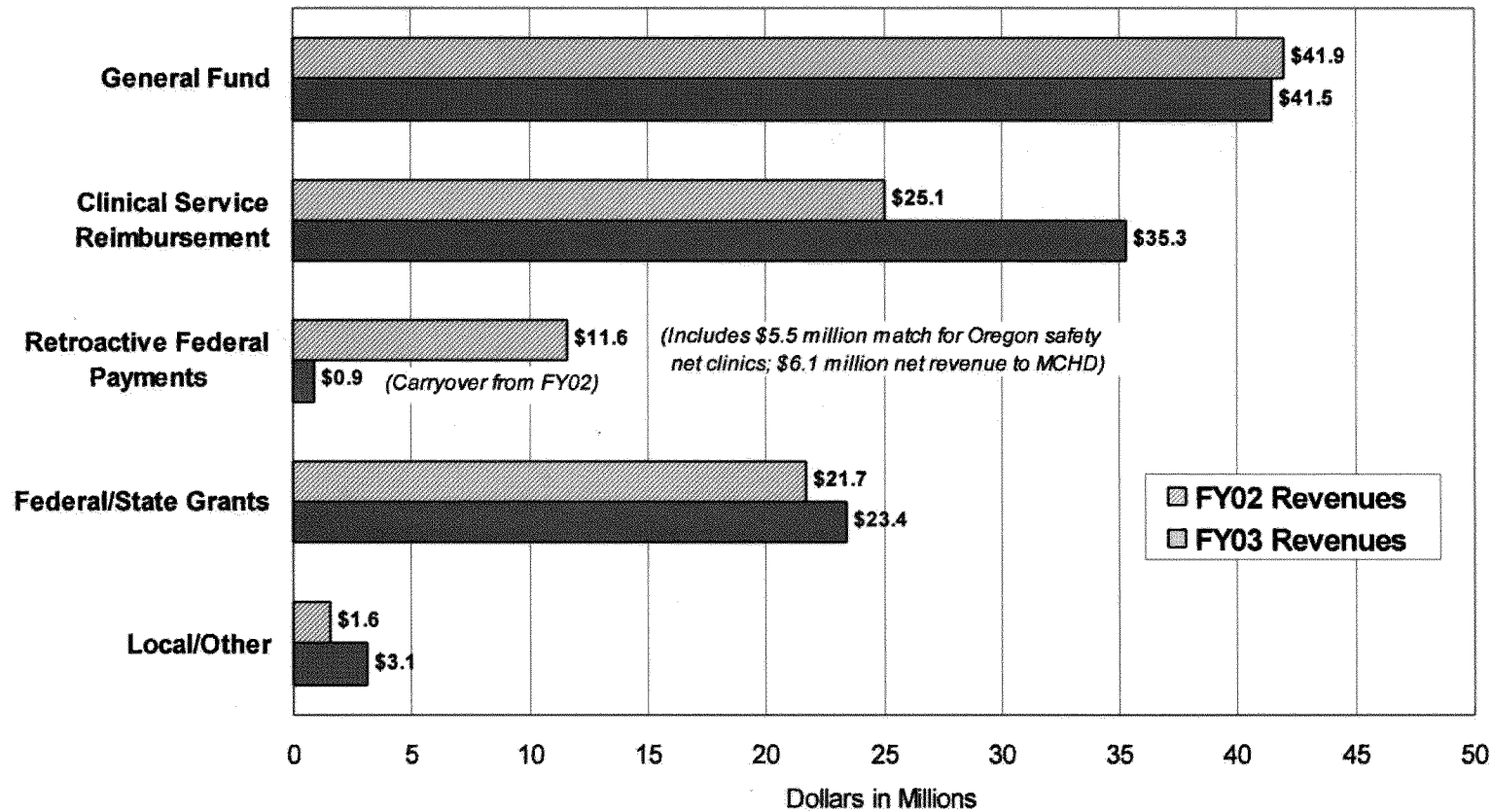
- Comparing the FY 03 budget to the FY 02 adopted budget:
  - MCHD's total budget grows 2.3%, from \$101.9 to \$104.2 million.
  - Service reimbursement grows 40.6% from \$25.1 to \$35.3 million.
  - One-time-only enhanced FQHC reimbursement is all but eliminated, falling from \$11.6 to \$0.9 million.
  - FTE grows from 926 to 944.
- To offset growing costs, MCHD made two major reductions from CSL
  - Cuts in Corrections Health staffing, pharmaceuticals, outside medical
  - Department-wide salary savings equal to 3% of the GF budget
- MCHD is proposing two additions – neither requiring additional GF:
  - West Nile Virus preparation
  - Access Expansion in East County and North Portland

