

**ANNOTATED MINUTES**

***Tuesday, November 29, 1994 - 8:30 AM to 4:30 PM  
Mead Building, 7th Floor Training Room  
421 SW Fifth Avenue, Portland***

**WORK SESSION**

***WS-1 Board and Managers Planning and Discussion Regarding Legislative Planning for the 1995 Legislative Session***

***WORK SESSION FOR THE PURPOSE OF PLANNING AND DISCUSSION REGARDING THE UPCOMING 1995 LEGISLATIVE SESSION ATTENDED BY: BEVERLY STEIN, SHARRON KELLEY, GARY HANSEN, TANYA COLLIER, DAN SALTZMAN, BARRY CROOK, DAVE WARREN, TAMARA HOLDEN, BETSY WILLIAMS, TOM SLYTER, JENNIE GOODRICH, HOWARD KLINK, REX SURFACE, JANICE DRUIAN, KATHY BUSSE, SCOTT PEMBLE, GINA MATTIODA, JO ANN ALLEN, RHYS SHOLES, MIKE DELMAN, BILLI ODEGAARD AND LARRY NICHOLAS.***

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***Thursday, December 1, 1994 - 9:30 AM  
Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland***

**REGULAR MEETING**

***Chair Beverly Stein convened the meeting at 9:35 a.m., with Vice-Chair Tanya Collier, and Commissioners Sharron Kelley, Gary Hansen and Dan Saltzman present.***

**CONSENT CALENDAR**

***UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER HANSEN, THE CONSENT CALENDAR (ITEMS C-1 THROUGH C-10) WAS UNANIMOUSLY APPROVED.***

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

***C-1 ORDER in the Matter of the Execution of Deed D951133 for Certain Tax Acquired Property to WENDELL E. BROWN AND MARY B. BROWN***

***ORDER 94-224.***

C-2 *ORDER in the Matter of the Execution of Deed D951130 for Certain Tax Acquired Property to CARL A. HOFMANN*

**ORDER 94-225.**

C-3 *ORDER in the Matter of the Execution of Deed D951109 Upon Complete Performance of a Contract to SUZANNE H. ROSS*

**ORDER 94-226.**

C-4 *ORDER in the Matter of the Execution of Deed D951129 for Certain Tax Acquired Property to ROCKWOOD INVESTMENT COMPANY*

**ORDER 94-227.**

**DEPARTMENT OF HEALTH**

C-5 *Ratification of Renewal to Intergovernmental Agreement, Contract #201175, between Multnomah County and Mt. Hood Community College Allowing Nursing Students to Gain Work Experience by Working in County Clinics at No Cost to Either Party, Effective Upon Execution through One Year from Date of Execution*

C-6 *Ratification of Renewal to Intergovernmental Agreement, Contract #201195, between Multnomah County and Oregon Health Sciences University Allowing Nursing Students to Gain Learning Experience by Working in County Clinics at No Cost to Either Party, Effective Upon Execution through One Year from Date of Execution*

**COMMUNITY AND FAMILY SERVICES DIVISION**

C-7 *Ratification of Amendment No. 1 to Intergovernmental Agreement, Contract #101575, between Multnomah County Community and Family Services Division and Portland Public Schools, Adding \$3,726 for School District to Develop a Videotape on Teen Pregnancy Prevention, Effective Upon Execution through June 30, 1995*

C-8 *Ratification of a Renewal to Intergovernmental Agreement, Contract #103825, between the Housing Authority of Portland and Multnomah County Community and Family Services Division, for Homeless Prevention Services, Effective October 1, 1994 through September 30, 1995*

C-9 *Ratification of a Renewal to Intergovernmental Revenue Agreement, Contract #103925, between the City of Portland and Multnomah County Community and Family Services Division for \$62,327 to Fund Shelter at the Bridgeview for Homeless Chronically Mentally Ill People, Effective July 1, 1994 through June 30, 1995*

C-10 *Ratification of a Renewal to Intergovernmental Revenue Agreement, Contract #103935, between the City of Portland and Multnomah County Community and Family Services Division for \$18,456 to Fund Shelter at the Bridgeview for Homeless Chronically Mentally Ill People, Effective July 1, 1994 through June 30, 1995*

**REGULAR AGENDA**

**NON-DEPARTMENTAL**

R-1 *RESOLUTION in the Matter of Approving the Amendment to the Comprehensive Plan of the Multnomah Commission on Children and Families for FY 1995-97*

**COMMISSIONER SALTZMAN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF R-1. PAULINE ANDERSON, CHAIR OF MULTNOMAH COMMISSION ON CHILDREN AND FAMILIES PRESENTED EXPLANATION. SUPPORTIVE TESTIMONY RECEIVED FROM ERICKA WAGNER, PAM PATTON AND JACKI GALLOWAY. COMMISSIONER HANSEN AND CHAIR STEIN EXPRESSED THANKS TO THE COMMISSION, PAULINE ANDERSON AND HELEN RICHARDSON FOR ALL THE WORK DONE TO CREATE THIS PLAN. RESOLUTION 94-228 WAS UNANIMOUSLY APPROVED.**

R-2 *RESOLUTION in the Matter of Establishing a Process for Filling Vacancies on District Boards Pursuant to State Law*

**COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-2. COUNTY COUNSEL LARRY KRESSEL PRESENTED EXPLANATION AND RESPONSE TO BOARD QUESTIONS REGARDING THE PROCESS TO FILL THE VACANCIES ON THE ROCKWOOD WATER DISTRICT BOARD. JEANNE ORCUTT PRESENTED TESTIMONY REGARDING THE HISTORY OF THIS ITEM. A HEARING DATE OF THURSDAY, JANUARY 12, 1995 WAS SET. COMMISSIONER DAN SALTZMAN EXPLAINED WHY HE WOULD NOT BE ABLE TO ATTEND THE JANUARY 12TH MEETING. RESOLUTION 94-229 ESTABLISHING THE PROCESS FOR FILLING THE VACANCIES WAS UNANIMOUSLY APPROVED.**

R-3 *RESOLUTION in the Matter of Authorizing the Issuance and Negotiated Sale of Certificates of Participation as Full Faith and Credit Obligations in an Amount Not*

*Exceeding \$3,600,000; Designating an Authorized Representative, Financial Advisor, Special Counsel, Registrar and Paying Agent; Authorizing the Execution and Delivery of a Lease-Purchase Agreement and an Escrow Agreement; Declaring Official Intent to Reimburse Expenditures and Other Matters*

**COMMISSIONER SALTZMAN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF R-3. DAVE BOYER PRESENTED EXPLANATION. RESOLUTION 94-230 WAS UNANIMOUSLY APPROVED.**

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

*R-4 In the Matter of Approval of a Sewer Easement to the City of Portland for the Bloomington Sanitary Sewer Project*

**COMMISSIONER COLLIER MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF R-4. RICH PAYNE PRESENTED EXPLANATION. SEWER EASEMENT TO THE CITY OF PORTLAND FOR THE BLOOMINGTON SANITARY SEWER PROJECT WAS UNANIMOUSLY APPROVED.**

**JUVENILE JUSTICE DIVISION**

*R-5 Ratification of an Intergovernmental Revenue Agreement, Contract #103795, between Multnomah County Juvenile Justice Division and Portland School District No. 1 to Provide \$65,900 for Funding a Juvenile Court Counselor Position to Work On-Site at the Counteract Alternative Program Campus*

**COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-5. BILL FOGERTY PRESENTED EXPLANATION. AGREEMENT WAS UNANIMOUSLY APPROVED.**

**COMMUNITY AND FAMILY SERVICES DIVISION**

*R-6 Ratification of Amendment No. 1 to Intergovernmental Agreement, Contract #103794, between Multnomah County and the Regional Drug Initiative (RDI) Clarifying the Language in the Agreement between Multnomah County and the City of Portland Regarding Restrictions and Distribution of Assets upon Dissolution of the Organization, Effective October 28, 1994 through Termination by All Parties*

**COMMISSIONER KELLEY MOVED AND COMMISSIONER COLLIER SECONDED, APPROVAL OF R-6. NORMA JAEGER PRESENTED EXPLANATION AND RESPONSE TO BOARD QUESTIONS FOR ITEMS R-6 AND R-7. R-6 WAS UNANIMOUSLY APPROVED.**

- R-7 *First Reading and Possible Adoption of a Proposed ORDINANCE Ratifying and Amending the Intergovernmental Agreement with the City of Portland for the Regional Drug Initiative and Declaring an Emergency*

**PROPOSED ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER HANSEN MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF THE FIRST READING AND ADOPTION. NO ONE WISHED TO TESTIFY. ORDINANCE NO. 806 WAS UNANIMOUSLY APPROVED.**

**PUBLIC COMMENT**

- R-8 *Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.*

**NONE.**

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

- R-9 *RESOLUTION n the Matter of Recommendation in Support of the Halsey South/North Steering Group Tier I Final Recommendation Report Describing the Light Rail Alternatives to Advance into Tier II Draft Environmental Impact Statement for Further Study*

**COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF R-9. ED PICKERING PRESENTED EXPLANATION AND RESPONSE TO BOARD QUESTIONS. TESTIMONY RECEIVED FROM BING SHELDON AND SHARON MEYER IN SUPPORT OF RESOLUTION. RESOLUTION 94-231 WAS UNANIMOUSLY APPROVED.**

**SHERIFF'S OFFICE**

- R-10 *Budget Modification MCSO #4 Revised, Requesting Authorization to Transfer \$32,345 from General Fund Contingency to the Sheriff's Office to Fund Two Civil Deputy Positions to for the Period 12/1/94 to 6/1/95 to Handle the Increase in Mental Health Transports*

**UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER HANSEN, IT WAS UNANIMOUSLY APPROVED TO CONTINUE ITEM R-10 TO A TIME CERTAIN OF THURSDAY, DECEMBER 8, 1994.**

Thursday, December 1, 1994 - 10:00 AM  
Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland

**WORK SESSION**

WS-2 Work Session for Discussion Regarding Labor Negotiations.

**CHAIR STEIN OUTLINED THE RULES OF PROCEDURE FOR TODAY AND WHY THIS MEETING WAS CHANGED FROM AN EXECUTIVE SESSION TO A BOARD WORK SESSION. ALSO, ADVISING THAT THE BOARD WOULD NOT HEAR PUBLIC TESTIMONY TODAY AND EXPLAINED THAT A SPECIAL MEETING HAS BEEN SCHEDULED FOR WEDNESDAY, DECEMBER 7, 1994 FOR THIS PURPOSE.**

**KEN UPTON PRESENTED PRESENTATION, EXPLANATION AND TO RESPONSE TO BOARD QUESTIONS.**

*There being no further business, the meeting was adjourned at 11:35 a.m.*

OFFICE OF THE BOARD CLERK  
for MULTNOMAH COUNTY, OREGON

  
Carrie A. Parkerson

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Thursday, December 1, 1994 - 11:00 AM  
(Or Immediately Following Work Session)  
Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland

**BOARD BRIEFING**

B-1 Presentation of the 1st Quarter 1994-95 Performance Report. Presented by Barry Crook.

**BARRY CROOK PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION.**

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*Thursday, December 1, 1994 - 1:30 PM  
Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**WORK SESSION**

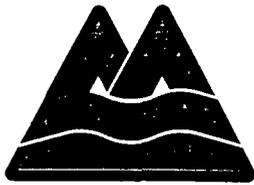
*WS-3 Board and Managers Discussion on the 1994-95 Mid-Year Performance Report;  
Review Status of Current Year Action Plans and Key Results Measures; and  
Updates on 3-6 High Priority Action Plans, for the Following:*

*1:30 - 4:00 Community and Family Services*

***LOLENZO POE, JAMES EDMONDSON, HOWARD  
KLINK, ELAINE DECK, SUSAN CLARK AND NORMA  
JAEGER PRESENTATION AND RESPONSE TO BOARD  
QUESTIONS AND DISCUSSION.***

*4:00 - 5:00 Management Support Services*

***MEGANNE STEELE, CURTIS SMITH, DAVE BOYER  
AND JEAN MILEY PRESENTATION AND RESPONSE  
TO BOARD QUESTIONS AND DISCUSSION.***



# MULTNOMAH COUNTY OREGON

OFFICE OF THE BOARD CLERK  
SUITE 1510, PORTLAND BUILDING  
1120 S.W. FIFTH AVENUE  
PORTLAND, OREGON 97204

| BOARD OF COUNTY COMMISSIONERS |            |            |
|-------------------------------|------------|------------|
| BEVERLY STEIN •               | CHAIR      | • 248-3308 |
| DAN SALTZMAN •                | DISTRICT 1 | • 248-5220 |
| GARY HANSEN •                 | DISTRICT 2 | • 248-5219 |
| TANYA COLLIER •               | DISTRICT 3 | • 248-5217 |
| SHARRON KELLEY •              | DISTRICT 4 | • 248-5213 |
| CLERK'S OFFICE •              | 248-3277   | • 248-5222 |

## AGENDA

### MEETINGS OF THE MULTNOMAH COUNTY BOARD OF COMMISSIONERS

#### FOR THE WEEK OF

#### NOVEMBER 28, 1994 - DECEMBER 2, 1994

*Tuesday, November 29, 1994 - 8:30 AM - Work Session . . . . . Page 2*  
*at the MEAD BUILDING*  
*421 S.W. 5th Avenue*  
*7th Floor, Training Room*

*Thursday, December 1, 1994 - 9:30 AM - Regular Meeting . . . . . Page 2*

*Thursday, December 1, 1994 - 10:00 AM - Executive Session . . . . . Page 4*

*Thursday, December 1, 1994 - 11:00 AM - Board Briefing . . . . . Page 4*

*Thursday, December 1, 1994 - 1:30 PM - Work Session . . . . . Page 5*

*Thursday Meetings of the Multnomah County Board of Commissioners are taped and can be seen by Paragon Cable subscribers at the following times:*

*Thursday, 6:00 PM, Channel 30*

*Friday, 10:00 PM, Channel 30*

*Saturday, 12:30 PM, Channel 30*

*Sunday, 1:00 PM, Channel 30*

**INDIVIDUALS WITH DISABILITIES MAY CALL THE OFFICE OF THE BOARD CLERK AT 248-3277 OR 248-5222, OR MULTNOMAH COUNTY TDD PHONE 248-5040, FOR INFORMATION ON AVAILABLE SERVICES AND ACCESSIBILITY.**

*Tuesday, November 29, 1994 - 8:30 AM to 4:30 PM*

*Mead Building, 7th Floor Training Room  
421 SW Fifth Avenue, Portland*

**WORK SESSION**

*WS-1 Board and Managers Planning and Discussion Regarding Legislative Planning  
for the 1995 Legislative Session*

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*Thursday, December 1, 1994 - 9:30 AM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**REGULAR MEETING**

**CONSENT CALENDAR**

**DEPARTMENT OF ENVIRONMENTAL SERVICES**

- C-1 ORDER in the Matter of the Execution of Deed D951133 for Certain Tax Acquired Property to WENDELL E. BROWN AND MARY B. BROWN*
- C-2 ORDER in the Matter of the Execution of Deed D951130 for Certain Tax Acquired Property to CARL A. HOFMANN*
- C-3 ORDER in the Matter of the Execution of Deed D951109 Upon Complete Performance of a Contract to SUZANNE H. ROSS*
- C-4 ORDER in the Matter of the Execution of Deed D951129 for Certain Tax Acquired Property to ROCKWOOD INVESTMENT COMPANY*

**DEPARTMENT OF HEALTH**

- C-5 Ratification of Renewal to Intergovernmental Agreement, Contract #201175, between Multnomah County and Mt. Hood Community College Allowing Nursing Students to Gain Work Experience by Working in County Clinics at No Cost to Either Party, Effective Upon Execution through One Year from Date of Execution*
- C-6 Ratification of Renewal to Intergovernmental Agreement, Contract #201195, between Multnomah County and Oregon Health Sciences University Allowing Nursing Students to Gain Learning Experience by Working in County Clinics at No Cost to Either Party, Effective Upon Execution through One Year from Date of Execution*

## COMMUNITY AND FAMILY SERVICES DIVISION

- C-7      *Ratification of Amendment No. 1 to Intergovernmental Agreement, Contract #101575, between Multnomah County Community and Family Services Division and Portland Public Schools, Adding \$3,726 for School District to Develop a Videotape on Teen Pregnancy Prevention, Effective Upon Execution through June 30, 1995*
- C-8      *Ratification of a Renewal to Intergovernmental Agreement, Contract #103825, between the Housing Authority of Portland and Multnomah County Community and Family Services Division, for Homeless Prevention Services, Effective October 1, 1994 through September 30, 1995*
- C-9      *Ratification of a Renewal to Intergovernmental Revenue Agreement, Contract #103925, between the City of Portland and Multnomah County Community and Family Services Division for \$62,327 to Fund Shelter at the Bridgeview for Homeless Chronically Mentally Ill People, Effective July 1, 1994 through June 30, 1995*
- C-10     *Ratification of a Renewal to Intergovernmental Revenue Agreement, Contract #103935, between the City of Portland and Multnomah County Community and Family Services Division for \$18,456 to Fund Shelter at the Bridgeview for Homeless Chronically Mentally Ill People, Effective July 1, 1994 through June 30, 1995*

## REGULAR AGENDA

### NON-DEPARTMENTAL

- R-1      *RESOLUTION in the Matter of Approving the Amendment to the Comprehensive Plan of the Multnomah Commission on Children and Families for FY 1995-97*
- R-2      *RESOLUTION in the Matter of Establishing a Process for Filling Vacancies on District Boards Pursuant to State Law*
- R-3      *RESOLUTION in the Matter of Authorizing the Issuance and Negotiated Sale of Certificates of Participation as Full Faith and Credit Obligations in an Amount Not Exceeding \$3,600,000; Designating an Authorized Representative, Financial Advisor, Special Counsel, Registrar and Paying Agent; Authorizing the Execution and Delivery of a Lease-Purchase Agreement and an Escrow Agreement; Declaring Official Intent to Reimburse Expenditures and Other Matters*

## DEPARTMENT OF ENVIRONMENTAL SERVICES

- R-4      *In the Matter of Approval of a Sewer Easement to the City of Portland for the Bloomington Sanitary Sewer Project*

**JUVENILE JUSTICE DIVISION**

- R-5      *Ratification of an Intergovernmental Revenue Agreement, Contract #103795, between Multnomah County Juvenile Justice Division and Portland School District No. 1 to Provide \$65,900 for Funding a Juvenile Court Counselor Position to Work On-Site at the Counteract Alternative Program Campus*

**COMMUNITY AND FAMILY SERVICES DIVISION**

- R-6      *Ratification of Amendment No. 1 to Intergovernmental Agreement, Contract #103794, between Multnomah County and the Regional Drug Initiative (RDI) Clarifying the Language in the Agreement between Multnomah County and the City of Portland Regarding Restrictions and Distribution of Assets upon Dissolution of the Organization, Effective October 28, 1994 through Termination by All Parties*
- R-7      *First Reading and Possible Adoption of a Proposed ORDINANCE Ratifying and Amending the Intergovernmental Agreement with the City of Portland for the Regional Drug Initiative and Declaring an Emergency*

**PUBLIC COMMENT**

- R-8      *Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.*

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*Thursday, December 1, 1994 - 10:00 AM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**EXECUTIVE SESSION**

- E-1      *The Multnomah County Board of Commissioners Will Meet in Executive Session Pursuant to ORS 192.660(1)(d) for Deliberations with Labor Relations Staff Regarding Labor Negotiations. 1 HOUR REQUESTED.*

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*Thursday, December 1, 1994 - 11:00 AM  
(Or Immediately Following Executive Session)*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**BOARD BRIEFING**

- B-1      *Presentation of the 1st Quarter 1994-95 Performance Report. Presented by Barry Crook. ONE HOUR REQUESTED.*

*Thursday, December 1, 1994 - 1:30 PM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**WORK SESSION**

**WS-2** *Board and Managers Discussion on the 1994-95 Mid-Year Performance Report; Review Status of Current Year Action Plans and Key Results Measures; and Updates on 3-6 High Priority Action Plans, for the Following:*

*1:30 - 4:00 Community and Family Services*

*4:00 - 5:00 Aging Services Division*



# MULTNOMAH COUNTY OREGON

OFFICE OF THE BOARD CLERK  
SUITE 1510, PORTLAND BUILDING  
1120 S.W. FIFTH AVENUE  
PORTLAND, OREGON 97204

BOARD OF COUNTY COMMISSIONERS  
BEVERLY STEIN • CHAIR • 248-3308  
DAN SALTZMAN • DISTRICT 1 • 248-5220  
GARY HANSEN • DISTRICT 2 • 248-5219  
TANYA COLLIER • DISTRICT 3 • 248-5217  
SHARRON KELLEY • DISTRICT 4 • 248-5213  
CLERK'S OFFICE • 248-3277 • 248-5222

## SUPPLEMENTAL/AMENDED AGENDA

*Thursday, December 1, 1994 - 9:30 AM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

### REGULAR MEETING

#### DEPARTMENT OF ENVIRONMENTAL SERVICES

R-9 *RESOLUTION n the Matter of Recommendation in Support of the Halsey North/South Steering Group Tier I Final Recommendation Report Describing the Light Rail Alternatives to Advance into Tier II Draft Environmental Impact Statement for Further Study*

#### SHERIFF'S OFFICE

R-10 *Budget Modification MCSO #4 Revised, Requesting Authorization to Transfer \$32,345 from General Fund Contingency to the Sheriff's Office to Fund Two Civil Deputy Positions to for the Period 12/1/94 to 6/1/95 to Handle the Increase in Mental Health Transports*

*Thursday, December 1, 1994 - 10:00 AM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

### WORK SESSION

WS-2 *Work Session for Discussion Regarding Labor Negotiations. 1 HOUR REQUESTED.*

*Thursday, December 1, 1994 - 1:30 PM*

*Multnomah County Courthouse, Room 602  
1021 SW Fourth, Portland*

**WORK SESSION**

*WS-3 Board and Managers Discussion on the 1994-95 Mid-Year Performance Report; Review Status of Current Year Action Plans and Key Results Measures; and Updates on 3-6 High Priority Action Plans, for the Following:*

*1:30 - 4:00 Community and Family Services*

*4:00 - 5:00 Management Support Services*

MEETING DATE DEC 01 1994

AGENDA NUMBER B-1

**AGENDA PLACEMENT FORM**

SUBJECT: Presentation of 1994-95 Performance Report.

BOARD BRIEFING: Date Requested: December 1, 1994

Amount of Time Needed: 1 hour

REGULAR MEETING: Date Requested: \_\_\_\_\_

Amount of Time Needed: \_\_\_\_\_

DEPARTMENT: Management Support Services DIVISION Budget & Quality

CONTACT: Barry Crook TELEPHONE : 248-3575

BLDG/ROOM: 106/1400

PERSON(S) MAKING PRESENTATION: Barry Crook

**ACTION REQUESTED**

INFORMATIONAL ONLY     POLICY DIRECTION     APPROVAL     OTHER

SUMMARY (Statement of rationale for action requested, personnel and fiscal/budgetary impacts, if applicable):

The purpose of this briefing is to present an overview of the 1st Quarter Performance Report to the Board of County Commissioners. The Performance Report tracks the County's year-to-date progress on Action Plans, Key Results Measures, and financial performance through 9/30/94. Reports were hand-delivered to the Board. No formal action is required.

BOARD OF  
COUNTY COMMISSIONERS  
1994 NOV 21 PM 3:47  
MULTNOMAH COUNTY  
OREGON

**SIGNATURES REQUIRED:**

ELECTED OFFICIAL: Dorely Stern pr

OR

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

ALL ACCOMPANYING DOCUMENTS MUST HAVE REQUIRED SIGNATURES

Any Questions: Call the Office of the Board Clerk 248-3277/248-5222



# MULTNOMAH COUNTY, OREGON

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BOARD OF COUNTY COMMISSIONERS  
BEVERLY STEIN  
DAN SALTZMAN  
GARY HANSEN  
TANYA COLLIER  
SHARRON KELLEY

PLANNING & BUDGET  
PORTLAND BUILDING  
1120 S.W. FIFTH - ROOM 1400  
P. O. BOX 14700  
PORTLAND, OR 97214  
PHONE (503)248-3883

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TO: Board of County Commissioners

FROM: Barry Crook

TODAY'S DATE: November 21, 1994

REQUESTED PLACEMENT DATE: December 1, 1994

SUBJECT: 1994-95 1st Quarter Performance Report

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I. Recommendation / Action Requested: No action is requested.

II. Background / Analysis: The 1st Quarter Performance Report provides a year-to-date look at the County's progress toward its stated objectives, as well as its financial condition. The report contains three sections: Action Plans, Key Results, and the Financial Summary.

III. Financial Impact: N/A

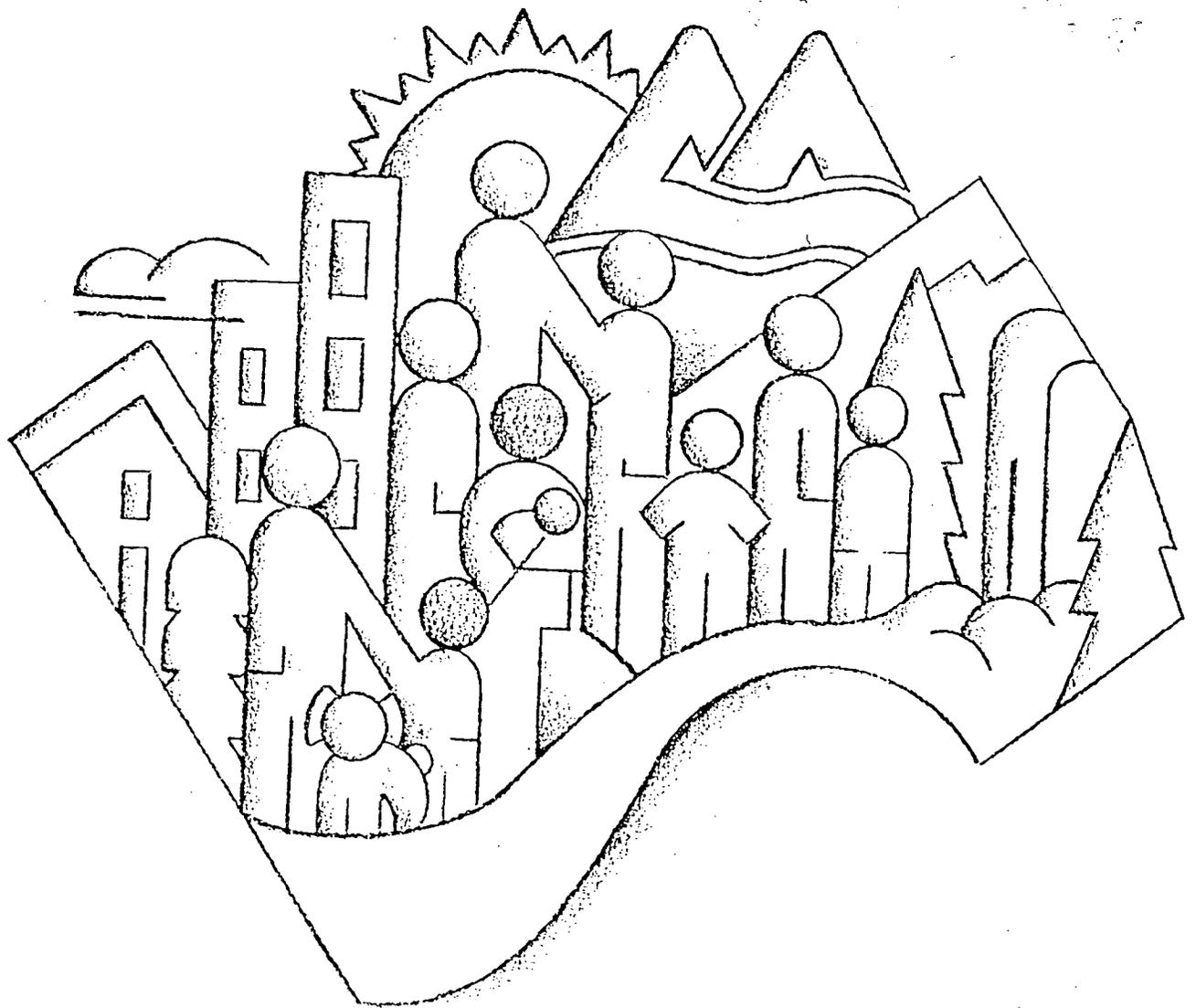
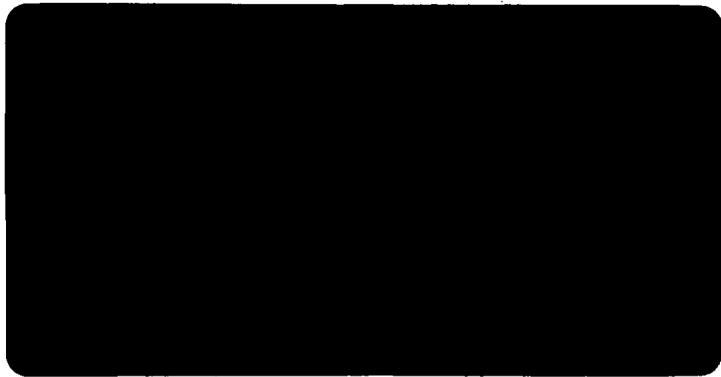
IV. Legal Issues: None

V. Controversial Issues: None

VI. Link to Current County Policies: N/A

VII. Citizen Participation: A copy of the report has been sent to the Citizen Involvement Committee, so that it will be available to the public.

VIII. Other Government Participation: N/A



1st Quarter  
**Performance**  
**Report**  
Multnomah County, Oregon  
Fiscal Year 1994-95

*Chair Beverly Stein*  
*Commissioner Dan Saltzman*  
*Commissioner Gary Hansen*  
*Commissioner Tanya Collier*  
*Commissioner Sharron Kelley*



# MULTNOMAH COUNTY, OREGON

BOARD OF COUNTY COMMISSIONERS  
BEVERLY STEIN  
DAN SALTZMAN  
GARY HANSEN  
TANYA COLLIER  
SHARRON KELLEY

BUDGET & QUALITY OFFICE  
PORTLAND BUILDING  
1120 S.W. FIFTH - ROOM 1400  
P. O. BOX 14700  
PORTLAND, OR 97214  
PHONE (503)248-3883

TO: Board of County Commissioners  
FROM: Barry Crook, Budget and Quality Manager *bc*  
DATE: November 15, 1994  
SUBJECT: 1st Quarter Performance Report

I am happy to transmit to you the 1st Quarter Performance Report for Multnomah County. This document represents a lot of work on the part of the Budget Office Staff, particularly Chris Tebben, Ching Hay, Mark Campbell and Dave Warren, and even more work from the Operating Departments. I am grateful to everyone who contributed to this report and hope that you find it useful.

Our intent is to continue to increase our production of these reports over the next year or so, so that we can prepare and present a report to you after each quarter of activity. The current schedule will call for this information to be presented as part of the budget submission, albeit not in this report format, and for another report to be prepared on year-end results. During the next fiscal year, we will prepare three reports and repeat the information as part of budget submission, with a full report being prepared after the end of each quarter in the following fiscal period.

While the fiscal performance report is important, it alone does not provide sufficient information for the Board to consider. So this report responds to your request to be kept current regarding departmental efforts to achieve their Action Plans which they committed to in the present budget and to be aware of the status of results relative to the Key Results Measures which were also agreed to either in sessions with the Board last December/January or during the budget deliberation hearings in May/June.

I will be presenting an overview of this report to you on December 1st, and you will have an opportunity to discuss individual department reports during your scheduled briefings with each department in the month of December.

In the interest of continuous improvement, I will welcome any comments you have relative to format and presentation so that this document becomes more useful to you. Again I want to express my gratitude to both my staff and especially to the people in the operating departments who are responsible for the preparation of the information contained in this document.

# 1st Quarter Performance Report 1994-95

## *Budget and Quality Staff*

Mark Campbell  
Shaun Coldwell  
Barry Crook  
Keri Hardwick  
Ching Hay  
Kathy Innes  
Kathy Nash  
Chris Tebben  
Dave Warren

The Budget and Quality staff would like to acknowledge the considerable time and effort contributed to the preparation of this document by employees from the County agencies. We would particularly like to thank those listed below:

Larry Aab  
Kelly Bacon  
Lori Baumgartner  
Gary Blackmer  
Dave Boyer  
Bill Bulick  
Helen Cheek  
Susan Clark  
Ginnie Cooper  
Lance Duncan  
Marie Eighmey  
Margaret Epting  
Tom Fronk  
Kathy Gillette  
Cary Harkaway  
Susan Kaeser  
Larry Kressel

John Legry  
Jennifer Major  
Penny Malmquist  
Jean Miley  
Mike Oswald  
Sharon Owens  
Robert Phillips  
Helen Richardson  
Tom Simpson  
Curtis Smith  
Jeanie Staino  
Kathy Tinkle  
Ken Upton  
Brian Walden  
Becky Wehrli  
Betsy Williams

## **Introduction**

This is Multnomah County's 1st Quarter 1994-95 Performance Report. The report provides a year-to-date look at the County's progress toward its stated objectives, as well as its financial condition. The report contains three sections: Action Plans, Key Results, and the Financial Summary.

The Action Plan Summary provides updates on the status of the Action Plans that appeared in the budget. Departments were asked to comment on the status of each plan. Action plan status was described as: Completed, On schedule - begun, On schedule - not yet begun, and Not on schedule. Departments also included comments for items that needed more explanation.

The Key Results Summary contains current information on department progress toward the key results measures. In addition to the key results information contained in the budget, this section contains 1993-94 Actual results, 1994-95 Year-to-Date Actual results, and 1994-95 Estimates. The 1994-95 Estimates reflect revisions in the estimated performance that appears in the budget.

The Financial Summary is a pro forma of revenues and expenditures for the major funds and fund groups for the first quarter of 1994-95. The pro forma is accompanied by narrative that explains significant variations from expected levels.

# 1st Quarter Performance Report

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# Action Plans



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Community and Family Services  |
|--|---------------------|--|
| Action Plans   | Status              | Remarks  |
| <b><u>Management and Administration</u></b>  |                     |  |
| 1. Merge two Divisions (Housing and Community Services and Mental Health, Youth, and Family Services) into one operating Division, by December 31, 1994, creating a cohesive structure and mission for the new organization, and streamlining planning, contracting, and service provision.            | On schedule - begun |  |
| 2. Implement the Family Resource and Service Center network, including developing agreements with school districts over the use of school facilities, by June 30, 1995, to assure effective and responsive programming based on the integrated services/Family Network concepts and principles.        | On schedule - begun |  |
| 3. Apply performance-based contracting and Contracting Task Force recommendations to the organization's contracting process and monitor the applicability of performance measures included in the FY 1994-95 contracts, revising them as needed, by June 30 1995, to streamline contracting processes. | On schedule - begun | No response to the County's offer. If the Commonwealth contract is offered and signed by calendar year end, we may meet the deadline of June 30, 1995. |
| 4. Find and move into adequate workspace for all CFSD programs, preferably in one building, by June 30, 1995, to promote unity, efficient working relationships, and equity, and to relieve the severe overcrowding in the McCoy Building.   | Not on schedule     |  |
| 5. Plan a management information system, by June 30, 1995, to coordinate service system data, collect and report on performance and outcome data, and streamline client tracking and contract billing procedures.  | On schedule - begun |  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |  | Community and Family Services  |
|--|--|--|
| Action Plans   | Status   | Remarks  |
| <p><u>Adult Mental Health</u></p> <p>1. Develop a working partnership among consumers, advocates, providers, other interested agencies and institutions, and the County Adult Mental Health staff, by June 30, 1995, in order to implement the Mental Health System Design Plan and lay the foundation for improved and more coordinated mental health services.</p> <p>2. Develop agreements and protocols with Washington and Clackamas Counties, for pooling and joint development of commitment resources, high volume purchasing of inpatient resources, and care provision within the natural boundaries of the metropolitan area, by June 30, 1995, in order to address the changing service environment, in which state hospitals are being downsized and more emphasis is being placed on serving people in the community, and to institute better resource management practices.</p> | <p>On schedule - begun</p><br><p>On schedule - begun</p>     |  |
| <p><u>Alcohol &amp; Drug Abuse</u></p> <p>1. Create an Alcohol/Drug central intake unit as part of the federal Target Cities grant, by October 1, 1994, in order to improve and expedite assessment of alcohol and other drug problems, referral to appropriate resources, and follow-up to assure treatment is provided.</p> <p>2.A. Provide an In-Jail Alcohol/Drug Intervention Service, including two separate units for alcohol/drug intervention and pretreatment (one male, one female) in the Justice Center Jail.</p>   | <p>Not on schedule</p><br><p>On schedule - not yet begun</p> | <p>Due to delays in receiving final federal approval to implement the Central Intake Component target date for initiation has moved to 12/1/94. The assessment instrument has been developed and staff are in final phase of hiring process. Full operation is expected to occur by 1/15/95.</p> |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                             | Community and Family Services |
|---|-----------------------------|-------------------------------|
| Action Plans  | Status                      | Remarks                       |
| <u>Alcohol &amp; Drug Abuse (Continued)</u>   |                             |                               |
| B. Develop a pre-commitment diversion project to assess alcohol/drug needs of persons being investigated for involuntary mental health treatment (commitment) who may be better served in alcohol/drug treatment, by June 30, 1995, in order to improve linkages among the criminal justice, alcohol/drug, and mental health treatment systems.   | On schedule - begun         |                               |
| <u>Community Action</u>   |                             |                               |
| 1. Increase the housing options available to homeless single adults and site shelter facilities for men, women, and chronically mentally ill homeless people, by June 30, 1995, to implement the County and City approved Strategy for Serving Homeless Single Adults in Downtown Portland.   | On schedule - begun         |                               |
| 2. In line with the Contracting Task Force Report develop a program specific strategic plan for the Community Action Service System, by June 30, 1995, including service delivery models and 3-5 year implementation plans for housing and services for homeless families, youth, and victims of domestic violence, to provide funding and program development guidance.  | On schedule - begun         |                               |
| 3. Develop County anti-poverty policies identifying the County's philosophy, values, and goals for reducing poverty, the County's roles and responsibilities for addressing poverty, and the strategies to be implemented in collaboration with major community institutions to achieve the County's goals, by June 30, 1995, to provide policy direction to programs on how to prioritize and address issues and social consequences of poverty, and how to work with and strengthen low income communities and the people who live there. | On schedule - not yet begun |                               |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                             | Community and Family Services |
|---|-----------------------------|-------------------------------|
| Action Plans  | Status                      | Remarks                       |
| <u>Children's Mental Health and Youth Program Office</u>  |                             |                               |
| 1. Develop, implement, and monitor a capitated/managed mental health care service system for Medicaid-eligible children and their families and for other specialized populations, by June 30, 1995, in order to better serve more people within the same level of resources.  | On schedule - begun         |                               |
| 2. Designate and/or establish Family Resource and Service Centers, including Parent/Child Development Centers, throughout the County, by June 30, 1995 to implement the County's emphasis on integrated services for families.  | On schedule - begun         |                               |
| 3. Redefine and implement the roles and relationships among Community and Family Services Division, Juvenile Justice Division, community providers, community players, and the Child and Youth Service (Family Resource and Service) Centers, by June 30, 1995, in order to address prevention of youth violence, diversion, and other intervention activities. | On schedule - begun         |                               |
| 4. Contract for an inventory of resources available to children and families suffering from abuse and for design of a management information system to track use of these resources.  | On schedule - not yet begun |                               |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                     | Community and Family Services |
|---|---------------------|-------------------------------|
| Action Plans  | Status              | Remarks                       |
| <u>Community Development</u>  |                     |                               |
| 1. Negotiate commitments with non-profit organizations, community development corporations, and/or builders by June 30, 1995, to bring on-line within the following 18 months a new/rehabilitated affordable housing facility for a special needs population (homeless, elderly, disabled.)           | On schedule - begun |                               |
| 2. In dialogue with the Cities of Portland and Gresham over the desired placement and roles of housing programs, develop a recommendation for consideration by the Housing and Community Development Commission, by June 30, 1995, to coordinate local housing efforts for special needs populations. | On schedule - begun |                               |
| <u>Developmental Disabilities</u>   |                     |                               |
| 1. Develop service delivery strategies that increase the number of individuals receiving services within the same level of resources, and implement the strategies effective July 1, 1995, in order to assist a greater number of people with developmental disabilities and their families.          | On schedule - begun |                               |
| 2. Integrate services to individuals and families within the Family Network concept, by June 30, 1995, through coordination, integration, and outstationing of staff, in order to provide community-based access to services as one component of a comprehensive service package.                     | On schedule - begun |                               |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Health Department   |
|--|---------------------|---|
| Action Plans   | Status              | Remarks   |
| <u>Director's Office</u>   |                     |   |
| <p>1. By the end of the 1994-95 fiscal year, develop a comprehensive strategic plan to reduce teen pregnancy, emphasizing problem clarification, coordination of governmental and community based interventions, and defining future interventions and resource needs. Many parties are interested and involved in addressing this issue; the Health Department will act as a catalyst bringing these parties together.</p>  | On schedule - begun | A Teen Pregnancy Prevention position was created by reprogramming grant funds. It was filled in late October.   |
| <p>2. To increase the percentage of children (2 months to 24 months) in Multnomah County Clinics who are up to date with their immunizations. Additional grant funds have been received that allow for increased immunization program coordination and an outreach worker to: 1) improve computer tracking and recall of children who are not up to date, 2) ensure that staff are available to provide immunizations during all County clinic hours, 3) provide these immunizations at no cost for children under 24 months in our clinics, 4) coordinate closely with community volunteers (Kiwanis, Rotary, American Legion), 5) canvas the community, 6) provide outreach, 7) expand availability of special clinics in the community.</p> | On schedule - begun | <p>1) Computer programmer is working on the changes which have been spelled out for improved tracking.</p> <p>2) Immunization are provided on a walk-in basis at all clinics with expansion into the Urgent Care Clinics currently underway.</p> <p>3) Have researched data, evaluated financial impact and preparing request to Cupboard.</p> <p>4) Utilized volunteers at all special clinics including employees of sponsoring sites. There will be additional use of volunteers for Immunization Day 1995 on April 22.</p> <p>5,6) Have hired an Outreach Worker who provides the networking and canvassing with the community which has been successful, demonstrated by continually increasing families coming in for services.</p> <p>7) Special clinics are being provided every month with an average of 5 to 8 clinics scheduled evenings and Saturdays. Currently approximately 250-500 clients are being served each month.</p> |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Health Department   |
|--|---------------------|---|
| Action Plans   | Status              | Remarks   |
| <p><u>Director's Office (Continued)</u></p> <p>3. Develop a comprehensive strategy to decrease the incidence of drug affected infants in Multnomah County. A number of current activities are in place such as CHN case management nursing services in the home of chemically dependent pregnant women, targeted efforts in drug treatment agencies, and health assessments of all incarcerated women for pregnancies and substance abuse. A concerted leadership effort to strengthen cross agency planning and collaboration should target resources more effectively.</p> | On schedule - begun |   |
| <p><u>Regulatory Health</u></p> <p>1. The Division plans to implement a new EMS system but because the March 1994 petition was not approved by the voters, implementation will be delayed and depends on the alternative chosen by the Board of County Commissioner.</p>   | On schedule - begun | Consultant is designing RFP. Expect RFP process to result in choosing single transport ambulance provider on schedule. Estimation completion date May 1995. |
| <p><u>HIV Programs</u></p> <p>1. Conduct a community health assessment in each of the service districts and prepare a Community Health Plan for the Department based on staff, customer, and community recommendations. This process will be coordinated with other processes currently underway in the County.</p>  | Not begun           | Postponed to focus on coordination with existing community planning efforts.  |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