### **FY 03 Budget in Brief (Continued)**

- MCHD seeks grants to support activities related to its mission. This budget includes money from new grants, among them:

– Ryan White HIV Early Intervention Grant	\$ 60,000
– Special Projects of National Significance HIV Grant	\$200,000
– Maternal/Child Health Babies First Grant	\$ 85,000
– Healthy Start Initiative – Mother and Child Care Grant	\$850,000
– Technology Opportunities Program Computer Grant	\$236,000
– School Based Clinic Grant	\$210,000
– Targeted Behavioral Health	\$400,000
– Russian & Spanish Language	

## Comparison of FY 02 and FY 03 Revenues By Source



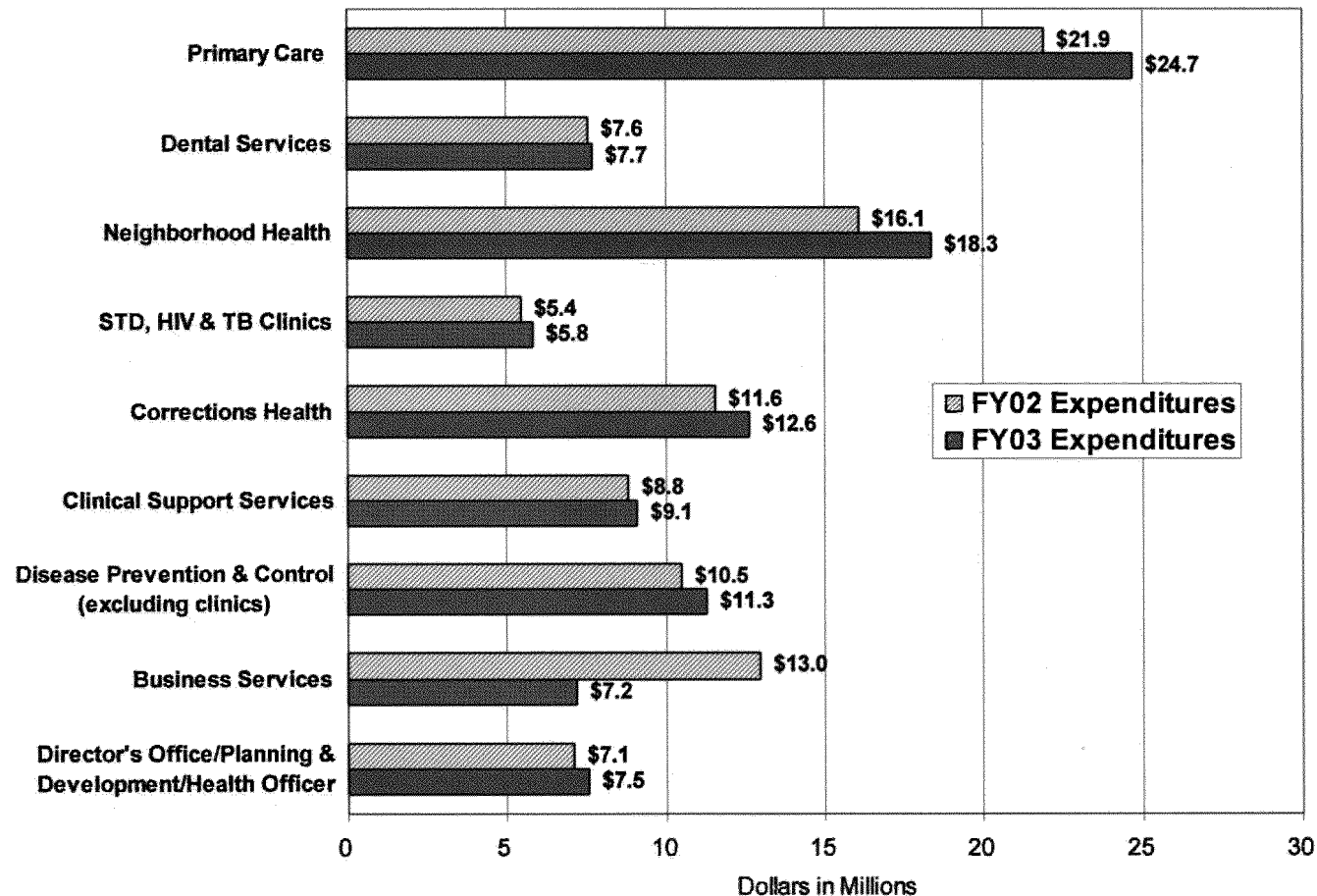
- Clinical Service Reimbursement and Federal/State Revenues have increased significantly.