Health Department

| Action Plans  | Status  | Remarks  |
|---|---|--|
| <p><u>HIV Programs (Continued)</u></p> <p>2. Develop a community based HIV prevention plan by September, 1994. Involve all community shareholders and stakeholders including a broad representation of consumers. This action will improve services delivery by designing a community system based on client need. Community planning demands careful sensitivity to political issues, special interest groups, and inclusionary process. This objective relates to a State urgent benchmark.</p>   | Not on schedule - begun                               | Two local planning councils now working. Needs assessment completed. Prevention plan completed, subject to State approval. Client services plan due in mid-January.  |
| <p><u>Specialty Care Services</u></p> <p>1. Expand school based services into a middle school and at least one more high school. The program plans to apply for a portion of a Robert Wood Johnson grant which has been awarded to the State Health Division. If accepted, the program would use resources to open a health center in a middle school in January, 1995.</p>   | On schedule - begun. Exceeding projected action plan. | Action plan modified to two middle school sites. Construction and staff selection going on now. Clinics at George and Portsmouth Schools will open 1/95. Federal Grant applied for and received for clinic in counties. First elementary school - Lincoln Park, David Douglas. RWJ grant in process - Joseph Lane Middle School selected as potential site. Grant to be submitted by 12/1/94.  |
| <p><u>CareOregon</u></p> <p>1. Implement CareOregon as a fully capitated managed care health plan, reaching an enrollment of 35,000 members by June 30, 1995. Achievement of this objective requires that CareOregon staff continuously monitor provider effectiveness and quality, member satisfaction, and the plan's fiscal performance. Effective monitoring requires complex data collection and analysis, including client encounters, type of service, and of provider. The State's Medicaid agency's "prohibition" on plan's marketing to potential members presents a controversial issue which may impact CareOregon's ability to reach its enrollment target. This objective relates to Oregon Benchmark for Quality of Life, access to health care.</p> | Enrollment: not on schedule - begun                   | <p>Plan has 18,075 members as of 11/94. Membership growth of 88% since 2/94. Plan has 9% market share statement, 21% market share in metropolitan site. Attempts to retain existing members and attract new members include:</p> <ul style="list-style-type: none"> <li>-conducting members satisfaction surveys on a regular basis; responding promptly to member ideas and concerns.</li> <li>-being available to answer members' questions about reapplying for OHP membership.</li> <li>-working with an Advisory Board made up of members willing to share their ideas for improving CareOregon's service.</li> <li>-continually reviewing and, as necessary, expanding the CareOregon provider panel and geographic service area.</li> </ul> |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |   | Health Department   |
|---|---|---|
| Action Plans  | Status  | Remarks   |
| <u>Dental Services</u>  |   |   |
| 1. Explore specific technologies for the reduction of dental caries among Multnomah County children. This project will explore a number of basic preventive strategies or technologies that have been shown to reduce the incidence of dental caries(decay) in children. These preventive strategies will be prioritized based on their effectiveness in clinical and public health settings. This information will be used to direct the Divisions activities in 95/96 and beyond. | On schedule - begun                             | Literature review and gathering of data are currently underway. A draft report should be completed by February 1, 1995.   |
| 2. Multnomah County Dental Division is assuming the role of administering a certified Dental Care Organization (DCO) under the Oregon Health Plan. The plan, called MultiCare Dental, will provide access to dental care for enrollees.   | Completed                                       | Current enrollment in the DCO (November 1994) is at 8,500 which is above anticipated enrollment.  |
| <u>Services and Support</u>   |   |   |
| 1. Implement automation into the laboratory and pharmacy services. Coordinate with OHSU and integrate the computer systems.   | Lab: On schedule - begun.<br>Pharmacy: On hold. | We have begun the analysis required to move into a totally new system for lab.<br>We have made some interim automation of pharmacy (billing) and will delay more effort until next FY.  |
| 2. Complete the remodeling project for the McCoy Building and the NE Health Center. Work with Children and Family Services to develop a strategy to relieve crowding in the McCoy Building.   | Not on schedule                                 | Children and Family Services is unable to relocate so we have begin to look at alternatives (i.e., Health Administration moving out). NEHC delay due to additional City planning and Fire Marshall regulations for seismic and fire safety. |
| 3. Continue hiring bilingual staff into appropriate direct service positions to reduce dependence on interpreters.  | On schedule - begun                             | Additional Bilingual staff are being hired.   |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                         | Health Department   |
|---|-------------------------|---|
| Action Plans  | Status                  | Remarks   |
| <p><u>Business and Administrative Services</u></p> <p>1. Determine future health information system requirements for the Department and develop implementation plan for meeting those needs. The future MIS needs of the Department will depend on how the MIS needs of CareOregon are met. The degree of third party involvement and the relationship with OHSU computing center are key variables. The implementation plan will include coordination with other County social service agencies, particularly the Alcohol and Drug Program and the Child &amp; Adolescent Mental Health Program who are at different points in developing unitary MIS systems.</p> | Not on schedule - begun | The move to OHSU was completed over the weekend of October 15. Initial meeting with CFS concerning unitary MIS applications have occurred. Linkage of the MIS system with CareOregon is in process, and has been difficult. |
| <p><u>Corrections Health</u></p> <p>1. To expand mental health services within the Multnomah County Correctional Facilities targeting early identification, evaluation, treatment and referral by July 1994, in order to establish a continuum of care during the incarceration and into the community upon release. Without the continuum of mental health services in the correctional facilities, mentally ill offenders will continue to be released to the community without treatment and/or follow-up, thus increasing the likelihood of reoffending in the near future.</p>   | On schedule - begun     | Hiring nearly completed. Coverage expanded from 10 hr/day to 17 hr/day, 7 days/week. Crisis and stabilization teams in place. Increase linkage with Community Treatment agencies made upon release.                         |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

Health Department

| Action Plans  | Status   | Remarks   |
|---|--|---|
| <p><u>Corrections Health</u> (Continued)</p> <p>2. To establish a Family Planning Education Program for juveniles in custody in order to provide knowledge and options to support their choice, including the implementation of weekly family planning educational classes by August 1994. This will impact the teen pregnancy rate by providing family planning options for pregnancy prevention.</p> <p>3. To identify pregnant females within two weeks of incarceration in order to provide education, prenatal care, and referral upon release by July 1994. This will include one to one and group education on the effects of drug/alcohol/tobacco on the developing fetus, in order to equip moms to make educated choices.</p> | <p>Completed</p><br><br><br><br><br><br><br><br><br><br><p>Completed</p> | <p>Educational groups are conducted covering sexuality, options and family planning methods, etc. Male and female facilitators are used for appropriate audiences.</p><br><br><br><br><br><br><br><br><br><br><p>Pregnancy testing completed on all females by day of incarceration. Education and referrals are made as appropriate.</p> |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |  | Aging Services   |
|---|--|--|
| Action Plans  | Status   | Remarks  |
| <u>Management and Administrative Services</u>   |  |  |
| 1. Determine feasibility of a service satellite office in East County by October 1994 and if appropriate open office by June 30, 1995.  | Schedule changed.<br>New completion date for evaluation: April 1995. | Evaluation of Satellite office in process. The timing of the evaluation depends on external factors including legislature decisions. If appropriate, office will be opened by July 1995. |
| 2. Complete development of SE Senior Center by December 1994. Collocate Portland Impact, Loaves & Fishes, and other programs in partnership with Aging Services.  | Completed  | Grand opening of site held November 1, 1994. Kitchen expected to be completed, meals to elders begun the week of November 7, 1994.   |
| <u>Community Access Services</u>  |  |  |
| 1. In partnership with the Housing Authority of Portland, Disabilities Services Offices and other appropriate agencies, implement congregate housing projects in three subsidized housing facilities (two sites by September 1994, the third by October 1994) that will provide supportive services assisting elders to age in place. | Completed  | All three sites were in place by September.  |
| 2. Reduce language barriers experienced by target populations with consumer information sheets in Spanish, Vietnamese, Cambodian, Lao, and Russian describing benefit programs such as Food Stamps, Medicaid, and Qualified Medicare Beneficiary by January 1995.   | On schedule - begun  | Vietnamese and Lao translations nearing completion.  |
| 3. Develop and conduct a survey to assess the satisfaction level of Nutrition participants, Aging Services largest customer group.  | On schedule - not yet begun  |  |
| 4. Develop and implement at least three intergenerational programs linking services for age specific groups together.   | On schedule - begun  | Intergenerational Forum held October 14th. RFP process begun November 1st.   |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                             | Aging Services   |
|--|-----------------------------|--|
| Action Plans   | Status                      | Remarks  |
| <u>Long Term Care Services</u>   |                             |  |
| 1. Improve access to senior services by simplifying eligibility process by June 30, 1995. This will be accomplished through expanded use of computers and new software technology to improve access to information, eligibility and referral.  | On schedule - begun         | Software and hardware plan awaiting approval.  |
| <u>Public Guardian</u>   |                             |  |
| 1. Restructure the Public Guardian/Conservator's office to provide 24-hour coverage 7 days per week for clients.   | On schedule - begun         |  |
| <u>Adult Care Home Regulation</u>  |                             |  |
| 1. Provide training to Adult Foster Home Caregivers in transferring, lifting, and bathing techniques; in exercise programs and other rehabilitative areas necessary for the proper care of residents. This will be done in conjunction with the Visiting Nurses Association and Mt. Hood Community Hospital. | On schedule - begun         | Basic classes provided in October and November. Additional classes may be planned throughout the year. |
| 2. Develop and conduct surveys to assess the satisfaction level among adult foster home operators and adult foster home residents.   | On schedule - not yet begun |  |





| 1994-95 PERFORMANCE REPORT - FIRST QUARTER  |                     | Sheriff's Office  |
|---|---------------------|---|
| ACTION PLANS  |                     |   |
| Action Plans  | Status              | Remarks   |
| <u>Sheriff's Executive Office</u>   |                     |   |
| 1. Ensure a responsive law enforcement presence and manage a high capacity correctional system throughout fiscal year 1994-95 to increase the public sense of safety.   | Ongoing             | Through deployment of a DUII team we have been able to impact drunk driving throughout Multnomah County. Enhanced River Patrol has increased Boating Under the Influence arrests. Proactive Community Policing in East Multnomah County has been slowed due to reduced staffing levels in the agency. Implementation of the Alcohol and Drug Programs through Target Cities Grant has increased our responsiveness with inmate populations. |
| 2. Develop a proactive plan to reduce the number of internal and citizen complaints by May 1995, to ensure integrity of our work force.   | Ongoing & on target | A two day harassment/discrimination workshop was held in Sept., 1994, and a post administrative follow up program has been developed. We have implemented an intervention and mediation program. Visits are planned to all facilities to underscore "highest standards of integrity" mission statement.   |
| 3. Collaborate on an operational analysis of the Agency and reassess and restructure operations for greater efficiency and effectiveness.   | In process          | The County Auditor has selected a coordinator for the analysis and request for resumes have been sent for actual analysts. Coordinator has been given extensive tours of the Sheriff's Office operations and document requests are being assembled.   |
| <u>Enforcement Branch</u>   |                     |   |
| 1. Increase involvement of regularly assigned Patrol Deputies in community policing activities by December 31, 1994 in order to increase public satisfaction through more effective police services.                | In process          | Decrease in patrol strength has made a proactive community policing program very difficult. The philosophy of community policing is strong within the patrol ranks. Staffing levels are a hindrance to a true community policing effort.  |
| 2. Train Patrol Deputies by January 1996 as Emergency Medical Technicians (EMTs) to increase the flexibility of public safety services and the speed of medical "first responder" aid in rural areas of the County. | On schedule         | MCSO has contracted with a training provider. Training is scheduled to begin early 1995.  |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |             | Sheriff's Office  |
|---|-------------|---|
| Action Plans  | Status      | Remarks   |
| <u>Services Branch</u>  |             |   |
| 1. Enhance recruitment, hiring and employee orientation to meet the specific needs of the Sheriff's Office by April 1995 in order to hire a diverse group of employees and select the most qualified individuals to work in an integrated public safety agency.   | Ongoing     | By working with the Affirmative Action Office, we are actively recruiting minority applicants within the Multnomah County region. We have increased the number and frequency of interviews in order to reach as many applicants as possible. An expanded minority recruiting program which would have placed national emphasis on our recruitment efforts was suspended because of lack of funding in the 1994-95 budget process. |
| 2. Implement phase II of the Local Area Network (LAN) to link all administrative services within the Hansen Building; implement phase I of the Wide Area Network (WAN) to link the Hansen Building with Corrections Administration by June 1995, to maintain high level information sharing, reduce paper transactions and increase staff productivity. | Ongoing     | LAN wiring has been completed and equipment and software design and development is in process.  |
| 3. Transition entire Agency to bar coding system for inventory and resource tracking (phase I) to be completed by June 1995, to increase accountability and productivity, including responsible management of resources.  | On schedule | A February 28, 1995, completion date for the storage facility at Inverness will establish a central inventory point and transition automated inventory system and bar coding into inventory control. A planning group of Sheriff's Office and ISD personnel are developing a work plan for the project. On line capability and inventory will be coordinated for a February 28, 1995 implementation date.                         |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                                    | Sheriff's Office   |
|--|------------------------------------|--|
| Action Plans   | Status                             | Remarks  |
| <u>Corrections Branch</u>  |                                    |  |
| 1. Implement a Corrections Branch Scheduling Unit by October 1994 to more efficiently schedule staff, reduce overtime, prevent employee grievances, and eliminate routine clerical duties currently performed by jail managers.  | Completed and Actively Operational | The Scheduling Unit is actively involved in the management of shift scheduling and overtime. Upcoming overtime audit has concluded that the Scheduling is a very valuable tool in the management of staff resources in the Corrections Branch. |
| 2. Establish by July 31, 1994, a jail-based drug treatment program that provides assessment, education, treatment and referral services for inmates, designed to reduce criminal recidivism of offenders with history of substance abuse.  | On schedule                        | On November 12, 1994, the female unit came on line. On December 12, 1994, the male unit is expected to come on line.   |
| 3. Work with the Courts, prosecutors and Community Corrections to fill all budgeted beds at the Multnomah County Restitution Center (MCRC) by July 1, 1994, and maintain maximum MCRC budgeted capacity throughout the fiscal year.  | Ongoing                            | We continue to work with the court to identify qualified inmates to participate in MCRC. On October 27, 1994, we had 96 residents. This is about 80% capacity.   |
| 4. Develop by June 30, 1995 the Sheriff's Warrant and Inmate System (SWIS) to link MCSO information systems with the Courts; to better track warrants on prisoners; to maintain information that Probation staff may use to integrate the offender into the community; and to fulfill legal requirements while reducing liability. | Ongoing                            | We estimate that by the target date of June 30, 1995, the project will be 50% complete. The completion of the project is now estimated to be December 1995.  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER  |  | Community Corrections  |
|---|--|--|
| ACTION PLANS  |  |  |
| Action Plans  | Status   | Remarks  |
| <u>Administration</u>   |  |  |
| 1. Complete the time study of probation/parole workload by January 1, 1995 to appropriately distribute the workload with existing staff and provide a means for assessing probation/parole staffing needs.                            | Not on schedule.<br>New completion date:<br>April 1995 | We will participate in the time study to be conducted by Oregon DOC during the period from January to April 1995.  |
| 2. Assure safety of Department employees through continued implementation of Continuum of Safety Task Force recommendations.  | On schedule - begun                                    | Safety Coordinator to be selected in November 1994.  |
| 3. Improve productivity and morale by evaluating pilot work-centered teams by January 1995, and developing an implementation plan for additional work-centered teams by June 1995.  | On schedule - begun                                    | Pilot teams in place at Intensive Case Management and Women's Transition Services. DCC RESULTS Committee is developing guidelines for work-centered teams. Organization Development consultant will provide additional assistance. |
| 4. Evaluate the Department's use of structured sanctions which is intended to increase offender compliance while under supervision in the community through a process that facilitates immediate responses to non-compliant behavior. | On schedule - begun                                    | DCC contracted with BOTEK Analysis Corp. for process and impact evaluation to be completed by June 1995.   |
| <u>Diagnostics</u>  |  |  |
| 1. Cooperate with Multnomah County Alcohol and Drug Program to implement a central intake and shared data base for all County contracted A&D Programs (Center for Substance Abuse Target Cities Grant).                               | On schedule - begun                                    | DCC has been cooperating with the Alcohol and Drug Program and participating on the Target Cities Policy Steering Committee and several subcommittees.   |
| 2. Cooperate with Multnomah County Sheriff's Office and Oregon State Courts to develop resources and a long range plan for efficient and effective pre-trial release program for Hispanic offenders by January 1995.                  | Not on schedule  | Will not be able to address this issue until 1995-96. The workload anticipated for this year is higher than originally anticipated and this project will be pushed to next fiscal year.  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |  | Community Corrections  |
|---|--|--|
| Action Plans  | Status   | Remarks  |
| <u>Client Support and Treatment Services</u>  |  |  |
| 1. Implement a client needs assessment instrument by August 1994 that will help the Department: prioritize the use of treatment monies; predict service demands; and evaluate programmatic impact in key areas such as employment, education, physical and mental health, substance abuse, marital situation, family and housing. | Not on schedule                                | Need to automate the process. Will require development as a future ISIS enhancement. The County will work with the State on this state-wide parole and probation system. |
| 2. Enhance client access to medical services by providing training for staff, providers and contractors about the Care-Oregon System in collaboration with the Health Department.   | On schedule - begun                            | Training has been provided for management team. Materials distributed to staff. Target Cities Central Intake will facilitate client enrollment in Health Plan.           |
| 3. Train staff on how to access culturally specific services to improve client compliance with conditions of supervision by September 1994.   | Not on schedule. New completion date June 1995 | Northeast District is developing pilot project to serve African-American clients. East District is developing strategies for Hispanic clients.                           |
| 4. Advocate with the county, city, federal governments and private agencies to expand the supervised transitional housing options for men, women, and families.   | Completed                                      | Housing resources have been expanded by 50%. Grant award from HAP pending.   |
| <u>Sanction Programs</u>  |  |  |
| 1. Improve sanction program effectiveness in response to evaluation results by monitoring and taking corrective measures on new programs including the Day Reporting Center, Intensive Case Management, Probation/Parole Violation Center, DROP, Restitution Center and Volunteer/DUII Program.                                   | On schedule - begun                            | Data on program effectiveness being collected.   |
| 2. Assess impact and cost effectiveness of STOP Drug Diversion Program and determine resources for future funding in 1995-96 by January 1995.   | On schedule - begun                            | American University near completion of evaluation.   |
| 3. Increase residential sanction options for female offenders by assessing the need and determine resources for the development of this sanction by December 1994.  | Completed                                      | Local sanctions, including residential beds have been added.   |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |  | Community Corrections  |
|--|--|--|
| Action Plans   | Status   | Remarks  |
| <u>Integrated Services Districts</u>   |  |  |
| 1. Reduce workload through elimination of duplicate forms and maximum use of automation by initiating a plan that automates and consolidates forms used by staff working with probation/parole forms and making them available to supervisory staff via terminals, on their desk, by March 1995. | On schedule - begun                                    | DCC working with Oregon DOC to automate forms and minimize need for hand entry.  |
| 2. Site a District Office for services within the North District by December 1994.   | Not on schedule  | We continue to look for an appropriate location.   |
| 3. Improve service delivery to specialized populations including Hispanics, African American, women by identification of those populations with specialized service needs. Development of supervision strategies and implementation of strategies by February 1995.                              | On schedule - begun                                    | Northeast District developing strategies for African-American clients. East District developing strategies for Hispanic clients. Women's Transition Services developing strategies for female offenders.                     |
| 4. Increase compliant behavior of offenders by identification of family needs and development of corrections system strategies for addressing holistic family problems by January 1995.  | Not on schedule.<br>New completion date:<br>June 1995. | DCC staff are participating on District Coordinating Committees and community associations to identify appropriate integrated strategies in cooperation with other county departments, schools, and community organizations. |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER   |                     | District Attorney |
|--|---------------------|-------------------|
| ACTION PLANS   |                     |                   |
| Action Plans   | Status              | Remarks           |
| <u>Circuit Court</u>   |                     |                   |
| <b>1. Weapons and Crime</b><br><br>Inventory (quantify) the use of weapons in the commission of crime in Multnomah County.<br><br>Review approaches taken by other cities, counties and states around the nation.<br><br>Objective data will aid law enforcement and social service agencies in their attempts to combat the problem of violence in the County.                  | On schedule - begun |                   |
| <b>2. Library Project</b><br><br>Expand the use of current library management practices to increase the information resources of the office. A contracted County Librarian will inventory and organize the current DA library and explore the use of current technologies (CD ROM, electronic bulletin boards, and e-mail) to expand the resources available to the prosecutors. | Completed           |                   |
| <b>3. Addressing Increased Caseloads</b><br><br>Monitor and quantify the impact of rising caseloads and Portland Police expansions on the ability of the office to prosecute cases in a timely and accurate manner.  | On schedule - begun |                   |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |   | District Attorney  |
|---|---|--|
| Action Plans  | Status                                  | Remarks  |
| <u>District Court</u>   |   |  |
| <p>1. DUII Monitoring of Juveniles</p> <p>Implement a plan to include juvenile DUII offenders in the same monitoring program established for adults. The District Attorney will be applying for an extension of the current DUII grant in October 1994. The enhanced program will be operational in the late fall 1994.</p>                             | Not on schedule                         | The extension of the grant was not allowed and the grant expired September 30, 1994. |
| <p>2. Neighborhood District Attorney Program</p> <p>Establish neighborhood District Attorney offices in the Mid County Family Service Center District by July 1996. This will expand the current Neighborhood DA program into all six Service Districts. This objective will require one additional Deputy District Attorney and a legal assistant.</p> | On schedule - not yet begun (July 1996) |  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |   | District Attorney |
|---|---|-------------------|
| Action Plans  | Status  | Remarks           |
| <u>Family Justice</u><br><br>1. Juvenile Delinquency<br><br>Assist the County Commission, Juvenile Justice Division, Oregon Legislature and the Oregon District Attorney's Association in modifying the manner in which juvenile justice is handled in Multnomah County.<br><br>2. Child Abuse Multidisciplinary Team (MDT)<br><br>Solidify the working relationship between the members of this team after the co-location effort.<br><br>3. Car Theft by Juveniles<br><br>Portland Police Bureau and the City of Gresham are pursuing enhancement of car theft enforcement efforts. This effort requires the District Attorney's Office to monitor and assist in the timely prosecution of juveniles charged with this crime. | On schedule - begun<br><br><br><br>Completed<br><br><br><br><br><br><br>On schedule - begun |                   |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                     | Library |
|---|---------------------|---------|
| Action Plan   | Status              | Remarks |
| <u>Director's Office</u>  |                     |         |
| 1. Create overall fundraising plan for library to include capital campaign to raise funds for Central Library construction project enhancements, by June 30, 1995.                | On schedule - begun |         |
| 2. Continue development of a complete entrepreneurial program, including the hiring of a marketing director, by June 30, 1995.  | On schedule - begun |         |
| 3. Expand ADA access to the library's automated data base through two additional terminals with voice synthesis and enlarged letters for the visually impaired, by June 30, 1995. | On schedule - begun |         |
| 4. Evaluate progress toward goals contained in library long-range plan, by June 30, 1995.   | On schedule - begun |         |
| 5. Participate in County affirmative action program to ensure that library public service staff mirror the public they serve, by June 30, 1995.                                   | On schedule - begun |         |
| 6. Implement elements of the RESULTS campaign at the Library, including specific project focusing on the Humanities Section at Central.   | On schedule - begun |         |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                             | Library |
|--|-----------------------------|---------|
| Action Plans   | Status                      | Remarks |
| <u>Central Library</u>   |                             |         |
| 1. Complete weeding project (i.e., removal of outdated and unused books from the Central Library collection) by September 1994, in preparation for the move to another site. | Completed                   |         |
| 2. Complete plan for moving Central Library programs and services to the Fifth Avenue Building, by October 1994.   | Completed                   |         |
| 3. Move Central Library to the Fifth Avenue Building by January 1995.  | On schedule - begun         |         |
| 4. Establish an internal management team by March 1995 to plan for service and organizational changes in the renovated Central Library building.                             | On schedule - not yet begun |         |
| 5. To foster economic development, research and complete by March 1995 a plan for an employment information center at the Central Library.                                   | On schedule - not yet begun |         |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                             | Library |
|---|-----------------------------|---------|
| Action Plans  | Status                      | Remarks |
| <u>Community Services</u>   |                             |         |
| 1. Complete the design process and begin construction on the new Midland Branch Library by December, 1995.  | On schedule - begun         |         |
| 2. Develop a branch plan using the Library's Long Range Plan being developed in FY1993/94 as a framework.   | On schedule - not yet begun |         |
| 3. Streamline and standardize branch procedures, workflow, and collections in order to maximize services to the public.   | On schedule - begun         |         |
| 4. Buy children's non-fiction books at the grade and reading-level taught to better serve student needs and to supplement school library collection.  | On schedule - begun         |         |
| 5. Include children of all ages in youth programming at each branch.  | On schedule - begun         |         |
| <u>Support Services</u>   |                             |         |
| 1. Standardize and streamline the books and materials selection process by December 30, 1994, to ensure that materials are selected more efficiently and that they are available more quickly to the public.                          | On schedule - begun         |         |
| 2. Improve internal support services to library staff by June 30, 1995, to increase employee efficiency and increase their ability to deliver services to the public.   | On schedule - begun         |         |
| 3. Implement the remaining recommendations by the outside consultant to improve procedures for cataloging and processing books and materials by December 30, 1994, to ensure that materials are available more quickly to the public. | On schedule - begun         |         |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

Library

| Action Plans   | Status  | Remarks |
|--|---|---------|
| <u>Systemwide Public Services</u><br><br>1. Review appropriate ways for the Library Department to serve County children and their families through cooperation with Children and Family Service Centers and school district programs, by August, 1994.<br><br>2. Convert 83,000 reference materials to the Dynix system by June 30, 1995.<br><br>3. Develop and institute a three year Technology Plan by June 30, 1995, so the public receives more information via networked electronic means. | On schedule - begun<br><br>On schedule - begun<br><br>On schedule - begun |         |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Environmental Services   |
|--|---------------------|--|
| Action Plans   | Status              | Remarks  |
| <u>Director's Office</u>   |                     |  |
| 1. Conclude reorganization and overhaul of the Tax Title program by December, 1994.  | On schedule         | Comprehensive ordinance amendment approved by Board of County Commissioners on September 8, 1994.  |
| 2. Coordinate the creation of a comprehensive facilities space plan by January 1995 in cooperation with the Facilities Client Committee and Facilities Division staff, to provide a strategic direction to the County's purchase, lease and disposal decisions.  | Not on schedule     | The planning committee has been meeting for several months, and a consultant has been secured to assist with the project. Estimated date of completion is March 1, 1995. |
| 3. Coordinate the creation of a comprehensive long range information management plan by January 1995 in cooperation with the Data Processing Management Committee and Information Services Division staff, to provide a strategic direction to the County's computer equipment, applications, training and networking decisions. | Not on schedule     | A planning committee has been convened. The estimated date of completion for Phase 1 of the planning process is May 1995.  |
| 4. Develop, by January 1995, an implementation plan to consolidate operational support services, if recommended by the Board of County Commissioners and City Council.   | Completed           | Task Force advised against consolidation at this time. Cooperative management improvements underway.   |
| 5. Produce the County Fair July 27 - 31, 1994, in partnership with community volunteers and businesses with a focus on celebrating families, cultural diversity and local entertainment.   | Completed           |  |
| 6. Assist the Friends of Multnomah County Fair to become an independent non-profit corporation capable of producing future years' fairs.   | On schedule         | Board passed a resolution to relinquish County Fair production to the Friends of the Multnomah County Fair on October 13, 1994.  |
| 7. Implement, by June 1995, selected recommendations of the DES Multi-Cultural Awareness Committee on hiring practices, to improve work force diversity within the department.   | On schedule - begun |  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                 | Environmental Services  |
|--|-----------------|---|
| Action Plans   | Status          | Remarks   |
| <u>Land Use Planning</u>   |                 |   |
| 1. Revise, update and publish a new Multnomah County Zoning Code, by June 1995, which eliminates unnecessary and ambiguous language, simplifies hearings and appeal procedures, and amends code requirements to be more consistent with state and federal laws.                      | Not on schedule | Completed amendments to the Zoning code that are required by the LCDC remand order. Have begun work on required amendments to the CFU section and EFU section as required by the new LCDC Goal and Rule Amendments. Have not begun revision of hearing and appeals procedures. Revised completion dates: EFU August 1995; Hearing and Appeals procedures by September 1995. |
| 2. Publish a second Rural Area Plan (for area east of the Sandy river) and begin work on a third Rural Area Plan (for Sauvie Island), by June 1995, which reflect area resident's desires; comply with state and federal requirements, and clarify County land use policies.         | Not on schedule | Remand work has continued beyond completion date, causing a delay in the rural area plan. Sauvie Island work will be completed by July 1995. The East of Sandy River RAP will be completed by January 1996.   |
| 3. Implement a revised "Current Planning Pre-Application" process, by December 1994, which involves area residents in the review of development proposals during the Pre-Application review, in order to determine neighborhood issues prior to the filing of land use applications. | Completed       |   |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**
**Environmental Services**

| Action Plans   | Status              | Remarks  |
|--|---------------------|--|
| <b><u>Facilities and Property Management</u></b>   |                     |  |
| 1. Implement and manage the Facilities Management Fund effective July 1, 1994 in order to authenticate, account for and determine programs' actual facilities costs.   | On schedule - begun | Automation of cost tracking and billing system in progress.                    |
| 2. Implement an energy saving program for identified County owned facilities to gain energy efficiency and reduced costs through energy retrofitting, by June 1995.  | On schedule - begun | Preliminary proposal approved October 26, 1994 by Facilities Client Committee. |
| 3. Create a comprehensive facilities space plan by January 1995 in cooperation with the Facilities Client committee to provide a strategic direction to the County's purchase, lease and disposal decisions. | On schedule - begun | See Action Plan - Director's Office, #2.                                       |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**
**Environmental Services**

| Action Plans   | Status   | Remarks  |
|--|--|--|
| <u>Animal Control</u><br><br>1. Conduct a customer satisfaction survey, by June 1995, regarding the Division's performance in resolving neighborhood animal problems in order to assess effectiveness and performance.<br><br>2. Increase pet license sales in FY94-95 by conducting a year-long promotional and canvassing campaign.<br><br>3. Reduce the number of customers receiving busy signals when calling for service by adding temporary employees beginning in September, 1994.<br><br>4. Provide dead animal pick-up services in a more timely manner by adding temporary employees beginning in August, 1994. | On schedule - begun<br><br>Completed<br><br>On schedule - begun<br><br>Completed | Working with the Auditor's Office on County-wide survey.<br><br>Revised Action Plan to have a major canvassing campaign during summer months only.<br><br>Hired three temporary employees and enhanced telephone system. However, problems still exist. Quality improvement project being implemented in this area.<br><br>Providing timely response on dead animal pick-up service without adding employees at this time. May need to hire additional temporary help in the Spring. |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                     | Environmental Services   |
|---|---------------------|--|
| Action Plans  | Status              | Remarks  |
| <b><u>FREDS</u></b>   |                     |  |
| 1. Begin construction phase of the Fleet Services' Underground Storage Tank program to comply with EPA and DEQ regulations by replacing the Hansen Station fuel tanks by June 1995.   | On schedule - begun | Facilities Management is working on specifications.  |
| 2. Provide expanded fleet maintenance and repair services at the Hansen Station, by June 1995, which are more convenient and available to customers.  | Completed           | Notification of new services sent to users October 24, 1994.   |
| 3. Explore and expand the number of intergovernmental partnerships for the division's services by initiating and maintaining agreements that provide for our provision and purchase of services in the most cost effective manner by June 1995. | On schedule - begun | Maintaining existing arrangements and working with County Counsel on language on new Intergovernmental Agreements. |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

**Environmental Services**

| Action Plans   | Status   | Remarks   |
|--|--|---|
| <p><u>Transportation Division</u></p> <ol style="list-style-type: none"> <li>1. Establish formal understanding between all jurisdictional participants in east county and determine final structure of service providers for east county transportation system by June 1995.</li> <li>2. Identify and plan for short and long term surface transportation needs of Multnomah County by December 1995.</li> <li>3. Identify long term needs and develop a long term funding strategy for Willamette River bridges by October 1994.</li> </ol> | <p>On schedule - begun</p> <p>On schedule - begun</p> <p>On schedule - begun</p> | <p>Needs assessment complete. Seeking agreement from both state and region to fund portion of unfunded capital liability.</p> |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |  | Environmental Services  |
|--|--|---|
| Action Plans   | Status   | Remarks   |
| <u>Assessment and Taxation</u>   |  |   |
| 1. Implement, by June 1995, scheduled recommendations made in the Department of Revenue audit for commercial and industrial appraisal practices to improve valuations and make them easier to defend if appealed.                                    | On schedule with Department of Revenue Recommendations | No problems anticipated.  |
| 2. Pilot, by October 1994, an "as needed appraisal" methodology to give priority to properties undergoing change to improve the efficiency and accuracy of appraisals.   | On schedule - In progress                              | No problems anticipated.  |
| 3. Increase timeliness of disposition of tax foreclosed properties by December 1994.   | On schedule  | This was enhanced by Board passage of a comprehensive ordinance revision on September 8, 1994.  |
| 4. Pilot a joint public information project on the Board of Equalization Appeal process with Multnomah County Libraries by October, 1994, to make the appeals process more accessible and understandable to citizens interested in filing an appeal. | On schedule  | Committee established and material sent to Library. This will be an ongoing project. Next step involves on-line access to value/tax information—will be completed this fiscal year. |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |                                | Environmental Services |
|---|--------------------------------|------------------------|
| Action Plans  | Status                         | Remarks                |
| <u>Elections</u><br><br>1. Implement the agency based requirement of the National Voter Registration Act, which requires state agencies to provide voter registration assistance to their clients, in addition to their regular services, effective January 1, 1995.<br><br>2. Purchase and utilize a bar-code printer beginning in January, 1995, to realize substantial savings in Elections postage expense. | On schedule<br><br>On schedule |                        |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS****Environmental Services**

| Action Plans  | Status              | Remarks |
|---|---------------------|---------|
| <u>Information Services Division</u>  |                     |         |
| 1. Complete the analysis, design and installation of all fully funded new development projects recommended by the DPMC by June 1995.                              | On schedule - begun |         |
| 2. Upgrade the County's obsolete mainframe computer operating system to IBM/Es MVS/ESA by December 1995.  | On schedule - begun |         |
| 3. Upgrade the County's telecommunication network to allow multiple entry points for outside calls, in order to provide a more fault-tolerant system by May 1995. | On schedule         |         |



**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

**Management Support Services**

| Action Plans  | Status   | Remarks  |
|---|--|--|
| <p><u>Employee Services</u></p> <ol style="list-style-type: none"> <li>1. Implement the exempt pay ordinance, including establishment of accountability for all managers, and payment for results obtained.</li> <li>2. Develop and implement a County training policy and programs to support the RESULTS campaign.</li> </ol> | <p>On schedule - begun</p><br><p>On schedule - begun</p> | <p>Training sessions held for those included in Year 1.</p><br><p>Training Plan will be coordinated with RESULTS Strategic Plan.</p> |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**

**Management Support Services**

| Action Plans  | Status   | Remarks   |
|---|--|---|
| <p><u>Finance</u></p> <ol style="list-style-type: none"> <li>1. Install and implement a new on line time and attendance system by December 31, 1994 to be used by all County departments.</li> <li>2. Implement fully the on line extended purchasing system by June 30, 1995 to be used by all County departments, allowing decentralized purchase order and payment processing.</li> <li>3. Continue the Multnomah County Business Tax filing enforcement program in cooperation with the City of Portland. This project is expected to take 3 fiscal years to complete.</li> </ol> | <p>Not on schedule. To be completed by June 30, 1995.</p> <p>Not on schedule. Estimated to be started by June 30, 1995.</p> <p>On schedule</p> | <p>The Sheriff's Office Time and Attendance system is being added to the County's new time system. This will save the County time and provide efficiencies but has set the project behind schedule.</p> <p>LGFS (Local Government Financial System) will be releasing an updated version Release 14 next spring. This release will completed change all of the screens and requires addition mainframe capacity. More training will be needed.</p> <p>In cooperation with the City of Portland we are following up on this project.</p> |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                             | Management Support Services  |
|--|-----------------------------|--|
| Action Plans   | Status                      | Remarks  |
| <u>Labor Relations</u>   |                             |  |
| 1. Negotiate, in accordance with the parameters established by the Board of County Commissioners, the seven collective bargaining agreements which expire June 30, 1995, including the Local 88 General Employees Agreement. | On schedule - not yet begun | Process meetings to begin in November 1994.  |
| 2. Conclude negotiations with the Oregon Nurses Association (Summer 1994) utilizing interest-based model developed by the Oregon Conciliation Service.   | Not on schedule             | These negotiations are now finished <u>in concept</u> . Reducing agreement to writing and executing is in process.   |
| 3. Develop and implement a Management/Labor Problem Solving Training Module for members of the Departmental Employee Relations Committee Groups (Local 88) and Departmental Bargaining Team Members (Local 88).              | On schedule (see remarks)   | This training was to be parallel to bargaining training, which the parties have tentatively scheduled for January. A needed consultation regarding the structural relationship with RESULTS committees and RESULTS training is now in process. |
| 4. Develop, in consultation with the Departmental Labor Relations Advisory Committee, an Annual Grievance Report.  | On schedule - begun         | Questionnaires sent to Departments - meeting set for November.   |
| 5. Publish a Comprehensive Labor Relations Manual.   | On schedule - not yet begun |  |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                                    | Management Support Services   |
|--|------------------------------------|---|
| Action Plans   | Status                             | Remarks   |
| <u>Risk Management</u>   |                                    |   |
| 1. Develop a plan for improved workers' compensation claims administration and fully implement the changes effective July 1, 1995.                             | On schedule - begun                | A contractor will be selected soon to conduct the analysis of our present system and provide recommendations for improvement. |
| 2. Determine long-term occupational health training and evaluation requirements for County employees and develop the most effective strategy for meeting them. | Scheduled for Dec. 1994-June 1995. |   |
| 3. Develop Risk Management training modules to include in the County's management training core curriculum.  | On schedule - begun                |   |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS****Management Support Services**

| Action Plans   | Status   | Remarks  |
|--|--|--|
| <u>Budget &amp; Quality</u><br><br>1. Refine the County's budget process and documents by November 1994 based on citizen and staff surveys and recommendations from the Government Finance Officers Association.<br><br>2. Improve the efficiency of budget processes by training current managers beginning November 1994.<br><br>3. Improve the timeliness of budget information by finding a way for departments to enter budget transactions in LGFS, the County's accounting system, and the budget system by January 1995. | Completed<br><br>On schedule - begun<br><br>Deferred | Study team will form in February 1995, to make recommendations for preparation of FY 1996-97 Budget. |

**1994-95 PERFORMANCE REPORT - FIRST QUARTER  
ACTION PLANS**
**Management Support Services**

| Action Plans  | Status  | Remarks  |
|---|---|--|
| <p><u>Affirmative Action</u></p> <ol style="list-style-type: none"> <li>1. Implement an exit survey designed to measure employees' opinions and attitudes on terminating employment with the County.</li> <li>2. Develop a recruitment plan by September 1994 that will reach and attract job candidates in support of its equal employment opportunity efforts.</li> <li>3. Implement a mediation model of conflict resolution to reduce the win-lose model of current investigations and increase opportunity to reach win-win solutions.</li> <li>4. Implement an improved data tracking program that will identify problems and achieve reasonable good-faith equal employment opportunity objectives.</li> </ol> | <p>Exploration state</p> <p>On schedule - begun</p> <p>On schedule - begun</p> <p>On schedule - begun</p> | <p>One area to be addressed is the ability of Personnel Services to download the required separation information to the Affirmative Action Office in the required format (Paradox 4.0). The City has utilized CAPE/EAP to coordinate the sending and receiving of the surveys. The County may wish to select their own vendor, or could also utilize CAPE. An additional issue is determining who will pay the line item cost estimated to be \$1,264.</p> <p>The plan has been developed and is in place. However, a number of process issues need greater partnering work with Employee Services to meet this objective.</p> <p>The efforts to date include staff receiving training through an accredited mediation training program. Additionally, the office has begun to use mediation as an alternative dispute resolution method in several cases, which were very successful.</p> <p>The first pass on the County's statistical plan was received from Criterion. This report was reviewed and discussed in a conference call on 9/26/94. Corrections were made and sent to Criterion 10/11/94. Next run to be received by 11/1/94.</p> |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                                | Management Support Services |
|--|--------------------------------|-----------------------------|
| Action Plans   | Status                         | Remarks                     |
| <u>County Counsel</u><br><br>1. Develop an internal office manual by June 1995 to standardize office policies and procedures in order to increase efficiency.<br><br>2. Produce standardized periodic reports by January 1995 on types of cases/claims brought against the County in order to show trends that can assist the County avoid or minimize future liability. | On schedule<br><br>On schedule |                             |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Management Support Services  |
|--|---------------------|--|
| Action Plans   | Status              | Remarks  |
| <u>Emergency Management</u>  |                     |  |
| 1. Meet State guidelines for preparing Multnomah County departments and agencies to respond to and recover from a major emergency. | On schedule - begun | 2 Guidelines complete, 4 in working drafts. Includes planning guidelines for Multnomah County, Troutdale, Fairview, and Wood Village   |
| 2. Prepare the community to deal with emergencies by promoting on-going self-help programs and public education information.       | On schedule - begun | Public Education Packets sent - 9, Presentations - 3, Displays - 5, News Articles - 12. Many of the displays were at Fairs sponsored by private agencies i.e., Pacific Power and Light, etc.   |
| 3. Participate in annual regional planning to deal with emergencies that cross County boundaries.                                  | On schedule - begun | IGA's were signed by Troutdale, Wood Village, Fairview, Fire District #10 via Multnomah County to participate in the Regional Emergency Management Group (REMG). The REMG is made up of 2 committees, the Regional Policy Committee and the Technical Committee. Multnomah County is the technical representative for all the above named jurisdictions. We also are facilitating a sub-committee to develop a regional computerized resource inventory program. |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | County Auditor  |
|--|---------------------|---|
| Action Plans   | Status              | Remarks   |
| <u>Auditor</u>   |                     |   |
| 1. Work with County departments and the Portland Auditor's Office to develop a mail survey of citizen attitudes about government services, for mailing by October 1, 1994.                               | Completed           | We will be generating a report on the survey results and sharing the data with the involved County organizations. |
| 2. Expand our audit process by August 1, 1994 to include reviews of performance measures that are reported in the budget by the organization we are auditing   | On schedule - begun | Audits beginning in FY94-95 will include reviews of performance measures.   |
| 3. Replace six of the computers in the office with systems that have larger hard disks, more memory, and faster processing speeds by September 1, 1994 so that we can better analyze larger audit files. | Not on schedule     | Four computers have been replaced, with the final two by November 15, 1994.                                       |
| 4. Hire temporary employees with specialized knowledge and skills to increase the number and quality of audits.  | On schedule - begun | Hired an intern to assist us in audit of access to County services.   |



| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS  |  | Independent Organizations |
|---|--|---------------------------|
| Action Plans  | Status   | Remarks                   |
| <u>Citizen Involvement Committee</u><br><br>1. Increase public awareness of County issues, services and programs by increasing publications from five to seven and increasing the number of copies distributed by 30%, sponsoring four public hearings, and making two public presentations to community organizations each quarter.<br><br>2. Include as many citizens as possible in all phases of County decision-making by increasing the number of citizens referred for nomination to County Boards and Committees. | On schedule - begun<br><br>On schedule - begun |                           |

| 1994-95 PERFORMANCE REPORT - FIRST QUARTER<br>ACTION PLANS   |                     | Independent Organizations  |
|--|---------------------|--|
| Action Plans   | Status              | Remarks  |
| <u>Multnomah Commission on Children and Families</u>   |                     |  |
| 1. Develop, by June 30, 1995, a comprehensive plan that will guide deployment of resources for children, youth and their families in order to increase their ability to become healthy, contributing members of society. | Ahead of schedule   | The Comprehensive Plan's second phase will be completed by mid-November with priorities chosen.                      |
| 2. Develop, by June 30, 1995, a policy relative to children, youth and families that will facilitate their access to and receipt of those services most relevant and appropriate to them.                                | On schedule - begun | As the Plan is nearing completion, policy issues are emerging and will be attended to in the next part of this year. |

# Key Results



# Community and Family Services

Division Management &  
Administration

## Special Projects

**At-Risk Families with a Mentally Ill or Developmentally Disabled Member Who Receive Respite Services and Overcome the Crisis:**

|                                |                                 |                                |                                       |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>135/80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------------|-----------------------------|-----------------------------------|

Services have not yet begun although families have recently been notified of the respite availability and access information. Taking into account the late start up, we are still projecting to meet our goal.