## **How Department Budget Decisions Were Made - Key Principles**

Maximize outside revenues from:

- Reimbursement
- Grants
- Any new activity must be within GF constraint.
- Carry forward reductions from FY 2002.
- Preserve as much of the CSL as possible.
- “Manage to” relatively small reduction targets.

## Comparison of FY 02 and FY 03 Expenditures by Division



- Primary Care, Neighborhood Health and Disease Prevention and Control growth is funded by clinical service reimbursement and Federal/State revenues.
- The growth of Corrections Health is funded within the department's General Fund Constraint.

## **Public Health Preparedness: West Nile Virus**

- Transmitted by mosquitoes; carried by birds
- Can cause encephalitis
- Has been moving west across US since '99
- To prepare we should:
  - Step up control of mosquito population
  - Implement active & passive detection methods
  - Build PH infrastructure; educate public
- Cost: \$150,000 (funded within the GF constraint)
- FTE: 2.0

### **Access Expansion**

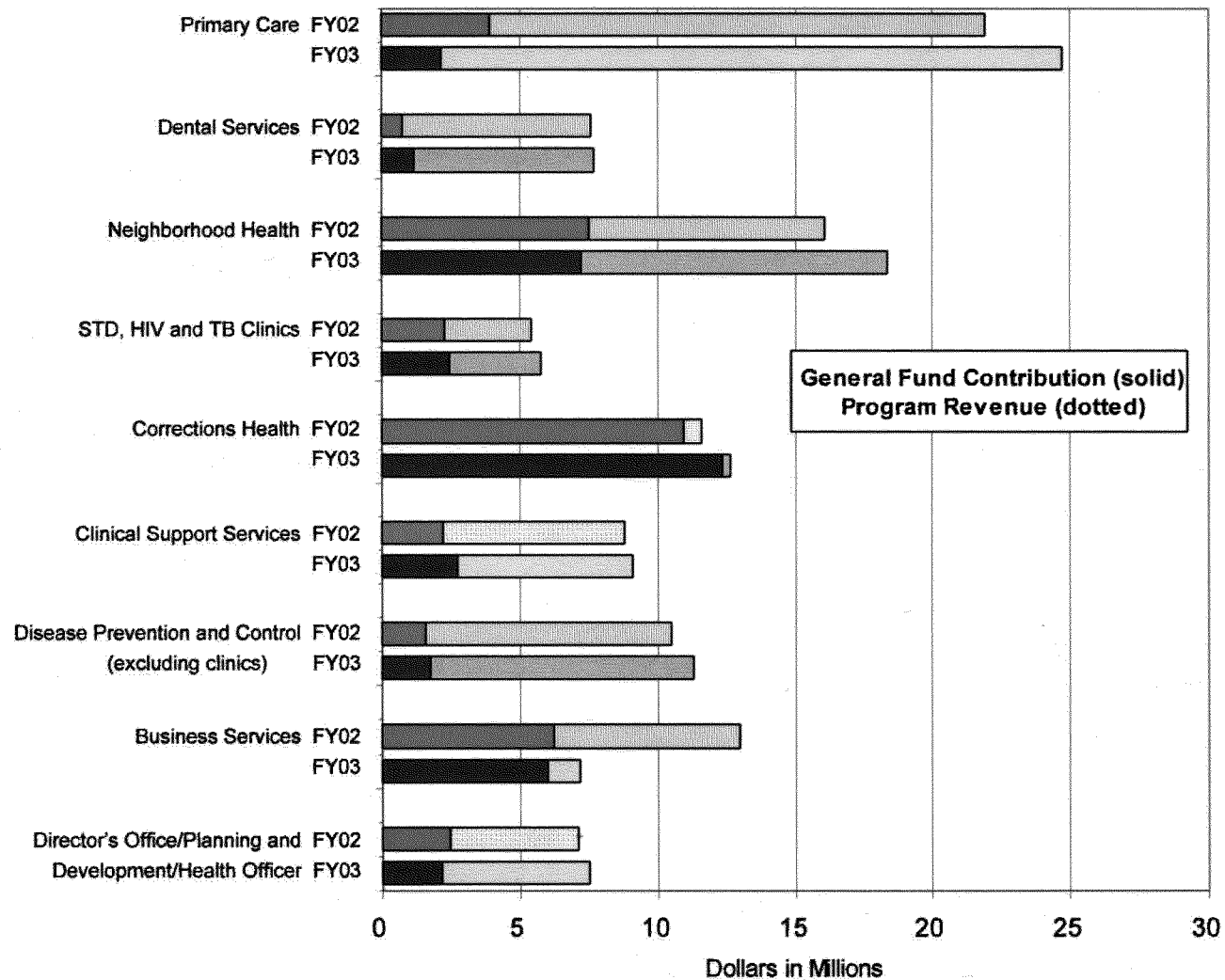
- Proposal: Add 4 new provider teams—North Portland and East County.
  - 1 will be East County Teen/Adolescent Clinic.
- Use existing clinic space.
- Manage payer mix so that the expansion will require no new County General Funds.
- Cost: \$1.1 Million – Service Reimbursement Supported
- FTE: 13