**Gang-Involved and Gang-Affected Youth Who Stay in YEEP Jobs for 60 Days or Longer:**

|                                     |                                      |                                     |                                       |                                 |  |
|-------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|---------------------------------|--|
| 1992-93<br><u>Actual</u><br>149/39% | 1993-94<br><u>Adopted</u><br>149/39% | 1993-94<br><u>Actual</u><br>115/34% | 1994-95<br><u>Budgeted</u><br>149/39% | 1994-95<br><u>YTD</u><br>56/61% | 1994-95<br><u>Estimated</u><br>193/60% |
|-------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|---------------------------------|--|

# Community and Family Services

## Adult Mental Health

### Commitment

**People Taken into Police/Director Custody and Admitted to an Approved Hospital or Nonhospital Facility Within Two Hours of Custody** (former title: People for Whom There is a Bed Available Within the Two Hours of Being Held for a Notice of Mental Illness):

|                                |                                 |                                |   |                                     |  |
|--------------------------------|---------------------------------|--------------------------------|---|-------------------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>2,720/80% | 1994-95<br><u>YTD</u><br>In Process | 1994-95<br><u>Estimated</u><br>2,720/80% |
|--------------------------------|---------------------------------|--------------------------------|---|-------------------------------------|--|

Key results title was reworded to reflect OAR changes in procedure, resulting in holds by police or mental health agency.

Information sources have been identified; cooperation is being sought from hospitals to provide admission time data. Staff will field test first quarter data at OHSU University Hospital and CareMark hospitals during second quarter.

Because there is no unobtrusive means of collecting hospital admission data, FY 93-94 data is not being sought. FY 94-95 data will form the baseline for subsequent years.

### **Average Length of Hospital Stay for People Placed on a Hold:**

|                                |                                 |                                |                                       |                             |  |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------------|-----------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>12 days | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>12 days |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------------|-----------------------------|--|

These data were formerly available through the Court Log, a data set generated by the Court through OJIN (Oregon Justice Information Network). Our internal database (PCISIS) was developed to take over this data collection because the Court could no longer continue to provide this service when they did not use the data themselves. Our new data analyst is learning our database and by second quarter should be familiar enough with it to calculate length of stay based on dates. FY 94-95 data will serve as the baseline.

### **Number and Percentage of People Committed Who are Serviced in the Community Rather Than in a State Hospital:**

|                                |                                 |                                 |   |                                |                             |
|--------------------------------|---------------------------------|---------------------------------|---|--------------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>49% | 1994-95<br><u>Budgeted</u><br>Being Developed | 1994-95<br><u>YTD</u><br>83.3% | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|---------------------------------|---|--------------------------------|-----------------------------|

For FY 93-94, there were 9 commitments (3%) to community mental health programs, 100 persons (34%) committed to a community hospital, and 35 "other" commitments (one to the VA and 34 to the custody of relatives or friends). More than half the commitments were still to the State Hospital. By the first quarter this year, the great majority of commits had shifted to community hospitals (78%), with 5% "other" commits, and only 16% to State Hospitals.

## Community-Based Services

**Percent of Clients Who Maintain or Improve Ability to Function as Measured by the Multnomah County Ability Scale:**

|                                |                                 |                                |                                   |                             |                             |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------|

Statewide use of the MCAS scale began October 1. From that baseline, we will compare subsequent measures done either 6 months further into service or at termination, whichever comes sooner. It is not yet clear how the State will share that information. Our work on this measure will be to track the extent of provider cooperation with its use and learn from the State how the results will be made available. (It most likely will be put into the excerpt file made available to the County on-line.) Actual change data won't be possible until the last quarter.

**Percent of Clients at High Risk of Hospitalization Who are Stable in Community-Based Placements Over a Year's Time:**

|                                |                                 |                                |                                   |                             |                             |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------|

This measure is not doable as currently written. If clients "at high risk" and "in community-based placements" are redefined as persons living in PASSAGES-supported programs, the measure is more accurately identifying the most at-risk portion of our population. PASSAGES programs are those funded from downsizing Dammasch and moving former State Hospital patients into the community. It is difficult to predict community tenure for this group, although 80% is shown, probably more as a "default" than true expectation. FY 94-95 figures will serve as baseline for the future.

We do not have access to the integrated database at the State, only to excerpt files for community services in Multnomah County. Therefore, review of prior hospitalization history must be done through individual queries of known client names. The total numbers of clients aren't excessive, so the process, though inefficient, is in our capacity and the information well worth knowing.

Because the earliest PASSAGES project in the County wasn't in operation until Nov-Dec, 1993, tenure that is based on at least a 12-month period in the community can't be measured until the 3rd quarter of this year. This measure is probably best used as an annual outcome, since the information isn't cumulative and cannot be done a quarter at a time. To measure tenure for clients YTD is to measure each person four times a year. This outcome has less meaning than a single, longer term measure of tenure.

### Residential Care

**Percent of Clients at High Risk of Hospitalization Who are Stable in Residential Care Facilities Over a Year's Time:**

|                                |                                 |  |                                   |                             |                                    |
|--------------------------------|---------------------------------|--|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>In Process | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--|-----------------------------------|-----------------------------|------------------------------------|

These data are collected in the same process as the measure above, through individual queries; and the measure for RCF residents is also not cumulative, therefore subject to the same annual reporting limitations cited above.

It is not clear to us whether RCF client data are included in the excerpt file available to us on-line from the State. If not, we will need to negotiate greater access to State-collected County client data. At present, we have a client list with provider number and case number as identifiers, but no date of birth, which is needed to access hospital histories of individuals. The least desirable option is a manual reporting system from our providers. The RCF capacity in the County is 191 beds; 241 individuals were served in FY 93-94.

### Crisis and Acute Care

**Number and Percent of Clients Who Have a Notice of Mental Illness Filed on Them Who Were Known to Use an Available Public Mental Health Service Other than Pre-Commitment Within One Week Before or After the Hold (former title: Number and Percent of Clients Known to use Crisis Intervention Who Have a Notice of Mental Illness Filed on Them Within One Month of Service):**

|                                   |                                 |                                   |                                   |                             |                                    |
|-----------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>81.7% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>73.1% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>65% |
|-----------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Key result title was revised to more accurately describe the measure's use.

State data in FY 91-92 showed that in Multnomah County 81.7% of the persons in the commitment process was not enrolled in any other mental health service either a week prior or a week after the hold. For the rest of the state, the percentage was 65.2%. On the hypothesis that services prior or after a psychiatric crisis tends to minimize the frequency and severity of a county's hospital holds over all, it is proposed that Multnomah County reduce the number of persons that enter into a hold directly without first being seen by crisis services or who leave a hold without plans for ongoing support.

FY 93-94 figures for Multnomah County show a reduction of the percentage from 81.7% to 73.1%, a positive change indicating earlier intervention and/or increased follow-up to prevent subsequent episodes.

The budgeted outcome of 80% was not based on any factual information sufficient to warrant than goal. We don't have a comparative state figure for FY 93-94, but for now, the earlier figure of 65% demonstrated by the rest of the counties is substituted for the budgeted target. Negotiation is needed to see if the State will run this report for us quarterly.

## Specialized Services

### Homeless Persons with Mental Illness Who are Stabilized in Housing:

|                                |                                 |                                     |                                       |                             |  |
|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>48/2.3% | 1994-95<br><u>Budgeted</u><br>58/2.7% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>58/2.7% |
|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------|--|

Clarification with provider is needed for their definition of "stabilized" in housing.

### Number and Percent of Persons Under the PSRB Served During the Report Period Without Revocation (former title: Number and Percent of Persons Under Supervision of the Psychiatric Security Review Board Who Complete the Term of Supervision Without Being Returned to Jail):

|                                |                                 |  |   |                             |                             |
|--------------------------------|---------------------------------|--|---|-----------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>In Process | 1994-95<br><u>Budgeted</u><br>Being Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--|---|-----------------------------|-----------------------------|

Measure had to be modified because the terms of supervision extend for many years, making the single measure at time of termination such a small population that it was not very meaningful. Revocation can occur either for violation of the conditions of release or for hospitalization (in the Forensic Unit of the State Hospital) due to an episode of psychiatric crisis; and a client can be revoked for a short period of time and then returned to the same community program.

Partial data (3 agencies reporting) for FY 93-94 shows 65% without revocations, but this represents just over a third of PSRB clients. Complete data should be available by November 8.

### Percent of Elderly referred to the Multi-Disciplinary Team for Assessments Who Receive Mental Health Services Identified as Needed During the Assessments:

|                                |                                 |                                |   |                             |                             |
|--------------------------------|---------------------------------|--------------------------------|---|-----------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|---|-----------------------------|-----------------------------|

This measure needs to be rethought and redefined because (a) any information about specific cases now resides only within case files across five agencies, presenting a retrieval difficulty; (b) the program targets not only casework with individuals but also consultation and training with other professionals working with seniors with mental illness. Question is being taken up by the MDT steering committee.

Major outcome over the past four years has been to establish 1 FTE geropsychiatric specialist in each quadrant, and to have the State recognize this special need by dedicating funds for this service and, so far, holding them harmless from cuts.

# Community and Family Services

Alcohol/Drug

## Community Awareness and Prevention

### School Children and Their Families Who Show a Positive Change in Alcohol/Drug Related Behavior After Receiving Prevention Services:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 88/88%                     | NA                    | 88/88%                      |

1993-94 Actual from Touchstone Program not yet available; being compiled from client files; expected to be available December 1, 1994.

1994-95 YTD not available because this school-based project receives family referrals from school personnel during first three months of school year; quarterly data is not anticipated; FY 94-95 data available December 1, 1995.

### Percent Increase in Number of Respondents to a Community Survey Who Believe They can Influence Alcohol and Other Drug Problems in the Community:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 5%                         | NA                    | 5%                          |

1993-94 Actual from Regional Drug Initiative (RDI) not yet available; expected to be available January 1, 1995.

1994-95 YTD based on annual survey which will be conducted by RDI; quarterly data is not anticipated; FY 94-95 data available January 1, 1996.

## Assessment

### Percent of People Referred to Treatment Who Actually Enroll in Treatment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 97.3%                    | 70%                        | 97.3%                 | 97%                         |

1993-94 Actual reflects estimated number of clients who received DUII assessments and were referred to treatment in FY 93-94, but who did not enroll (73) divided by the actual total number of clients in FY 93-94 who were assessed and referred (2668); this estimate is based on 18% of the unsuccessful client terminations (408).

1994-95 YTD reflects estimate based on same methodology (15\561).

1994-95 Estimate reflects higher percentage based on baseline data

## Assessment (Continued)

**Percent of People Receiving a Comprehensive Assessment Who Complete the Treatment Program in Which They are Enrolled:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 83%                      | 10%                        | 86%                   | 85%                         |

1993-94 Actual reflects number of DUII clients who completed their treatment program in FY 93-94 (1980) regardless of what FY they received their assessment in divided by total clients who either successfully completed treatment or were recorded as unsuccessful (2388); persons still in treatment are not counted.

1994-95 YTD based on same methodology (85/615).

1994-95 Estimate is increased to reflect baseline data.

## Sobering

**Key Stakeholders (Police, Downtown Business Community, and Treatment Providers) Who Report that Sobering Services are Responsively Addressing the Shelter Needs of Publicly Intoxicated Persons:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 50/80%                     | NA                    | 50/80%                      |

1993-94 Actual not applicable; no baseline data.

1994-95 YTD will be based on one annual survey to be conducted in February 1995

**Clients in the Sobering Program not Previously Served** (former title: Clients in the Sobering Program not Previously Served Within The Past Year):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 13000/68.5%              | NA                        | 6958/86.8%               | 13000/68.5%                | NA                    | 7000/85%                    |

We are modifying this key result to delete "within the past year" because we believe that the ratio of clients never served to total clients is a better measure of recidivism.

"Clients in the Sobering Program not Previously Served" 1993-94 Actual varies from 1992-93 Actual because FY 93-94 is based on unduplicated clients while 1992-93 was based on duplicated admissions.

1994-95 YTD not yet available; anticipated by December 1, 1994.

1994-95 Estimates based on new result and 1993-94 baseline data.

## Detoxification

### Clients Who Complete Detoxification and Who Enroll in Further Alcohol or Drug Treatment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 1,418/74%                | 2,080/80%                  | 345/74.7%             | 1,400/75%                   |

1993-94 Actual and 1994-95 YTD reflect clients referred to treatment rather than actual enrollments; data on enrollments not available.

1994-95 Estimates lower than budgeted to reflect baseline data.

### Clients Completing Detoxification Who Complete Further Alcohol or Other Drug Treatment Plans:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 1,000/40%                  | NA                    | 700/37.5%                   |

1993-94 Actual is being compiled as baseline data within the Target City Project. It will not be available until mid-February.

1994-95 YTD will be collected through the Target City Project Management Information System when operational.

1994-95 Estimate revised downward to reflect 1993-94 baseline data on clients completing detoxification who are referred to future treatment.

## Adult Residential Treatment

### Clients Entering Residential Treatment Who Complete Treatment Plans and Achieve Abstinence:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 415/67.8%                | 946/70%                    | NA                    | 428/70%                     |

1994-95 YTD will not be available from State Client Process Monitoring System until January, 1995. Target City MIS will collect when operational.

1994-95 Estimated clients reduced to reflect 1993-94 baseline data.

## Adult Outpatient Treatment

### Clients Entering Outpatient Treatment Who Complete Treatment Plans:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 724/32%                  | 6,881/70%                  | NA                    | 1,130/50%                   |

1994-95 YTD will not be available from State Client Process Monitoring System Until January, 1995. Target City MIS will collect when operational.

1994-95 Estimated clients reduced to reflect 1993-94 baseline data.

## Adult Residential Treatment

### Abstinence from Alcohol or Other Drugs for Six Months Following Discharge from Treatment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 378/40%                    | NA                    | 245/40%                     |

1994-95 YTD dependent on Target City Project evaluation component to be carried out starting in May, 1995.

1994-95 Estimated clients reduced to reflect 1993-94 baseline data on residential treatment completions.

## Adult Outpatient Treatment

### Abstinence from Alcohol or Other Drugs for Six Months Following Discharge from Treatment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 2,752/40%                  | NA                    | 452/40%                     |

1994-95 YTD dependent on Target City Project evaluation component to be carried out starting in May, 1995.

1994-95 Estimated data reduced to reflect 1993-94 baseline data on outpatient treatment completions.

# Community and Family Services

Alcohol/Drug

## Adult Outpatient Treatment (Continued)

**DUII Clients Who do not Receive a Subsequent DUII Offense in the Year Following Completion of Treatment Requirements:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 3,835/75%                  | NA                    | 1,485/75%                   |

1994-95 YTD not expected to be available on quarterly basis; 1994-95 data anticipated to be available in October, 1995.

1994-95 Estimated clients reduced based on baseline data for DUII treatment completions.

## Methadone Treatment

**Percent of Clients Completing Methadone Treatment Who Abstain from Illicit Drugs for Six Months Following Discharge from Treatment:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 30%                        | NA                    | 30%                         |

1994-95 YTD dependent on Target City Project evaluation component to be carried out starting in May, 1995.

**Percent of Clients not Arrested While Receiving Treatment**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 70%                        | NA                    | 70%                         |

1994-95 YTD not anticipated to be available on quarterly basis.

**Percent of Clients Who Abstain from Illicit Drugs While Participating in the Treatment Program:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being Developed            | NA                    | Being Developed             |

1994-95 YTD not anticipated to be available on quarterly basis.

1994-95 Estimated being developed in collaboration with providers and State.

## Adolescent Treatment

### Clients Entering Treatment Who Complete Treatment Plans:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>229/69% | 1994-95<br><u>Budgeted</u><br>500/50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>230/70% |
|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------|--|
|                                |                                 |                                     |                                       |                             |  |

1993-94 Actual includes residential, outpatient and CIRT clients.

1994-95 YTD will not be available from State Client Process Monitoring System until January, 1995. Target City MIS will collect when operational.

1994-95 Estimates adjusted to reflect 1993-94 baseline data.

### Adolescents Completing Alcohol/Drug Treatment Who Abstain from Alcohol/Drugs for Six Months Following Discharge from Treatment:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>250/50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>115/50% |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------------|-----------------------------|--|
|                                |                                 |                                |                                       |                             |  |

1994-95 YTD dependent on Target City Project evaluation component to be carried out starting in May, 1995.

1994-95 Estimated clients reduced to reflect 1993-94 baseline data on adolescent treatment completions.

## Gambling Addiction

### Clients Completing Gambling Addiction Treatment Who Have Improved Their Living Stability at Time of Discharge:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>50% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
|                                |                                 |                                |                                   |                             |                                    |

1993-94 Actual not yet available from contractors, anticipated by December 1, 1994.

1994-95 YTD not yet available from contractors.

# Community and Family Services

Alcohol/Drug

## Gambling Addiction Treatment

**Number and Percent of Clients Entering Treatment Who Complete Treatment Plans and Achieve Abstinence or Control Over Behavior:**

|                                |                                 |                                |  |                             |   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|---|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>Being<br>Developed |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|---|

1993 Actual not yet available from contractors, anticipated by December 1, 1994.

1994-95 YTD not yet available from contractors.

1994-95 Estimates being developed in collaboration with providers and State.

## Anti-Poverty & Housing Stabilization Services

**Case Managed Households Whose Income Available to Meet Basic Needs has Increased or Stabilized:**

|                                 |                                  |                                |                                   |                             |                                    |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>40% | 1993-94<br><u>Adopted</u><br>40% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>40% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>40% |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

New key result being measured this fiscal year.

In the 2nd Quarter of FY 94-95 CAPO will put in place data collection system to track unduplicated households accessing case management whose income available to meet emergency basic needs has increased or stabilized at 90 days following initiation of case management services.

**Homeless and At-Risk Households Who are Stabilized in Housing for Six + Months:**

|                                 |                                  |                                |                                   |                             |                                    |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>27% | 1993-94<br><u>Adopted</u><br>27% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>30% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>30% |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

New key result being measured this fiscal year.

In the 2nd Quarter of FY 94-95 CAPO will put in place a data collection system to track all homeless and at-risk households stabilized in housing for 6 months or more.

**Percent of Minorities Provided Access to Anti-Poverty Services Compared to Percent of Minorities in Poverty Population:**

|                                       |  |                                |   |                                  |  |
|---------------------------------------|--|--------------------------------|---|----------------------------------|--|
| 1992-93<br><u>Actual</u><br>35.2%/30% | 1993-94<br><u>Adopted</u><br>35.2%/30% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>35.2%/30% | 1994-95<br><u>YTD</u><br>50%/30% | 1994-95<br><u>Estimated</u><br>50%/30% |
|---------------------------------------|--|--------------------------------|---|----------------------------------|--|

New key result being measured this fiscal year.

Of 5,651 families/individuals provided access to anti-poverty services, 2,857 are minorities. Estimate continuance of trend through current fiscal year.

## Low Income Energy Assistance

**Percent of Allocation Spent on Eligible Households:**

|                                 |                                   |                                  |                                    |                             |                                     |
|---------------------------------|-----------------------------------|----------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>99% | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>100% |
|---------------------------------|-----------------------------------|----------------------------------|------------------------------------|-----------------------------|-------------------------------------|

Program beginning operation for current winter season. Preliminary data will be available in 2nd Quarter.

# Community and Family Services

Community Action

## Low Income Energy Assistance (Cont'd)

**Percent of Households Receiving Energy Case Management Who Avoid an Energy Shut-Off While Receiving Services and for Six Months After Their Cases are Closed:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 75%                        | NA                    | 75%                         |

New key result being tracked this fiscal year.

Program beginning operation for current winter season. Preliminary data on 6-month result will begin to become available in 3rd Quarter--more complete data available in 4th Quarter.

## Low Income Weatherization Assistance

**Households Receiving Energy Conservation Education Who Report an Increase in Comfort, a Decrease in Energy Consumption or Energy Expenditures:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 75%                        | NA                    | 75%                         |

New key result being tracked this fiscal year.

Program beginning operation for current winter season. Surveys and evaluation data will be collected in spring, for report in 4th Quarter.

**Households Receiving Weatherization Assistance Who Report an Increase in Comfort and a Decrease in Energy Consumption or Energy Expenditures:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 75%                        | NA                    | 75%                         |

New key result being tracked this fiscal year.

Program beginning operation for current winter season. Surveys and evaluation data will be collected in spring, for report in 4th Quarter.

## Low Income Weatherization Assistance (Cont'd)

Weatherization Dollars Spent on Cost Effective Energy Measures with a Payback of Less than Seven Years:

|                                |                                 |                                |                                   |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>87% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|

New key result being tracked this fiscal year.

# Children's Mental Health and Youth Community and Family Services

Program Office

## **Managed Mental Health Care**

**Percent of Partners Project Children Who Avoid Hospitalization by Being Placed in Less Restrictive Settings** (former title: Percent of Children Who Avoid Hospitalization by Being Placed in Less Restrictive Settings):

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>50% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We are narrowing this measure to the population of individuals who are enrolled in Partners Project because our office does not have the front end authority to all individuals who are considered for hospitalization throughout Multnomah County. We are in the process of developing a survey of Managed Care Coordinators (MCC). The survey will collect the number of individuals enrolled in Partners Project who are considered for residential or hospitalization, and of these number, how many were diverted from residential or hospitalization.

The survey is being developed, the result will be available on December/January 1995.

**Percent of Additional Children Receiving Mental Health Services Through the Managed Care System Within the Same Level of Resources and Quality of Care:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>25% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>25% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We are not using this key result because this measure is not relevant in the current system of service delivery. This key result only applies in the Capitation Service system.

**Percent of Families Who Show Positive Behavior Changes After Receiving a Year of Service:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>60% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

This key result is being tracked by the Portland State University's Regional Research Institute for families whose children are enrolled in Partners Project. The final report of this research will be available at the end of November/December 1994. This key result is most likely to look at the period of January 1994 through June 1994 and then be dropped due to the termination of Partners Project.

# Children's Mental Health and Youth Community and Family Services

Program Office

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## Community-Based Services

### Percent of Children Who Avoid Hospitalization by Being Placed in Less Restrictive Settings:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>50% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

This key result is planned to be implemented as of FY 95-96. Within this fiscal year, CAMHP formed a workgroup which was comprised of community providers, families, advocates and County staff to produce a reporting requirement to track this key result. As of July 1, 1995, all community crisis service providers are required to report a monthly Crisis Utilization Report. We are tracking the total number of individuals who are referred for crisis services and its disposition: community services, outpatient treatment, hospital, juvenile justice involvement, police officer hold, or no further service provided.

### Percent of Children Completing Their Treatment Plans Within the Timeline Specified in Their Plans:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We are implementing a process to collect this information through the Quarterly Utilization Review. County staff will include this question as part of the quarterly review for all 22 agencies at each utilization review. Data collection will begin at the next scheduled quarterly review.

Through the process of developing these key results, a key result was inadvertently omitted. Please review the additional key result below:

### Percent of Consumers Satisfied With Community Mental Health Treatment Services Throughout Multnomah County:

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>60% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Children and families who are satisfied with treatment are better able to develop nurturing and thriving family environments. Surveys were distributed to families and individuals who received outpatient mental health services in May 1994. Through these surveys, we collected clients and parents responses on issues such as being informative on client rights, their values on services provided, their culture beliefs in the planning process, and their satisfaction on the services. We are committed to conducting these surveys every six months. Our next survey will be in November 1994. The result and comparison analysis will be available in February 1995.

# Children's Mental Health and Youth Community and Family Services

Program Office

## School-Based Mental Health Services

**Percent of Children Receiving Services in School Mental Health Program (SMHP) and School Based Health Clinic (SBHC) Who Continue to Attend and Participate in School Throughout the School Year** (former title: Percent of Children Receiving Services Who Continue to Attend and Participate in School Throughout the School Year):

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Since we have no mechanism to collect data on all children in Multnomah County who would receive services and continue to attend and participate in school throughout the school year, we request to change this key result.

We are collecting the number of individuals who are enrolled in SMHP or SBHC through the monthly client count report. We plan to add a data element to collect the number of the enrolled individuals who remain in school or drop out of school. Information will be available at the end of 1994-1995 school year.

**Percent of Students in Head Start Albina/Mt. Hood Head Start Program Who Received Services as Pre-Schoolers Whom Kindergarten Teachers Believe are Prepared to Participate Successfully in School** (former title: Percent of Kindergarten Students Who Received Services as Pre-Schoolers Whom Kindergarten Teachers Believe are Prepared to Participate Successfully in School):

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Due to the same reason cited above, we request to change this key result. This key will be included on the surveys to all teachers at the sites where Head Start Programs are being served. This survey tracks children who received mental health services while attending Head Start who, when they enter kindergarten, are assessed by the kindergarten teacher as being ready to learn, according to statewide developmental standards yet to be developed. Information is projected to be available at early January 1995.

**Percent of Children Served Who Meet Requirements for Successful Completion of School, Including GED, High School Diploma, Certificate of Mastery:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We are not using this key result because of the long range to connect this outcome. This key would not be applicable to the effect of an annual budget implementation.

# Children's Mental Health and Youth Community and Family Services Program Office

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## **Specialized Services**

**Percent of Children Served in CARES (Child Abuse Response and Evaluation System) Who are Evaluated for Abuse Whose Family is Enrolled in an Appropriate Treatment or Abuse Prevention Program (former title: Percent of Children Who are Evaluated for Abuse and Determined Affected by Abuse Whose Family is Enrolled in an Appropriate Treatment or Abuse Prevention Program):**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We request to change this key result. County staff at CARES site will be able to collect data such as number of family consultations, number of open cases, and number of individuals receiving treatment and/or intervention program in the community. This information will be available on January 1995.

## **Growth Promotion**

**Number of Child Care Slots Available in N/NE Portland, as a Targeted Area:**

|                                   |                                    |                                |                                     |                             |                                      |
|-----------------------------------|------------------------------------|--------------------------------|-------------------------------------|-----------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>3,552 | 1993-94<br><u>Adopted</u><br>3,552 | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>3,552 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>3,552 |
|-----------------------------------|------------------------------------|--------------------------------|-------------------------------------|-----------------------------|--------------------------------------|

The goal of maintaining 3,552 child care slots in N/NE Portland is currently being met.

**Number and Percent of Children Entering Kindergarten Who Meet Specific Developmental Standards for Their Age:**

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

This key result is duplicated in School-Based Mental Health Services, and will be tracked in the Mental Health System. See this key result in School-Based Mental Health Services.

# Children's Mental Health and Youth Community and Family Services Program Office

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## Family Centers

**Percent of Children Serviced Through the Family Centers Who Meet Specific Developmental Standards Upon Entering Kindergarten:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

State identification of the specific developmental standards to be utilized has not been finalized. Baseline data needs to be established.

**Percent of Children Served Through the Family Centers Who Stay in School:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Children will be tracked for the next two years on their school attendance in order to establish a baseline. Resources at Family Centers will be directed at ensuring that children remain in school.

**Percent of Children Receiving Diversion Services Through the Family Centers Who do not have Subsequent Allegations or Offenses:**

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>65% | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>65% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

This key result is currently being monitored. Actual data is available on an annual basis after the end of each fiscal year. This is the third year data has been collected and analyzed, and recidivism is being tracked over time where possible.

## Prevention

**Percent of Runaway/Displaced Youth Who Successfully Transition to Stable Housing:**

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

This key result is being coordinated with Community Action Program Office to track the number of youth served in County - funded shelters who were able to transition to permanent housing.

# Children's Mental Health and Youth Community and Family Services Program Office

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## Prevention (Cont'd)

**Percent of Children Attending a Child Abuse Prevention Education Session Who can State an Appropriate Plan of Action in Response to a "What If" Story About an Abusive Situation:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 60%                        | NA                    | 60%                         |

Currently negotiating with providers to follow-up on children who have attended Child Abuse Prevention Education Session.

## Intervention

**Percent of Teen Mothers Receiving Services Who Report Active Support and Participation from the Father of the Child:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 60%                        | NA                    | 60%                         |

This information is being generated by the Health Department who is currently establishing baseline data.

**Percent of Highest-Risk Teen Parents Whose Child(ren) is not Taken into Custody by the Children's Services Division:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

The Health Department administers the contracts for teen parent services. This information is being generated by the Health Department who is currently establishing baseline data.

**Percent of Youth Committed to the State Training School Who are African-American Compared to Percent of African-American Youth in the General Population:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 42%/13%                    | NA                    | 42%/13%                     |

The program will update this information upon receiving data from the Juvenile Justice Division.

# Community and Family Services      Community Development

## Housing Development & Rehabilitation

**Percent of Area Households Below Median Income Spending 30% or Less on Housing:**

|            | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Homeowners | 64%                      | NA                        | NA                       | 73%                        | NA                    | 73%                         |
| Renters    | 50%                      | NA                        | NA                       | 60%                        | NA                    | 60%                         |

New key result being measured this fiscal year.

In the 2nd quarter of FY 94-95, Community Development will coordinate data collection with the cities of Portland and Gresham and the Housing Authority of Portland.

## Public Works

**Real Per Capita Capital Outlays for Public Infrastructure Development/Repair:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    |                             |

New key result being measured this fiscal year.

In the 2nd quarter of FY 94-95, Community Development will coordinate data collection with the participating cities of Wood Village, Troutdale and Fairview.

# Community and Family Services Developmental Disabilities

## Vocational Services

Individuals Receiving Funded Vocational Services Who Show Maintenance or Improvement in Wages:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Developing the tool to establish the baseline.

## Residential Services

Percent of Clients Receiving Funded Residential Services Who Show Maintenance or Improvement in Functioning During the Year:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Developing the tool to establish the baseline.

New key result must be established in this area - staff working on this currently.

## Adult Services Coordination

Percent of People Receiving Services Coordination Who Show Maintenance or Improvement in Functioning During the Year:

|                                |                                 |                                |                                   |                             |                                  |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>? |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|----------------------------------|

Developing the tool to establish the baseline.

New key result to be established in this area.

Percent of Adults for Whom Private Resources are Arranged as Defined in the Individualized Service Plan:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>20% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>20% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Tool being developed to measure unduplicated count in 17 Resource areas. Current tool does not identify by individual and count may be duplicated if individual is served in multiple areas.

# Community and Family Services    Developmental Disabilities

## Youth Services Coordination

Percent of Youth with Developmental Disabilities Who are Working Toward or Achieving Goals as Described in Their Transition Plans:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 98%             | NA         | 98%              |

Developing the tool to establish the baseline.

## Protective Services

Percent of Individuals for Whom Investigation Recommendations were Implemented Who Show Maintenance or Improvement in Functioning Within 60 Days of Completed Investigation:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 40%             | NA         | 40%              |

Developing the tool to establish the baseline.

# Community and Family Services    Developmental Disabilities

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## Intake and Assessment

**Percent of Intakes Completed Within 60 Days of First Contact:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 68%           | 80%             | 96%        | 80%              |

**Percent of People Going Through Intake Who Report that They Felt They were Treated with Respect, Fairness, and Courtesy:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 80%             | NA         | 80%              |

Original consumer survey did not measure the identified elements. New survey document has incorporated these specific elements and will be implemented by 1/1/95.

## Specialized Services

**Percent of People Attending Training Sessions Who Evaluate the Trainings as Very Good to Excellent on an Exit Survey:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 90%             | 89%        | 90%              |



## Medical Examiner

Reported Cases Handled by the Medical Examiner Office per Investigator:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 364                      | 376                       | 395                      | 389                        | 395                   | 395                         |

Annualized Numbers.

## Emergency Medical Services (EMS)

Eight Minute Response Time Percentage:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 85%                      | 90%                       | 85.5%                    | 90%                        | 76%                   | 90%                         |

1993-94 Actual is for period 7/93-2/94. In March 1994 a new dispatch system was implemented by BOEC. Performance deteriorated due to dispatch problems, but no data revealing this was available until 9/94. 1993-94 YTD reflects 7/94-9/94 data. Dispatch system is being changed; we expect to resume baseline performance for remainder of FY 94/95.

## Health Inspections

Percent of Restaurant Food Handlers with County Food Handler Certificate:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 86.8%                    | 88%                       | 84.5%                    | 90%                        | 84.9%                 | 86%                         |

Performance figures have deteriorated mildly due to having inadequate staffing to perform follow-up on establishments not meeting this standard. New sanitarian is being hired. 90% goal is also being re-evaluated; may revise in future.

## Vector Control

### Rat Complaints per 1,000 County Residents:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 3.4 (EST)                | 3.4                       | 3.5                      | 3.4                        | 5.2                   | 3.5                         |

YTD figure is annualized. Because rat complaints are higher during the summer, the YTD figure is artificially high. Estimated figure for 94-95 year is stable.

## Childhood Lead Poisoning Prevention

### Percent of Children Receiving Basic Lead Poisoning Prevention Services:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 31%                      | 30%                        | 31%                   | 30%                         |

1993-94 actual and 1994-95 YTD figures are based on child 0-18 years old. Focus population is 0-6 years old, but denominator data is not currently available. Actual performance in focus population is better than noted above.

# Health Department

## HIV/STD Services and Department-wide Planning

### Planning & Development Unit

Percent of Potential Grant Dollars Obtained:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | 50%                       | 90%                      | 50%                        | 86%                   | 75%                         |

### HIV Education and Field Research

Percent of Persons Who Demonstrate an Improved Knowledge Base Following an HIV Education Session:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        |                          | 95%                        |                       |                             |

### Drug Treatment Center-Based Clinic/Linkage

Number of Primary Health Care Visits to Substance Abusers and Their Family Members/Sexual Partners per FTE Provider:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 446                      | 1,260                     | 1,575                    | 1,386                      | 264                   | 1,200                       |

1994-95 Estimated - Shows reduction from four service sites to one.

### HIV in Women

Percent of Women in Project Neighborhoods Who are Practicing Safer Sex:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 69%                      | 50%                        | NA                    | NA                          |

Interviews to obtain this information have not been completed for 1994-95.

# Health Department

## HIV/STD Services and Department-wide Planning

### Risk Behavior Intervention Project NIDA Cooperative Agreement

**Percent of Injection Drug Users Who Engage in Safe Drug Use Behaviors:**

|                                |                                 |                                 |                                   |                              |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>50% | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>35% | 1994-95<br><u>Estimated</u><br>60% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

This figure is low because our grant year runs September to August and on 11-1-94 we implemented a new prevention intervention that will take a month or so to get up and running. I expect to have our numbers up again by the middle of December.

### Homeless Persons Risk Reduction/CSAT

**Maintain or Decrease the Percent of Homeless Persons Who Test Positive for the HIV Virus in The Health Department System:**

|                                |                                 |                                 |                                    |                               |                                     |
|--------------------------------|---------------------------------|---------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>.7% | 1994-95<br><u>Budgeted</u><br>2.5% | 1994-95<br><u>YTD</u><br>1.3% | 1994-95<br><u>Estimated</u><br>2.5% |
|--------------------------------|---------------------------------|---------------------------------|------------------------------------|-------------------------------|-------------------------------------|

Early rates may have been artificially inflated due to the fact that testing made available in 1988 attracted large numbers of at risk clients who had previously been untested.

### STD/HIV Clinic

**Maintain or Reduce the Number of Gonorrhea Cases per 100,000 County Residents Between the Ages of 15 and 44:**

|                                 |                                 |                                |                                   |                             |                                    |
|---------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>321 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>97 | 1994-95<br><u>Budgeted</u><br>290 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>290 |
|---------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The YTD data is not available from State at this time.

Although morbidity decreased markedly in 93-94, it may not continue due to the cyclical nature of STD's, so we will not be adjusting the estimated figure.

# Health Department

## HIV/STD Services and Department-wide Planning

### STD/HIV Epidemiology

**Percent of Reported Cases of the Following STDs Interviewed by County Disease Intervention Specialists for Contacts:**

|           | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|-----------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Gonorrhea | 80%                      | 82%                       | 80%                      | 85%                        | 85%                   | 85%                         |
| Syphilis  | 95%                      | 95%                       | 98%                      | 95%                        | 95%                   | 95%                         |
| Chlamydia | 25%                      | 40%                       | 32%                      | 80%                        | 35%                   | 45%                         |

We believe that the 1994-95 budgeted figure for Chlamydia should have been projected at a lower level due to the high level of morbidity and other contributing factors.

### HIV Clinic

**Percent of Potential Clients Who Receive Clinical Services Within Three Weeks of Initial Contact with Clinic:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        |                          | 50%                        | 60%                   | 55%                         |

Please note the final estimate for the 1994-95 fiscal year falls below the year-to-date because ever-increasing client enrollment will reduce our capacity to facilitate new client enrollment over time.

### Seropositive Wellness

**Percent of Clients Enrolled in Seropositive Wellness Program who are Practicing High Risk Behaviors and Show a Reduction in Risk Behavior Between Initial and Follow-up Counseling Sessions:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    |                             |

During the life of this project, the State Health Division has used three different data bases. They are currently combining them into one at which time I will be able to get the data needed to give the 93-94 actual numbers and then I can make the projection. It will be available by the next report period.

# Health Department

# Specialty Care Services

## International Health Center

### Refugee Primary Care Visits per Provider FTE:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 2,860                    | 2,900                     | 2,247                    | 3,080                      | 466                   | 2,250                       |

Reduced productivity due to provider turnover and maternity leaves.

## Tuberculosis Mgmt Service

### Percent of TB Clinic Patients Who Complete a Course of Active TB Treatment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 79.9%                    | 80%                       | NA                       | 75%                        | NA                    | 75%                         |

Data are not available from the State Health Division until February 1995.

## Communicable Disease

### Number of Preventable Hepatitis A Cases Transmitted by Workers in High-Risk Settings:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 5                        | 0                         | Not tallied              | 0                          | 0                     | 0                           |

## Occupational Health

### Percent of Multnomah County Employees Who Have Received the Bloodborne Pathogen Program (BBPP) Training:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 80%                      | 90%                       | Not tallied              | 95%                        | 16%                   | 95%                         |

Due to summer vacations, annual trainings were not scheduled in July and August. Resumed scheduling of trainings in September.

## School-Based Health Center Program

### Pregnancy Rate in School Clinics:

| 1992-93       | 1993-94        | 1993-94                                 | 1994-95         | 1994-95                            | 1994-95                 |
|---------------|----------------|---|-----------------|------------------------------------|-------------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u>                           | <u>Budgeted</u> | <u>YTD</u>                         | <u>Estimated</u>        |
| 52.1          | <50            | 15-17 y.o.<br>15-19 y.o.<br>60.7% 65.5% | <50             | 26 actual<br>preg.<br>*rate = 37.1 | 15-17, 15-19<br>60% 63% |

\* This rate is estimated to continue to rise as more clients become pregnant during school year.

## Additional Key Results

### Percent of Female SBHC Family Planning Clients Who Do Not Get Pregnant During the Year:

| 1992-93       | 1993-94        | 1993-94             | 1994-95           | 1994-95               | 1994-95               |
|---------------|----------------|---------------------|-------------------|-----------------------|-----------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u>       | <u>Budgeted</u>   | <u>YTD</u>            | <u>Estimated</u>      |
| NA            | NA             | 15-19 y.o.<br>92.2% | 15-19 y.o.<br>95% | 15-19 y.o.<br>95% YTD | 15-19 y.o.<br>93% YTD |

## Field Service Team/Childhood Immunization

**Percent of 2-year Olds Who are Adequately Immunized Against Preventable Diseases (Baseline to be Established by FY 94-95):**

|                                |                                 |                                |  |                             |                             |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------|

County-wide immunization level data available now. Program being written now to determine specific levels of two-year olds served by Field teams. These two-year olds will be a mix of Primary Care clients and Non-Primary Care clients. Six-month baseline data will be available by 1/95.

## Teen Family Support

**Percent of Teen Mothers Assessed for Health, Social, and Parenting Needs:**

|                                 |                                  |                                 |                                   |                              |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>50% | 1993-94<br><u>Adopted</u><br>75% | 1993-94<br><u>Actual</u><br>73% | 1994-95<br><u>Budgeted</u><br>95% | 1994-95<br><u>YTD</u><br>85% | 1994-95<br><u>Estimated</u><br>95% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Family Service Center

**Increase in Rate of Adequate Prenatal Care in the Brentwood/Darlington Service Area:**

|                                   |                                    |                                 |                                   |                                |                                    |
|-----------------------------------|------------------------------------|---------------------------------|-----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>90.7% | 1993-94<br><u>Adopted</u><br>90.4% | 1993-94<br><u>Actual</u><br>97% | 1994-95<br><u>Budgeted</u><br>93% | 1994-95<br><u>YTD</u><br>81.2% | 1994-95<br><u>Estimated</u><br>94% |
|-----------------------------------|------------------------------------|---------------------------------|-----------------------------------|--------------------------------|------------------------------------|

1993-94 actual percentage is based on definition of adequate prenatal care of total number visits, as is 94/95 YTD. The new standard of adequate care is being changed by the State Health Division to be care which begins in the first trimester. Data based on this new definition is not yet available but 94/95 estimate utilized this new standard. These actual percentages were hand-tabulated for this report and may reflect incomplete data leading to 94/95 YTD variance. Complete data from the vital statistics unit will be available midway through the following year.

## CareOregon

Compliance with Oregon Health Plan Quality of Care Requirements and Standards:

|                                |                                 |                                  |                                    |                               |                                     |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

## Medicaid/Medicare

Percent of Clients Potentially Eligible for Medicaid Coverage Who are Screened for Medicaid Eligibility:

|                                 |                                  |                                 |                                   |                              |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>46% | 1993-94<br><u>Adopted</u><br>58% | 1993-94<br><u>Actual</u><br>57% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>60% | 1994-95<br><u>Estimated</u><br>85% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Homeless Children's Project

Percent of 2-Year Old Project Clients Who are Appropriately Immunized:

|                                 |                                  |                                 |                                   |                              |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>78% | 1993-94<br><u>Adopted</u><br>80% | 1993-94<br><u>Actual</u><br>71% | 1994-95<br><u>Budgeted</u><br>82% | 1994-95<br><u>YTD</u><br>68% | 1994-95<br><u>Estimated</u><br>80% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

Need to evaluate the cause of this drop and design a plan to correct the problems. I am changing the 94/95 goal to respond to the new data.

## Primary Care Clinics

Percent of Pregnant Women in Multnomah County Health Department Primary Care Clinics Receiving Prenatal Care Beginning in the First Trimester:

|                                 |                                  |                                 |                                   |   |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|---|------------------------------------|
| 1992-93<br><u>Actual</u><br>46% | 1993-94<br><u>Adopted</u><br>63% | 1993-94<br><u>Actual</u><br>56% | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>Quarterly<br>Data not<br>available | 1994-95<br><u>Estimated</u><br>65% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|---|------------------------------------|

The 1993-94 actual is an improvement of 105 over 1992-93, but not the 17% we hoped for. For this reason the 1994-95 has been decreased to 70% or a 14% additional increase.

Regular, accurate data is currently difficult to obtain. This will be one of the first projects taken on by the work group.

# Health Department

Primary Care

## Burnside Clinic

Percent of Burnside Health Clinic (BHC) Clients Immunized for Pneumovax and Tetanus:

|           | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u>                   | 1994-95<br><u>Estimated</u> |
|-----------|--------------------------|---------------------------|--------------------------|----------------------------|---|-----------------------------|
| Pneumovax | 70%                      | 80%                       | 100%*                    | 85%                        | Data not<br>available<br>Audit due 1/95 | 95%                         |
| Tetanus   | 58%                      | 80%                       | 63%                      | 80%                        |   | 80%                         |

\* Chart audit 1/94 of 30 appropriate medical records.

## Coalition Clinics

Percent of Coalition Clinic 2-Year Old Clients Appropriately Immunized:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 50%                      | 55%                       | 71%                      | 60%                        | 72.6%                 | 75%                         |

## Dental Services/School & Community Dental Services

### Percent 6-8 Year Olds Decay Free:

|                                 |                                 |                                |                                   |                             |                                   |
|---------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>44% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|---------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------------|

This indicator is determined by scientific oral health assessment done on a large sample of school children. Our plan is to contract for this kind of study every three years. We will not have data on this indicator until 95/96.