## **General Fund Reductions**

- **Corrections Health Reductions**
  - Reduction of \$847,000 in Staffing (10 FTE or 8.4%, from 119 to 109)
  - Reduction of \$100K (7.7%) from CSL in Pharmaceutical budget
  - Reduction of \$100K (7.4%) from CSL for outside medical services
- However:
  - Corrections Health budget will still grow 10%.
  - Discharge Planning to be done by Mental Health System.
- **Salary Savings**
  - Salary savings of \$1.2 million, or 3% of General Fund budget
    - All non-revenue producing vacancies and non-grant billable vacancies will be closely evaluated.

## Comparison of FY 02 and FY 03 Outside Revenues and GF Support by Division



- General funds have been shifted from Primary Care to Corrections Health.

## **FTE Changes Between FY 02 and FY 03**

- **Significant Additions – Non General Funded**
  - Healthy Start Grant (Home Visiting) 6 FTE
  - TOP Grant (Information Technology in Schools) 2 FTE
  - STARS Grant 2 FTE
  - SAMHSA Grant (Targeted Culturally Specific Services) 5 FTE
  - Access Expansion (Funded by Per Visit Fees) 13 FTE
  
- **Significant Additions – General Funded**
  - West Nile Virus 2 FTE
  
- **Significant Reductions – General Funded**
  - Corrections Health Cut (GF) -10 FTE

## **State Actions**

- Health Plan Risks
  - Cuts so far have been \$3 million (state GF) for caseload growth
  - However, OHP is very large in the state budget.
  - If future reductions in state revenues occur, it may be difficult for the state to maintain current reimbursement/eligibility levels.
- OHP Waiver (+/-)
  - Coverage expansion (FHIAP and OHP standard benefit) may mean some currently uninsured clients are covered.
  - “Fine tuning” of OHP Plus and OHP Standard benefit packages and associated state federal savings may result in reduced reimbursement.
  - Currently analyzing impacts.
  - Unsure whether waiver will be approved precisely in current form.
- Stars Cut
  - \$50,000 reduction in state money to MCHD.