## Dental Services/Dental Clinics

### Dental Relative Value Productivity Units (RVU's) per Dentist:

|                                   |                                    |                                   |                                     |                                 |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|---------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>9,027 | 1993-94<br><u>Adopted</u><br>9,000 | 1993-94<br><u>Actual</u><br>9,478 | 1994-95<br><u>Budgeted</u><br>9,800 | 1994-95<br><u>YTD</u><br>2,553* | 1994-95<br><u>Estimated</u><br>9,800 |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|---------------------------------|--------------------------------------|

# Health Department

# Support Services

## Pharmacy Services

### Total Cost per Prescription Dispensed to County Clients:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$15.02       | \$16.97        | \$13.87       | \$19.00         | \$16.04    | \$19.00          |

Too early in FY to tell whether true costs are really that much under estimate.

Largest factor of increase from 93/94 actual and 94/95 YTD is under increase in indirect costs.

## Laboratory

### Maintain or Reduce Unit Costs of Laboratory Tests:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$7.26        | \$8.37         | \$7.81        | \$8.37          | \$7.19     | <\$8.37          |

YTD actual is low in part because of LGFS not reflecting all actual cost to date.

## Information & Referral Services

### Human Services Referral Calls Taken per FTE:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 6,955         | 7,132          | 7,333         | 7,940           | 1,503      | 7,940            |

## Health Education

### Contacts Per Month:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 1,800         | 1,800          | 1,950         | 1,800           | 2,600      | 2,400            |

Some activities are seasonal.

## Language Services

**Percent of Non-English Speaking Clients Receiving Health Care in Their Language, or Receiving Interpreted Care:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 90%           | 92%            | 91.4%         | 96%             | 93.7%      | 95%              |

Deviation in 94-95 YTD is understated due to computer input error at time for appointment scheduling, (i.e., interpreter is scheduled at the site, but not reflected by computer input at that site.) Language Services will work with site supervisors to correct this problem.

# Health Department

# Business & Administrative Services

## Grants Management & Accounting

Percent of grant funds collected:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 96%           | 97%            | 96%           | 97%             | NA         | 97%              |

It would be time consuming and expensive to measure grant collection ratios continuously.

## Medical Claims Processing

Percent of Claims for Medical Care Provided on a Referral Basis Paid Within One Month of Receipt:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 30%           | 40%            | 53%           | 45%             | 68%        | 75%              |

Decrease volume (71%) in total claims February 94 - current. Anticipate additional decrease (60%) over next six months with Reep closure. Processing claims current.

## Medical Billings & Receivable

Percent of Medicaid and Other 3rd Party Bills Processed Within 30 Days:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 85%           | 90%            | 80%           | 90%             | 65%        | 75%              |

OHP, ODS, CareOregon, computer programming have contributed to many delays in billing since February 1994. These issues have not been totally resolved, billing has been delayed several times.

## Human Resources

Percent of Vacancies Posted Within 1 Week of Notification by Hiring Authority:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 85%           | 87%            | 89%           | 90%             | 95%        | 90%              |

## Health Information Systems and Information

Programming Enhancements Developed per \$10,000 Expenditure:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 3.7                      | 3.6                       | 1.81                     | 4.2                        | 1.79                  | 1.75                        |

This measure may need to be replaced, as our method of HIS support changes with the transfer to OHSU.

## Clinical Services

**Percent of Pregnant Females (Adults and Juveniles) Receiving Prenatal Care While Incarcerated:**

|                                 |                                  |                                 |                                   |                               |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>80% | 1993-94<br><u>Adopted</u><br>80% | 1993-94<br><u>Actual</u><br>80% | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>80% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|-------------------------------|------------------------------------|

## Mental Health

**Percent of Incarcerated Clients With Known Mental Health Needs Who Receive Psychiatric Interventions:**

|                                 |                                  |                                 |                                   |                                |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>15% | 1993-94<br><u>Adopted</u><br>20% | 1993-94<br><u>Actual</u><br>25% | 1994-95<br><u>Budgeted</u><br>25% | 1994-95<br><u>YTD</u><br>42.9% | 1994-95<br><u>Estimated</u><br>25% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|--------------------------------|------------------------------------|



# Aging Services

# Community Access Services

## Program Management/Advocacy

### Percent of Contract Successfully Completed:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 89%                      | 96%                       | 97%                      | 96%                        | NA                    | 96%                         |

This key result cannot be calculated until the end of the year.

## District Centers/Case Management

### Percent of Frail Elderly Who are Served:

|          | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total    | 5.9%                     | 6.5%                      | 6.2%                     | 7.0%                       | NA                    | 7.0%                        |
| Downtown | 19.3                     | 10.4                      | 10.7                     | 20.0                       | NA                    | 20.0                        |
| East Co. | 3.7                      | 4.1                       | 4.2                      | 4.5                        | NA                    | 4.5                         |
| North    | 6.7                      | 7.6                       | 8.2                      | 8.0                        | NA                    | 8.0                         |
| N/NE     | 7.3                      | 6.7                       | 6.9                      | 8.0                        | NA                    | 8.0                         |
| NE       | 11.3                     | 11.4                      | 10.8                     | 12.0                       | NA                    | 12.0                        |
| NW       | 9.2                      | 9.3                       | 9.7                      | 10.0                       | NA                    | 10.0                        |
| SE       | 5.6                      | 6.6                       | 6.5                      | 8.0                        | NA                    | 8.0                         |
| SW       | 4.1                      | 4.6                       | 3.7                      | 5.0                        | NA                    | 5.0                         |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Frail Elderly Age 75 and Older Who are Served:

|          | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total    | 11.9%                    | 12.5%                     | 12.9%                    | 13.0%                      | NA                    | 13.0%                       |
| Downtown | 18.8                     | 16.0                      | 16.6                     | 19.3                       | NA                    | 19.3                        |
| East Co. | 8.4                      | 9.5                       | 10.0                     | 10.0                       | NA                    | 10.0                        |
| North    | 14.2                     | 16.7                      | 17.5                     | 17.0                       | NA                    | 17.0                        |
| N/NE     | 13.3                     | 11.4                      | 12.1                     | 13.7                       | NA                    | 13.7                        |
| NE       | 23.3                     | 23.3                      | 22.8                     | 23.7                       | NA                    | 23.7                        |
| NW       | 15.9                     | 15.1                      | 16.9                     | 16.3                       | NA                    | 16.3                        |
| SE       | 10.7                     | 15.1                      | 12.7                     | 15.5                       | NA                    | 15.5                        |
| SW       | 9.1                      | 10.1                      | 8.6                      | 10.5                       | NA                    | 10.5                        |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

# Community Access Services

## District Centers/Case Management (Cont'd)

### Percent of Clients Served Who are New:

|          | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total    | 6.1%                     | 6.2%                      | 6.6%                     | 6.2%                       | NA                    | 6.2%                        |
| Downtown | 12.3                     | 10.3                      | 13.5                     | 12.5                       | NA                    | 12.5                        |
| East Co. | 4.3                      | 7.9                       | 8.3                      | 8.1                        | NA                    | 8.1                         |
| North    | 10.4                     | 7.7                       | 11.7                     | 10.6                       | NA                    | 10.6                        |
| N/NE     | 6.1                      | 4.5                       | 5.9                      | 6.3                        | NA                    | 6.3                         |
| NE       | 8.4                      | 6.3                       | 11.6                     | 8.5                        | NA                    | 8.5                         |
| NW       | 3.0                      | 2.7                       | 6.4                      | 3.2                        | NA                    | 3.2                         |
| SE       | 1.6                      | 4.5                       | 5.7                      | 4.7                        | NA                    | 4.7                         |
| SW       | 8.7                      | 4.8                       | 9.4                      | 8.9                        | NA                    | 8.9                         |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Low Income Frail Elderly Who are Served:

|          | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total    | 9.4%                     | 10.8%                     | 7.3%                     | 7.8%                       | NA                    | 7.8%                        |
| Downtown | 11.4                     | 16.3                      | 7.7                      | 8.2                        | NA                    | 8.2                         |
| East Co. | 6.6                      | 8.6                       | 4.7                      | 5.8                        | NA                    | 5.8                         |
| North    | 9.2                      | 2.8                       | 8.2                      | 8.7                        | NA                    | 8.7                         |
| N/NE     | 9.7                      | 11.3                      | 4.8                      | 5.3                        | NA                    | 5.3                         |
| NE       | 11.5                     | 15.2                      | 10.8                     | 10.8                       | NA                    | 10.8                        |
| NW       | 19.4                     | 22.2                      | 14.4                     | 14.9                       | NA                    | 14.9                        |
| SE       | 8.0                      | 10.2                      | 7.5                      | 8.0                        | NA                    | 8.0                         |
| SW       | 13.5                     | 15.0                      | 11.9                     | 12.4                       | NA                    | 12.4                        |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

# Community Access Services

## District Centers/Case Management (Cont'd)

### Percent of Minority Frail Elders Who are Served:

|              | 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|--------------|---------------|----------------|---------------|-----------------|------------|------------------|
|              | <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| Total        | 8.6%          | 8.6%           | 8.2%          | 9.0%            | NA         | 9.0%             |
| Afri/Amer:   | 13.7          | 12.7           | 12.8          | 14.0            | NA         | 14.0             |
| Asian:       | 2.3           | 1.6            | 1.7           | 3.8             | NA         | 3.8              |
| Native Amer: | 10.2          | 13.8           | 14.5          | 10.7            | NA         | 10.7             |
| Hispanic:    | 5.1           | 3.5            | 3.5           | 5.6             | NA         | 5.6              |
| Other:       | 12.1          | 20.2           | 18.9          | 12.6            | NA         | 12.6             |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Nutrition Services

### Percentage of Nutrition Participants Responding Favorably to a Participant Survey:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95        | 1994-95          |
|---------------|----------------|---------------|-----------------|----------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u>     | <u>Estimated</u> |
| NA            | NA             | NA            | Being Developed | In Development |                  |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Multnomah County Elderly Served:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 6.7%          | 7.0%           | 7.2%          | 7.5%            | NA         | 7.5%             |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

# Community Access Services

## In-Home Services

### Percent of Elderly Served in Their Own Homes:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | 36.0%                     | 41.5%                    | 35.5%                      | NA                    | 35.5%                       |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Ethnic Services

### Ethnic Minority Clients as a Percentage of Total Clients Served:

|              | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total        | 13.6%                    | 13.9%                     | 16.6%                    | 14.4%                      | NA                    | 14.4%                       |
| Afri/Amer:   | 6.8                      | 6.6                       | 8.4                      | 6.7                        | NA                    | 6.7                         |
| Asian:       | 3.8                      | 4.2                       | 5.8                      | 4.3                        | NA                    | 4.3                         |
| Native Amer: | 1.2                      | 1.2                       | 0.7                      | 1.3                        | NA                    | 1.3                         |
| Hispanic:    | 1.4                      | 1.7                       | 1.3                      | 1.8                        | NA                    | 1.8                         |
| Other:       | 0.3                      | 0.3                       | 0.4                      | 0.4                        | NA                    | 0.4                         |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percentage of Ethnic Minority Elders Served:

|              | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total        | 24.5%                    | 33.6%                     | 36.5%                    | 34.0%                      | NA                    | 34.0%                       |
| Afri/Amer:   | 27.1                     | 34.9                      | 40.6                     | 35.2                       | NA                    | 35.2                        |
| Asian:       | 21.4                     | 30.9                      | 39.3                     | 31.2                       | NA                    | 31.2                        |
| Native Amer: | 37.4                     | 50.4                      | 28.2                     | 51.0                       | NA                    | 51.0                        |
| Hispanic:    | 18.7                     | 29.9                      | 20.5                     | 30.3                       | NA                    | 30.3                        |
| Other:       | 24.5                     | 33.6                      | 32.1                     | 34.0                       | NA                    | 34.0                        |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

# Community Access Services

## Access Services

Percent of Access Service Contacts Linked to Services:

|                                   |                                    |                                   |                                     |                             |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-----------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>68.7% | 1993-94<br><u>Adopted</u><br>70.0% | 1993-94<br><u>Actual</u><br>69.2% | 1994-95<br><u>Budgeted</u><br>72.0% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>72.0% |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-----------------------------|--------------------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Multi-Disciplinary Team (MDT)

Response to Request for Assistance:

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

Improvement in Health, Safety, Fiscal, and Living Situation:

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

# Long Term Care Services

## Program Management and Advocacy

Percentage of Intakes Completed within 45 Days:

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Community-Based Care

Percentage of ASD Medicaid Clients in Community-Based Care:

|                                 |                                  |                                   |                                   |                             |                                    |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>62% | 1993-94<br><u>Adopted</u><br>63% | 1993-94<br><u>Actual</u><br>62.8% | 1994-95<br><u>Budgeted</u><br>64% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>64% |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Nursing Facility Case Management

Percent of Medicaid Clients Residing in Nursing Facilities:

|                                 |                                  |                                   |                                   |                             |                                    |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>38% | 1993-94<br><u>Adopted</u><br>37% | 1993-94<br><u>Actual</u><br>37.2% | 1994-95<br><u>Budgeted</u><br>36% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>36% |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

## Public Guardian

**Percent of Requests for Services Accepted or Diverted to Other Appropriate Providers:**

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

**Improvement in Clients 180 Days after Admission:**

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Adult Care Home Regulation

**Percentage of Adult Care Home Residents Responding Positively to a Resident Survey:**

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

**Percentage of Home Operators Responding Positively to Customer Survey:**

|                                |                                 |                                |  |   |                             |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

## Adult Care Home Regulation (Cont'd)

Percent of All Operating Homes Currently Identified Which Are Licensed or in Corrective Action:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u> |
|--------------------------------|---------------------------------|--------------------------------|--|---|-----------------------------|
|                                |                                 |                                |  |   |                             |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

## Performance Trends

Percentage of ASD Case Management Clients in Community-Based Care:

|             | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|-------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Comm. based | 74%                      | 75%                       | 74.6%                    | 75%                        | NA                    | 75%                         |
| Nurs. home  | 26%                      | 25%                       | 25.4%                    | 25%                        | NA                    | 25%                         |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

Percent of ASD Clients Who are Extremely Frail:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
|                          | 83.3%                     | 84.3%                    | 84.0%                      | NA                    | 84.0%                       |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

# Aging Services

## Performance Trends (Cont'd)

### Percent of Frail Minority Elders Served:

|              | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total        | 45.7%                    | 43.0%                     | 56.0%                    | 46.2%                      | NA                    | 46.2%                       |
| Afri/Amer:   | 65.0                     | 58.4                      | 69.1                     | 65.5                       | NA                    | 65.5                        |
| Asian:       | 27.1                     | 27.6                      | 44.8                     | 28.1                       | NA                    | 28.1                        |
| Native Amer: | 40.8                     | 39.5                      | 46.0                     | 40.0                       | NA                    | 40.0                        |
| Hispanic:    | 26.6                     | 27.9                      | 33.6                     | 28.4                       | NA                    | 28.4                        |
| Other:       | 16.9                     | 17.4                      | 33.4                     | 17.9                       | NA                    | 17.9                        |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Low Income Frail Elderly Served:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 99.6%                    | 90.7%                     | 98.2%                    | 99.6%                      | NA                    | 99.6%                       |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Frail Elderly Age 75 and Older Served:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 62.3%                    | 56.2%                     | 71.8%                    | 63.0%                      | NA                    | 63.0%                       |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.

### Percent of Elderly Served Who were Abused, Neglected, or Exploited:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being Developed            | Being Developed       | NA                          |

Aging Services compiles and calculates performance trends on a quarterly basis. The deadline for the Performance Report came before client data was available.



# Juvenile Justice

## Administrative & Program Support

### Customer Satisfaction:

|                                |                                 |                                |  |   |  |
|--------------------------------|---------------------------------|--------------------------------|--|---|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>Being<br>Developed | 1994-95<br><u>Estimated</u><br>Establish<br>Baseline |
|--------------------------------|---------------------------------|--------------------------------|--|---|--|

## Intake and System Coordination

### Public Inquiries Provided with Information About and Access to the Juvenile Justice System within 24 Hours:

|                                |                                  |                                |                                   |                               |                                    |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>85% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|

## Court Services

### Percent of Time the Court Accepts the Juvenile Division's Recommendations:

|                                |                                  |                                |                                   |                              |                                    |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>80% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>85% | 1994-95<br><u>YTD</u><br>97% | 1994-95<br><u>Estimated</u><br>85% |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|

# Juvenile Justice

## Court Services for Abused and Neglected Children

Percent of Time the Court Accepts the Juvenile Division's Recommendations:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>80% | 1993-94<br><u>Actual</u><br>N/A | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>96% | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Probation Counseling

Juveniles Who Exhibit Successful Behavior During Probation:

|                                |                                  |                                |                                   |                             |                                    |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>60% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>60% |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Computer programs now are in place. Data will be reported next quarter.

Successful Completion of Community Service:

|                                 |                                  |                                 |                                   |                              |                                    |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>80% | 1993-94<br><u>Adopted</u><br>85% | 1993-94<br><u>Actual</u><br>75% | 1994-95<br><u>Budgeted</u><br>85% | 1994-95<br><u>YTD</u><br>70% | 1994-95<br><u>Estimated</u><br>85% |
|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

Successful Participation and Competency in Skill Development Services:

|                                |                                  |                                |                                   |                             |                                    |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>20% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>30% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>30% |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

We have not addressed yet the pre-test/post-test issue and have no current method for collecting data. We have deferred this measurement due to current reorganization.

Successful Completion of Restitution:

|                                 |                                  |                                |                                   |                             |                                    |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>50% | 1993-94<br><u>Adopted</u><br>50% | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>50% |
|---------------------------------|----------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

In progress. We will work with the State in terms of providing data at the end of the second quarter.

# Juvenile Justice

## Probation Counseling (Cont'd)

### Percentage of Diversion Youth Who Successfully Complete Their Programs:

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>40% | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The program is only several weeks old. We are working on a tracking system to provide measurement data.

### Juvenile Sex Offenders Who Successfully Complete Sex Offender Treatment:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>80% | 1993-94<br><u>Actual</u><br>84% | 1994-95<br><u>Budgeted</u><br>85% | 1994-95<br><u>YTD</u><br>78% | 1994-95<br><u>Estimated</u><br>85% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

### Juvenile Sex Offenders Who Exhibit Successful Behavior During Probation:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>65% | 1993-94<br><u>Actual</u><br>61% | 1994-95<br><u>Budgeted</u><br>70% | 1994-95<br><u>YTD</u><br>73% | 1994-95<br><u>Estimated</u><br>70% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Detention

### Percent of Youth Who do not Escape Detention:

|                                |                                   |                                  |                                    |                               |                                     |
|--------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|--------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

Note: 1993-94 figure covers Oct. 28 - June 30, 1994, the period in which youth were housed in the new facility.

### Percent of Grievance Filed by Youth in Custody Resolved at Step One of the Review Procedure:

|                                |                                  |                                  |                                   |                               |                                    |
|--------------------------------|----------------------------------|----------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>85% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|----------------------------------|----------------------------------|-----------------------------------|-------------------------------|------------------------------------|

# Juvenile Justice

## Detention (Cont'd)

### Physical Assaults on Staff by Youths in Custody:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 0                          | NA                    | 0                           |

We are in the process of changing our Incident Report to include this data and will report data following the second quarter.

### Physical Assaults on Youth by Youths in Custody:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 12                         | NA                    | 12                          |

We are in the process of changing our Incident Report to include this data and will report data following the second quarter.

### Number of Incidents and Cost of Property Damage Committed by Detained Youth:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u>  | 1994-95<br><u>Budgeted</u>                           | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u>                       |
|--------------------------|---------------------------|---------------------------|--|-----------------------|---|
| NA                       | NA                        | \$320.87<br>Window damage | 6 incidents costing<br>less than \$3,000<br>in total | \$220<br>Mattresses   | 6 incidents<br>costing less than<br>\$3,000 total |

## Detention Alternatives and Special Programs

### Percent of Youth Who Participate in Probation Alternative Weekend and Complete Probation:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 60%                        | NA                    | 60%                         |

This data will be collected for reporting at the end of the second quarter.

# Juvenile Justice

## Detention Alternatives and Special Programs (Cont'd)

### Percent of Youth Assigned to Close Supervision who Appear for Scheduled Hearings:

|                                |                                 |                                 |                                   |                              |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>70% | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>81% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

### Percent of Assigned Community Service Hours Completed:

|                                |                                 |                                 |                                   |                              |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>75% | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>70% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

### Successful G.I.F.T. Program Completion:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>76% | 1993-94<br><u>Actual</u><br>58% | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>60% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

Difference between 1993-94 Actual & Adopted: The evaluation criteria was not put into place until several months into 1993-94. The 75% goal was not based upon baseline data. Difficulty tracking client progress accurately and the application of new evaluation criteria applied to existing clients resulted in the 58% program completion.

## Residential Services

### AITP (Assessment, Intervention, Transition Program) Multi-Disciplinary Assessment of All Youth Referred to AITP:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>95% | 1993-94<br><u>Actual</u><br>97% | 1994-95<br><u>Budgeted</u><br>98% | 1994-95<br><u>YTD</u><br>98% | 1994-95<br><u>Estimated</u><br>98% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|



**Internal Affairs & Inspections**

**Percent of Harassment-Discrimination Investigations Completed within 35 Days:**

|                                |                                 |                                |                                   |                               |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|

**Percent of Unsatisfactory Ratings in Facility Inspections:**

We are not using this key result because it was too broadly defined to be useful in measuring effectiveness.

**Number of Inspections and Performance Audits Performed**

|                                |                                 |                                |                                  |                            |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>15 | 1994-95<br><u>YTD</u><br>4 | 1994-95<br><u>Estimated</u><br>15 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|----------------------------|-----------------------------------|

This measure is an improvement because it is better defined and reflects an important quality control function.

**Percent of All Investigated Complaints Completed Within 90 Days:**

|                                |                                 |                                |                                   |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>83% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|

**Community Policing**

**Citizen Attitude Survey:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be available in the second quarter.

**Victim Call-Back Satisfaction Survey:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be available in the second quarter.

**Drug Abuse Resistance Education (DARE)**

**DARE Impact [corrected] on Drug Usage:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be available during the third quarter, after the first semester of school.

**Percent Passing Achievement Test for DARE:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be available during the third quarter, after the first semester of school.

**Investigations**

**Index Crimes Cleared/Investigated:**

A better definition of this measure is contained in the measures added below.

## Investigations (Cont'd)

### Crimes Cleared/Investigated:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>76% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
|                                |                                 |                                |                                   |                              |                                    |

This measure includes all crimes investigated by the Detectives; it was added because it more accurately reflects the type of workload of a Sheriff's Office, wherein major investigations include such crimes as jail escapes, in addition to the types of crimes investigated by police departments.

### Index Crimes Per 1,000 Population Served:

| 1992-93<br><u>Actual</u><br>43.7 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>39.3 | 1994-95<br><u>Budgeted</u><br>31.2 | 1994-95<br><u>YTD</u><br>29.4 | 1994-95<br><u>Estimated</u><br>29.4 |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
|                                  |                                 |                                  |                                    |                               |                                     |

This measure is a standard used in the State and County Benchmarks for Public Safety. Its purpose is to provide an indication of the effectiveness of police services as a deterrent to crime.

### Drug Interdiction:

|                                  | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------------------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| A. Search Warrants:              | 82                       | 85                        | NA                       | 90                         | NA                    | NA                          |
| B. Felony Arrests:               | 282                      | 300                       | NA                       | 350                        | NA                    | NA                          |
| C. Street Value/<br>Drugs Seized | \$6,498,986              | \$7,000,000               | NA                       | \$7,000,000                | NA                    | NA                          |

Data will be available for the second quarter report.

## Patrol

### Average Response Time Rural West Side and Rural East Side:

|                 | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|-----------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Rural West Side | 15.6                     | 16.5                      | NA                       | 14.0                       | NA                    | NA                          |
| Rural East Side | 11.9                     | 12.0                      | NA                       | 11.0                       | NA                    | NA                          |

This data is not yet available from the new computer aided dispatch system at BOEC (911). It will be available for the second quarter report.

**Patrol** (Cont'd)

**Percent of Boats Passing Inspection:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 14.7%                    | 11.0%                     | 33.5%                    | 12.0%                      | 16%                   | 25%                         |

**Boating accidents reports to River Patrol**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 14                       | 12                         | 2                     | 10                          |

This measure is added because it provides a true outcome measure of the effectiveness of DUII, traffic and inspection enforcement. However, it must be viewed in a long-term trend perspective, since there are often short-term fluctuations.

**Educational Hours and Contacts Performed by River Patrol**

|                      | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Educational Hours    | NA                       | NA                        | 324                      | 350                        | 18                    | 400                         |
| Educational Contacts | NA                       | NA                        | 17,000                   | 15,000                     | 150                   | 18,000                      |

This measure is added because it reflects an important complement, implemented in the past three years, to the enforcement function of the River Patrol Unit.

**PUC Enforcement/Hazardous Materials Response**

**Percent of Commercial Vehicles that Pass Inspection:**

|                      | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Level I Inspections  | NA                       | NA                        | 39.4%                    | NA                         | 45.2%                 | 45%                         |
| Level II Inspections | NA                       | NA                        | 24.5%                    | NA                         | 24.0%                 | 25%                         |

**Community & Support Services**

**Percent of Process Served:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 83.0%                    | 84.2%                     | NA                       | 83.0%                      | 86.6%                 | 85%                         |

**Phone Calls and Counter Assists in the Enforcement Records Unit Per FTE:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | NA                    | NA                          |

This new measure is added to demonstrate efficiency in providing this public customer service function of the Community and Support Services. Data is currently being compiled and will be available in the second quarter.

**Computerized Record Checks Process at the Request of Outside Agencies and Businesses:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | NA                    | NA                          |

This new measure is added to demonstrate efficiency in providing this public customer service function of the Community and Support Services. Data is currently being compiled and will be available in the second quarter.

**New Concealed Handgun Licenses Processed:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 2,975                    | 2,640                     | NA                       | 2,850                      | NA                    | 5,000                       |

Some data has not yet been compiled and will be available second quarter. The 1994-95 estimate is based on a January - June, 1994 figure of approximately 2,500 permits, a pronounced increase in volume. The measure has been modified to reflect only new licenses rather than including renewals, which do not require the same process.

## Community & Support Services (Cont'd)

### False Alarms per Permit:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 0.63                     | 0.60                      | 0.57                     | 0.55                       | .515                  | 0.53                        |

**Administrative Services**

**Contract Processing Times in Days:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 58.04                    | 51.92                     | 61.62                    | 45.00                      | 27.13                 | 30.0                        |

**Percentage of Technical Assistance Requests from Users Completed within Guidelines:**

|  | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Software Requests<br>within 10 Working<br>Days | NA                       | NA                        | NA                       | 95%                        | NA                    | NA                          |
| Hardware Requests<br>within 21 Working<br>Days | NA                       | NA                        | NA                       | 95%                        | NA                    | NA                          |

This data will be available in the second quarter.

**Percentage of Information Requests from the Public/Other Agencies Handled Within 3 Days**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 90%                        | 86%                   | 90%                         |

This measure is added to reflect the efficiency of this function performed within the Administrative Services.

**Quality of Program Level Performance Measures**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 90%                        | NA                    | 95%                         |

This measure is added to reflect a quality assurance function within the Administrative Services. The measure will document the quality of performance measures submitted to the Budget Office for the 1995-96 budget cycle, based on the number accepted. Data will not be collected until the third quarter when it is available.

## Personnel & Training

### Total Number of Sheriff's Office Employees per Staff FTE:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 186                      | 247                       | NA                       | 200                        | NA                    | NA                          |

This measure is under revision and data will be available second quarter.

### Increase Percent of Qualified Applicants of Gender and Color for Vacancies in Deputy and CO Classifications:

|                      | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Deputy Sheriffs      | NA                       | NA                        | NA                       | 70%                        | NA                    | 70%                         |
| Corrections Officers | NA                       | NA                        | NA                       | 50%                        | NA                    | 50%                         |

This measure is under revision as the planned program was not funded in the 1994-95 budget.

### Number of Person Training Hours Provided:

|                                       | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|---------------------------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Number Training Hours                 | 2,400                    | 3,480                     | NA                       | 3,960                      | NA                    | NA                          |
| Firing Range Qualifications - # hours | 4,800                    | 4,800                     | NA                       | 4,800                      | NA                    | NA                          |
| Firing Range Open Range - # hours     | 544                      | 544                       | NA                       | 544                        | NA                    | NA                          |
| Reserve Deputies In-service Ses.      | 1,440                    | 2,400                     | NA                       | 3,000                      | NA                    | NA                          |
| Recruit Academy Sessions              | 12,250                   | 14,250                    | NA                       | 15,000                     | NA                    | NA                          |
| Training Sessions per staff FTE       | 8,317                    | 12,737                    | NA                       | 27,304                     | NA                    | NA                          |

This measure is under revision and data will be available second quarter.

**Equipment & Property Control Unit**

**Percent Saved in Vehicle Repair Transport Costs:**

|                                |                                 |                                |                                   |                                |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>61% | 1994-95<br><u>YTD</u><br>61.1% | 1994-95<br><u>Estimated</u><br>61% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|

This measure has been modified to make it clearer to the reader that it demonstrates the efficiency of using Warehouse Worker staff to manage repair conveyance for the large MCSO fleet.

**Cost of Purchasing Functions:**

This measure has been deleted, since the purchasing function has been reorganized and is only partially within the Equipment Unit. The measure also did not demonstrate the efficiency of the function well.

**Degree of Satisfaction expressed by customers of the Equipment Unit.**

|                                |                                 |                                |                                  |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>90% | 1994-95<br><u>Estimated</u><br>95% |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|------------------------------|------------------------------------|

This measure was added to reflect responses to a customer satisfaction survey conducted quarterly by the Equipment Unit, which is striving to attain a high level of quality service.

**Detention Center (MCDC)**

**Incidents of Facility Damage/Inmate:**

|                                |                                 |                                |                                  |                                |                                      |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.0039 | 1994-95<br><u>Estimated</u><br>.0040 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|--------------------------------------|

The previous years' data included the Booking and Release Center.

**Major Incidents per Inmate:**

|                                |                                 |                                |                                  |                                |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.0829 | 1994-95<br><u>Estimated</u><br>.08 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|

The previous years' data included the Booking and Release Center.

**Detention Center (MCDC)** (Cont'd)

**Cost per Incident of Facility Damage:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | NA                    | NA                          |

Facilities Management is in the process of developing an automated system for tracking and reporting costs to the departments; this data is not yet available.

**Per Diem Cost: Inmate Housing:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 103.95                   | 106.55                     | NA                    | 106.55                      |

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis.

**Corrections Facility (MCCF)**

**Incidents of Facility Damage/Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | .0018                 | .002                        |

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Major Incidents per Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | .13                   | .12                         |

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Corrections Facility (MCCF)** (Cont'd)

**Cost per Incident of Facility Damage:**

|                                |                                 |                                |                                  |                                  |  |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|----------------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>\$50.00 | 1994-95<br><u>Estimated</u><br>\$50.00 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|----------------------------------|--|

**Per Diem Cost: Inmate Housing:**

|                                |                                 |                                     |                                       |                             |  |
|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>\$44.47 | 1994-95<br><u>Budgeted</u><br>\$45.58 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>\$45.58 |
|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-----------------------------|--|

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis.

**Courthouse Jail (MCHJ)**

**Incidents of Facility Damage/Inmate:**

|                                |                                 |                                |                                  |                                |                                     |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.0047 | 1994-95<br><u>Estimated</u><br>.005 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|-------------------------------------|

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Major Incidents Per Housed Inmate:**

|                                |                                 |                                |                                  |                                |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.0376 | 1994-95<br><u>Estimated</u><br>.03 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter. The Courthouse Jail also provides temporary holding for court; the measure is modified to exclude incidents relating to court traffic.

**Cost per Incident of Facility Damage:**

|                                |                                 |                                |                                  |                                     |   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-------------------------------------|---|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>\$1,684.40 | 1994-95<br><u>Estimated</u><br>\$1,200.00 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-------------------------------------|---|

**Courthouse Jail (MCHJ)** (Cont'd)

**Activities as a Percentage Function of Inmates Held for Court**

|                                 | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|---------------------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Total Inmates Held for Court    | NA                       | NA                        | NA                       | NA                         | 2,651                 | 10,000                      |
| Attorney & Other Visits         | NA                       | NA                        | NA                       | NA                         | 34.6%                 | 35%                         |
| Attorney Contact Visits         | NA                       | NA                        | NA                       | NA                         | 4.8%                  | 5%                          |
| Court-ordered Bookings          | NA                       | NA                        | NA                       | NA                         | 8.3%                  | 8%                          |
| Court-ordered Clothing Exchange | NA                       | NA                        | NA                       | NA                         | 4.2%                  | 4%                          |
| Major Incidents Per Inmate Held | NA                       | NA                        | NA                       | NA                         | .00075                | .00075                      |

This measure is added to reflect the important function of the Courthouse Jail as a transit and holding facility for inmates attending court from custody and those re-entering custody on court order; the measure demonstrates the effectiveness of staff in responding to increased volume of holdees.

**Per Diem Cost: Inmate Housing:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | \$62.83                  | \$64.40                    | NA                    | \$64.40                     |

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis.

**Inverness Jail (MCIJ)**

**Incidents of Facility Damage/Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | .0013                 | .001                        |

Optional Section: The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Inverness Jail (MCIJ)** (Cont'd)

**Major Incidents per Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | .0304                 | .03                         |

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Cost per Incident of Facility Damage:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | NA                    | NA                          |

Facilities Management is in the process of developing an automated system for tracking and reporting costs to the departments; this data is not yet available.

**Per Diem Cost: Inmate Housing:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | \$80.23                  | \$82.85                    | NA                    | \$82.85                     |

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis.

**Restitution Center (MCRC)**

**Incidents of Facility Damage/Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | 0.0                   | .001                        |

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Restitution Center (MCRC)** (Cont'd)

**Major Incidents per Inmate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | .065                  | .06                         |

The measure is being refined as to method of calculation; the previous years' data, if available, will be re-calculated and submitted in the second quarter.

**Cost per Incident of Facility Damage:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | \$0.0                 | NA                          |

Facilities Management is in the process of developing an automated system for tracking and reporting costs to the departments; this data is not yet available.

**Per Diem Cost: Inmate Housing:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | \$58.47                  | \$59.93                    | NA                    | \$59.93                     |

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis. The figures include an offset for inmate reimbursement for room and board.

**Booking & Release**

**Annual Bookings per FTE:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | 1035.49               | 1050                        |

Previous years will be re-calculated based upon the refined methodology used in the FY 1994-95 calculations.

**Booking & Release** (Cont'd)

**Violations of Federal Consent Decree per Annual Bookings:**

|                                |                                 |                                |                                  |                                |                                     |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.647% | 1994-95<br><u>Estimated</u><br>.62% |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|-------------------------------------|

The previous years' data is not available. Implementation of the Corrections Scheduling Unit has permitted increased automation and tracking of management information in the current fiscal year.

**Assaults & Injuries to Staff per Annual Bookings:**

|                                |                                 |                                |                                  |                                |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>.1061 | 1994-95<br><u>Estimated</u><br>.12 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|------------------------------------|

This data was not tracked separately from MDCDC in previous years.

**Per Diem Cost: Inmate Housing:**

|                                |                                 |                                      |  |                             |   |
|--------------------------------|---------------------------------|--------------------------------------|--|-----------------------------|---|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>\$143.37 | 1994-95<br><u>Budgeted</u><br>\$146.45 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>\$146.45 |
|--------------------------------|---------------------------------|--------------------------------------|--|-----------------------------|---|

The 1994-95 Budgeted is based on an estimated 2.5% inflationary factor. This data is determined on an annual basis.

**Inmate Work Crews**

**Cost per Pound of Laundry as Percentage of Private Sector Costs:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

This data is being compiled and should be available for the second quarter report.

**Inmate Work Crews** (Continued)

**Value of Refurbished Properties as Percentage of Pre-Refurbished Value:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

This data is being compiled and should be available for the second quarter report.

**Net Cost of Inmate Work Crew Program:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

This data is being compiled and should be available for the second quarter report.

**Percentage of County Inmates who Participate in Work Crew Program:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

This measure is in the process of being refined and modified so that it is clearer and more meaningful.

**Property/Commissary/Laundry**

**Percentage of Annual Valid Claims for Lost Inmate Property or Cash:**

|                                |                                 |                                |                                   |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>15% | 1994-95<br><u>YTD</u><br>20% | 1994-95<br><u>Estimated</u><br>15% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|

**Number of Valid Inmate Complaints per Day Regarding Errors in Commissary Orders:**

|                                |                                 |                                |                                  |                               |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>1.89 | 1994-95<br><u>Estimated</u><br>1.9 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-------------------------------|------------------------------------|

**Warrant & Detention Records**

**Average Processing Time Per Warrant:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

The data will be available for the second quarter report.

**Percentage of Records Staff Time Spent on Tort Claims Investigations:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

This measure is under review.

**Percentage of Correct Booking Entries:**

|                                |                                 |                                |                                   |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>94% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|-----------------------------------|

The data will be available for the second quarter report.

**Facility Security**

**Court Room "Stand-bys" per Year:**

This measure has been deleted since it did not provide information relating to the effectiveness of the unit, but was a workload indicator.

**Court Customer Satisfaction Survey:**

|                                |                                 |                                |                                  |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>90% | 1994-95<br><u>Estimated</u><br>95% |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|------------------------------|------------------------------------|

The title of the measure has been modified to clarify that the targeted customers are the courts.

**Facility Security** (Cont'd)

**Number of weapons deterred from Entering the Courthouse Secure Area:**

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>1,231 | 1994-95<br><u>Estimated</u><br>4,000 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|--------------------------------------|
|                                |                                 |                                |                                  |                                |                                      |

This measure is added to demonstrate the effectiveness of the Facility Security function in creating a secure environment for the courts.

**Court Guards**

**Average Time to Produce Prisoner in Court:**

The measure is modified to increase clarify and meaningfulness as an indicator of the quality of service performed.

**Significant Time Delay in Delivering Prisoners to Court at the Courthouse:**

|   | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|---|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| % of Days w/No Delay                      | NA                       | NA                        | NA                       | NA                         | 52%                   | 55%                         |
| Average # of Delayed Calls When Occurring | NA                       | NA                        | NA                       | NA                         | 7.75                  | 9                           |
| Average Delay When Occurring              | NA                       | NA                        | NA                       | NA                         | 7.6                   | 7.5                         |

**Prisoner Court Appearances per FTE:**

| 1992-93<br><u>Actual</u><br>566 | 1993-94<br><u>Adopted</u><br>583 | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>71 | 1994-95<br><u>Estimated</u><br>70 |
|---------------------------------|----------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
|                                 |                                  |                                |                                  |                             |                                   |

**Armed "Stand-by" in Court Rooms:**

This measure has been deleted since it did not provide information relating to the effectiveness of the unit, but was a workload indicator.

**Transport**

**Transports per Year per FTE:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 6,098                    | 6,700                     | 7,067                    | 7,400                      | 1,760                 | 7,042                       |

**Percent of Transports to Jurisdictions Outside Multnomah County:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 12%                      | NA                        | NA                       | 8.5%                       | NA                    | NA                          |

This measure is under review. Data will be reported in the second quarter.

**Impact of Video Tele-Conference Technology on Transport Unit Costs per Transport:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | NA                         | NA                    | NA                          |

The data is being compiled and will be reported in the second quarter.

**Classification**

**Effects of Classification on Safety of Medium Security Facilities:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 80%                      | NA                        | NA                       | 80%                        | NA                    | NA                          |

Data will be reported in the second quarterly report.

**Incidents of Disruption per Inmate Classified:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 15%                        | NA                    | NA                          |

Data will be reported in the second quarterly report.

**Classification** (Cont'd)

**Disciplinary Hearing Appeals Sustained:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>4% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be reported in the second quarterly report.

**Number of Population (Matrix) Releases Booked on New Person-to-Person Crimes within 60 Days of Release:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>5% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be reported in the second quarterly report.

**Number of Days Population Cap was Exceeded:**

|                                |                                 |                                |                                 |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>0 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|---------------------------------|-----------------------------|-----------------------------------|

Data will be reported in the second quarterly report.

**Percentage of Inmates Matrix Released:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Data will be reported in the second quarterly report.

## Facility Counselors

### Offender Participation, Successful Completion and Rating of GED Testing:

| 1992-93       | 1993-94        | 1993          | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 1,408         | NA             | 1,712         | 1,750           | 405        | 1,220            |
| 89%           | NA             | 89%           | 88%             | 93%        | 90%              |
| NA            | NA             | NA            | NA              | 4.7        | 4.7              |

This measure is modified to include a participant survey to provide feedback to the program and indicate the quality of the services provided. Note that prior years' data was usually compiled on an calendar year basis.

### Participation in and Evaluation of Life Skills Group:

|                       | 1992          | 1993-94        | 1993          | 1994-95         | 1994-95    | 1994-95          |
|-----------------------|---------------|----------------|---------------|-----------------|------------|------------------|
|                       | <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| # Enrolled            | 4,145         | NA             | 4,049         | NA              | 1,365      | 4,500            |
| # Sessions            | 1,112         | NA             | 1,093         | NA              | 343        | 1,200            |
| Avg. Evaluation Score | NA            | NA             | NA            | NA              | 4.4        | 4.4              |

The measure is modified to include a participant survey to provide feedback to the program and indicate the quality of the services provided. Note that prior years' data was compiled on an calendar year basis.

### Enhancement of Facility Security Through Counseling Services:

|                    | 1992          | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|--------------------|---------------|----------------|---------------|-----------------|------------|------------------|
|                    | <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| Counselor Contacts | 33,042        | 30,880         | NA            | 32,424          | 8,688      | 32,500           |
| Suicides           | 0             | 1              | NA            | 0               | NA         | NA               |
| Assaults           | 76            | 86             | NA            | 81              | NA         | NA               |

The measure is modified to include the number of counselor contacts to compare to the incidents reported. Note that prior years' data was compiled on an calendar year basis.

### Percent of Inmates Involved in Community Corrections Programs:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 40%             | 41%        | 42%              |

The measure name is modified for the sake of clarity.

**Non-Custody Supervision**

**Percent of Successful Completions:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 79%                      | 79%                       | NA                       | 79%                        | 71%                   | 75%                         |

**Percent of Clients Arrested for New Crime While Under Supervision:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 3%                       | NA                        | NA                       | 3%                         | 1%                    | 2%                          |

**Savings from Non-Custody Supervision Programs:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | \$5,182,000                | \$1,302,483           | \$5,000,000                 |

This new measure demonstrates the savings of non-custody supervision over incarcerating pre-trial/pre-sentenced individuals when possible.

**Volunteer Programs (Corrections)**

**Citizens screened, trained and assisting inmates:**

|                                      | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------------------|--------------------------|---------------------------|-----------------------|----------------------------|-----------------------|-----------------------------|
| # Citizens newly trained             | 52                       | 44                        | NA                    | 50                         | 15                    | 40                          |
| # Active vols. (avg.)                | 141                      | 160                       | NA                    | 155                        | 153                   | 155                         |
| # Inmates part. in GED & Life Skills | 1,408*                   | 1,957*                    | 1,712*                | 2,211*                     | 1,365                 | 4,800                       |
| % Passing GED Tests                  | 89%                      | 89%                       | 86%                   | 88%                        | 91%                   | 92%                         |
| Training Evaluation Rating           | NA                       | NA                        | NA                    | NA                         | 4.5                   | 4.3                         |

This new measure reflects the vital work of the volunteer program within the Corrections Programs Division in enlarging and enhancing the work of the Counseling staff. [\* Data for previous years included only GED participation] Note that previous years' data was usually reported for the calendar year.

# Community Corrections

Administration

## Administrative Services

### Percent of Obligated Fees Paid:

|                                |                                 |   |                                   |                                |                                    |
|--------------------------------|---------------------------------|---|-----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>Unavailable | 1994-95<br><u>Budgeted</u><br>40% | 1994-95<br><u>YTD</u><br>43.7% | 1994-95<br><u>Estimated</u><br>45% |
|--------------------------------|---------------------------------|---|-----------------------------------|--------------------------------|------------------------------------|

## Program Development & Evaluation Management

### User Satisfaction (DCC Staff):

|                                |                                   |                                |                                    |                             |                                     |
|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>3.02 | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>3.25 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>3.25 |
|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|-----------------------------|-------------------------------------|

Survey results pending.

### Client Satisfaction:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey results pending.

## Probation Intake

Reduce Time Between Intake and Access to Probation Services:

|                                |                                 |                                       |   |                                  |  |
|--------------------------------|---------------------------------|---------------------------------------|---|----------------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>4-5 weeks | 1994-95<br><u>Budgeted</u><br>1-3 weeks | 1994-95<br><u>YTD</u><br>2 weeks | 1994-95<br><u>Estimated</u><br>2 weeks |
|--------------------------------|---------------------------------|---------------------------------------|---|----------------------------------|--|

## Presentence Investigation

Meet Due Dates for PSI Completion:

|                                |                                 |                                 |                                   |                              |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>95% | 1994-95<br><u>Budgeted</u><br>95% | 1994-95<br><u>YTD</u><br>96% | 1994-95<br><u>Estimated</u><br>96% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Evaluations

Reduce Days for Delivery of Evaluation:

|                                |                                 |                                       |  |                                    |  |
|--------------------------------|---------------------------------|---------------------------------------|--|------------------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>8-10 days | 1994-95<br><u>Budgeted</u><br>4-5 days | 1994-95<br><u>YTD</u><br>8-10 days | 1994-95<br><u>Estimated</u><br>8-10 days |
|--------------------------------|---------------------------------|---------------------------------------|--|------------------------------------|--|

We expect Target Cities program to reduce delays for delays for delivery of evaluation in the spring of 1995.

## Hearings

Reduce Parolees Relocated as a Percentage of Total Parolees:

|                                   |                                 |                                   |                                     |                                |                                      |
|-----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>24.9% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>19.6% | 1994-95<br><u>Budgeted</u><br>21.8% | 1994-95<br><u>YTD</u><br>11.9% | 1994-95<br><u>Estimated</u><br>21.8% |
|-----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|

Pending.

## Pretrial Services

### Increase Timeliness and Efficiency of Intake Interviews:

|                                  |                                 |                                  |                                    |                               |                                     |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>100% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

100% of eligible in-custody defendants interviewed before their initial court appearance. In 1993-94, 80% of interviews were completed within 3 hours of booking. In 1994-95 (YTD), 80% of interviews have been completed within 2.5 hours of booking.

### Reduce Failure to Appear Rate for Pretrial Release Supervision Program:

|                                 |                                 |                                 |                                   |                              |                                    |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>27% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>27% | 1994-95<br><u>Budgeted</u><br>22% | 1994-95<br><u>YTD</u><br>24% | 1994-95<br><u>Estimated</u><br>22% |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

# Community Corrections

# Client Support & Treatment Services

## Substance Abuse Services

### Successful Completions: Outpatient Treatment (Number and Percentage):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 161/48%                  | NA                        | 110/47%                  | 180/55%                    | NA                    | 180/55%                     |

Data for 1994-95 pending.

## Mental Health Services

### Successful Completion of Sex Offender Treatment (Number and Percentage):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 2/67%                    | NA                        | 17/77%                   | 17/60%                     | NA                    | 25/75%                      |

New contract treatment program for 1994-95. Completion date pending.

## Housing Services

### Successful Completion of Parole Transition Housing (Number/Percent):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 250/54%                  | NA                        | 346/57%                  | 275/58%                    | 75/63%                | 300/63%                     |

## Women's Service

### Percent of Program Participants Having Positive Birth Outcomes:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 40%                      | 40%                       | 87%                      | 45%                        | NA                    | 45%                         |

Current year data pending.

# Community Corrections

# Client Support & Treatment Services

## Women's Service (Cont'd)

### Percentage of Participants Reducing Drug and Alcohol Use During Case Management Services:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 70%                      | 70%                       | NA                       | 75%                        | NA                    | 75%                         |

No results available.

### Number of Families Who Will Increase the Length of Time Between Periods of Homelessness:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 5                        | 6                         | NA                       | 10                         | NA                    | 10                          |

Pending.

## Family Services

### Number of Families in DCC Marriage Counseling:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 192                      | 150                       | 160                      | 200                        | 43                    | 175                         |

### Number of Custody Evaluations:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 558                      | 600                       | 463                      | 500                        | 145                   | 580                         |

### Number of Family Mediation Sessions:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 1,442                    | 1,500                     | 1,552                    | 1,600                      | 520                   | 2,080                       |

# Community Corrections

# Client Support & Treatment Services

## Parole Transition Program

### Parole Officer Satisfaction:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>95% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>95% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey pending.

### Those Who Receive Service as a Percent of Those Who are Eligible:

|                                |                                 |                                  |                                   |                               |                                     |
|--------------------------------|---------------------------------|----------------------------------|-----------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>98% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|--------------------------------|---------------------------------|----------------------------------|-----------------------------------|-------------------------------|-------------------------------------|

1,280 eligible clients (all served) in 1993-94.

721 eligible clients (all served) YTD.

## Education & Vocational Services

### Percent of Those Advancing One Reading Level with 60 Hours of Instruction:

|                                |                                  |                                 |                                   |                             |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>65% | 1993-94<br><u>Actual</u><br>50% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>65% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

### Percent of Those Advancing One Math Level with 60 Hours of Instruction:

|                                |                                  |                                 |                                   |                             |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>65% | 1993-94<br><u>Actual</u><br>73% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

# Community Corrections

# Sanction Programs

## Alternative Community Services

**Increase Number of Hours Imposed for Parole/Probation Violators:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 85                       | NA                        | 1,929                    | 300                        | 1,389                 | 4,152                       |

**Increase Number of Community Service Hours Imposed by the Courts:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 296,677                  | NA                        | 377,534                  | 300,000                    | 117,103               | 351,309                     |

**Number of Volunteer Hours Provided by Clients:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 109,973                  | 120,000                   | 92,534                   | 130,000                    | 32,804                | 98,412                      |

## Work Release/DROP/Parole Violation Center Beds

**Decrease Percent of Program Clients Sentenced to Jail or Prison Within 6 Months of Program Completion:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 35%                        | NA                    | 35%                         |

New program. Results pending.

## Day Reporting Center

**Decrease Percent of Program Clients Testing Positive for Drug Use:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Pending.

# Community Corrections

# Sanction Programs

## Day Reporting Center (Cont'd)

Decrease Percent of Program Clients Sentenced to Jail or Prison Within 6 Months of Program Completion:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 50%                        | NA                    | 50%                         |

Pending.

## Forest Project

Increase Percent of Successful Program Completions:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 58%                      | 69%                       | 65%                      | 74%                        | 66%                   | 70%                         |

## Volunteer/Misdemeanor Program

Increase Number of Citizens Involved in Community Corrections Delivery:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 120                        | NA                    | 120                         |

New program. Results pending.

## Diversion & Deferred Sentencing Program

Domestic Violence Program Completion:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 57%                      | 60%                       | 45%                      | 70%                        | 57%                   | 60%                         |

# Community Corrections

# Sanction Programs

## Diversion & Deferred Sentencing Program (Cont'd)

### Domestic Violence Reduction in Those Completing the Program:

| 1992-93<br><u>Actual</u><br>93% | 1993-94<br><u>Adopted</u><br>93% | 1993-94<br><u>Actual</u><br>87.4% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>92.2% | 1994-95<br><u>Estimated</u><br>95% |
|---------------------------------|----------------------------------|-----------------------------------|------------------------------------|--------------------------------|------------------------------------|
|                                 |                                  |                                   |                                    |                                |                                    |

### Increase Successful Completion of Drug Diversion STOP (Number and Percentage):

| 1992-93<br><u>Actual</u><br>123/58% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>257/53% | 1994-95<br><u>Budgeted</u><br>225/65% | 1994-95<br><u>YTD</u><br>45/49% | 1994-95<br><u>Estimated</u><br>200/55% |
|-------------------------------------|---------------------------------|-------------------------------------|---------------------------------------|---------------------------------|--|
|                                     |                                 |                                     |                                       |                                 |  |

## Intensive Case Management

### Increase Percentage of Offenders Obtaining and/or Maintaining Full-Time Employment:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>From 4% to<br>15% | 1994-95<br><u>Estimated</u><br>From 4% to<br>20% |
|--------------------------------|---------------------------------|--------------------------------|--|--|--|
|                                |                                 |                                |  |  |  |

4% of referrals are employed full time when they began the program. 15% of clients obtained or maintained employment while in program.

### Increase Percentage of Offenders Whose Parole/Probation is Not Revoked Due to Technical Violations:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>71% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|--|------------------------------|------------------------------------|
|                                |                                 |                                |  |                              |                                    |

This represents the percentage of cases that were closed for other than technical revocations.

# Community Corrections

# Integrated Service Districts

## West District

### Percent of Eligible Clients Using Automated Behavior Monitoring:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Pending analysis by Oregon DOC.

### Increase Average Time Between Intake and Reoffense:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Pending analysis by Oregon DOC.

### Increase Percent of Positive Case Closures:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Pending analysis by Oregon DOC.

## Southeast District

### Increase Average Time Between Intake and Reoffense:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Pending analysis by Oregon DOC.

# Community Corrections

# Integrated Service Districts

## Southeast District (Cont'd)

### Increase Percent of Positive Case Closures:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Pending analysis by Oregon DOC.

## Mid County/East District

### Increased Community Corrections Presence with Neighborhoods:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 48                         | NA                    | 48                          |

Pending.

### Increase Average Time Between Intake and Reoffense:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Pending analysis by Oregon DOC.

### Increase Percent of Positive Case Closures:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Pending analysis by Oregon DOC.

# Community Corrections

# Integrated Service Districts

## North/Northeast District

### Increase Percent of Positive Case Closures of African-American Parolees:

|                                       |  |                                       |   |                                    |  |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|
| <u>1992-93</u><br><u>Actual</u><br>NA | <u>1993-94</u><br><u>Adopted</u><br>NA | <u>1993-94</u><br><u>Actual</u><br>NA | <u>1994-95</u><br><u>Budgeted</u><br>Being<br>Developed | <u>1994-95</u><br><u>YTD</u><br>NA | <u>1994-95</u><br><u>Estimated</u><br>NA |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|

### Increase Average Time Between Intake and Reoffense:

|                                       |  |                                       |   |                                    |  |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|
| <u>1992-93</u><br><u>Actual</u><br>NA | <u>1993-94</u><br><u>Adopted</u><br>NA | <u>1993-94</u><br><u>Actual</u><br>NA | <u>1994-95</u><br><u>Budgeted</u><br>Being<br>Developed | <u>1994-95</u><br><u>YTD</u><br>NA | <u>1994-95</u><br><u>Estimated</u><br>NA |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|

Pending analysis by Oregon DOC.

### Increase Percent of Positive Case Closures:

|                                       |  |                                       |   |                                    |  |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|
| <u>1992-93</u><br><u>Actual</u><br>NA | <u>1993-94</u><br><u>Adopted</u><br>NA | <u>1993-94</u><br><u>Actual</u><br>NA | <u>1994-95</u><br><u>Budgeted</u><br>Being<br>Developed | <u>1994-95</u><br><u>YTD</u><br>NA | <u>1994-95</u><br><u>Estimated</u><br>NA |
|---------------------------------------|--|---------------------------------------|---|------------------------------------|--|

Pending analysis by Oregon DOC.

**Felony Trial Teams**

**Gross Conviction Rate (Guilty Pleas or Trial/Total Cases):**

|         | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|---------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Overall | 99.0%                    | 98%                       | 98.0%                    | 99%                        | 99.0%                 | 99.0%                       |
| Unit A  | 99.3%                    | 99%                       | 98.4%                    | 99%                        | 98.8%                 | 99.0%                       |
| Unit B  | 99.2%                    | 99%                       | 99.4%                    | 99%                        | 99.1%                 | 99.0%                       |
| Unit C  | 97.7%                    | 98%                       | 96.8%                    | 99%                        | 99.1%                 | 99.0%                       |
| Unit D  | 95.8%                    | 95%                       | 93.9%                    | 96%                        | 92.7%                 | 96.0%                       |
| Gangs   | 97.2%                    | 96%                       | 97.0%                    | 97%                        | 97.0%                 | 97.0%                       |

**Civil Forfeiture Unit**

**Percent of Seizures Forfeited to the State:**

|                            | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|----------------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| % cases forfeited to State | 81%                      | 81%                       | 81%                      | 80 - 85%                   | 80%                   | 80%                         |
| Number of Forfeitures      | 920                      |                           | 547                      |                            | 114                   | 456                         |

Reduction in the numbers of forfeitures is due to a number of factors. The primary reasons are that some of the seizing agencies have reduced their staffs and that the types of cases have shifted to larger more complicated seizures which take longer to resolve.

**District Court Trial Unit**

The Percent of Cases Presented to the District Attorney's Office that were Issued:

|                 | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|-----------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Cases Reviewed  | 14,814                   | 18,260                    | 19,678                   | 18,000                     | 3,864                 | 15,460                      |
| Percent Issued  | 56.7%                    | 66.0%                     | 74.9%                    | 66%                        | 72.8%                 | 66.0%                       |
| Conviction Rate |                          |                           |                          |                            |                       |                             |
| Misdemeanors    | 97.7%                    |                           | 98.5%                    |                            | 98.0%                 | 98.0%                       |
| DUII            | 100.0%                   |                           | 96.7%                    |                            | 97.1%                 | 98.0%                       |
| Traffic         | 100.0%                   |                           | 98.7%                    |                            | 98.1%                 | 98.0%                       |

The variance in 1994-95 Budget to Projected is due to a number of charges being issued as Uniform Traffic Citations by officers. These cases no longer come to the District Attorney's Office.

The Conviction Rate Key Results are new. These were added for two reasons. First, they parallel the Felony Trial Teams' Key Result of Conviction Rate and second, the information has not been readily available in the past. The addition of the Office's new case tracking system, DACTS, has allowed the capture of this data.

**Neighborhood DA Program**

Number of Targeted Crime Problems Identified for Total Neighborhood DA Program:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 17                       | 20                        | NA                       | 20                         | NA                    |                             |

Two factors have limited our ability to obtain data on this key result. First, the expansion of the program has resulted in a challenge to accurately measure "success." It is clear that the program is popular with citizens, businesses and the police within the districts; furthermore, it is clear that many crime problems are being creatively solved by the program. As the program has expanded, the role of the attorneys has shifted and changed due to the unique situation in which they find themselves. The measurement of success has been a subject of discussion between our office and potential granting agencies who are interested in expanding the program. The discussions are ongoing.

Second, the more practical problem concerns how one defines crime problem. Is it just one incident of criminality (such as drug deals in a park)? Is it crime prevention (such as working with the Trailblazers on crime prevention strategies surrounding the new Rose Garden Arena)? Is it developing a faster way to report crime within a neighborhood? These, and many other questions, are being asked within the District Attorney's Office as this program grows and matures.

**Juvenile Court Trial**

**Median Length of Time Between the Date Dependency Petition Filed and the Date of Disposition:**

|                                |                                 |                                     |                                  |                                  |  |
|--------------------------------|---------------------------------|-------------------------------------|----------------------------------|----------------------------------|--|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>50 days | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>43 days | 1994-95<br><u>Estimated</u><br>47 days |
|--------------------------------|---------------------------------|-------------------------------------|----------------------------------|----------------------------------|--|

No figures were budgeted for this key result. We have recently identified a reliable source of data and will utilize it for data gathering.

**Delinquency Cases Reviewed:**

|                                |                                 |                                   |                                  |                              |                                      |
|--------------------------------|---------------------------------|-----------------------------------|----------------------------------|------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>1,597 | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>875 | 1994-95<br><u>Estimated</u><br>3,500 |
|--------------------------------|---------------------------------|-----------------------------------|----------------------------------|------------------------------|--------------------------------------|

The 1993-94 Actual figure only contains six months of data. The referral tracking system, DARTS, was brought on line January, 1994.

**Domestic Violence**

**Percent of Cases Issued:**

|                                 |                                  |                                   |                                   |                                |                                      |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>19% | 1993-94<br><u>Adopted</u><br>20% | 1993-94<br><u>Actual</u><br>35.8% | 1994-95<br><u>Budgeted</u><br>27% | 1994-95<br><u>YTD</u><br>37.6% | 1994-95<br><u>Estimated</u><br>27.0% |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|--------------------------------|--------------------------------------|

**Percent of Defendants Accepted in Treatment and Diversion Program:**

|                                 |                                  |                                   |                                   |                                |                                    |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|--------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>58% | 1993-94<br><u>Adopted</u><br>63% | 1993-94<br><u>Actual</u><br>58.8% | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>49.7% | 1994-95<br><u>Estimated</u><br>50% |
|---------------------------------|----------------------------------|-----------------------------------|-----------------------------------|--------------------------------|------------------------------------|

## Victim's Assistance

### Number of Reported Sexual Assaults Responded to by Victim Advocates:

|                                 |                                    |                                 |                                     |                              |                                    |
|---------------------------------|------------------------------------|---------------------------------|-------------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>934 | 1993-94<br><u>Adopted</u><br>1,005 | 1993-94<br><u>Actual</u><br>944 | 1994-95<br><u>Budgeted</u><br>1,000 | 1994-95<br><u>YTD</u><br>181 | 1994-95<br><u>Estimated</u><br>900 |
|---------------------------------|------------------------------------|---------------------------------|-------------------------------------|------------------------------|------------------------------------|

It is unclear why the numbers are reduced. The types of calls responded to by victim advocates has changed. Rape and sexual assaults by unknown assailants have seemed to decrease while those attacks by assailants known by the victim have increased.

### Percent of Sexual Assaults Responded to Within an Hour:

|                                  |                                   |                                  |                                    |                               |                                     |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>100% | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

## Child Abuse Team

### Number of Cases Reviewed:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Due to the multijurisdictional nature of this program key result data is difficult to come by. Each program, while operationally working side by side, has a separate and distinct data collection mechanism which is geared toward the completion of their portion of the team's mission. It is important for the key result to reflect the team's mission and the DA's contribution toward that mission. This key result is being studied.

### Ratio of Children to Reviewed Cases:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

## Child Support Enforcement

### Amount of Child Support Collected per Non-AFDC Caseload:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$2,191                  | \$2,411                   | \$2,294                  | \$2,500                    | \$585                 | \$2,205                     |

The caseloads have gone up which has forced down the average per child amounts. Part of this increase is due to community outreach. Actual collections are higher in January through June because of income tax intercepts.

### Dollars of Child Support Collected per Dollar of Administrative Expense:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$12.28                  | \$12.65                   | \$12.77                  | \$12.80                    | \$15.61               | \$11.92                     |

The Estimated figure is lower than budgeted due to higher administrative costs attributable to a new computer system.



**Central Borrowers' Services**

**Cost Per Item Checked Out:**

|                                |                                 |                                    |                                      |                                 |                                       |
|--------------------------------|---------------------------------|------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>\$0.87 | 1994-95<br><u>Budgeted</u><br>\$0.79 | 1994-95<br><u>YTD</u><br>\$0.98 | 1994-95<br><u>Estimated</u><br>\$0.98 |
|--------------------------------|---------------------------------|------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|

The 94-95 figures are higher because of the closure of the Central Library for a month.

**Items Checked Out Per Capita:**

|                                  |                                 |                                  |                                    |                              |                                     |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>2.55 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>2.40 | 1994-95<br><u>Budgeted</u><br>2.80 | 1994-95<br><u>YTD</u><br>.56 | 1994-95<br><u>Estimated</u><br>2.03 |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|------------------------------|-------------------------------------|

The 94-95 figures are lower because of the closure of the Central Library for a month.

**Items Checked Out Per Hour Open:**

|                                 |                                 |                                 |                                   |                              |                                    |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>485 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>482 | 1994-95<br><u>Budgeted</u><br>534 | 1994-95<br><u>YTD</u><br>434 | 1994-95<br><u>Estimated</u><br>434 |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

The 94-95 figures are lower because of the closure of the Central Library for a month.

**Turnover Rate:**

|                                |                                 |                                  |                                    |                              |                                     |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>2.04 | 1994-95<br><u>Budgeted</u><br>1.75 | 1994-95<br><u>YTD</u><br>.47 | 1994-95<br><u>Estimated</u><br>1.73 |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|------------------------------|-------------------------------------|

The 94-95 figures are lower because of the closure of the Central Library for a month.

**Central Reference Services**

**Reference Transactions Per Capita:**

|                                 |                                 |                                 |                                   |                              |                                    |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>.59 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>.64 | 1994-95<br><u>Budgeted</u><br>.63 | 1994-95<br><u>YTD</u><br>.47 | 1994-95<br><u>Estimated</u><br>.47 |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

The 94-95 figures are lower because of the closure of the Central Library for a month.

**Central Reference Services** (Cont'd)**Reference Completion Rate:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 81.2%                    | 79%                        | NA                    | 79%                         |

A survey will be conducted in April 1995.

**In-Library Materials Use Per Capita:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 1.98                     | 1.9                        | NA                    | 1.9                         |

A survey will be conducted in April 1995. The 94-95 figures are lower because of the closure of the Central Library for a month.

**Central Library Cost Per Reference Transaction:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | \$1.84                   | \$2.35                     | \$1.75                | \$1.75                      |

**Children's and Popular Library****Program Attendance as Percent of Seating Capacity:**

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 86%                      | NA                        | 123%                     | 86%                        | NA                    | NA*                         |

Program attendance for 93-94 was above estimated capacity because additional space for programs was used for programs in Popular Library for book discussions, author lectures, etc.

\* There will be no meeting rooms at TransCentral Library.

**Children's and Popular Library** (Cont'd)

**Reader's Advisory Completion Rate:**

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>67% | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

A survey will be conducted in April 1995.

**Percent of Library Browsers Who Find Something to Check Out (Browser Fill Rate):**

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>88% | 1994-95<br><u>Budgeted</u><br>87% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

A survey will be conducted in April 1995.

## Large Branch Libraries

### Children's Program Attendance as a Percent of Seating Capacity:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 85%           | NA             | 100%          | 100%            | 100%       | 100%             |

### Percent of Browsers Who Find Something To Check Out (Browser Fill Rate):

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 93%           | 94%             | NA         | 94%              |

A survey will be conducted in April 1995.

### Items Checked Out Per Capita:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 2.78          | NA             | 2.80          | 3.06            | NA         | 2.9              |

### Cost Per Item Checked Out:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$.32*        | NA             | \$.46         | \$.34*          | NA         | \$.47            |

\* These figures were calculated using a formula that did not include fringe benefits and insurance costs or equipment/supplies costs.

### Large Branch Libraries Turnover Rate:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 7.61          | NA             | 7.98          | 7.83            | NA         | 8.0              |

**Medium Branch Libraries****Children's Program Attendance as a Percent of Seating Capacity:**

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 85%           | NA             | 100%          | 100%            | 100%       | 100%             |

**Percent of Browsers Who Find Something To Check Out (Browser Fill Rate):**

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 92%           | 94%             | NA         | 93%              |

A survey will be conducted in April 1995.

**Items Checked Out Per Capita:**

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 4.06          | NA             | 4.31          | 4.56            | NA         | 4.56             |

**Cost Per Item Checked Out:**

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$ .38*       | NA             | \$ .54        | \$ .40*         | NA         | \$ .55           |

\* These figures were calculated using a formula that did not include fringe benefits, insurance costs, or equipment/supplies costs.

**Medium Branch Libraries Turnover Rate:**

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 6.10          | NA             | 7.07          | 6.28            | NA         | 7.1              |

## Small Branch Libraries

### Children's Program Attendance as a Percent of Seating Capacity:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 85%           | NA             | 100%          | 100%            | 100%       | 100%             |

### Percent of Browsers Who Find Something To Check Out (Browser Fill Rate):

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 96.2%         | 96%             | NA         | 96.2%            |

A survey will be conducted in April of 1995.

### Items Checked Out Per Capita:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| .37           | NA             | .42           | .43             | NA         | .43              |

### Cost Per Item Checked Out:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$.48*        | NA             | \$.67         | \$.52*          | NA         | \$.69            |

\* These figures were calculated using a formula that did not include fringe benefits, insurance costs or equipment/supplies costs.

### Small Branch Libraries Turnover Rate:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 5.01          | NA             | 5.86          | 5.15            | NA         | 5.15             |

**The Library Collection****Percent of Patrons Who Find the Subject and Author They Want (Subject and Author Fill Rate):**

|                                |                                 |                                   |                                   |                             |                                    |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>69.3% | 1994-95<br><u>Budgeted</u><br>70% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>70% |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

A survey will be conducted in the Spring of 1995.

**Percent of Patrons Who Find the Title They Want (Title Fill Rate):**

|                                |                                 |                                   |                                   |                             |                                    |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>65.3% | 1994-95<br><u>Budgeted</u><br>63% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>63% |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

A survey will be conducted in the Spring of 1995.

**Library Collection Turnover Rate:**

|                                 |                                 |                                  |                                   |                             |                                    |
|---------------------------------|---------------------------------|----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>4.9 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>5.38 | 1994-95<br><u>Budgeted</u><br>6.0 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>6.0 |
|---------------------------------|---------------------------------|----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

**Technical Services****Percent of Materials Processed Within 30 Days:**

|                                |                                 |                                    |                                     |                              |                                    |
|--------------------------------|---------------------------------|------------------------------------|-------------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>90.42% | 1994-95<br><u>Budgeted</u><br>90.0% | 1994-95<br><u>YTD</u><br>92% | 1994-95<br><u>Estimated</u><br>92% |
|--------------------------------|---------------------------------|------------------------------------|-------------------------------------|------------------------------|------------------------------------|

**Percent of High Demand Materials Processed Within 4\* Days:**

|                                |                                 |                                  |                                    |                               |                                     |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>100% |
|--------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

\* We have changed this Key Result to read "... processed within 4 days ..." instead of 5, to better reflect how long it actually takes to process high demand materials (and to give us something to work toward).

**Administrative Services and Distribution****Percent of Books/Mail Deliveries That Arrive According to Schedule:**

|                                |                                 |                                   |                                   |                             |                                    |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>90.5% | 1994-95<br><u>Budgeted</u><br>92% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>92% |
|--------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The two-week tabulation of delivery times will be conducted the end of November 1994.

**Library Staff Satisfaction With Internal Support Services:**

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>4.8 | 1994-95<br><u>Budgeted</u><br>5.0 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>4.9 |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The survey will be conducted January 1995.

**Cost Per Library Item Delivered:**

|                                |                                 |                                  |                                      |                             |                                     |
|--------------------------------|---------------------------------|----------------------------------|--------------------------------------|-----------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>.029 | 1994-95<br><u>Budgeted</u><br>\$.029 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>.029 |
|--------------------------------|---------------------------------|----------------------------------|--------------------------------------|-----------------------------|-------------------------------------|

**Entrepreneurial Activities****Percentage of Satisfied Title Wave Bookstore Customers:**

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>99% | 1994-95<br><u>Budgeted</u><br>99% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>99% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
|                                |                                 |                                 |                                   |                             |                                    |

**Entrepreneurial Revenues Net of Direct Costs:**

| 1992-93<br><u>Actual</u><br>\$165,821 | 1993-94<br><u>Adopted</u><br>\$156,854 | 1993-94<br><u>Actual</u><br>\$186,728 | 1994-95<br><u>Budgeted</u><br>\$154,588 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>\$173,622 |
|---------------------------------------|--|---------------------------------------|---|-----------------------------|--|
|                                       |  |                                       |   |                             |  |

**Volunteer Services****Percent Change in Volunteer Hours:**

| 1992-93<br><u>Actual</u><br>8%<br>(31,347 hrs) | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>0.18%<br>(31,403 hrs) | 1994-95<br><u>Budgeted</u><br>20.78%<br>(37,929 hrs) | 1994-95<br><u>YTD</u><br>18.80%<br>(9,333 hrs) | 1994-95<br><u>Estimated</u><br>15.00%<br>(36,113 hrs) |
|--|---------------------------------|---|--|--|---|
|  |                                 |   |  |  |   |

**Systemwide Borrowers' Services****Telephone Renewal Circulation per Capita:**

| 1992-93<br><u>Actual</u><br>1.49 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>1.89 | 1994-95<br><u>Budgeted</u><br>1.72 | 1994-95<br><u>YTD</u><br>2.02 | 1994-95<br><u>Estimated</u><br>2.02 |
|----------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
|                                  |                                 |                                  |                                    |                               |                                     |

**Cost Per Telephone Renewal:**

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>\$0.11 | 1994-95<br><u>Budgeted</u><br>\$0.13 | 1994-95<br><u>YTD</u><br>\$0.10 | 1994-95<br><u>Estimated</u><br>\$0.10 |
|--------------------------------|---------------------------------|------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|
|                                |                                 |                                    |                                      |                                 |                                       |

**Systemwide Borrowers' Services** (Cont'd)**Percent of Reserved Materials Delivered to Patrons Within 7 Days:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 58.3%         | 55%             | NA         | 55%              |

The one-week sample survey will be conducted in April 1995.

**Cost Per Patron Contact For Overdue Materials:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$.42         | NA             | \$.16         | \$.11           | NA         | \$.15            |

**Systemwide Reference Services****Telephone Reference Completion Rate:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 75.7%         | 75%             | NA         | 75%              |

**Percent of Interlibrary Loan Documents Delivered to Patrons Within 30 Days:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 78.7%         | 80%             | NA         | 80%              |

The one-month survey of interlibrary loan requests will be conducted in the Spring of 1995.

**Automation Services****Dynix Uptime for Public:**

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 99%           | NA             | 99%           | 99.8%           | NA         | 98%*             |

\* Dyna uptime will decrease because we estimate the computer will be down for one week during the move of Central Library.

# Library

## Systemwide Public Services

### Automation Services (Cont'd)

#### Library's Cost Per Dialup Access:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| \$ .018       | NA             | \$ .03        | \$ .015         | NA         | \$ .07           |

#### Percent of Library Collection Available Via Dynix:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 78%           | NA             | 93.4%         | 90%             | NA         | 97%              |

### Communication with the Public

#### Print Shop Production Average Turnaround Time:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 5.34 days     | 3.7 days        | 8.12 days  | 9 days           |

The Library printshop printed 3,088,440 items in 1993-94 and vended 2,147,600. Of these, 46.8 percent were delivered before the client's requested delivery date, 43.4 percent were delivered on the requested date, and 9.8 percent were delivered after the first requested date. We are considering changing this key result to read, "Percent of Printshop Production Delivered on or Ahead of Schedule."

#### Percent of Patrons Who Rate Library Publications Useful:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | 60%           | 70%             | NA         | 70%              |

The annual survey will be conducted in Spring 1995.

# Library

# Systemwide Public Services

## Communication with the Public (Cont'd)

### Newspaper Inches Per News Release/Press Contact:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 21                       | NA                        | 18.84                    | 23                         | 30.08*                | 25                          |

- \* The Oregonian and Multnomah County Library were rated #2 in the nation in a May 1994 study that measured the amount of newspaper lineage devoted to libraries. The study, which surveyed 52 libraries/newspapers in major U.S. cities, included such newspapers/cities as The Chicago Tribune, The Philadelphia Inquirer, The Miami Herald, The San Francisco Chronicle, and The Boston Globe. First on the list was The Los Angeles Times.

## Services for Target Populations

### Cost Per Patron Served by Outreach Services:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$4.59/<br>78,840        | \$4.86/<br>78,840         | \$4.35/<br>86,394        | \$5.10/<br>78,840          | NA                    | \$4.61/<br>86,394           |

- \* Actual LOS budget for FY 92-93 was \$291,970 - \$3.70 per patron - but costs for LOS facilities, telephones and fleet were budgeted in Support Services that year. The figure of \$4.59 is a projection cost per patron had those funds been budgeted in LOS.

### Percent of Day Care Centers Served by Library Day Care Services:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 30%                      | 26%                       | 26%                      | 60%                        | 40%                   | 50%*                        |

- \* The number of day care centers in Multnomah County will be more than the estimated 250. We will serve 150.

### Number of Contacts With Children and Teens Through Specially Targeted Programs Outside of the Library:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 35,090                   | NA                        | 45,200                   | 50,000                     | 16,200                | 50,000                      |

**Services for Target Populations** (Cont'd)

**Number of Contacts With Teens Through Specially Targeted Library Programs Held in Libraries:**

|                                   |                                 |                                   |                                      |                                |                                       |
|-----------------------------------|---------------------------------|-----------------------------------|--------------------------------------|--------------------------------|---------------------------------------|
| 1992-93<br><u>Actual</u><br>6,000 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>8,100 | 1994-95<br><u>Budgeted</u><br>10,000 | 1994-95<br><u>YTD</u><br>2,438 | 1994-95<br><u>Estimated</u><br>10,000 |
|-----------------------------------|---------------------------------|-----------------------------------|--------------------------------------|--------------------------------|---------------------------------------|



# Environmental Services

Director's Office

## County Fair

### Operational Revenue as a Percentage of Operational Expenditures:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 56%           | 65%            | 57%           | 94%             | 58%        | 63%              |

Expenditures were higher than anticipated and revenues were lower — specifically Booth Rentals.

# Environmental Services

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## Land Use Planning

### Percentage of Rural Area Within Rural Area Plans:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 0%                       | 65%                        | 0%                    | 14%                         |

We believe that the FY94-95 estimated percentage will be 14% due to the extended LCDC remand order work program and loss of key staff.

### Percentage of Zoning Violation Complaints Processed Within 45 Working Days:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 95%                        | NA                    | NA                          |

This measure is under review.

### Percentage of Hearing Participants Satisfied with the Land Use Hearing Process:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 75%                        | NA                    | 75%                         |

Data is being collected.

## Facilities Maintenance

Percent of Customers Rating Performance as "Satisfactory" or "Outstanding":

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 98.7%                    | 99%                       | 97.7%                    | 99%                        | 99.53%                | 99.0%                       |

The FY94-95 YTD percentage is based on data collected through October 1994.

Cost to Maintain County Facilities Per Square Foot:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Data on this measure is not available at this time. The automated cost tracking system is expected to be on-line December 1994. Data will be available once the system is up and running.

Emergency Response Time:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | NA                    | NA                          |

Data not available at this time. The automated cost tracking system is expected to be on-line December 1994. Data will be available once the system is up and running.

## Facilities Custodial

Percent of Customers Rating Service "Good" or Better:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 21.1%                    | Being<br>Developed         | 27.4%                 | NA                          |

Survey results are based on a general survey sent out by Facilities Management in 1994. A focused Custodial survey is being developed to collect specific data for this measure.

# Environmental Services

# Facilities & Property Management

## Facilities Custodial (Cont'd)

### Percent of Waste Recycled:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | Being Developed | NA         | NA               |

Recycling data is being collected: FY93-94 Actuals = 417.3 tons.  
FY94-95 Estimated = 450 tons.

This Percent of Waste Recycled measurement is still under development.

### Custodial Cost Per Square Foot:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | .83¢/ft       | .87¢/ft.        | .93¢/ft    | NA               |

Costs have increased due to increased service to the Library, and the addition of four new buildings.

## Property Management

### Occupancy Rate of County-owned Facilities:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 96.87%        | 95.0%          | 96.6%         | 96.25%          | 96.8%      | 98.4%            |

This measure excludes Libraries and facilities primarily used for detention.

### Cost to Rent Facilities:

| 1992-93                | 1993-94                | 1993-94               | 1994-95                | 1994-95               | 1994-95               |
|------------------------|------------------------|-----------------------|------------------------|-----------------------|-----------------------|
| <u>Actual</u>          | <u>Adopted</u>         | <u>Actual</u>         | <u>Budgeted</u>        | <u>YTD</u>            | <u>Estimated</u>      |
| \$10.21<br>per sq. ft. | \$10.62<br>per sq. ft. | \$9.09<br>per sq. ft. | \$11.04<br>per sq. ft. | \$9.09<br>per sq. ft. | \$8.11<br>per sq. ft. |

# Environmental Services

# Facilities & Property Management

## Property Management (Cont'd):

### County-leased Facilities Space per Occupant:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 381 sq. ft.              | 400 sq. ft.               | 299 sq. ft.              | 390 sq. ft.                | 302 sq. ft.           | 303 sq. ft.                 |

Libraries and other non-office facilities excluded from occupancy figures (include in earlier measures). Measurement has been converted from gross square feet per occupant to rentable square feet per occupant, in accordance with standards used for the Facility Space Allocation Report.

### Rental Revenue of Owned Facilities:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$8.76/<br>sq. ft.       | \$9.11/<br>sq. ft.        | \$9.36<br>sq. ft.        | \$9.48<br>sq. ft.          | \$9.48<br>sq. ft.     | \$9.80<br>sq. ft.           |

## Tax Title Land Sales

### Cost per Parcel of Tax Title Real Property Maintenance:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$235.96                 | \$238.00                  | \$209.88                 | \$247.50                   | \$287.44              | \$300.00                    |

## Capital Improvements

### Project Management Cost as a Percentage of Total Project Costs:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 0.9%                     | 0.5%                      | 2.8%                     | 0.9%                       | NA                    | 1.3%                        |

### Comparison of Final Project Cost to Contract Award Price:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 1.09%                    | 1.05%                     | NA                       | 1.09%                      | NA                    | NA                          |

Projects will not be complete until later in the year —several are multiple year projects. Individual results are highly variable.

## Capital Improvements (Cont'd)

### Percentage of County-owned Buildings Accessible According to ADA Requirements:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | 0%             | NA            | 20%             | 0%         | NA               |

First priority ADA work will be completed in the fourth quarter. This represents about 20% of the total ADA work. However, no building will be completely in compliance until second priority work is done in FY95-96.

# Environmental Services

Animal Control

## Division Mgmt. & Community Ed.

### Revenues Generated vs. Operational Program Costs:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 40.0%         | 50.0%          | 54.3%         | 50.0%           | 55.9%      | 51.0%            |

FY 1994-95 Year to date is calculated for the first two months of the fiscal year.

### Percentage of Customers that Rate Services "Good" or Better:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 0.0%          | 0.0%           | 0.0%          | 75.0%           | NA         | NA               |

The Division's Customer Service Survey is being developed at this time.

### Alternative/Volunteer Labor Hours:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 1,250         | 0.0            | 3,852         | 2,000           | 2,000      | 4,000            |

## Field Services

### Percentage of Emergency Responses in Less Than 30 Minutes:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 95.0%           | 95.0%      | 95.5%            |

### Percentage of Problem Calls That Repeat Within One Year:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 25%             | 5.0%       | 30.0%            |

Data includes repeated cases that are proven unfounded.

## Animal Care

**Percentage of Live Dogs Reunited with Owner/Adopted into New Homes:**

|                                   |                                    |                                   |                                     |                                |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>48.8% | 1993-94<br><u>Adopted</u><br>49.0% | 1993-94<br><u>Actual</u><br>60.0% | 1994-95<br><u>Budgeted</u><br>50.0% | 1994-95<br><u>YTD</u><br>52.5% | 1994-95<br><u>Estimated</u><br>60.0% |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|

**Percentage of Live Cats Reunited with Owner/Adopted into New Homes:**

|                                   |                                    |                                   |                                     |                               |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>15.8% | 1993-94<br><u>Adopted</u><br>18.0% | 1993-94<br><u>Actual</u><br>18.3% | 1994-95<br><u>Budgeted</u><br>20.0% | 1994-95<br><u>YTD</u><br>20.2 | 1994-95<br><u>Estimated</u><br>21.0% |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-------------------------------|--------------------------------------|

## Pet Licensing

**Percentage Increase in Annual Number of Pet Licenses Sold:**

|                                   |                                    |                                   |                                     |                                |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>11.8% | 1993-94<br><u>Adopted</u><br>15.0% | 1993-94<br><u>Actual</u><br>33.0% | 1994-95<br><u>Budgeted</u><br>18.0% | 1994-95<br><u>YTD</u><br>10.0% | 1994-95<br><u>Estimated</u><br>10.0% |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|

# Environmental Services

FREDS

## Fleet Services

### Average Charge per Mile to User (Subcompact Sedan):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$ .345                  | \$ .345                   | \$ .362                  | \$ .353                    | \$ .370               | \$ .365                     |

The FY94-95 year to date average charge is based on data collected through September 30, 1994.

### Percentage of Vehicle Downtime (Subcompact Sedan):

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 4.0%                     | 4.0%                      | 3.0%                     | 3.8%                       | 3.2%                  | 3.5%                        |

### Motor Pool Vehicle Availability:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 99.9%                    | 99.5%                      | 99.9%                 | 99.9%                       |

## Records

### On-time Retrieval Percentage:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | 80.0%                     | 88.0%                    | 80.0%                      | 95.5%                 | 88.0%                       |

### Average Unit Cost per Record Action:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$1.41                   | \$1.58                    | \$1.11                   | \$1.35                     | \$1.53                | \$1.35                      |

The filling of a 0.5 FTE Office Assistant 1 position in September should result in less record actions being performed by the Records Administrator. This should reduce the average unit cost for the rest of the year.

# Environmental Services

FREDS

## Electronics

### Time to Return to Service - Critical Detention Electronic Equipment:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 65 min.                  | 90 min.                    | 79 min.               | 85 min.                     |

### Percentage of Budget that is Revenue from Other Governments:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 13.7%                    | 9.7%                      | 10.7%                    | 10.6%                      | 10.9%                 | 11.0%                       |

### Average Maintenance Cost per Portable Radio:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$58.75                  | \$58.75                   | \$38.67                  | \$57.20                    | \$34.96               | \$50.00                     |

## Distribution Services

### Percentage of U.S. Mail Receiving Postage Discounts:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 93.8%                    | 90%                        | 93.0%                 | 93.0%                       |

### Customer Satisfaction with Interoffice Mail Delivery:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 4.12                     | 4.20                       | NA                    | 4.2                         |

The annual "Customer Satisfaction Survey" will not be done until the Spring of 1995.

## Program Development & Planning

Percentage of Planning Milestones Achieved as Scheduled:

|                                |                                   |                                  |                                    |                                      |                                     |
|--------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>On schedule | 1994-95<br><u>Estimated</u><br>100% |
|--------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|

## Right of Way Administration

Right of Way Permits Turnaround Time:

|                                    |                                     |                                    |                                      |                                 |                                       |
|------------------------------------|-------------------------------------|------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|
| 1992-93<br><u>Actual</u><br>7 days | 1993-94<br><u>Adopted</u><br>5 days | 1993-94<br><u>Actual</u><br>5 days | 1994-95<br><u>Budgeted</u><br>3 days | 1994-95<br><u>YTD</u><br>3 days | 1994-95<br><u>Estimated</u><br>3 days |
|------------------------------------|-------------------------------------|------------------------------------|--------------------------------------|---------------------------------|---------------------------------------|

FY93-94 Adopted turnaround time met 90% of the time.

FY94-95 YTD Turnaround time met 80% of the time.

## Water Quality Management

Percentage of Legally Mandated Milestones and Deliverables Achieved on Time:

|                                  |                                   |                                  |                                    |                                      |                                     |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>100% | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>On schedule | 1994-95<br><u>Estimated</u><br>100% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|

## County Surveyor

Plat Review and Approval Turnaround Time:

|                                     |                                      |                                     |                                       |                                  |  |
|-------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|----------------------------------|--|
| 1992-93<br><u>Actual</u><br>25 days | 1993-94<br><u>Adopted</u><br>30 days | 1993-94<br><u>Actual</u><br>25 days | 1994-95<br><u>Budgeted</u><br>20 days | 1994-95<br><u>YTD</u><br>25 days | 1994-95<br><u>Estimated</u><br>25 days |
|-------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|----------------------------------|--|

A more achievable goal for FY94-95 is 25 days.