## **FY 03 Objectives**

- Expand on-going focus on community health promotion.
- Move forward on bio-terrorism preparedness efforts.
- Improve health care access through GF-neutral capacity expansion.
- Increase access to preventive dental care for young children.
- Implement Healthy Start family support services.
- Assess cultural competence department-wide.
- Implement West Nile Virus surveillance and response.
- Implement a new practice management computer system.
- Become fully HIPAA compliant.

## **Long-term Concerns**

- **Financing the System**
  - HD depends on cost based Medicaid reimbursement.
  - The state's finances are weak this biennium.
- **Capacity for providing medical/dental care for the poor**
  - There is inadequate capacity in our community's system for providing care for:
    - Residents without insurance
    - Residents with Medicaid coverage
  - Building capacity is an on-going challenge.

## **Other Policy Issues**

- **Service Equity**
  - Public Health Workforce Development
  - Communities in Charge
  - Refining Program and Services
- **Improving Human Service System Links**
  - Build partnerships/Support other Community Providers.
  - Explore Alignment of Services: e.g., mental health, chronic disease

## **Public Service Changes: Express Checkout and Hands-On-Holds**

At the Library Department's budget hearing on May 22, several commissioners asked for more information on public service changes involving automation and/or patron self service (Express Checkout and Hands-On-Holds). We said we'd provide written information about these changes in early June. This information follows.

To learn more, I suggest that you visit Central Library or Hollywood Library. These changes are in place at these locations. This will give you an opportunity to observe the interaction between staff and library users. We welcome further questions, and would be pleased to speak with you individually or to brief the Board as a whole on these matters.

\* \* \* \* \*

Multnomah County Library customers have been using express checkout technology for nearly 6 years. As we were planning to open the new Midland Regional Library in 1996 and the renovated Central Library in 1997, we anticipated increased use of each facility. We did not plan to substantially increase the number of staff, so we looked for ways to manage the increased circulation. We added our first express checkout machine at Midland in 1996, four machines at Central in 1997, and have subsequently been adding them at the busiest branches as they reopened after renovation. In addition to the express checkout machines, we offer library users the option of having a staff member check out their materials. There is at least one staffed checkout station in every branch library, and service at Central Library. This will continue to be the case.

From the beginning, customer use of the express checkouts helped with the increased circulation, although not as much as we'd hoped. Last August, the percentage of library materials checked out using express checkout machines ranged from 10% at Belmont to 28% at Central.

Multnomah County Library's circulation has increased 60% over the last five years, and is continuing to increase (14.8% in the first 10 months of this fiscal year). We know that we need to continue to look for new ways of serving the public. Offering ways to make self-service more attractive was one of our strategies.

A group of 12 library staff from various classifications, including page and clerk, visited the Richmond Public Library in Vancouver, B.C., in August 2001. This "library of the future," as it bills itself, is extremely busy, and includes a number of customer self-service options to help them manage the workload. They use multiple Express Checkout machines, and also shelve their reserved books on



## **Public Service Changes: Express Checkout and Hands-On-Holds (continued)**

open shelves so that customers can get them. They have staff members available to assist customers who need assistance, but the majority of their patrons pick up their own reserves and check out their own books.

When we returned from Richmond, we began moving the reserves out onto open shelves at branch libraries, instituting "Hands-On-Holds." We made this same change at Central Library in February. We schedule circulation staff in the area of the reserve shelves and express checkout machine(s) to assist library users. After initial concern about replacing staff with machines and losing personal contact, most library users have become used to the new self-service changes.

The new Hollywood Library opened with 3 express checkout machines. From its first open day, Hollywood customers began using the new machines with very little trouble. The new Hollywood Library is so much busier than the old library that staff would not have been able to handle the additional public use without the express checkout machines.

In April, the use of express checkout machines had increased, with 64% of circulation at Central being done using express checkout machines.

In May, we used bond money to purchase additional machines for renovated neighborhood libraries, and we plan to increase the number at Central and Midland this summer. The new Hillsdale Library will open next spring with express checkout machines.

The newest model of the machines are very simple to use. These new machines are in place at the Hollywood Library and will soon replace the older machines at Central. The older machines are being phased out of service by their manufacturer. The new machines are programmed in Spanish as well as English.

We continue to offer staffed circulation services at each library. We foresee no circumstances when such staffing would not be needed and available.