Comparison of Revenue Generated to Program Costs:

|                                  |                                   |                                  |                                    |                                      |                                     |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>100% | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>On schedule | 1994-95<br><u>Estimated</u><br>100% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|

# Environmental Services

Transportation Division

## Road Maintenance

Percentage of Major Annual Maintenance Program Goals Achieved During Fiscal Year:

|                                  |                                   |                                  |                                    |                                      |                                     |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>100% | 1993-94<br><u>Adopted</u><br>100% | 1993-94<br><u>Actual</u><br>100% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>On schedule | 1994-95<br><u>Estimated</u><br>100% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|--------------------------------------|-------------------------------------|

## Traffic Signs & Signals

Percentage of Intersection with Improved Level of Service (Degree of Delay):

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>0% | 1993-94<br><u>Adopted</u><br>3% | 1993-94<br><u>Actual</u><br>2% | 1994-95<br><u>Budgeted</u><br>1% | 1994-95<br><u>YTD</u><br>2% | 1994-95<br><u>Estimated</u><br>3% |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

Percentage of Identified Safety Improvements Implemented:

|                                 |                                 |                                 |                                   |                              |                                    |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>59% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>77% | 1994-95<br><u>Budgeted</u><br>59% | 1994-95<br><u>YTD</u><br>61% | 1994-95<br><u>Estimated</u><br>60% |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Bridge Operations

Percentage of Scheduled Preventative Maintenance Program Completed:

|                                |                                 |                                 |                                   |                              |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>87% | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>92% | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Technical Support

### Tax Rate Extension Reconciliation Error Percentage:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| <.01                     | <.01                      | <.01                     | <.01                       | <.01                  | <.01                        |

Tax rate extension was calculated in October and it was 100%

## Records Management

### Days Required to Review Documents and Identify Title Changes:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 65                       | 40                        | 40                       | 40                         | 40                    | 40                          |

## Appraisal Support

### Percent of Application for Exemption Processed Within Time Frame Prescribed by Oregon Statutes:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 100%                     | 100%                      | 100%                     | 100%                       | 100%                  | 100%                        |

## Residential Appraisals

### Percentage of Accounts Appraised Within Six-Year Appraisal Cycle:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 83.4%                    | 98.2%                     | 98.2%                    | 98.2%                      | 96.0%                 | NA                          |

This figure represents the percent of planned appraisals for the FY94-95 tax year. Completion of appraisal occurs in August - September. The percent is slightly less than projected, because some appraisal staff were diverted to assist the Board of Equalization. This will occur this year, also. However, we increased our staff to meet this demand. Figures for FY95-96 are not available at this time—as we have only begun our appraisal set-up process.

## Commercial/Industrial Appraisal

Percentage of Accounts Appraised Within Six-Year Appraisal Cycle:

|              | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Land         | 82.9%                    | 77.2%                     | 75.1%                    | 79.9%                      | NA                    | NA                          |
| Improvements | 80.4%                    | 74.6%                     | 75.1%                    | 78.0%                      | NA                    | NA                          |

## Personal Property Appraisals

Percentage of All Discovered Taxable Personal Property Valued Annually:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 99.1%                    | 99.5%                     | 99.5%                    | 99.5%                      | 79.5%                 | NA                          |

This number reflects the percentage of accounts valued during the first quarter of FY95-96. The process will be completed when all late filed accounts are processed — by the end of the 4th quarter of FY94-95.

## Tax Collections

Percentage of Tax Payments Processed and Deposited Daily:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 99.9%                    | 99.9%                     | 99.9%                    | 99.9%                      | NA                    | NA                          |

Tax bills are in the process of being mailed. Accurate data on our processing and deposits will be available for the next report.

## Board of Equalization

Percentage of Valid Tax Petitions Processed Within Mandated Time Frame:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 100%                     | 100%                      | 100%                     | 100%                       | NA                    | NA                          |

The year to date reflects petitions filed and processed with the Board of Ratio Review (July filing date). No data is available on the Board of Equalization filing as that work is in process.

# Environmental Services

# Assessment & Taxation

## Document Recording Services

Percentage of Documents Recorded Within Statutory Time Frame:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 100%          | 80%            | 100%          | 100%            | 100%       | 100%             |

## Licenses and Passports

Percentage Reduction in Cost of Processing Marriage Licenses and Passports:

| 1992-93       | 1993-94        | 1993-94       | 1994-95            | 1994-95    | 1994-95          |
|---------------|----------------|---------------|--------------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u>    | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | Being<br>Developed | NA         | NA               |

Measure is being developed.

## Tax Title A&T

Percentage of Marketable Foreclosed Properties Sold or Transferred Within Established Time Frames:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 93%           | 95%            | 95%           | 95%             | NA         | NA               |

Properties have just been deeded to Multnomah County and are not available for sale or disposal at this time. There should be data in second or third quarter.

## Elections

### Voter Registrations Updated:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 0                        | 0                         | 32,704                   | 40,000                     | 10,600                | 40,000                      |

### Percentage of Precincts Accessible to Persons with Disabilities:

Change in Key Result Title:

### Percentage of Precincts Accessible and Useable by Persons with Disabilities.

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 78.4%                    | 78.4%                     | 79.6%                    | 82.0%                      | 80.1%                 | 80.1%                       |

## Applications Maintenance

Percentage of Customers Who Agree ISD Provides a Quality Service:

|                                |                                 |                                |                                     |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|-------------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>67.7% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|-------------------------------------|-----------------------------|-----------------------------------|

Customer Survey will be done by the end of the year.

Actual Time to Complete Customer Initiated Work Requests Compared to Estimated Time to Complete:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Currently developing reports and data entry edits to capture and report versus actual variance.

## Applications Development

Actual Time to Complete Customer Initiated Work Requests Compared to Estimated Time to Complete:

|                                |                                 |                                |  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>Being<br>Developed | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>NA |
|--------------------------------|---------------------------------|--------------------------------|--|-----------------------------|-----------------------------------|

Currently developing reports and data entry edits to capture and report versus actual variance.

## Computer Operations

Online Response Time:

|                                     |                                      |                                      |                                       |                                   |   |
|-------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|-----------------------------------|---|
| 1992-93<br><u>Actual</u><br>3.7 sec | 1993-94<br><u>Adopted</u><br>3.5 sec | 1993-94<br><u>Actual</u><br>3.47 sec | 1994-95<br><u>Budgeted</u><br>3.5 sec | 1994-95<br><u>YTD</u><br>3.35 sec | 1994-95<br><u>Estimated</u><br>3.30 sec |
|-------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|-----------------------------------|---|

## Computer Operations (Cont'd)

### Percentage of Scheduled Reports Delivered On Time:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 98.16%                   | 98.65%                    | NA                       | 99.50%                     | 99.34%                | 99.40%                      |

Installed procedure to reprint lost reports without running jobs. Implemented a forms inventory system so that ISD does not run out of pre-printed user provided forms.

### Percentage of Scheduled Operating Time that the Computer System is Available:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 99.0%                    | 99.0%                     | NA                       | 99.0%                      | 100.00%               | 99.90%                      |

All systems have been stable.

## Network Services

### Average Time to Repair:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 15.4 hrs                 | 12 hrs                    | NA                       | 13 hrs                     | 12.75 hrs             | 12.5 hrs                    |

## Telecommunication Services

### Average Time to Repair:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 5.8 hrs                  | 8.0 hrs                   | NA                       | 8.0 hrs                    | 6.8 hrs               | 6.2 hrs                     |

Better than expected vendor response.

# Management Support Services

Finance

## Accounting

### Number of Audit Adjustments:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 1                        | 0                         | NA                       | 0                          | NA                    | 0                           |

Will be available in December.

### Percent of Satisfied Customers:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 90%                        | NA                    | 90%                         |

Survey for 1993-94 being compiled in December.

### Number of Incidents of Non-Compliance with Audit Standards of Oregon Municipalities Minimum:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 15                       | 0                         | NA                       | < 5                        | NA                    | 5                           |

Will be available in December.

## Treasury

### Return on Investments Compared to the Treasury Bill Yield and State Pool Yield:

|               | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|---------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| County        | 3.52                     | 3.25                      | 3.44                     | 3.50                       | 4.13                  | 5.50                        |
| T-Bill (3-mo) | 3.08                     | 3.00                      | 3.24                     | 3.25                       | 4.52                  | 5.50                        |
| State (LGIP)  | 3.91                     | 3.75                      | 3.64                     | 3.95                       | 4.18                  | 5.25                        |

# Management Support Services

Finance

## Treasury (Cont'd)

|                                      | 1992-93<br><u>Actual</u><br>Aa1 | 1993-94<br><u>Adopted</u><br>Aaa | 1993-94<br><u>Actual</u><br>Aa1 | 1994-95<br><u>Budgeted</u><br>Aaa | 1994-95<br><u>YTD</u><br>Aa1 | 1994-95<br><u>Estimated</u><br>Aa1 |
|--------------------------------------|---------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| Long-Term Obligations<br>Bond Rating |                                 |                                  |                                 |                                   |                              |                                    |
| Short-Term Note Rating               | MIG1                            | MIG1                             | MIG1                            | MIG1                              | MIG1                         | MIG1                               |

## Payroll

Number of Manual Paychecks as Compared to Total Number of Payments:

| 1992-93<br><u>Actual</u><br>0.7% | 1993-94<br><u>Adopted</u><br>0.7% | 1993-94<br><u>Actual</u><br>.86% | 1994-95<br><u>Budgeted</u><br>0.7% | 1994-95<br><u>YTD</u><br>.74% | 1994-95<br><u>Estimated</u><br>1.0% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
|                                  |                                   |                                  |                                    |                               |                                     |

Percent of Satisfied Customers:

| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
|                                |                                 |                                |                                   |                             |                                    |

Survey being compiled in December.

|                            | 1992-93<br><u>Actual</u><br>\$6,470 | 1993-94<br><u>Adopted</u><br>0 | 1993-94<br><u>Actual</u><br>0 | 1994-95<br><u>Budgeted</u><br>0 | 1994-95<br><u>YTD</u><br>0 | 1994-95<br><u>Estimated</u><br>0 |
|----------------------------|-------------------------------------|--------------------------------|-------------------------------|---------------------------------|----------------------------|----------------------------------|
| Dollar amount of penalties |                                     |                                |                               |                                 |                            |                                  |
| Number of Penalties        | 1                                   | 0                              | 0                             | 0                               | 0                          | 0                                |

# Management Support Services

Finance

## Purchasing

### Cost Per Dollar Purchased:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$ .0167                 | \$ .0164                  | NA                       | \$ .0156*                  | NA                    | \$ .0156                    |

\* This figure is based on an operating budget increase of 3% over the 93/94 actual budget and an estimated 10% increase in total dollar transactions over the 92/93 actual transaction amount.

Data will hopefully be available in December. It is not available now due to new LGFS/AMS system implementation.

### Percent of Purchases From MBE/WBE Contractors:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 2%                       | 4%*                       | 5.3%                     | 6%                         | NA                    | 6%                          |

\* Estimate

### Percent Savings Due to Centralized Purchasing:

\*We are deleting this because data is unavailable.

### Percent of Contracts Routed Through Purchasing Within 5 Business Days:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 92%                      | 95%                       | 94%                      | 95%                        | 95%                   | 94%                         |

### Percent of Customers Satisfied:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | 95%                        | NA                    | 95%                         |

Survey being compiled in December.

## Purchasing (Cont'd)

### **Percent Increase in Efficiency Through Automation:**

Deleting because certain functions will be parceled out to departments and there is no way of measuring increase in efficiency.

## Central Stores

### **Percent of Surplus Property Reused:**

This is not a goal worth striving for because a lot of surplus property is better sold because it is obsolete.

# Management Support Services

# Employee Services

## Word Processing

### Customer Service Average Rating:

|                                |                                 |                                  |                                   |                             |                                    |
|--------------------------------|---------------------------------|----------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>4.92 | 1994-95<br><u>Budgeted</u><br>4.0 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>4.0 |
|--------------------------------|---------------------------------|----------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey to be sent to customers November 1994.

### Percent of Rush Orders Completed Within Four Hours:

|                                |                                  |                                 |                                   |                             |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>95% | 1993-94<br><u>Actual</u><br>98% | 1994-95<br><u>Budgeted</u><br>95% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>95% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

To be computed in November 1994.

### Document Count Per Word Processing Operator:

|                                   |                                    |                                   |                                     |                              |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>2,314 | 1993-94<br><u>Adopted</u><br>2,333 | 1993-94<br><u>Actual</u><br>2,663 | 1994-95<br><u>Budgeted</u><br>2,333 | 1994-95<br><u>YTD</u><br>582 | 1994-95<br><u>Estimated</u><br>2,333 |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|------------------------------|--------------------------------------|

## Personnel

### Customer Service Average Rating:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>3.5 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>3.5 |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey planned for April 1995, after TRAC system fully implemented.

### Percent of Eligible Lists Delivered Within Four Weeks:

|                                   |                                    |                                   |                                     |                                |                                      |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>61.6% | 1993-94<br><u>Adopted</u><br>60.0% | 1993-94<br><u>Actual</u><br>56.4% | 1994-95<br><u>Budgeted</u><br>60.0% | 1994-95<br><u>YTD</u><br>53.7% | 1994-95<br><u>Estimated</u><br>60.0% |
|-----------------------------------|------------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|

# Management Support Services

# Employee Services

## Personnel (Cont'd)

### Percent of Minority Applicants:

|                                   |                                 |                                   |                                     |                                |                                      |
|-----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|
| 1992-93<br><u>Actual</u><br>17.0% | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>20.3% | 1994-95<br><u>Budgeted</u><br>17.0% | 1994-95<br><u>YTD</u><br>22.8% | 1994-95<br><u>Estimated</u><br>17.0% |
|-----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|--------------------------------|--------------------------------------|

## Training

### Student Evaluation of Cultural Diversity Course:\*

|                                |                                  |                                |                                   |                               |                                    |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>4.0 | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>4.0 | 1994-95<br><u>YTD</u><br>4.11 | 1994-95<br><u>Estimated</u><br>4.0 |
|--------------------------------|----------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|

\* 5 point scale.

### Student Evaluation of Other Courses, Except Cultural Diversity:\*

|                                |                                   |                                |                                    |                               |                                     |
|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>5.75 | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>5.75 | 1994-95<br><u>YTD</u><br>6.35 | 1994-95<br><u>Estimated</u><br>5.75 |
|--------------------------------|-----------------------------------|--------------------------------|------------------------------------|-------------------------------|-------------------------------------|

\* 7 point scale.

### Service Award Timeliness:

|                                |                                  |                                 |                                   |                              |                                    |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>97% | 1993-94<br><u>Actual</u><br>97% | 1994-95<br><u>Budgeted</u><br>97% | 1994-95<br><u>YTD</u><br>98% | 1994-95<br><u>Estimated</u><br>97% |
|--------------------------------|----------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

### Training Capacity Usage:

|                                |                                 |                                |                                   |                              |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>70% | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|------------------------------|------------------------------------|

## Health and Benefits

### Participation Rate in Health Promotion Programs:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 37%           | 40%            | N/A           | 40%             | NA         | NA               |

Database being developed; mid-year report expected in January; participation figure is cumulative, so will not be fully available until end of fiscal year.

### Customer Service Rating:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | 3.5            | 4.40*         | 3.5             | NA**       | 4.40             |

\* Survey completed June 1994.

\*\* NA - Survey is administered once a year; expected in Spring 1995. Estimated rating based on plan to maintain current level of satisfaction.

### Cost as a Percent of Average Government Health Plan Cost:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 94.65%        | 94.00%         | NA            | 94%             | NA         | 94%              |

Reported on annual basis. 1993-94 figure will be available by 12/31/94.

### Cost as a Percent of Average Responding Employer Health Plan Cost:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 94.08%        | 94%            | NA            | 94%             | NA         | 94%              |

Reported on annual basis. 1993-94 figure will be available by 12/31/94.

# Management Support Services

## Labor Relations

Percent Change is Represented Employees From Base of 1988 with Professional FTE's:

|                                  |                                   |                                  |                                    |                               |                                     |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>149% | 1993-94<br><u>Adopted</u><br>153% | 1993-94<br><u>Actual</u><br>158% | 1994-95<br><u>Budgeted</u><br>125% | 1994-95<br><u>YTD</u><br>121% | 1994-95<br><u>Estimated</u><br>121% |
|----------------------------------|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------------|

This figure reflects temporary increase of staffing to four. The number of unionized employees used in the calculation was 3,123.

## Risk Management

Frequency of Workers' Compensation Claims per 100 FTE's:

|                                 |                                 |                                 |                                   |                              |                                    |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>7.5 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>9.2 | 1994-95<br><u>Budgeted</u><br>9.0 | 1994-95<br><u>YTD</u><br>8.7 | 1994-95<br><u>Estimated</u><br>9.0 |
|---------------------------------|---------------------------------|---------------------------------|-----------------------------------|------------------------------|------------------------------------|

Number of Work Days Lost Annually Per 100 FTE's:

|                                  |                                 |                                   |                                     |                             |                                   |
|----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>29.9 | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>18.19 | 1994-95<br><u>Budgeted</u><br>18.19 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>19 |
|----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|-----------------------------|-----------------------------------|

Quarterly Training Capacity Usage:

|                                |                                 |                                |                                   |                               |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>75% | 1994-95<br><u>YTD</u><br>100% | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-------------------------------|------------------------------------|

Percent of Employees Eligible for Loss Control Training Who Receive It:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>50% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>50% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

# Management Support Services

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## Budget & Quality

### Accuracy of Revenue Projection:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| +1.89%        | ±2.00%         | -1.58%        | ±2.00%          | NA         | -1.75%           |

### Accuracy of Spending Projection:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| -1.07%        | ±2.0%          | -0.40%        | ±2.0%           | NA         | ±2.0%            |

## Affirmative Action

### Minority Employees as a Percent of Portland MSA Availability:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 97.0%         | 98.4%          | 98.5%         | 100%            | 98.7%      | 100%             |

### Females in Protected Services Category as a Percent of Workforce Availability:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 92.4%         | 93.8%          | 93.9%         | 95.0%           | 94.0%      | 95.0%            |

### Percent of Affirmative Action Plan Implemented to Date:

| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
|---------------|----------------|---------------|-----------------|------------|------------------|
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| 40%           | 70%            | 75%           | 100%            | 80%        | 100%             |

# Management Support Services

## County Counsel

### Percent of Requested Legal Training From County Counsel Provided:

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>65% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>75% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

County-wide survey of client interest in specific legal topics will be complete by December 15, 1994. Training will then be scheduled.

### Cost as a Percent of Cost of Medium Sized Law Firms:

|                                |                                 |                                |                                  |                             |                                       |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|---------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>NA | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80-85% |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|---------------------------------------|

We will record billable hours for attorneys beginning December 1, 1994.

## Emergency Management

### Planning Guidelines Completed Annually:

|                               |                                |                               |                                  |                            |                                   |
|-------------------------------|--------------------------------|-------------------------------|----------------------------------|----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>1 | 1993-94<br><u>Adopted</u><br>6 | 1993-94<br><u>Actual</u><br>2 | 1994-95<br><u>Budgeted</u><br>13 | 1994-95<br><u>YTD</u><br>2 | 1994-95<br><u>Estimated</u><br>13 |
|-------------------------------|--------------------------------|-------------------------------|----------------------------------|----------------------------|-----------------------------------|

1993-94 Adopted to Actual deviation is because of other higher priorities making this take longer than expected to complete.

### Percent of Personnel Trained in the Intro to Incident Command system to Date:

|                                 |                                  |                                 |                                    |                              |                                     |
|---------------------------------|----------------------------------|---------------------------------|------------------------------------|------------------------------|-------------------------------------|
| 1992-93<br><u>Actual</u><br>38% | 1993-94<br><u>Adopted</u><br>75% | 1993-94<br><u>Actual</u><br>75% | 1994-95<br><u>Budgeted</u><br>100% | 1994-95<br><u>YTD</u><br>86% | 1994-95<br><u>Estimated</u><br>100% |
|---------------------------------|----------------------------------|---------------------------------|------------------------------------|------------------------------|-------------------------------------|

# Management Support Services

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## **Emergency Management** (Cont'd)

### Number of Exercises or Actual Emergencies:

|                                     | 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|-------------------------------------|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| Functional                          | 0                        | 0                         | 0                        | 1                          | 0                     | 1                           |
| Full-Scale                          | 0                        | 1                         | 1                        | 0                          | 0                     | 0                           |
| Actual Emerg.<br>(exercise credits) | 2                        | 0                         | 1                        | 0                          | 3                     | NA                          |



# Nondepartmental

Elected Officials

## County Auditor

### Percent of Recommendations Being Implemented:

|                                |                                 |                                 |                                   |                             |                                    |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>94% | 1994-95<br><u>Budgeted</u><br>90% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>90% |
|--------------------------------|---------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Our survey of departments is conducted annually. We have the survey formatted and ready to mail out, with responses from departments requested by December 15, 1994.

### Financial Benefit of Recommendations/Dollar Spent:

|                                    |                                     |                                    |                                      |                             |                                       |
|------------------------------------|-------------------------------------|------------------------------------|--------------------------------------|-----------------------------|---------------------------------------|
| 1992-93<br><u>Actual</u><br>\$2.32 | 1993-94<br><u>Adopted</u><br>\$1.50 | 1993-94<br><u>Actual</u><br>\$3.26 | 1994-95<br><u>Budgeted</u><br>\$1.50 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>\$1.50 |
|------------------------------------|-------------------------------------|------------------------------------|--------------------------------------|-----------------------------|---------------------------------------|

Current year information will not be available until the end of the fiscal year.

### Number of Reports Per Auditor FTE/Yr:

|                                 |                                   |                                 |                                   |                             |                                    |
|---------------------------------|-----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>0.5 | 1993-94<br><u>Adopted</u><br>1.00 | 1993-94<br><u>Actual</u><br>1.1 | 1994-95<br><u>Budgeted</u><br>1.0 | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>1.2 |
|---------------------------------|-----------------------------------|---------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The audits tend to be completed in groups, and the timing does not conform to quarterly reports.



**Citizen Involvement Committee**

**Percent of Respondents Who Report Positive Use of CIC Publications:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>60% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>60% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey in design. First use in November '94 CONDUIT.

**Percent of CIC Participants Who Report Positive Experiences:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>70% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>70% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

Survey in design. First use November 15, 1994 Forum on Violent Juvenile Crime Issue.



# Nondepartmental

City/County Agencies

## Metropolitan Arts Commission

### Total Audience Activities Supported by MAC Funding:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 2.9 million              | 2.9 million               | 2.9 million              | 3 million                  | 1 million             | 3 million                   |

### Total Number of Children Participating in School Arts in Education Residency Programs in Multnomah County:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 21,000                   | 22,000                    | 24,650                   | 22,000                     | 200                   | 22,000                      |

Programs start in September so year to date number only reflects 2 or 3 weeks of activity.

### Percent of MAC Budget Available for Direct Grants, Public Art Commissions and Services to Arts Organizations and Citizens:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 90%                      | 90%                       | 90%                      | 90%                        | 90%                   | 90%                         |

### Amount of Private Funding Leveraged by Public Support:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| \$9 million              | \$10 million              | \$9.76 million           | \$10 million               | \$2 million           | \$10.4 million              |

### Percentage of MAC Staff, Board Members, Panelists, and Selection Committee Members Who are People of Color:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 20%                      | 21%                       | 22%                      | 22%                        | 25%                   | 23%                         |

# Nondepartmental

City/County Agencies

## Metropolitan Human Rights Commission

**Percent of Participants in Parents Rights Responsibilities Classes Who Use the Information Within Six Months:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The Parents Rights and Responsibilities (Parent-School Involvement) workshops will start at the end of November and run through April of 1995. Participants will be surveyed three to six months after attending the workshop. MHRC will have information to report in March of 1995.

**Number of Existing Business and Government Buildings that Come into ADA Compliance per Year due to MHRC Contact:**

|                                |                                 |                                |                                  |                             |                                   |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>10 | 1994-95<br><u>YTD</u><br>19 | 1994-95<br><u>Estimated</u><br>25 |
|--------------------------------|---------------------------------|--------------------------------|----------------------------------|-----------------------------|-----------------------------------|

**Percent of Participants in "Dynamic Differences" Who use Skills Learned in Workshops to Take Positive Action in the Community:**

|                                |                                 |                                |                                   |                             |                                    |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|
| 1992-93<br><u>Actual</u><br>NA | 1993-94<br><u>Adopted</u><br>NA | 1993-94<br><u>Actual</u><br>NA | 1994-95<br><u>Budgeted</u><br>80% | 1994-95<br><u>YTD</u><br>NA | 1994-95<br><u>Estimated</u><br>80% |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|-----------------------------|------------------------------------|

The Dynamic Differences workshops started at the end of August. Participants will be surveyed three to six months after attending the workshop. MHRC will have information to report in March of 1995.

# Nondepartmental

City/County Agencies

## Portland/Multnomah Commission on Aging

### Volunteer Satisfaction:

|               |                |               |                 |            |                  |
|---------------|----------------|---------------|-----------------|------------|------------------|
| 1992-93       | 1993-94        | 1993-94       | 1994-95         | 1994-95    | 1994-95          |
| <u>Actual</u> | <u>Adopted</u> | <u>Actual</u> | <u>Budgeted</u> | <u>YTD</u> | <u>Estimated</u> |
| NA            | NA             | NA            | 90%             | NA         | 90%              |

Survey will be administered in May 1995.



# Capital Budget

## Transportation Engineering

Comparison of Final Project Cost to Contract Award Price:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| 1.08                     | 1.00                      | 1.03                     | 1.00                       | 1.05                  | 1.03                        |

Comparison of Project Contract Bids Received to Project Engineer's Estimate:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | 1.05                     | Being<br>Developed         | 1.07                  | 1.05                        |

## Bridge Engineering

Comparison of Final Project Cost to Award Price:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | 1.06                      | 1.05                     | 1.05                       | 1.04                  | 1.05                        |

Comparison of Project Contract Bids Received and Project Engineer's Estimate:

| 1992-93<br><u>Actual</u> | 1993-94<br><u>Adopted</u> | 1993-94<br><u>Actual</u> | 1994-95<br><u>Budgeted</u> | 1994-95<br><u>YTD</u> | 1994-95<br><u>Estimated</u> |
|--------------------------|---------------------------|--------------------------|----------------------------|-----------------------|-----------------------------|
| NA                       | NA                        | NA                       | Being<br>Developed         | Being<br>Developed    | NA                          |

Data may be available next quarter.



# Financial Summary



## General Fund

### Revenues

Through the first quarter of FY 94-95 General Fund revenues were at approximately five percent of the budgeted amounts. Since most General Fund revenue sources are not on collected on a "regular" schedule we would not expect this figure to approximate one quarter of the year.

Property Taxes, in particular, would not show any activity through the first quarter since they are not due until November. Since Property Taxes are roughly half of the total General Fund, this would tend to skew the overall year to date percentage. Likewise, Business Income Tax and Motor Vehicle Rental Tax are on collection schedules which do not lend themselves easily to a quarterly analysis.

Property Taxes – these are billed in October and payable November 15th. At this point we believe we will receive at least the amount budgeted. The current budget is based on assessed value growth of 10%, although we now know that actual value growth was close to 12%. The increased value growth should add another \$1 million to our revenue estimate.

Business Income Tax – payment schedule for estimated current year taxes is quarterly with total payment due by April 15th. Through the first quarter of the year BIT receipts are slightly lower than we would anticipate. *We have revised the budget amount downward to slightly more than \$25 million.* This figure is more in keeping with FY 93-94 actual receipts. We should have a better handle on this revenue source after analyzing October figures - when payments from businesses who requested extensions in April are recorded.

Motor Vehicle Rental Tax – payment schedule is quarterly, with the first quarterly payment due on October 30th. We would not expect to see any revenue from this source until after that date.

Other Taxes -- this represents transfer of \$100,000 from Transient Lodging Tax receipts (scheduled to be transferred to Metro for payment of Convention Center debt) to partially fund the Metropolitan Arts Commission. It is simply an accounting transaction and can be booked any time during the year.

O&C Receipts – revenue from sale of timber on O&C lands apportioned to each county once per year. This revenue generally comes in either October or November.

Federal Marshal Receipts – these revenues typically lag by up to three months because the Sheriff's Office must bill the U.S. Marshal for the

## General Fund

number of jail beds actually used. We are in contact with the Sheriff's Office to monitor the monthly billings.

Regulatory Health Licenses -- most of these licenses/permits are issued for a one year period. We would expect most of the revenue from existing establishments (i.e., Food Service Licenses) to be reflected after January.

Other Licenses/Permits -- first quarter receipts include \$12,000 in Paragon Cable franchise fees which are not budgeted.

Service Charges/Elections - this is not a steady revenue source, as it reflects billings to other jurisdictions for the cost of conducting special elections.

Service Reimbursements - these are done on a quarterly basis because the Finance Division books them manually. Revenue from other funds will be reflected in the financial system in the month following the close of any given quarter.

Fines & Forfeitures -- includes approximately \$500,000 worth of inventory sales which were not budgeted. We are investigating this revenue with the Finance Division to determine if its being properly credited to the General Fund.

Transfers In -- all cash transfers into the General Fund are booked manually. They are usually recorded in their entirety toward the end of the fiscal year.

## General Fund

### Expenditures

At the end of September, overall General Fund expenditures were at twenty percent of budget. This is slightly less than would be expected at the end of the first quarter, but it is largely accounted for by the fact that service reimbursements for the first quarter were not included in expenditures at the end of September. Some specific departmental variances follow.

**Social Services** -- all three divisions spent less than 18% of their budgets.

**Community and Family Services** -- This amount was charged to the General Fund by mistake. The former Housing and Community Services Department had some General Fund programs, and the codes were not changed after the reorganization. This is being corrected, and the November LGFS report should reflect the correction.

**Aging Services** -- The delay in internal service charges caused expenditures to fall below the expected level.

**Juvenile Justice** - \$1.65 million was mistakenly charged to Juvenile Justice for Capital Lease Retirement Fund. Correcting for this error, Juvenile Justice has expended 16% of its budget. In part, this is due to the timing of several programs: the diversion program started August 15, but did not reach full size until October, and the residential sex offender program does not start until February. Additionally, the delay in facilities, telephone, motor pool and postage charges reduces the expenditures.

**Nondepartmental** -- Spending in Nondepartmental programs tends not to spread evenly over the year.

**Non-County Agencies** -- Most non-County Agencies, as of September 30, had not yet billed the County for funds budgeted for them. We expect that by June 30 1995, the County will spend the budgeted amounts for non-County agencies. This includes the \$1,097,586 budgeted for facilities that has not been billed yet by Facilities Management.

**Accounting Entities** -- Tax Anticipation Notes are budgeted to cost \$479,000. Their actual cost will be \$495,000 and it will be paid in June 1995.

### Transfers Out

No transfers to other funds have been charged to the General Fund as of the end of September. Many of these transfers will be recorded in November, based on the difference between expenditures and revenues in the funds supported by the General Fund.

| <b>General Fund</b>                | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b>   | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|------------------------------------|---------------------------|------------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>BEGINNING WORKING CAPITAL</b>   | <b>10,790,860</b>         | <b>13,235,633</b>            | <b>13,235,633</b>                     | <b>10,382,086</b>               | <b>78.44%</b>                |
| <b>SOURCES</b>                     |                           |                              |                                       |                                 |                              |
| <b>REVENUE</b>                     |                           |                              |                                       |                                 |                              |
| <b>Taxes</b>                       |                           |                              |                                       |                                 |                              |
| Property Taxes                     | 84,722,414                | 89,253,044                   | 89,253,044                            | 0                               | 0.00%                        |
| Business Income Tax                | 22,911,579                | 26,811,542                   | 26,811,542                            | 4,810,704                       | 17.94%                       |
| Motor Vehicle Rental Tax           | 6,389,045                 | 6,711,397                    | 6,711,397                             | 0                               | 0.00%                        |
| Other taxes                        | 126,905                   | 100,000                      | 100,000                               | 0                               | 0.00%                        |
| <b>Total Taxes</b>                 | <b>114,149,943</b>        | <b>122,875,983</b>           | <b>122,875,983</b>                    | <b>4,810,704</b>                | <b>3.92%</b>                 |
| <b>Intergovernmental Revenues</b>  |                           |                              |                                       |                                 |                              |
| O&C Receipts                       | 856,592                   | 800,366                      | 800,366                               | 0                               | 0.00%                        |
| Federal Marshal Jail Bed Lease     | 3,204,950                 | 3,382,633                    | 3,382,633                             | 0                               | 0.00%                        |
| State Liquor Revenue               | 1,273,224                 | 1,414,577                    | 1,414,577                             | 399,862                         | 28.27%                       |
| State Cigarette Tax                | 1,051,877                 | 1,146,136                    | 1,146,136                             | 187,680                         | 16.38%                       |
| Video Lottery - Economic Dev       | 1,751,565                 | 2,261,422                    | 2,261,422                             | 0                               | 0.00%                        |
| Local Sources                      | 721,794                   | 1,277,321                    | 1,277,321                             | 7,274                           | 0.57%                        |
| Other intergovernmental            | 943,602                   | 1,034,735                    | 1,034,735                             | 189,844                         | 18.35%                       |
| <b>Total Intergovernmental</b>     | <b>9,803,604</b>          | <b>11,317,190</b>            | <b>11,317,190</b>                     | <b>784,660</b>                  | <b>6.93%</b>                 |
| <b>Licenses and Permits</b>        |                           |                              |                                       |                                 |                              |
| Regulatory Health Licenses         | 1,211,516                 | 1,272,843                    | 1,272,843                             | 124,334                         | 9.77%                        |
| Marriage Licenses                  | 141,475                   | 150,000                      | 150,000                               | 53,575                          | 35.72%                       |
| Other Licenses and Permits         | 50,997                    | 28,075                       | 28,075                                | 18,276                          | 65.10%                       |
| <b>Total Licenses and Permits</b>  | <b>1,403,988</b>          | <b>1,450,918</b>             | <b>1,450,918</b>                      | <b>196,185</b>                  | <b>13.52%</b>                |
| <b>Service Charges</b>             |                           |                              |                                       |                                 |                              |
| Health                             | 617,271                   | 546,359                      | 546,359                               | 16,299                          | 2.98%                        |
| Public Safety                      | 654,848                   | 713,630                      | 713,630                               | 112,725                         | 15.80%                       |
| Planning                           | 73,441                    | 21,900                       | 21,900                                | 12,502                          | 57.09%                       |
| Facilities Management              | 1,551,981                 | Transferred to Fac Mgmt Fund | 0                                     | 0                               |                              |
| Assessment and Taxation            | 2,360,484                 | 2,023,300                    | 2,023,300                             | 490,772                         | 24.26%                       |
| Elections                          | 413,776                   | 704,288                      | 704,288                               | 2,074                           | 0.29%                        |
| Other service charges              | 369,763                   | 125,605                      | 125,605                               | 27,177                          | 21.64%                       |
| <b>Total Service Charges</b>       | <b>6,041,564</b>          | <b>4,135,082</b>             | <b>4,135,082</b>                      | <b>661,549</b>                  | <b>16.00%</b>                |
| <b>Interest</b>                    | <b>1,419,012</b>          | <b>1,229,000</b>             | <b>1,229,000</b>                      | <b>115,126</b>                  | <b>9.37%</b>                 |
| <b>Other Revenue Sources</b>       |                           |                              |                                       |                                 |                              |
| Service Reimbursements             | 16,851,436                | 14,624,656                   | 14,624,656                            | 0                               | 0.00%                        |
| Fines and Forfeitures              | 521,167                   | 528,330                      | 528,330                               | 88,118                          | 16.68%                       |
| Other                              | 211,096                   | 146,039                      | 146,039                               | 510,730                         | 349.72%                      |
| <b>Total Other Revenue Sources</b> | <b>17,583,699</b>         | <b>15,299,025</b>            | <b>15,299,025</b>                     | <b>598,848</b>                  | <b>3.91%</b>                 |
| <b>TOTAL REVENUE</b>               | <b>150,401,810</b>        | <b>156,307,198</b>           | <b>156,307,198</b>                    | <b>7,167,072</b>                | <b>4.59%</b>                 |

| <b>General Fund</b>                  | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|--------------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b><u>TRANSFERS IN</u></b>           |                           |                            |                                       |                                 |                              |
| Road Fund                            | 198,000                   | 198,000                    | 198,000                               | 0                               | 0.00%                        |
| Serial Levy Fund (discontinued)      | 64,254                    | N/A                        | N/A                                   | N/A                             |                              |
| Assessment District Fund (discont'd) | 317,472                   | N/A                        | N/A                                   | N/A                             |                              |
| Natural Areas Acquisition Fund       | 0                         | 60,000                     | 60,000                                | 0                               | 0.00%                        |
| Animal Control Fund                  | 1,165,018                 | 851,200                    | 851,200                               | 0                               | 0.00%                        |
| Library Serial Levy Fund             | 0                         | 470,604                    | 470,604                               | 0                               | 0.00%                        |
| <b><u>TOTAL TRANSFERS IN</u></b>     | <b><u>1,744,744</u></b>   | <b><u>1,579,804</u></b>    | <b><u>1,579,804</u></b>               | <b><u>0</u></b>                 | <b><u>0.00%</u></b>          |
| <b>TOTAL SOURCES</b>                 | <b><u>152,146,554</u></b> | <b><u>157,887,002</u></b>  | <b><u>157,887,002</u></b>             | <b><u>7,167,072</u></b>         | <b><u>4.54%</u></b>          |

| <b>General Fund</b>                     | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b>                         | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---|---------------------------|--|---------------------------------------|---------------------------------|------------------------------|
| <b>USES</b>                             |                           |  |                                       |                                 |                              |
| <b><u>DEPARTMENTAL EXPENDITURES</u></b> |                           |  |                                       |                                 |                              |
| <b><u>Social Services</u></b>           |                           |  |                                       |                                 |                              |
| Department Administration               | 143,038                   | Department Administration was eliminated in FY 94. |                                       |                                 |                              |
| Community and Family Services           | 394,599                   | 0  | 0                                     | 111,059                         |                              |
| Aging Services                          | 1,115,841                 | 1,305,562  | 1,305,562                             | 228,694                         | 17.52%                       |
| Juvenile Justice                        | 7,662,226                 | 12,475,810   | 12,475,810                            | 3,669,181                       | 29.41%                       |
| Total Social Services                   | 9,315,704                 | 13,781,372   | 13,781,372                            | 4,008,934                       | 29.09%                       |
| <b><u>Health Department</u></b>         |                           |  |                                       |                                 |                              |
| Regulatory Health                       | 2,497,993                 | 2,882,705  | 2,882,705                             | 611,420                         | 21.21%                       |
| Corrections Health                      | 3,491,653                 | 4,188,124  | 4,188,124                             | 790,046                         | 18.86%                       |
| Total Health Department                 | 5,989,546                 | 7,070,829  | 7,070,829                             | 1,401,466                       | 19.82%                       |
| <b><u>Sheriff</u></b>                   |                           |  |                                       |                                 |                              |
| Corrections                             | 24,588,104                | 28,645,582   | 28,645,582                            | 6,638,555                       | 23.17%                       |
| All other                               | 12,711,808                | 12,110,165   | 12,110,165                            | 2,512,208                       | 20.74%                       |
| Total Sheriff                           | 37,299,912                | 40,755,747   | 40,755,747                            | 9,150,763                       | 22.45%                       |
| <b><u>Community Corrections</u></b>     | 1,613,161                 | 1,652,308  | 1,652,308                             | 389,941                         | 23.60%                       |
| <b><u>District Attorney</u></b>         | 8,507,641                 | 9,596,558  | 9,596,558                             | 2,118,378                       | 22.07%                       |
| <b><u>Environmental Services</u></b>    | 21,824,488                | 8,374,829  | 8,374,829                             | 1,606,814                       | 19.19%                       |
| <b><u>Management Support</u></b>        |                           |  |                                       |                                 |                              |
| Employee Services                       | 853,544                   | 996,279  | 996,279                               | 212,931                         | 21.37%                       |
| Finance                                 | 2,566,493                 | 3,082,721  | 3,082,721                             | 670,111                         | 21.74%                       |
| Labor Relations                         | 243,872                   | 347,061  | 347,061                               | 75,315                          | 21.70%                       |
| Budget and Quality                      | 522,706                   | 785,449  | 785,449                               | 186,353                         | 23.73%                       |
| County Counsel                          | 556,781                   | 650,415  | 650,415                               | 135,170                         | 20.78%                       |
| Affirmative Action                      | 162,012                   | 205,094  | 205,094                               | 39,650                          | 19.33%                       |
| Total Management Support                | 4,905,408                 | 6,067,019  | 6,067,019                             | 1,319,530                       | 21.75%                       |
| <b><u>Elected Officials</u></b>         | 2,102,837                 | 2,575,947  | 2,651,447                             | 511,068                         | 19.28%                       |
| <b><u>Other Nondepartmental</u></b>     |                           |  |                                       |                                 |                              |
| Independent Organizations               | 351,994                   | 384,031  | 384,031                               | 90,385                          | 23.54%                       |
| Non-County Agencies                     | 3,103,199                 | 5,746,111  | 5,746,111                             | 581,455                         | 10.12%                       |
| Accounting Entities                     | 4,688,096                 | 5,817,416  | 5,817,416                             | 949,503                         | 16.32%                       |
| Total Other Nondepartmental             | 8,143,289                 | 11,947,558   | 11,947,558                            | 1,621,343                       | 13.57%                       |
| <b><u>DEPARTMENTAL EXPENDITURES</u></b> | <b>99,701,986</b>         | <b>101,822,167</b>                                 | <b>101,897,667</b>                    | <b>22,128,237</b>               | <b>21.72%</b>                |

| <b>General Fund</b>                       | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>TRANSFERS OUT</b>                      |                           |                            |                                       |                                 |                              |
| Federal State Fund                        | 35,535,190                | 43,166,367                 | 43,166,367                            | 0                               | 0.00%                        |
| County School Fund                        | 1,232,260                 | 1,275,650                  | 1,275,650                             | 0                               | 0.00%                        |
| Library Fund                              | 6,004,724                 | 5,969,162                  | 5,969,162                             | 0                               | 0.00%                        |
| Fair Fund                                 | 25,000                    | 0                          | 0                                     | 0                               |                              |
| Jail Levy Fund                            | 1,496,096                 | 1,414,493                  | 1,414,493                             | 0                               | 0.00%                        |
| A & T Fund                                | 6,792,519                 | 7,586,029                  | 7,586,029                             | 0                               | 0.00%                        |
| Justice Services Special Operations       | 1,767,553                 | 119,652                    | 119,652                               | 0                               | 0.00%                        |
| Capital Improvement Fund                  | 0                         | 2,960,032                  | 2,960,032                             | 0                               | 0.00%                        |
| Recreation Fund                           | 0                         | 10,300                     | 10,300                                | 0                               | 0.00%                        |
| Care Oregon Fund                          | 0                         | 49,649                     | 49,649                                | 0                               | 0.00%                        |
| Facilities Management Fund                | 0                         | 224,257                    | 224,257                               | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS OUT</b>                | <b>52,853,342</b>         | <b>62,775,591</b>          | <b>62,775,591</b>                     | <b>0</b>                        | <b>0.00%</b>                 |
| <b>TOTAL USES</b>                         | <b>152,555,328</b>        | <b>164,597,758</b>         | <b>164,673,258</b>                    | <b>22,128,237</b>               | <b>13.44%</b>                |
| <b>Excess (Deficit) Sources over Uses</b> | <b>(408,774)</b>          | <b>(6,710,756)</b>         | <b>(6,786,256)</b>                    | <b>(14,961,165)</b>             |                              |
| <b>ENDING WORKING CAPITAL</b>             | <b>10,382,086</b>         | <b>6,524,877</b>           | <b>6,449,377</b>                      |                                 |                              |
| Contingency Account                       | 0                         | 1,914,877                  | 1,839,377                             |                                 |                              |
| Inventory Account                         | 490,000                   | 490,000                    | 490,000                               |                                 |                              |
| Reserve Account                           | 9,892,086                 | 4,120,000                  | 4,120,000                             |                                 |                              |



## Federal / State Fund

### Revenues

Overall revenues in the Federal/State Fund had been received at the end of September at about thirteen percent of budgeted estimates. There are numerous reasons for the lag in receipts, but essentially the problem is that billing follows completion of accounting periods or quarters and there is generally a timing lag in these revenues.

### Federal Sources

HUD - Community Development Block Grant – HUD requires the County to spend its program income before receiving Community Development Block Grant funds. Program income was sufficient to cover expenditures during the first quarter.

LIEAP Energy Grant - Community & Family Services is on a reimbursement basis with the State for the home energy program. The program is just starting now and will issue the first payments in mid-December. After that time, the State will reimburse the County on a weekly basis, so revenues should match expenditures.

Title III B, C, D, F - There is a two month lag between the delivery of services and the receipt of revenues from the State. Contractors bill ASD for services provided the prior month. After receipt of contractor invoices, ASD bills the State.

LIEAP Weatherization - First quarter billings were delayed because of the effort required to close the fiscal year. The invoice is being prepared, and the County should receive first quarter revenues by the end of November.

NIDA - The actual grant award has been reduced to \$834,000 from the budgeted figure. The August billing was \$40,000 low because an adjustment was made for some expenses charged to another funding source. We expect this revenue to track closely with the grant award for the remainder of the year.

CSD - Gang Related Intervention - The State did not send the forms required for billings until September. We billed the state for July and August at the end of September, and we billed for September shortly thereafter.

## Federal / State Fund

### State Sources

Level 7 - The State reimburses the County quarterly for Level 7. The first quarter invoice is presently being prepared and will be sent to the State soon.

Video Lottery - Gambling Addiction - The year-to-date revenue shown is a one-time appropriation from the Legislature for FY 95 gambling addiction programs. The Emergency Board approved the funding in June 1994 to offset the court decision on the use of lottery funding. These funds were awarded on a grant basis to programs that applied for assistance.

Oregon Project Independence - There is a two month lag between the delivery of services and the receipt of revenues from the State. Contractors bill ASD for services provided the prior month. After receipt of contractor invoices, ASD bills the State.

### Federal and State Sources

Title 19 - First quarter revenues will be reflected in the November LGFS reports.

Title 19 Fees - The Title 19 fees are on a reimbursement basis, so revenues lag behind expenditures. Community & Family Services bills the state after it has paid the claims submitted to it.

Title 19/Refugee CAP - This represents one month's revenue. There is typically a lag of several months in receiving these funds. Since the budget was adopted we have revised this amount based on the actual number of clients being served. However, it should also be noted that this program will be discontinued in December and clients folded into the Oregon Health Plan.

### Service Charges

Public Safety -- The bulk of this category consists of Probation Fees. The first month's revenue from this source was coded to the Justice Services Special Operations Fund by mistake. When this revenue is transferred to the Federal State Fund in November, the receipts will be consistent with the amount of the year that has passed

Other Service Charges - these represent several miscellaneous revenue sources which have no "regular" collection schedule.

## Federal / State Fund

### Expenditures

At the end of September, overall Federal / State Fund expenditures were at twenty percent of budget. This is slightly less than would be expected at the end of the first quarter, but it is largely accounted for by the fact that service reimbursements for the first quarter were not included in expenditures at the end of September. Some specific departmental variances follow.

**Social Services** -- All three divisions spent less than eighteen percent of their budgets during the first quarter.

**Community and Family Services** -- The division's expenditures are below expected because of the lag in internal service charges, and because most M&S expenditures lag by approximately a month. No indirect costs have been charged yet.

**Aging Services** -- Aging Services' contractors are on a reimbursement basis, so September expenses were not charged until October. Expenditures are also below expected levels because of the delay for internal service charges.

**Juvenile Justice** -- Year-to-date expenditures are low because indirect costs have not been charged yet, internal service charges have not been made or are behind schedule, and because of the timing of the Casey Grant. The Casey implementation phase started September 1, and the bulk of the \$750,000 spending will occur between January and June.

### Community Corrections

The department spending through September 30 was only 17% of budget. Pass Through, budgeted at \$3,141,121, is showing a 14% expenditures year to date through September. The Pass Through contracts are for reimbursements of services that contractors provide. There is a one month lag before the expenditures are made by the County; the September amounts include only two months of these contracted services. No Other Internal Services, Facilities, or Indirect Costs, budgeted at \$2,923,890, have been charged year to date. This object code is a reimbursement of costs for the beds being used by the DROP program at the Restitution Center.

### Environmental Services

The Federal/State Fund consists of two grants, the National Aging Resource Center Grant and the Columbia Gorge Commission Grant. Work has not started on either project.

| Federal/State Fund                         | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 9/30/94<br>Year to Date | Percent of<br>Budget |
|--|-------------------|--------------------|------------------------------|-------------------------|----------------------|
| <b>SOURCES</b>                             |                   |                    |                              |                         |                      |
| <b>REVENUE</b>                             |                   |                    |                              |                         |                      |
| <b>Intergovernmental Revenue</b>           |                   |                    |                              |                         |                      |
| <b>Federal Sources</b>                     |                   |                    |                              |                         |                      |
| HUD - Comm Dev Block Grant                 | 555,057           | 1,662,853          | 1,662,853                    | 0                       | 0.00%                |
| Primary Care 330 Grant                     | 2,732,199         | 2,732,000          | 2,732,000                    | 455,488                 | 16.67%               |
| WIC  | 1,441,303         | 1,685,683          | 1,685,683                    | 379,195                 | 22.50%               |
| LIEAP Energy Grant                         | 2,745,830         | 2,794,841          | 2,794,841                    | 78,765                  | 2.82%                |
| Support Enforcement                        | 745,998           | 883,854            | 883,854                      | 0                       | 0.00%                |
| Title III B, C, D, F (Older Americans Act) | 1,646,535         | 1,801,253          | 1,801,253                    | 210,713                 | 11.70%               |
| LIEAP Weatherization                       | 531,616           | 829,534            | 829,534                      | 0                       | 0.00%                |
| NIDA                                       | 978,023           | 891,852            | 891,852                      | 49,959                  | 5.60%                |
| Other Federal Sources                      | 11,124,397        | 12,766,199         | 12,766,199                   | 1,268,219               | 9.93%                |
| Subtotal Federal Sources                   | 22,500,958        | 26,048,069         | 26,048,069                   | 2,442,339               | 9.38%                |
| <b>State Sources</b>                       |                   |                    |                              |                         |                      |
| CCA Field Svcs                             | 7,460,309         | 7,959,934          | 7,959,934                    | 0                       | 0.00%                |
| CCA Sanctions and Services                 | 4,671,657         | 9,208,382          | 9,208,382                    | 0                       | 0.00%                |
| CSD - Gang Related Intervention            | 1,023,522         | 1,357,055          | 1,357,055                    | 0                       | 0.00%                |
| Level 7                                    | 0                 | 1,149,263          | 1,149,263                    | 0                       | 0.00%                |
| Video Lottery - Gambling Addiction         | 771,049           | 1,531,231          | 1,531,231                    | 427,834                 | 27.94%               |
| Oregon Project Independence                | 855,352           | 981,363            | 981,363                      | 121,656                 | 12.40%               |
| Other State Sources                        | 6,562,421         | 6,935,918          | 6,935,918                    | 567,744                 | 8.19%                |
| Subtotal State Sources                     | 21,344,310        | 29,123,146         | 29,123,146                   | 1,117,234               | 3.84%                |
| <b>Federal and State Sources</b>           |                   |                    |                              |                         |                      |
| AFDC/CPO CAP                               |                   | 1,427,400          | 1,427,400                    | 285,364                 | 19.99%               |
| Title 19                                   | 7,867,937         | 8,301,304          | 8,301,304                    | 0                       | 0.00%                |
| Title 19 Fees                              | 6,284,267         | 2,258,582          | 2,258,582                    | 162,495                 | 7.19%                |
| Mental Health Grant (includes carryover)   | 43,409,897        | 49,536,699         | 49,536,699                   | 10,897,959              | 22.00%               |
| Title 19 - Refugee CAP                     | 2,117,300         | 2,523,744          | 2,523,744                    | 162,495                 | 6.44%                |
| Other Federal and State Sources            | 5,094,290         | 2,082,904          | 2,082,904                    | 1,526,312               | 73.28%               |
| Subtotal Federal & State Sources           | 64,773,691        | 66,130,633         | 66,130,633                   | 13,034,625              | 19.71%               |
| Local Sources                              | 2,443,835         | 2,958,015          | 2,958,015                    | 370,194                 | 12.51%               |
| Total Intergovernmental Revenue            | 111,062,794       | 124,259,863        | 124,259,863                  | 16,964,392              | 13.65%               |
| <b>Service Charges</b>                     |                   |                    |                              |                         |                      |
| Health                                     | 1,194,229         | 1,484,249          | 1,484,249                    | 255,058                 | 17.18%               |
| Public Safety                              | 69,436            | 757,344            | 757,344                      | 123,856                 | 16.35%               |
| Other Service Charges                      | 173,335           | 371,226            | 371,226                      | (23,116)                | -6.23%               |
| Total Service Charges                      | 1,437,000         | 2,612,819          | 2,612,819                    | 355,798                 | 13.62%               |
| <b>Interest</b>                            | 3,559             | 10,000             | 10,000                       | 594                     | 5.94%                |

| <b>Federal/State Fund</b>           | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|-------------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b><u>Other Revenue Sources</u></b> |                           |                            |                                       |                                 |                              |
| Service Reimbursements              | 1,026,366                 | 5,565,867                  | 5,565,867                             | 309,864                         | 5.57%                        |
| Nongovernment grants                | 697,383                   | 1,969,305                  | 1,969,305                             | 66,430                          | 3.37%                        |
| Other                               | 58,202                    | 36,135                     | 36,135                                | 218                             | 0.60%                        |
| <b>Total Other Revenue Sources</b>  | <b>1,781,951</b>          | <b>7,571,307</b>           | <b>7,571,307</b>                      | <b>376,512</b>                  | <b>4.97%</b>                 |
| <b>TOTAL REVENUE</b>                | <b>114,285,304</b>        | <b>134,453,989</b>         | <b>134,453,989</b>                    | <b>17,697,296</b>               | <b>13.16%</b>                |
| <b><u>TRANSFERS IN</u></b>          |                           |                            |                                       |                                 |                              |
| General Fund                        | 35,535,190                | 43,166,367                 | 43,166,367                            | 0                               | 0.00%                        |
| Special Operations Fund             | 100,000                   | 0                          | 0                                     | 0                               |                              |
| <b>TOTAL TRANSFERS IN</b>           | <b>35,635,190</b>         | <b>43,166,367</b>          | <b>43,166,367</b>                     | <b>0</b>                        | <b>0.00%</b>                 |
| <b>TOTAL SOURCES</b>                | <b>149,920,494</b>        | <b>177,620,356</b>         | <b>177,620,356</b>                    | <b>17,697,296</b>               | <b>9.96%</b>                 |

| <b>Federal/State Fund</b>        | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|----------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>USES</b>                      |                           |                            |                                       |                                 |                              |
| <b>DEPARTMENTAL EXPENDITURES</b> |                           |                            |                                       |                                 |                              |
| <b>Social Services</b>           |                           |                            |                                       |                                 |                              |
| Community and Family Services    | 68,608,830                | 83,076,003                 | 83,076,003                            | 12,645,603                      | 15.22%                       |
| Aging Services                   | 13,085,796                | 14,038,512                 | 14,038,512                            | 2,475,864                       | 17.64%                       |
| Juvenile Justice                 | 3,858,497                 | 4,152,579                  | 4,152,579                             | 641,744                         | 15.45%                       |
| Total Social Services            | <u>85,553,123</u>         | <u>101,267,094</u>         | <u>97,114,515</u>                     | <u>15,763,211</u>               | 16.23%                       |
| <b>Health Department</b>         | 45,347,581                | 50,386,152                 | 50,386,152                            | 9,231,622                       | 18.32%                       |
| <b>Sheriff</b>                   | 1,086,959                 | 1,121,329                  | 1,121,329                             | 284,962                         | 25.41%                       |
| <b>Community Corrections</b>     | 15,778,953                | 22,064,067                 | 22,064,067                            | 3,784,388                       | 17.15%                       |
| <b>District Attorney</b>         | 1,962,605                 | 2,209,025                  | 2,209,025                             | 413,333                         | 18.71%                       |
| <b>Environmental Services</b>    | 0                         | 70,000                     | 70,000                                | 91                              | 0.13%                        |
| <b>Other Nondepartmental</b>     | <u>191,273</u>            | <u>497,968</u>             | <u>497,968</u>                        | <u>94,189</u>                   | 18.91%                       |
| <b>TOTAL USES</b>                | <u><u>149,920,494</u></u> | <u><u>177,615,635</u></u>  | <u><u>173,463,056</u></u>             | <u><u>29,571,796</u></u>        | 17.05%                       |

## Jail Levy Fund

### Revenues

The fund is almost wholly dependent on the receipt of Jail Levy property taxes and the General Fund transfer in. These two sources account for \$15.6 million of the \$15.8 million estimated revenue.

**Property Taxes** -- As of September 30, property taxes had not been distributed to County accounts. Revenues from this source will appear in the November accounting reports.

**Other Revenue Sources** -- Service reimbursement revenue to the Jail Levy fund is received from the Tax Title program (\$104,934), the Road Fund (\$69,956), and the County Fair fund (\$4,200) for the use of Inverness Jail work crews. The charges for these programs have not yet been made to the user programs, although they are receiving the services. It is expected that some charges will be made in November.

**Transfers In** -- No transfers from the General Fund had been recorded by Finance as of September 30. In November, transfers will show up in the accounting system.

### Expenditures

At the end of September, overall all components of the Jail Levy Fund were spending at very nearly twenty percent of budget. Given that the service reimbursements for Building Management and Indirect Costs had not yet been billed, this rate is appropriate for the first quarter.

| <b>Jail Levy Fund</b>              | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|------------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>BEGINNING WORKING CAPITAL</b>   | <u>60,000</u>             | <u>14,236</u>              | <u>14,236</u>                         | <u>14,236</u>                   | 100.00%                      |
| <b>SOURCES</b>                     |                           |                            |                                       |                                 |                              |
| <b>REVENUE</b>                     |                           |                            |                                       |                                 |                              |
| <b>Taxes</b>                       | 13,404,802                | 14,209,064                 | 14,209,064                            | 0                               | 0.00%                        |
| <b>Intergovernmental Revenues</b>  | 0                         | 0                          | 0                                     | 4,894                           |                              |
| <b>Service Charges</b>             | 0                         | 0                          | 0                                     | 10                              |                              |
| <b>Interest</b>                    | 48,521                    | 0                          | 0                                     | 156                             |                              |
| <b>Other Revenue Sources</b>       |                           |                            |                                       |                                 |                              |
| Service Reimbursements             | 0                         | 179,090                    | 179,090                               | 0                               | 0.00%                        |
| Other revenues                     | 36,911                    | 0                          | 0                                     | 0                               |                              |
| <b>Total Other Revenue Sources</b> | <u>36,911</u>             | <u>179,090</u>             | <u>179,090</u>                        | <u>0</u>                        | 0.00%                        |
| <b>TOTAL REVENUE</b>               | <u>13,490,234</u>         | <u>14,388,154</u>          | <u>14,388,154</u>                     | <u>156</u>                      | 0.00%                        |
| <b>TRANSFERS IN</b>                |                           |                            |                                       |                                 |                              |
| General Fund                       | 1,496,096                 | 1,414,493                  | 1,414,493                             | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS IN</b>          | <u>1,496,096</u>          | <u>1,414,493</u>           | <u>1,414,493</u>                      | <u>0</u>                        | 0.00%                        |
| <b>TOTAL SOURCES</b>               | <u>14,986,330</u>         | <u>15,802,647</u>          | <u>15,802,647</u>                     | <u>156</u>                      | 0.00%                        |
| <b>USES</b>                        |                           |                            |                                       |                                 |                              |
| <b>DEPARTMENTAL EXPENDITURES</b>   |                           |                            |                                       |                                 |                              |
| <b>Health Department</b>           | 1,649,769                 | 1,634,223                  | 1,634,223                             | 314,929                         | 19.27%                       |
| <b>Sheriff</b>                     | 11,229,973                | 12,512,752                 | 12,512,752                            | 2,360,489                       | 18.86%                       |
| <b>Community Corrections</b>       | 1,765,377                 | 1,669,908                  | 1,669,908                             | 365,651                         | 21.90%                       |
| <b>Environmental Services</b>      | 386,975                   | 0                          | 0                                     | 0                               |                              |
| <b>TOTAL USES</b>                  | <u>15,032,094</u>         | <u>15,816,883</u>          | <u>15,816,883</u>                     | <u>3,041,069</u>                | 19.23%                       |

## Justice Services Special Operations Fund

### Revenues

The Justice Services Special Operations Fund was established to account for revenues that are dedicated to specific programs within the departments of Community Corrections, the Sheriff's Office and the District Attorney's Office. Program revenues are expected to cover most or all of the costs of these programs. The overall revenues in the fund through September 30 were slightly over nine percent of budgeted estimates.

Intergovernmental Revenues -- Video Lottery Gambling Law Enforcement revenues, \$1,424,682, are budgeted in the District Attorney's Office for gambling law enforcement. It is expected that, as a result of the restriction placed on lottery revenue by the State Supreme Court ruling, there will be no more revenues from this source, and expenditures will also be underspent to reflect this reduction.

Local Sources -- This revenue comes from Metro for solid waste disposal enforcement. The budgeted level is \$315,343, but is currently showing no actual collections. By contract, Metro is invoiced on a quarterly basis, so revenues should be reflected in November.

Fines & Forfeitures -- Most of the revenue budgeted in this area is from forfeitures and forfeited property sales. The District Attorney's Office is showing a 12% collection of budget; the Sheriff's Office shows no collections to date on forfeitures. These revenues are not typically received on a regular basis.

### Expenditures

The Fund as a whole shows spending at 8.5% of budget through September. This rate of spending is low partly because the budget includes \$2.2 million of video lottery gambling enforcement revenue and appropriations that the Supreme Court has held improper to expend. Corrected for this limitation, 15.2% of the remaining appropriations of the fund, \$2,830,348, had been spent through September 30.

#### Sheriff

The Sheriff's budget includes the Forfeitures program. Out of a total of \$259,794, \$130,514 is budgeted for drug buys. Only \$8,900 of this appropriation had been spent as of September 30, leaving 96.8% of the program budget unspent.

#### District Attorney

The District Attorney's Forfeiture budget totals \$512,690. Of this amount, \$149,653 (29% of the budget) is allocated for Building Management costs that had not been charged as of September 30. Also, capital equipment is budgeted at \$51,000 (10% of budget) and is as yet unspent.

| <b>Justice Services Special Operations<br/>Fund</b> | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b>        | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---|---------------------------|-----------------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>BEGINNING WORKING CAPITAL</b>                    | <b>0</b>                  | <b>1,154,549</b>                  | <b>1,154,549</b>                      | <b>1,946,752</b>                | <b>168.62%</b>               |
| <b>SOURCES</b>                                      |                           |                                   |                                       |                                 |                              |
| <b>REVENUE</b>                                      |                           |                                   |                                       |                                 |                              |
| <b>Intergovernmental Revenues</b>                   |                           |                                   |                                       |                                 |                              |
| Federal Sources                                     | 44,791                    | 37,654                            | 37,654                                | 459                             | 1.22%                        |
| Video Lottery - Gambling law enforc.                | 599,115                   | 1,424,682                         | 1,424,682                             | 0                               | 0.00%                        |
| Local Sources                                       | 315,298                   | 346,814                           | 346,814                               | 0                               | 0.00%                        |
| Total Intergovernmental                             | 959,204                   | 1,809,150                         | 1,809,150                             | 459                             | 0.03%                        |
| <b>Licenses and Permits</b>                         |                           |                                   |                                       |                                 |                              |
| Marriage Licenses                                   | 56,590                    | 70,000                            | 70,000                                | 21,430                          | 30.61%                       |
| Concealed Weapons Permits                           | 292,066                   | 264,041                           | 264,041                               | 74,860                          | 28.35%                       |
| Total Licenses and Permits                          | 348,656                   | 334,041                           | 334,041                               | 96,290                          | 28.83%                       |
| <b>Service Charges</b>                              |                           |                                   |                                       |                                 |                              |
| Alarm Permits                                       | 721,419                   | 500,000                           | 500,000                               | 177,197                         | 35.44%                       |
| Probation Fees                                      | 517,328                   | Transferred to Federal State Fund |                                       |                                 |                              |
| Conciliation Fees                                   | 445,418                   | 398,277                           | 398,277                               | 77,604                          | 19.48%                       |
| Other service charges                               | 93,736                    | 186,600                           | 186,600                               | 67,116                          | 35.97%                       |
| Total Service Charges                               | 1,777,901                 | 1,084,877                         | 1,084,877                             | 321,917                         | 29.67%                       |
| <b>Interest</b>                                     | 18,581                    | 0                                 | 0                                     | 0                               |                              |
| <b>Other Revenue Sources</b>                        |                           |                                   |                                       |                                 |                              |
| Fines and Forfeitures                               | 477,376                   | 526,685                           | 526,685                               | 35,723                          | 6.78%                        |
| Courthouse security                                 | 87,214                    | 163,504                           | 163,504                               | 37,655                          | 23.03%                       |
| Other   | 20,614                    | 5,000                             | 5,000                                 | 3                               | 0.06%                        |
| Total Other Revenue Sources                         | 585,204                   | 695,189                           | 695,189                               | 73,381                          | 10.56%                       |
| <b>TOTAL REVENUE</b>                                | <b>3,689,546</b>          | <b>3,923,257</b>                  | <b>3,923,257</b>                      | <b>492,047</b>                  | <b>12.54%</b>                |
| <b>TRANSFERS IN</b>                                 |                           |                                   |                                       |                                 |                              |
| General Fund  | 1,767,553                 | 119,652                           | 119,652                               | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS IN</b>                           | <b>1,767,553</b>          | <b>119,652</b>                    | <b>119,652</b>                        | <b>0</b>                        | <b>0.00%</b>                 |
| <b>TOTAL SOURCES</b>                                | <b>5,457,099</b>          | <b>5,197,458</b>                  | <b>5,197,458</b>                      | <b>2,438,799</b>                | <b>46.92%</b>                |

| <b>Justice Services Special Operations<br/>Fund</b> | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>9/30/94<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>USES</b>   |                           |                            |                                       |                                 |                              |
| <b>DEPARTMENTAL EXPENDITURES</b>                    |                           |                            |                                       |                                 |                              |
| <u>Sheriff</u>                                      | 1,534,211                 | 1,820,793                  | 1,820,793                             | 256,948                         | 14.11%                       |
| <u>Community Corrections</u>                        | 1,130,009                 | 552,282                    | 552,282                               | 128,985                         | 23.35%                       |
| <u>District Attorney</u>                            | 846,127                   | 2,674,383                  | 2,674,383                             | 45,451                          | 1.70%                        |
| <b>DEPARTMENTAL EXPENDITURES</b>                    | <b>3,510,347</b>          | <b>5,047,458</b>           | <b>5,047,458</b>                      | <b>431,384</b>                  | <b>8.55%</b>                 |
| <b>TRANSFERS OUT</b>                                |                           |                            |                                       |                                 |                              |
| To Capital Improvement Fund                         | 0                         | 150,000                    | 150,000                               | 0                               | 0.00%                        |
| <b>TOTAL USES</b>                                   | <b>3,510,347</b>          | <b>5,197,458</b>           | <b>5,197,458</b>                      | <b>431,384</b>                  | <b>8.30%</b>                 |
| Unreserved Ending Balance                           | 1,946,752                 | 0                          | 0                                     |                                 |                              |



## Health Department Funds

Revenues and expenditures in this fund are both running at approximately eleven percent of the budgeted estimates. At the end of the first quarter of 1994-95, CareOregon had approximately 17,000 enrollees. The adopted budget assumed that CareOregon would average 35,000 enrollees over the fiscal year. Because enrollment is half the projected average, both revenues and expenses are less than expected

### Revenues

Intergovernmental Revenues -- The primary source of revenue is Medicaid capitation paid by the Office of Medical Assistance Payments (OMAP) to cover the costs of care of clients enrolled in the Oregon Health Plan that choose a CareOregon primary care provider. The difference between the number of enrollees and the estimated clients assumed by the budget accounts for the lower than budgeted revenues

Interest -- There is a significant lag between when the capitation payments earned by the CareOregon Fund are received and the time payments are made for patient care. The fund earns interest on this cash during the time it is in the County's possession.

| Department Specific Funds<br>HEALTH DEPARTMENT | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 1994-95<br>Year to Date | Percent of<br>Budget |
|--|-------------------|--------------------|------------------------------|-------------------------|----------------------|
|--|-------------------|--------------------|------------------------------|-------------------------|----------------------|

**SOURCES**

**REVENUE**

Intergovernmental Revenues

|                         |           |            |            |           |        |
|-------------------------|-----------|------------|------------|-----------|--------|
| CareOregon Fund         | 7,143,966 | 52,980,000 | 52,980,000 | 5,974,925 | 11.28% |
| Total Intergovernmental | 7,143,966 | 52,980,000 | 52,980,000 | 5,974,925 | 11.28% |

|          |        |   |   |        |  |
|----------|--------|---|---|--------|--|
| Interest | 35,157 | 0 | 0 | 40,516 |  |
|----------|--------|---|---|--------|--|

Other Revenue

|                 |        |   |   |   |  |
|-----------------|--------|---|---|---|--|
| CareOregon Fund | 21,183 | 0 | 0 | 0 |  |
| Total Other     | 21,183 | 0 | 0 | 0 |  |

|                      |                  |                   |                   |                  |               |
|----------------------|------------------|-------------------|-------------------|------------------|---------------|
| <b>TOTAL REVENUE</b> | <b>7,200,306</b> | <b>52,980,000</b> | <b>52,980,000</b> | <b>6,015,441</b> | <b>11.35%</b> |
|----------------------|------------------|-------------------|-------------------|------------------|---------------|

TRANSFERS IN

|              |   |        |        |   |       |
|--------------|---|--------|--------|---|-------|
| General Fund | 0 | 49,649 | 49,649 | 0 | 0.00% |
|--------------|---|--------|--------|---|-------|

|                           |          |               |               |          |              |
|---------------------------|----------|---------------|---------------|----------|--------------|
| <b>TOTAL TRANSFERS IN</b> | <b>0</b> | <b>49,649</b> | <b>49,649</b> | <b>0</b> | <b>0.00%</b> |
|---------------------------|----------|---------------|---------------|----------|--------------|

|                                   |                  |                   |                   |                  |               |
|-----------------------------------|------------------|-------------------|-------------------|------------------|---------------|
| <b>TOTAL DEPARTMENTAL SOURCES</b> | <b>7,200,306</b> | <b>53,029,649</b> | <b>53,029,649</b> | <b>6,015,441</b> | <b>11.34%</b> |
|-----------------------------------|------------------|-------------------|-------------------|------------------|---------------|

**USES**

DEPARTMENTAL EXPENDITURES

Health Department

|                         |           |            |            |           |        |
|-------------------------|-----------|------------|------------|-----------|--------|
| CareOregon Fund         | 7,890,418 | 53,029,649 | 53,029,649 | 6,135,344 | 11.57% |
| Total Health Department | 7,890,418 | 53,029,649 | 53,029,649 | 6,135,344 | 11.57% |

|                                |                  |                   |                   |                  |               |
|--------------------------------|------------------|-------------------|-------------------|------------------|---------------|
| <b>TOTAL DEPARTMENTAL USES</b> | <b>7,890,418</b> | <b>53,029,649</b> | <b>53,029,649</b> | <b>6,135,344</b> | <b>11.57%</b> |
|--------------------------------|------------------|-------------------|-------------------|------------------|---------------|

|                           |           |   |   |  |  |
|---------------------------|-----------|---|---|--|--|
| Unreserved Ending Balance | (690,112) | 0 | 0 |  |  |
|---------------------------|-----------|---|---|--|--|

## **Library Funds**

### **Library Serial Levy Fund**

#### **Revenues**

Library Serial Levy Fund revenues were at 10.52% of current budget at the end of the first quarter. The main reason for this is that property taxes are not collected until November.

**Property Taxes** - The first installment of current year property tax payments is not due until November 15. Subsequent installments are due February 15 and May 15.

**Intergovernmental Revenue** - Reciprocal borrowing (MIX) libraries are billed for this revenue in December.

**Interest** - Property taxes are collected in November, February and May. Because of this, cash balances are low which results in low interest earnings in July, August, September and October. Interest revenue will increase in November and December.

**Other Revenue** - The Library received \$416,313 for the OCF grant in November. Book fines may be down slightly because of telephone renewal. Donations are estimated and there is no way to predict if the Library will receive the \$126,500 budgeted. Special Operations Fund and Inmate Welfare Fund revenue will be received at the end of June.

**General Fund Cash Transfer** - This revenue is typically recognized at the end of the fiscal year.

### **Library Enterprise Fund**

#### **Revenues**

**Other Revenue** - The Enterprise fund receives revenue for this category after the Library Serial fund has received its share. Revenues are not typically recognized till May or June.

#### **Expenditures**

Library Enterprise Fund expenditures were at 0% of current budget at the end of the first quarter because the Marketing Director has not yet been hired. That position is scheduled to be filled in early January, 1995

| <b>Department Specific Funds<br/>LIBRARY</b> | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>1994-95<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|--|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b><u>BEGINNING WORKING CAPITAL</u></b>      |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 2,570,210                 | 2,462,803                  | 2,462,803                             | 1,931,655                       |                              |
| Entrepreneurial Initiatives                  | 0                         | 10,000                     | 10,000                                | 81,295                          |                              |
| <b><u>BEGINNING WORKING CAPITAL</u></b>      | <b><u>2,570,210</u></b>   | <b><u>2,472,803</u></b>    | <b><u>2,472,803</u></b>               | <b><u>2,012,950</u></b>         | <b>81.40%</b>                |
| <b>SOURCES</b>                               |                           |                            |                                       |                                 |                              |
| <b><u>REVENUE</u></b>                        |                           |                            |                                       |                                 |                              |
| <b><u>Taxes</u></b>                          |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 10,245,691                | 10,852,033                 | 10,852,033                            | 0                               | 0.00%                        |
| Total Taxes                                  | <u>10,245,691</u>         | <u>10,852,033</u>          | <u>10,852,033</u>                     | <u>0</u>                        | <u>0.00%</u>                 |
| <b><u>Intergovernmental Revenues</u></b>     |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 346,483                   | 469,664                    | 469,664                               | 0                               | 0.00%                        |
| Total Intergovernmental                      | <u>346,483</u>            | <u>469,664</u>             | <u>469,664</u>                        | <u>0</u>                        | <u>0.00%</u>                 |
| <b><u>Service Charges</u></b>                |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 42,711                    | 35,382                     | 35,382                                | 15,396                          | 43.51%                       |
| Entrepreneurial Initiatives                  | 6,183                     | 13,971                     | 13,971                                | 2,110                           | 15.10%                       |
| Total Service Charges                        | <u>48,894</u>             | <u>49,353</u>              | <u>49,353</u>                         | <u>17,506</u>                   | <u>35.47%</u>                |
| <b><u>Interest</u></b>                       |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 98,026                    | 63,000                     | 63,000                                | 6,249                           | 9.92%                        |
| Total Interest                               | <u>98,026</u>             | <u>63,000</u>              | <u>63,000</u>                         | <u>6,249</u>                    | <u>9.92%</u>                 |
| <b><u>Other Revenue Sources</u></b>          |                           |                            |                                       |                                 |                              |
| Library Levy                                 | 1,511,105                 | 1,567,357                  | 1,567,357                             | 219,923                         | 14.03%                       |
| Entrepreneurial Initiatives                  | 75,113                    | 17,484                     | 17,484                                | 0                               | 0.00%                        |
| Total Other Revenue Sources                  | <u>1,586,218</u>          | <u>1,584,841</u>           | <u>1,584,841</u>                      | <u>219,923</u>                  | <u>13.88%</u>                |
| <b><u>TOTAL REVENUE</u></b>                  | <b><u>12,325,312</u></b>  | <b><u>13,018,891</u></b>   | <b><u>13,018,891</u></b>              | <b><u>243,678</u></b>           | <b>1.87%</b>                 |
| <b><u>TRANSFERS IN</u></b>                   |                           |                            |                                       |                                 |                              |
| General Fund                                 | 6,004,724                 | 5,969,162                  | 5,969,162                             | 0                               | 0.00%                        |
| <b><u>TOTAL TRANSFERS IN</u></b>             | <b><u>6,004,724</u></b>   | <b><u>5,969,162</u></b>    | <b><u>5,969,162</u></b>               | <b><u>0</u></b>                 | <b>0.00%</b>                 |
| <b>TOTAL SOURCES</b>                         | <b><u>20,900,246</u></b>  | <b><u>21,460,856</u></b>   | <b><u>21,460,856</u></b>              | <b><u>2,256,628</u></b>         | <b>10.52%</b>                |

| Department Specific Funds<br>LIBRARY | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 1994-95<br>Year to Date | Percent of<br>Budget |
|--------------------------------------|-------------------|--------------------|------------------------------|-------------------------|----------------------|
| <b>USES</b>                          |                   |                    |                              |                         |                      |
| <b>DEPARTMENTAL EXPENDITURES</b>     |                   |                    |                              |                         |                      |
| <b>Library</b>                       |                   |                    |                              |                         |                      |
| Library Levy                         | 18,887,296        | 20,912,623         | 20,912,623                   | 4,152,792               | 19.86%               |
| Entrepreneurial Initiatives          | 0                 | 41,455             | 41,455                       | 0                       | 0.00%                |
| <b>DEPARTMENTAL EXPENDITURES</b>     | <b>18,887,296</b> | <b>20,954,078</b>  | <b>20,954,078</b>            | <b>4,152,792</b>        | <b>19.82%</b>        |
| <b>TRANSFERS OUT</b>                 |                   |                    |                              |                         |                      |
| General Fund                         | 0                 | 470,604            | 470,604                      | 0                       | 0.00%                |
| <b>TOTAL TRANSFERS OUT</b>           | <b>0</b>          | <b>470,604</b>     | <b>470,604</b>               | <b>0</b>                | <b>0.00%</b>         |
| <b>Other Uses</b>                    |                   |                    |                              |                         |                      |
| Contingency                          | 0                 | 36,174             | 36,174                       | 0                       | 0.00%                |
| Total Other Uses                     | 0                 | 36,174             | 36,174                       | 0                       | 0.00%                |
| <b>TOTAL USES</b>                    | <b>18,887,296</b> | <b>21,460,856</b>  | <b>21,460,856</b>            | <b>4,152,792</b>        | <b>19.35%</b>        |
| Unreserved Ending Balance            | 2,012,950         | 0                  | 0                            |                         |                      |



## Environmental Services Funds

### Revenue

Total revenues received by Environmental Services funds (excluding internal service and capital funds) were 26.20% of budget as of September 30, 1994. This amount is within an acceptable variance range. However, no cash transfers from the General Fund have yet been made. Specific areas with revenue variances are:

**Tax Title Fund:** Proceeds from sales of foreclosed houses are at 6.1% of budget. It was expected that this figure would be lower at this time of the year. The foreclosure process is slow, and we expect to receive a larger part of the revenue near the end of the fiscal year. Another contributing factor is that DES has begun an extensive, proactive process to enable people to pay their property taxes and stay in their homes. This process is working successfully, and therefore there are fewer houses on which to foreclose.

**Road Fund:** Internal service reimbursements (Other Revenue Sources) are billed on a quarterly basis, so the revenues here do not include the first three months of this fiscal year.

### Expenditures

Total expenditures in Environmental Services funds (excluding internal service and capital funds) were 10.69% of budget as of September 30, 1994. No cash transfers or contingency expenditures have been made. Expenditures excluding cash transfers and contingency were 11.06% of budget. The most significant reasons for this variation are explained below.

**Road Fund:** Approximately \$16 million of the budgeted expenditures in the Road fund is a special appropriation to the City of Portland. These expenditures have not yet been made. Other expenditures in the Road fund are within the expected range.

**Tax Title Fund:** All of the expenditures in the Tax Title fund are transfers to other governments or to the County programs which administer the tax title program. None of these transfers has yet been made.

**Land Corner Preservation:** No moneys have been expended for the Land Corner projects at this time.

**Recreation Fund:** The expenditures in this fund are all pass-through of revenue to Metro. There is a slight lag between our receipt and the transfer to Metro. Since funds have only recently been received from the State, these reports do not capture the transfer.

| Department Specific Funds<br>ENVIRONMENTAL SERVICES | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 1994-95<br>Year to Date | Percent of<br>Budget |
|---|-------------------|--------------------|------------------------------|-------------------------|----------------------|
| <b>BEGINNING WORKING CAPITAL</b>                    |                   |                    |                              |                         |                      |
| Road Fund   | 9,793,083         | 7,190,462          | 7,190,462                    | 7,087,103               | 98.56%               |
| Tax Title   | 34,811            | 56,000             | 56,000                       | 0                       | 0.00%                |
| Animal Control                                      | 138,996           | 0                  | 0                            | 3,388                   | -                    |
| Fair Fund   | 75,450            | 75,450             | 75,450                       | (6,297)                 | -8.35%               |
| Land Corner Preservation                            | 457,036           | 304,000            | 304,000                      | 681,165                 | 224.07%              |
| Assessment & Taxation                               | 235,046           | 0                  | 0                            | 0                       | -                    |
| Recreation Fund                                     | 698,906           | 0                  | 0                            | (40,471)                |                      |
| <b>BEGINNING WORKING CAPITAL</b>                    | <b>11,433,328</b> | <b>7,625,912</b>   | <b>7,625,912</b>             | <b>7,724,888</b>        | <b>101.30%</b>       |

### SOURCES

#### REVENUE

##### Taxes

|                    |                  |                  |                  |                  |               |
|--------------------|------------------|------------------|------------------|------------------|---------------|
| Road Fund          | 7,469,097        | 7,546,000        | 7,546,000        | 1,216,506        | 16.12%        |
| Tax Title          | 684,674          | 1,850,000        | 1,850,000        | 112,829          | 6.10%         |
| Recreation Fund    | 124,709          | 120,000          | 120,000          | 19,016           | 15.85%        |
| <b>Total Taxes</b> | <b>8,278,480</b> | <b>9,516,000</b> | <b>9,516,000</b> | <b>1,348,351</b> | <b>14.17%</b> |

##### Intergovernmental Revenues

|                                |                   |                   |                   |                  |               |
|--------------------------------|-------------------|-------------------|-------------------|------------------|---------------|
| Road Fund                      | 24,178,595        | 22,983,650        | 22,983,650        | 3,787,207        | 16.48%        |
| Tax Title                      | 0                 | 18,250            | 18,250            | 0                | 0.00%         |
| Fair Fund                      | 10,230            | 34,700            | 34,700            | 34,722           | 100.06%       |
| Assessment & Taxation          | 1,795,992         | 2,376,000         | 2,376,000         | 626,776          | 26.38%        |
| Recreation Fund                | 196,308           | 286,000           | 286,000           | 54,609           | 19.09%        |
| <b>Total Intergovernmental</b> | <b>26,181,125</b> | <b>25,698,600</b> | <b>25,698,600</b> | <b>4,503,314</b> | <b>17.52%</b> |

##### Licenses and Permits

|                                   |                |                |                |                |               |
|-----------------------------------|----------------|----------------|----------------|----------------|---------------|
| Road Fund                         | 44,750         | 20,000         | 20,000         | 8,013          | 40.07%        |
| Animal Control                    | 793,410        | 609,000        | 609,000        | 266,916        | 43.83%        |
| <b>Total Licenses and Permits</b> | <b>838,160</b> | <b>629,000</b> | <b>629,000</b> | <b>274,929</b> | <b>43.71%</b> |

##### Service Charges

|                              |                  |                  |                  |                |               |
|------------------------------|------------------|------------------|------------------|----------------|---------------|
| Road Fund                    | 586,987          | 635,000          | 635,000          | 101,536        | 15.99%        |
| Tax Title                    | 2,777            | 0                | 0                | 800            |               |
| Animal Control               | 204,211          | 194,200          | 194,200          | 57,059         | 29.38%        |
| Land Corner Preservation     | 464,287          | 400,000          | 400,000          | 104,428        | 26.11%        |
| Fair Fund                    | 0                | 0                | 0                | 542            |               |
| Recreation Fund              | 851,351          | 0                | 0                | 0              |               |
| Assessment and Taxation      | 583,066          | 540,500          | 540,500          | 98,203         | 18.17%        |
| <b>Total Service Charges</b> | <b>2,692,679</b> | <b>1,769,700</b> | <b>1,769,700</b> | <b>362,568</b> | <b>20.49%</b> |

| <b>Department Specific Funds</b>   | <b>Actual</b>     | <b>1994-95</b>    | <b>1994-95</b>    | <b>1994-95</b>      | <b>Percent of</b> |
|------------------------------------|-------------------|-------------------|-------------------|---------------------|-------------------|
| <b>ENVIRONMENTAL SERVICES</b>      | <b>1993-94</b>    | <b>Adopted</b>    | <b>Current</b>    | <b>Year to Date</b> | <b>Budget</b>     |
|                                    |                   |                   | <b>Budget</b>     |                     |                   |
| <b>Interest</b>                    |                   |                   |                   |                     |                   |
| Road Fund                          | 450,865           | 403,000           | 403,000           | 79,397              | 19.70%            |
| Tax Title                          | 238,017           | 259,000           | 259,000           | 59,501              | 22.97%            |
| Recreation Fund                    | 26,227            | 0                 | 0                 | 0                   |                   |
| Fair Fund                          | 2,209             | 1,050             | 1,050             | 131                 | 12.48%            |
| <b>Total Interest</b>              | <b>717,318</b>    | <b>663,050</b>    | <b>663,050</b>    | <b>139,029</b>      | <b>20.97%</b>     |
| <b>Other Revenue Sources</b>       |                   |                   |                   |                     |                   |
| Road Fund                          | 757,700           | 868,399           | 868,399           | 15,829              | 1.82%             |
| Animal Control                     | 31,789            | 48,000            | 48,000            | 7,279               | 15.16%            |
| Fair Fund                          | 173,527           | 190,000           | 190,000           | 142,681             | 75.10%            |
| Recreation Fund                    | 788,370           | 42,003            | 42,003            | 0                   |                   |
| Assessment & Taxation              | 589,608           | 826,737           | 826,737           | 4,196               | 0.51%             |
| <b>Total Other Revenue Sources</b> | <b>2,340,994</b>  | <b>1,975,139</b>  | <b>1,975,139</b>  | <b>169,985</b>      | <b>8.61%</b>      |
| <b>TOTAL REVENUE</b>               | <b>41,048,756</b> | <b>40,251,489</b> | <b>40,251,489</b> | <b>6,798,176</b>    | <b>16.89%</b>     |
| <b>TRANSFERS IN</b>                |                   |                   |                   |                     |                   |
| <b>General Fund</b>                |                   |                   |                   |                     |                   |
| Assessment & Taxation              | 6,792,519         | 7,586,029         | 7,586,029         |                     |                   |
| Recreation Fund                    | 25,000            | 10,300            | 10,300            |                     |                   |
| <b>Total General Fund</b>          | <b>6,817,519</b>  | <b>7,596,329</b>  | <b>7,596,329</b>  | <b>0</b>            | <b>0.00%</b>      |
| Assessment District Fund           | 29,860            | 0                 | 0                 | 0                   |                   |
| <b>TOTAL TRANSFERS IN</b>          | <b>6,847,379</b>  | <b>7,596,329</b>  | <b>7,596,329</b>  | <b>0</b>            | <b>0.00%</b>      |
|                                    | <b>59,329,463</b> |                   |                   |                     |                   |
| <b>TOTAL DEPARTMENTAL SOURCES</b>  | <b>47,896,135</b> | <b>55,473,730</b> | <b>55,473,730</b> | <b>14,523,064</b>   | <b>26.18%</b>     |
| <b>USES</b>                        |                   |                   |                   |                     |                   |
| <b>DEPARTMENTAL EXPENDITURES</b>   |                   |                   |                   |                     |                   |
| Road Fund                          | 32,804,307        | 35,877,980        | 35,877,980        | 3,189,399           | 8.89%             |
| Tax Title                          | 960,280           | 2,127,250         | 2,127,250         | 55                  | 0.00%             |
| Fair Fund                          | 267,713           | 245,535           | 245,535           | 226,459             | 92.23%            |
| Land Corner Preservation           | 240,158           | 576,000           | 576,000           | 0                   | 0.00%             |
| Assessment & Taxation              | 9,996,231         | 11,385,266        | 11,385,266        | 2,168,486           | 19.05%            |
| Recreation Fund                    | 2,717,342         | 458,303           | 458,303           | 1,611               | 0.35%             |
| <b>DEPARTMENTAL EXPENDITURES</b>   | <b>46,986,031</b> | <b>50,670,334</b> | <b>50,670,334</b> | <b>5,586,010</b>    | <b>11.02%</b>     |
| <b>TRANSFERS OUT</b>               |                   |                   |                   |                     |                   |
| General Fund                       | 1,362,877         | 1,049,200         | 1,049,200         | 0                   | 0.00%             |
| Bicycle Paths Fund                 | 50,559            | 53,071            | 53,071            | 0                   |                   |
| Willamette River Bridge Fund       | 3,205,109         | 3,264,788         | 3,264,788         | 0                   |                   |
| <b>TOTAL TRANSFERS OUT</b>         | <b>4,618,545</b>  | <b>4,367,059</b>  | <b>4,367,059</b>  | <b>0</b>            | <b>0.00%</b>      |

| <b>Department Specific Funds</b><br><b>ENVIRONMENTAL SERVICES</b> | <b>Actual</b><br><b>1993-94</b> | <b>1994-95</b><br><b>Adopted</b> | <b>1994-95</b><br><b>Current</b><br><b>Budget</b> | <b>1994-95</b><br><b>Year to Date</b> | <b>Percent of</b><br><b>Budget</b> |
|---|---------------------------------|----------------------------------|---|---------------------------------------|------------------------------------|
| <b>Other Requirements</b>   |                                 |                                  |   |                                       |                                    |
| Contingency   |                                 |                                  |   |                                       |                                    |
| Road Fund   |                                 | 252,672                          | 252,672   |                                       |                                    |
| Fair Fund   |                                 | 55,665                           | 55,665  |                                       |                                    |
| Land Corner Preservation  |                                 | 128,000                          | 128,000   |                                       |                                    |
| Total Contingency   | 0                               | 436,337                          | 436,337   | 0                                     | 0.00%                              |
| Total Other Requirements  | 0                               | 436,337                          | 436,337   | 0                                     | 0.00%                              |
| <b>TOTAL DEPARTMENTAL USES</b>                                    | <b>51,604,576</b>               | <b>55,473,730</b>                | <b>55,473,730</b>                                 | <b>5,586,010</b>                      | <b>10.07%</b>                      |
| <b>Unreserved Ending Balance</b>                                  |                                 |                                  |   |                                       |                                    |
| Road Fund   | 7,087,103                       | 0                                | 0   |                                       |                                    |
| Tax Title   | 0                               | 0                                | 0   |                                       |                                    |
| Animal Control  | 3,387                           | 0                                | 0   |                                       |                                    |
| Fair Fund   | (6,297)                         | 0                                | 0   |                                       |                                    |
| Land Corner Preservation  | 681,165                         | 0                                | 0   |                                       |                                    |
| Assessment & Taxation   | 0                               | 0                                | 0   |                                       |                                    |
| Recreation Fund   | (40,471)                        | 0                                | 0   |                                       |                                    |
| Total Unreserved Ending Balance                                   | 7,724,887                       | 0                                | 0   |                                       |                                    |

## Internal Service Funds

### Revenue

Internal service fund revenues are at 14.13% of budget through September 30, 1994. The most significant factor in this shortfall is the Facilities Fund. As this is a new fund this year, new accounting and billing systems had to be implemented. These systems are only now coming on-line. Facilities expects to bill departments for the first quarter soon, approximately \$4.2 million dollars. Had this amount been billed in a timely manner, internal service fund revenue would be at approximately 21.5% of budget, which would be within an acceptable variance range.

Revenues in the Fleet and Distribution fund are lower than expected because the reported figures include only two months, rather than the expected three.

Revenue in the Insurance Fund is significantly higher than projected due to an unexpected, and unbudgeted, third party settlement in a workers' compensation case.

### Expenditures

Expenditures in the internal service funds are at 20.76% of budget, a figure within an acceptable variance range.

Expenditures in the Fleet fund are lower than expected due to cyclical variations in spending. Fleet expenditures were at approximately this same level at this time last year. Expenditures in the Distribution fund are also lower than would be expected. This is due to a reduction in postage inventory which is not recorded as an expenditure, and to the fact that property tax bills, which are a major distribution expense, are mailed in October. Expenditures in the Telephone fund are lower because of a planned capital expenditure that has not yet occurred.

| <b>INTERNAL SERVICE FUNDS</b>     | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>1994-95<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|-----------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>BEGINNING WORKING CAPITAL</b>  |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 3,807,186                 | 5,300,000                  | 5,300,000                             | 6,155,136                       | 116.13%                      |
| Fleet Fund                        | 1,615,852                 | 1,809,079                  | 1,809,079                             | 1,708,408                       | 94.44%                       |
| Telephone Fund                    | 417,022                   | 295,498                    | 295,498                               | 234,871                         | 79.48%                       |
| Data Processing Fund              | 1,190,853                 | 598,817                    | 598,817                               | 624,166                         | 104.23%                      |
| Distribution Fund                 | 58,341                    | 78,040                     | 78,040                                | 86,337                          | 110.63%                      |
| <b>BEGINNING WORKING CAPITAL</b>  | <b>7,089,254</b>          | <b>8,081,434</b>           | <b>8,081,434</b>                      | <b>8,808,918</b>                | <b>109.00%</b>               |
| <b>SOURCES</b>                    |                           |                            |                                       |                                 |                              |
| <b>REVENUE</b>                    |                           |                            |                                       |                                 |                              |
| <b>Intergovernmental Revenues</b> |                           |                            |                                       |                                 |                              |
| Fleet Fund                        | 151,123                   | 239,300                    | 239,300                               | 15,611                          | 6.52%                        |
| Distribution Fund                 | 576                       | 0                          | 0                                     | 0                               |                              |
| Telephone Fund                    | 0                         | 6,207                      | 6,207                                 | 0                               | 0.00%                        |
| Total Intergovernmental           | 151,699                   | 239,300                    | 239,300                               | 15,611                          | 6.52%                        |
| <b>Service Charges</b>            |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 26,223                    | 12,000                     | 12,000                                | 84,651                          | 705.43%                      |
| Fleet Fund                        | 11,740                    | 37,500                     | 37,500                                | 396                             | 1.06%                        |
| Telephone Fund                    | 297,839                   | 298,760                    | 298,760                               | 47,793                          | 16.00%                       |
| Data Processing Fund              | 159,967                   | 205,018                    | 205,018                               | 39,144                          | 19.09%                       |
| Distribution Fund                 | 185                       | 0                          | 0                                     | 2                               |                              |
| Facilities Management Fund        | 0                         | 1,308,028                  | 1,308,028                             | 192,504                         | 14.72%                       |
| Total Service Charges             | 495,954                   | 1,861,306                  | 1,861,306                             | 364,490                         | 19.58%                       |
| <b>Interest</b>                   |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 413,733                   | 420,000                    | 420,000                               | 83,280                          | 19.83%                       |
| Fleet Fund                        | 36,834                    | 42,000                     | 42,000                                | 8,620                           | 20.52%                       |
| Telephone Fund                    | 19,299                    | 15,570                     | 15,570                                | 3,342                           | 21.46%                       |
| Data Processing Fund              | 64,373                    | 73,750                     | 73,750                                | 5,516                           | 7.48%                        |
| Distribution Fund                 | 61                        | 0                          | 0                                     | 0                               |                              |
| Facilities Management Fund        | 0                         | 770                        | 770                                   | 199                             | 25.84%                       |
| Total Interest                    | 534,300                   | 552,090                    | 552,090                               | 100,957                         | 18.29%                       |
| <b>Other Revenue Sources</b>      |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 20,348,948                | 22,429,193                 | 22,429,193                            | 5,170,409                       | 23.05%                       |
| Fleet Fund                        | 3,168,639                 | 4,027,681                  | 4,027,681                             | 501,665                         | 12.46%                       |
| Telephone Fund                    | 2,155,826                 | 2,117,621                  | 2,117,621                             | 329,331                         | 15.55%                       |
| Data Processing Fund              | 5,655,653                 | 6,592,399                  | 6,592,399                             | 1,311,935                       | 19.90%                       |
| Distribution Fund                 | 1,091,815                 | 1,275,447                  | 1,275,447                             | 158,500                         | 12.43%                       |
| Facilities Management Fund        | 0                         | 17,176,663                 | 17,176,663                            | 477                             | 0.00%                        |
| Total Other Revenue Sources       | 32,420,881                | 53,619,004                 | 53,619,004                            | 7,472,317                       | 13.94%                       |
| <b>TOTAL REVENUE</b>              | <b>33,602,834</b>         | <b>56,271,700</b>          | <b>56,271,700</b>                     | <b>7,953,375</b>                | <b>14.13%</b>                |

| <b>INTERNAL SERVICE FUNDS</b>     | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>1994-95<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|-----------------------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>TRANSFERS IN</b>               |                           |                            |                                       |                                 |                              |
| General Fund (to Facilities Fund) |                           | 224,257                    | 224,257                               | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS IN</b>         | <b>0</b>                  | <b>224,257</b>             | <b>224,257</b>                        | <b>0</b>                        | <b>0.00%</b>                 |
| <b>TOTAL DEPARTMENTAL SOURCES</b> | <b>40,692,088</b>         | <b>64,577,391</b>          | <b>64,577,391</b>                     | <b>16,762,293</b>               | <b>25.96%</b>                |
| <b>USES</b>                       |                           |                            |                                       |                                 |                              |
| <b>DEPARTMENTAL EXPENDITURES</b>  |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 18,440,954                | 22,472,768                 | 22,472,768                            | 4,170,680                       | 18.56%                       |
| Fleet Fund                        | 3,275,779                 | 4,454,560                  | 4,454,560                             | 592,172                         | 13.29%                       |
| Telephone Fund                    | 2,655,115                 | 2,487,093                  | 2,487,093                             | 317,574                         | 12.77%                       |
| Data Processing Fund              | 6,446,682                 | 6,982,939                  | 6,982,939                             | 1,423,696                       | 20.39%                       |
| Distribution Fund                 | 1,064,641                 | 1,290,825                  | 1,290,825                             | 199,119                         | 15.43%                       |
| Facilities Management Fund        | 0                         | 17,563,942                 | 17,563,942                            | 4,767,501                       | 27.14%                       |
| <b>DEPARTMENTAL EXPENDITURES</b>  | <b>31,883,171</b>         | <b>55,252,127</b>          | <b>55,252,127</b>                     | <b>11,470,742</b>               | <b>20.76%</b>                |
| <b>TRANSFERS OUT</b>              |                           |                            |                                       |                                 |                              |
| Capital Improvement Fund          | 0                         | 750,000                    | 750,000                               | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS OUT</b>        | <b>0</b>                  | <b>750,000</b>             | <b>750,000</b>                        | <b>0</b>                        | <b>0.00%</b>                 |
| <b>Other Requirements</b>         |                           |                            |                                       |                                 |                              |
| <b>Contingency</b>                |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 0                         | 5,688,425                  | 5,688,425                             |                                 | 0.00%                        |
| Fleet Fund                        | 0                         | 1,400,000                  | 1,400,000                             |                                 | 0.00%                        |
| Telephone Fund                    | 0                         | 240,356                    | 240,356                               |                                 | 0.00%                        |
| Data Processing Fund              | 0                         | 457,045                    | 457,045                               |                                 | 0.00%                        |
| Distribution Fund                 | 0                         | 62,662                     | 62,662                                |                                 | 0.00%                        |
| Facilities Management Fund        | 0                         | 397,874                    | 397,874                               |                                 | 0.00%                        |
| Total Contingency                 | 0                         | 8,246,362                  | 8,246,362                             | 0                               | 0.00%                        |
| Total Other Requirements          | 0                         | 8,246,362                  | 8,246,362                             | 0                               | 0.00%                        |
| <b>TOTAL DEPARTMENTAL USES</b>    | <b>31,883,171</b>         | <b>64,248,489</b>          | <b>64,248,489</b>                     | <b>11,470,742</b>               | <b>17.85%</b>                |
| <b>Unreserved Ending Balance</b>  |                           |                            |                                       |                                 |                              |
| Insurance Fund                    | 6,155,136                 | 0                          | 0                                     |                                 |                              |
| Fleet Fund                        | 1,708,408                 | 328,902                    | 328,902                               |                                 |                              |
| Telephone Fund                    | 234,871                   | 0                          | 0                                     |                                 |                              |
| Data Processing Fund              | 624,166                   | 0                          | 0                                     |                                 |                              |
| Distribution Fund                 | 86,337                    | 0                          | 0                                     |                                 |                              |
| Facilities Management Fund        | 0                         | 0                          | 0                                     |                                 |                              |
| Total Unreserved Ending Balance   | 8,808,917                 | 328,902                    | 328,902                               |                                 |                              |



## Capital Funds

### Revenue

Total revenues received in Capital Funds were 11.82% of budget as of September 30, 1994. The most significant factor in this variance is that approximately \$4.9 million of the revenue for these funds is bond/COP proceeds. These debt instruments have not yet been issued. Other expected variances are explained below.

**Capital Improvement Fund:** Budgeted revenues in the CIP fund in the Intergovernmental and Service Charge categories are reimbursements from other jurisdictions for specific capital projects that have not yet been received, and will be received in lump sum amounts.

**Bicycle Path Construction Fund:** Revenues in this fund are from the State for specific projects, and have not been received at this time.

### Expenditures

Total expenditures in Capital Funds were 7.39% of budget as of September 30, 1994. Underspending is expected because all funds are budgeted in each fiscal year, even for multi-year projects. There is historically a large carryover in each capital fund.

| <b>CAPITAL FUNDS</b>                    | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>1994-95<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b><u>BEGINNING WORKING CAPITAL</u></b> |                           |                            |                                       |                                 |                              |
| Natural Areas Acquisition               | 264,926                   | 413,649                    | 413,649                               | 944,594                         | 228.36%                      |
| Bicycle Path Construction               | 168,981                   | 123,212                    | 123,212                               | 73,776                          | 59.88%                       |
| Willamette River Bridges                | 2,943,867                 | 3,144,655                  | 3,144,655                             | 2,698,451                       | 85.81%                       |
| Lease/Purchase Project                  | 27,547,139                | 18,522,044                 | 18,522,044                            | 14,958,188                      | 80.76%                       |
| Library Construction                    | 0                         | 29,540,000                 | 29,540,000                            | 20,421,919                      | 69.13%                       |
| Capital Improvement                     | 193,976                   | 1,871,892                  | 1,871,892                             | 1,619,418                       | 86.51%                       |
| <b><u>BEGINNING WORKING CAPITAL</u></b> | <b><u>31,118,889</u></b>  | <b><u>53,615,452</u></b>   | <b><u>53,615,452</u></b>              | <b><u>40,716,346</u></b>        | <b>75.94%</b>                |

### SOURCES

#### REVENUE

##### Intergovernmental Revenues

|                                |               |                |                |          |              |
|--------------------------------|---------------|----------------|----------------|----------|--------------|
| Willamette River Bridges       | 49,151        | 0              | 0              | 0        |              |
| Capital Improvement            | 0             | 215,715        | 215,715        | 0        | 0.00%        |
| <b>Total Intergovernmental</b> | <b>49,151</b> | <b>215,715</b> | <b>215,715</b> | <b>0</b> | <b>0.00%</b> |

##### Service Charges

|                              |                |               |               |           |              |
|------------------------------|----------------|---------------|---------------|-----------|--------------|
| Willamette River Bridges     | 42,656         | 0             | 0             | 73        |              |
| Capital Improvement          | 868,854        | 40,000        | 40,000        | 0         | 0.00%        |
| <b>Total Service Charges</b> | <b>911,510</b> | <b>40,000</b> | <b>40,000</b> | <b>73</b> | <b>0.18%</b> |

##### Interest

|                            |                |               |               |                |                |
|----------------------------|----------------|---------------|---------------|----------------|----------------|
| Natural Areas Acquisition  | 108,002        | 37,130        | 37,130        | 6,312          | 17.00%         |
| Bicycle Paths Construction | 4,357          | 4,300         | 4,300         | 441            | 10.26%         |
| Library Construction       | 219,989        | 0             | 0             | 129,727        |                |
| Capital Improvement        | 121,040        | 41,650        | 41,650        | 10,148         | 24.36%         |
| <b>Total Interest</b>      | <b>453,388</b> | <b>83,080</b> | <b>83,080</b> | <b>146,628</b> | <b>176.49%</b> |

##### Other Revenue Sources

|                                    |                   |                  |                  |                |              |
|------------------------------------|-------------------|------------------|------------------|----------------|--------------|
| Natural Areas Acquisition          | 630,365           | 198,500          | 198,500          | 278,943        | 140.53%      |
| Bicycle Path Construction          | 0                 | 130,000          | 130,000          | 0              | 0.00%        |
| Willamette River Bridges           | 56,656            | 75,000           | 75,000           | 548            | 0.73%        |
| Lease Purchase Project             | 533,566           | 1,912,000        | 1,912,000        | 0              | 0.00%        |
| Library Construction               | 22,000,000        | 2,954,000        | 2,954,000        | 0              | 0.00%        |
| Capital Improvement                | 761,443           | 354,950          | 354,950          | 278,943        | 78.59%       |
| <b>Total Other Revenue Sources</b> | <b>23,982,030</b> | <b>5,624,450</b> | <b>5,624,450</b> | <b>558,434</b> | <b>9.93%</b> |

#### **TOTAL REVENUE**

|  |                          |                         |                         |                       |               |
|--|--------------------------|-------------------------|-------------------------|-----------------------|---------------|
|  | <b><u>25,396,079</u></b> | <b><u>5,963,245</u></b> | <b><u>5,963,245</u></b> | <b><u>705,135</u></b> | <b>11.82%</b> |
|--|--------------------------|-------------------------|-------------------------|-----------------------|---------------|

| <b>CAPITAL FUNDS</b>                  |                   | <b>Actual<br/>1993-94</b> | <b>1994-95<br/>Adopted</b> | <b>1994-95<br/>Current<br/>Budget</b> | <b>1994-95<br/>Year to Date</b> | <b>Percent of<br/>Budget</b> |
|---------------------------------------|-------------------|---------------------------|----------------------------|---------------------------------------|---------------------------------|------------------------------|
| <b>TRANSFERS IN</b>                   |                   |                           |                            |                                       |                                 |                              |
| Road Fund                             |                   |                           |                            |                                       |                                 |                              |
| Willamette River Bridges              |                   | 50,559                    | 3,264,788                  | 3,264,788                             |                                 | 0.00%                        |
| Bicycle Path Construction             |                   | 3,205,109                 | 53,071                     | 53,071                                |                                 | 0.00%                        |
| Total Road Fund                       |                   | 3,255,668                 | 3,317,859                  | 3,317,859                             | 0                               | 0.00%                        |
| General Fund (To Capital Improvement) |                   | 0                         | 2,960,032                  | 2,960,032                             | 0                               | 0.00%                        |
| Justice Service Special Operations    |                   | 0                         | 150,000                    | 150,000                               | 0                               | 0.00%                        |
| Facilities Management                 |                   | 0                         | 750,000                    | 750,000                               | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS IN</b>             |                   | <b>3,255,668</b>          | <b>7,177,891</b>           | <b>7,177,891</b>                      | <b>0</b>                        | <b>0.00%</b>                 |
|                                       | <b>59,770,636</b> |                           |                            |                                       |                                 |                              |
| <b>TOTAL DEPARTMENTAL SOURCES</b>     |                   | <b>28,651,747</b>         | <b>66,756,588</b>          | <b>66,756,588</b>                     | <b>41,421,481</b>               | <b>62.05%</b>                |
| <b>USES</b>                           |                   |                           |                            |                                       |                                 |                              |
| <b>DEPARTMENTAL EXPENDITURES</b>      |                   |                           |                            |                                       |                                 |                              |
| Natural Areas Acquisition             |                   | 58,698                    | 559,279                    | 559,279                               | 1,306                           | 0.23%                        |
| Bicycle Path Construction             |                   | 150,121                   | 310,583                    | 310,583                               | 250                             | 0.08%                        |
| Willamette River Bridges              |                   | 3,598,990                 | 6,484,443                  | 6,484,443                             | 1,130,325                       | 17.43%                       |
| Lease/Purchase Project                |                   | 13,122,516                | 20,434,044                 | 20,434,044                            | 3,165,244                       | 15.49%                       |
| Library Construction                  |                   | 1,798,070                 | 32,494,000                 | 32,494,000                            | 230,278                         | 0.71%                        |
| Capital Improvement                   |                   | 325,895                   | 6,232,059                  | 6,232,059                             | 388,411                         | 6.23%                        |
| <b>DEPARTMENTAL EXPENDITURES</b>      |                   | <b>19,054,290</b>         | <b>66,514,408</b>          | <b>66,514,408</b>                     | <b>4,915,814</b>                | <b>7.39%</b>                 |
| <b>TRANSFERS OUT</b>                  |                   |                           |                            |                                       |                                 |                              |
| General Fund                          |                   | 0                         | 60,000                     | 60,000                                | 0                               | 0.00%                        |
| <b>TOTAL TRANSFERS OUT</b>            |                   | <b>0</b>                  | <b>60,000</b>              | <b>60,000</b>                         | <b>0</b>                        | <b>0.00%</b>                 |
| <b>Other Requirements</b>             |                   |                           |                            |                                       |                                 |                              |
| Contingency                           |                   |                           |                            |                                       |                                 |                              |
| Natural Areas Acquisition             |                   | 0                         | 30,000                     | 30,000                                | 0                               | 0.00%                        |
| Library Construction                  |                   | 0                         | 152,180                    | 152,180                               | 0                               | 0.00%                        |
| Total Contingency                     |                   | 0                         | 182,180                    | 182,180                               | 0                               | 0.00%                        |
| Total Other Requirements              |                   | 0                         | 182,180                    | 182,180                               | 0                               | 0.00%                        |
| <b>TOTAL DEPARTMENTAL USES</b>        |                   | <b>19,054,290</b>         | <b>66,756,588</b>          | <b>66,756,588</b>                     | <b>4,915,814</b>                | <b>7.36%</b>                 |
| Unreserved Ending Balance             |                   |                           |                            |                                       |                                 |                              |
| Natural Areas Acquisition             |                   | 944,594                   | 0                          | 0                                     |                                 |                              |
| Bicycle Path Construction             |                   | 73,776                    | 0                          | 0                                     |                                 |                              |
| Willamette River Bridges              |                   | 2,698,451                 | 0                          | 0                                     |                                 |                              |
| Lease/Purchase Project                |                   | 14,958,188                | 0                          | 0                                     |                                 |                              |
| Library Construction                  |                   | 20,421,919                | 0                          | 0                                     |                                 |                              |
| Capital Improvement                   |                   | 1,619,418                 | 0                          | 0                                     |                                 |                              |
| Total Unreserved Ending Balance       |                   | 40,716,346                | 0                          | 0                                     |                                 |                              |



**MULTNOMAH COUNTY, OREGON**

*Board Briefing  
12-1-94  
Handout #1  
B-1*

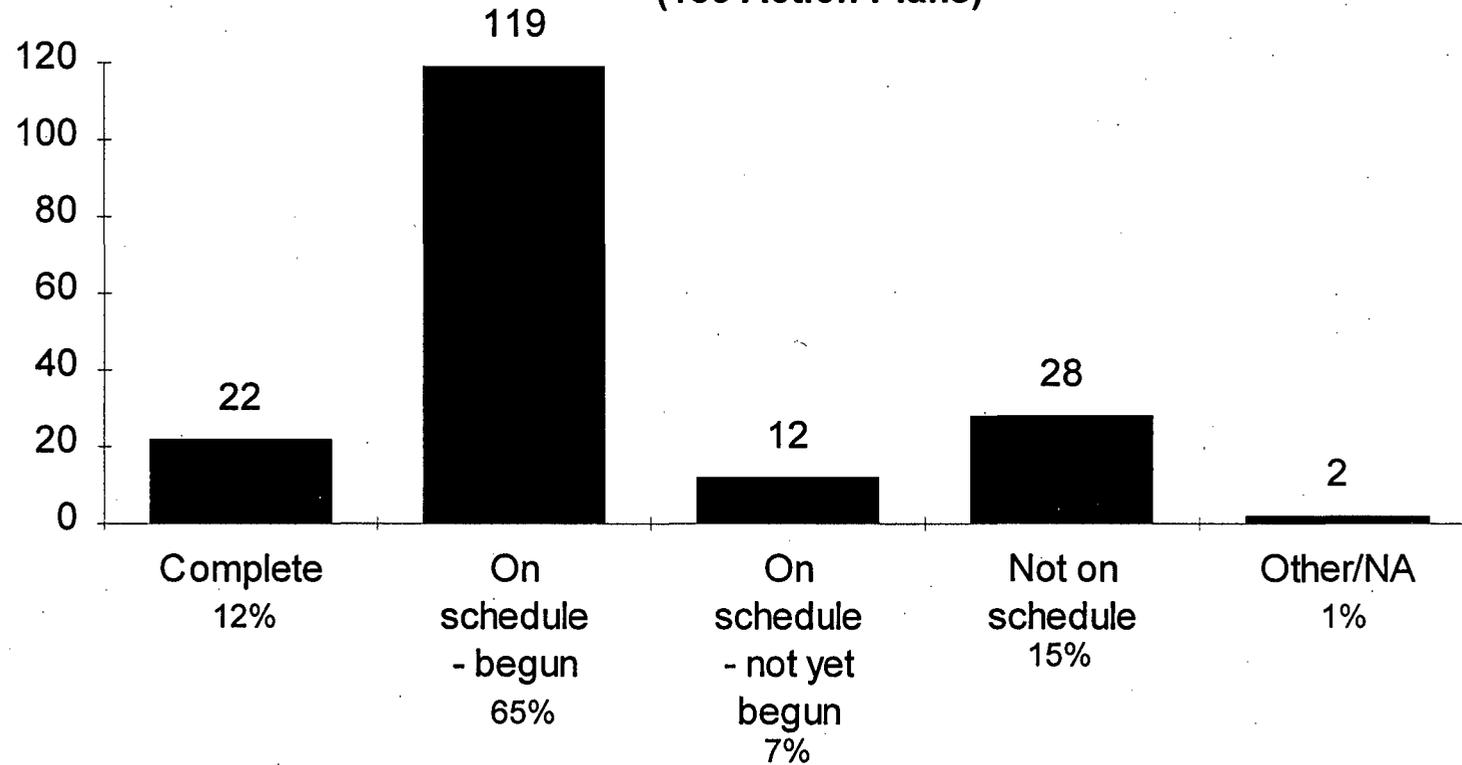
# **First Quarter Performance Report FY 1994-95**



**Budget & Quality Office  
December 1, 1994**

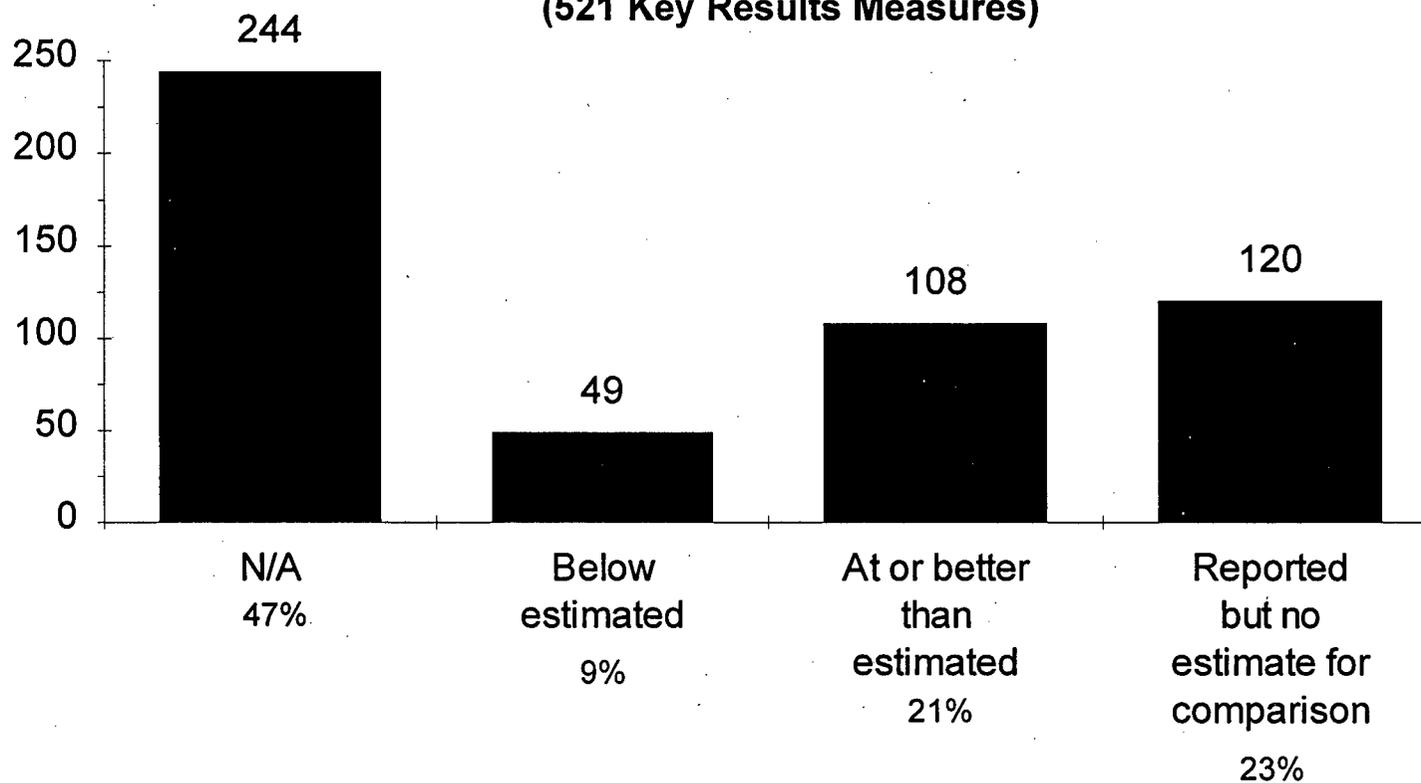
# 1st Quarter Action Plan Status

(183 Action Plans)



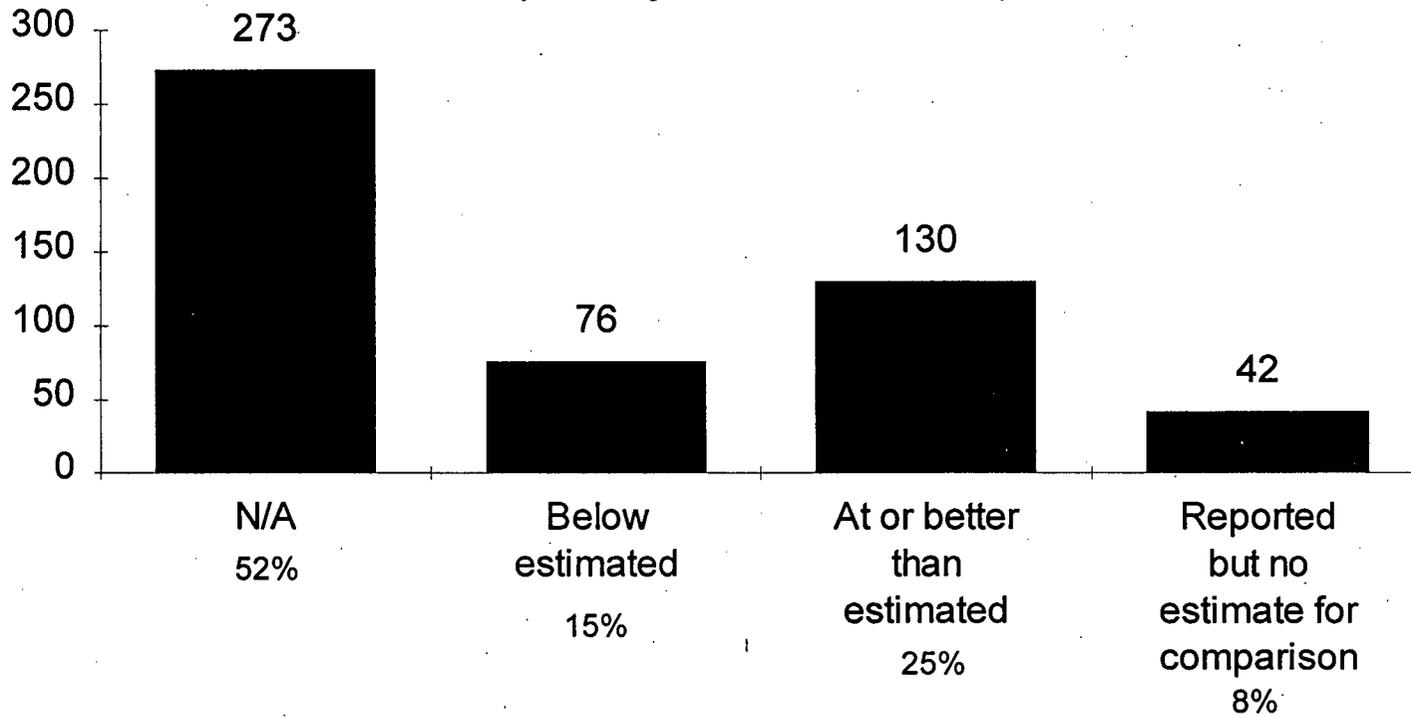
# 1993-94 Actual Key Results Performance

(521 Key Results Measures)



# 1994-95 YTD Key Results Performance

(521 Key Results Measures)



## General Fund Sources

(\$,000s)

|                                       | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 9/30/94<br>Year to<br>Date | Percent<br>of Budget |
|---------------------------------------|-------------------|--------------------|------------------------------|----------------------------|----------------------|
| Beginning<br>Working Capital          | 10,791            | 13,236             | 13,236                       | 10,382                     | 78%                  |
| Taxes                                 | 114,150           | 122,876            | 122,876                      | 4,811                      | 4%                   |
| Intergovernmental                     | 9,804             | 11,317             | 11,317                       | 785                        | 7%                   |
| Licenses and Permits                  | 1,404             | 1,451              | 1,451                        | 196                        | 14%                  |
| Service Charges                       | 6,042             | 4,135              | 4,135                        | 662                        | 16%                  |
| Interest and Other<br>Revenue Sources | <u>19,003</u>     | <u>16,528</u>      | <u>16,528</u>                | <u>714</u>                 | 4%                   |
| <b>Total Revenue</b>                  | <b>150,402</b>    | <b>156,307</b>     | <b>156,307</b>               | <b>7,167</b>               | <b>5%</b>            |
| Transfers In                          | <u>1,745</u>      | <u>1,580</u>       | <u>1,580</u>                 | <u>0</u>                   | 0%                   |
| <b>Total Sources</b>                  | <b>152,147</b>    | <b>157,887</b>     | <b>157,887</b>               | <b>7,167</b>               | <b>5%</b>            |

## General Fund Sources

- General Fund Sources 23% of County Sources
- Most taxes not collected first quarter
  - Property taxes payable in November. Actual assessed value growth 2% higher than budgeted estimate, adds \$1 million to revenue estimate.
  - First quarter BIT receipts lower than expected. Budgeted amount revised to \$25 million based on FY 93-94 receipts.
  - First quarter Motor Vehicle Rental tax in October
- Intergovernmental revenues low due to collection cycle and timing lags
  - O&C receipts in October or November
  - Federal Marshall Receipts lag three months
- Most Regulatory Health license revenue after January
- Service Charges/Elections low because no billings for special elections
- Service reimbursements one month after quarter's close
- Fines and Forfeitures includes \$500,000 unbudgeted inventory sales
- Transfers in booked at end of fiscal year

**General Fund Uses**  
(\$,000s)

|                           | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 9/30/94<br>Year to Date | Percent<br>of Budget |
|---------------------------|-------------------|--------------------|------------------------------|-------------------------|----------------------|
| Social Services           | 9,316             | 13,781             | 13,781                       | 4,009                   | 29%                  |
| Health                    | 5,990             | 7,071              | 7,071                        | 1,401                   | 20%                  |
| Sheriff                   | 37,300            | 40,756             | 40,756                       | 9,151                   | 22%                  |
| Comm. Corrections         | 1,613             | 1,652              | 1,652                        | 390                     | 24%                  |
| District Attorney         | 8,508             | 9,597              | 9,597                        | 2,118                   | 22%                  |
| Environmental Svcs        | 21,824            | 8,375              | 8,375                        | 1,607                   | 19%                  |
| Management Support        | 4,905             | 6,067              | 6,067                        | 1,320                   | 22%                  |
| Elected Officials         | 2,103             | 2,576              | 2,651                        | 511                     | 19%                  |
| Other Nondept'l           | <u>8,143</u>      | <u>11,948</u>      | <u>11,948</u>                | <u>1,621</u>            | 14%                  |
| <b>Total Departmental</b> | <b>99,702</b>     | <b>101,822</b>     | <b>101,898</b>               | <b>22,128</b>           | <b>22%</b>           |
| Transfers Out             | <u>52,853</u>     | <u>62,776</u>      | <u>62,776</u>                | <u>0</u>                | 0%                   |
| <b>Total Uses</b>         | <b>152,555</b>    | <b>164,598</b>     | <b>164,673</b>               | <b>22,128</b>           | <b>13%</b>           |
| Excess (Deficit)          | (409)             | (6,711)            | (6,786)                      | (14,961)                |                      |
| Ending Working Cap.       | 10,382            | 6,525              | 6,449                        |                         |                      |

## General Fund Uses

- General Fund Uses 29% of County Uses
- Expenditures low (at 13% of budget) because service reimbursements not included
- Social Services divisions spent less than 18% of budgets (not 29% as booked)
  - Community and Family Services charged in error
  - Juvenile Justice charged \$1.65 million CLRF in error. Revised spending 16% of budget, low due to program timing and internal service charge delay.
  - Aging low due to internal service charge delay
- Nondepartmental spending not even over year
  - Most non-County agencies not billed County yet
  - Tax Anticipation Notes will exceed budget by \$16,000
- No transfers out charged to General Fund first quarter

**Federal / State Fund Sources**  
(\$,000s)

|                                       | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 9/30/94<br>Year to<br>Date | Percent<br>of Budget |
|---------------------------------------|-------------------|--------------------|------------------------------|----------------------------|----------------------|
| Federal Sources                       | 22,501            | 26,048             | 26,048                       | 2,442                      | 9%                   |
| State Sources                         | 21,344            | 29,123             | 29,123                       | 1,117                      | 4%                   |
| Federal and State<br>Sources          | 64,774            | 66,131             | 66,131                       | 13,035                     | 20%                  |
| Local Sources                         | 2,444             | 2,958              | 2,958                        | 370                        | 13%                  |
| Service Charges                       | 1,437             | 2,613              | 2,613                        | 356                        | 14%                  |
| Interest and Other<br>Revenue Sources | <u>1,786</u>      | <u>7,581</u>       | <u>7,581</u>                 | <u>377</u>                 | 5%                   |
| <b>Total Revenue</b>                  | <b>114,285</b>    | <b>134,454</b>     | <b>134,454</b>               | <b>17,697</b>              | <b>13%</b>           |
| Transfers In                          | <u>35,635</u>     | <u>43,166</u>      | <u>43,166</u>                | <u>0</u>                   | 0%                   |
| <b>Total Sources</b>                  | <b>149,920</b>    | <b>177,620</b>     | <b>177,620</b>               | <b>17,697</b>              | <b>10%</b>           |

## Federal / State Fund Sources

- Federal/State fund Sources 26% of County Sources
- Federal/State at 13% of budget due to timing lag between billing and collection
- Federal sources at 9% of budget
  - County must spend all program income before receiving Community Development Block Grant
  - LIEAP Energy Grant program starts November, revenue on reimbursement basis
  - Title III has two month lag
  - LIEAP Weatherization first quarter billings delayed, revenues in November
  - NIDA grant reduced by \$58,000, August billing \$40,000 low due to adjustment

## Federal / State Fund Sources

- First quarter state sources 3% of budget
  - State sent CSD GRIT billing forms in September, State billed in September and October
  - First Quarter Level 7 grant invoiced after end of quarter
  - Gambling addiction revenues one-time Emergency Board appropriation to offset lottery funding loss
  - Oregon Project Independence has two month revenue lag
- Federal and State Sources at 20%
  - First quarter Title 19 reflected in November
  - Title 19 fees on reimbursement basis, lag expenditures
  - Title 19/Refugee CAP has two month lag; amount shown one month's revenue
- Service Charges 13% of estimate
  - Public Safety July revenue coded to Justice Services fund in error
  - Other service charges have no regular collection schedule

## Federal / State Fund Uses

(\$,000s)

|                    | Actual<br>1993-94 | 1994-95<br>Adopted | 1994-95<br>Current<br>Budget | 9/30/94<br>Year to Date | Percent<br>of Budget |
|--------------------|-------------------|--------------------|------------------------------|-------------------------|----------------------|
| Social Services    | 85,553            | 101,267            | 101,267                      | 15,763                  | 16%                  |
| Health             | 45,348            | 50,386             | 50,386                       | 9,232                   | 18%                  |
| Sheriff            | 1,087             | 1,121              | 1,121                        | 285                     | 25%                  |
| Comm. Corrections  | 15,779            | 22,064             | 22,064                       | 3,784                   | 17%                  |
| District Attorney  | 1,963             | 2,209              | 2,209                        | 413                     | 19%                  |
| Environmental Svcs | 0                 | 70                 | 70                           | 0                       | 0%                   |
| Other Nondept'l    | 191               | 498                | 498                          | 94                      | 19%                  |
| <b>Total Uses</b>  | <b>149,920</b>    | <b>177,616</b>     | <b>177,616</b>               | <b>29,572</b>           | <b>17%</b>           |

## Federal / State Fund Uses

- Federal/State fund Uses 31% of County Uses
- Expenditures at 17% of budget because service reimbursements not billed
- Social Services divisions spent less than 18%
  - Community & Family Services low due to internal service charge lag, indirect costs not charged, one month M&S lag
  - Aging Services has one-month lag in pass-through, also low due to internal service charges
  - Juvenile Justice low due to internal service and indirect cost charges. Casey Grant spending highest between January and June.
- Community Corrections low due to service reimbursements and one-month lag in pass-through
- Environmental Services grant projects not started yet

## Jail Levy Fund

- First quarter total sources \$156, total uses \$3 million
- Sources at 0% of estimate
  - Property taxes due November
  - Other Revenue - service reimbursement charges not made yet
  - No General Fund transfers recorded first quarter, transfers in accounting system in November.
- Spending at 19% of estimate due to delay in service reimbursements and indirect costs billing

## Justice Services Special Operations Fund

- Total sources \$2.4 million, total uses \$431 thousand
- Revenues 13% of estimate
  - Budgeted Video Lottery Gambling Law Enforcement revenues not available due to Supreme Court ruling
  - Local Sources from Metro should be received November
  - Fines and forfeitures not received on regular basis
- Spending at 9% of estimate, 15% if budgeted video lottery expenditures excluded
  - County underspending by \$2.2 million because of Supreme Court video lottery ruling
  - Sheriff spending low because 3% of \$131,000 budgeted for drug buys spent
  - District Attorney expenditures low due to building management not billed, \$51,000 capital equipment not purchased yet

## **Health Department Funds**

- Total sources \$6.0 million in first quarter, total uses \$6.1 million
- Revenues at 11% of estimate because CareOregon enrollment half the budgeted amount, revenues on capitated basis
  - Interest earned on funds during lag between capitation payment receipt and patient care payments made
- Spending at 12% due to low enrollment

## **Library Funds**

- Total sources \$2.5 million, total uses \$4.2 million
- Revenues at 2% of estimate, mostly because of property tax timing
  - Property taxes collected November
  - Intergovernmental revenue billed in December
  - Entrepreneurial Initiatives fund receives no Other Revenue until spring
- Spending at 20% of estimate
  - No Entrepreneurial Initiatives spending because Marketing Director not hired yet

## Environmental Services Funds

- Total sources \$14.5 million, total uses \$5.6 million
- Revenues at 17% of estimate, low mostly because of Road fund (81% of revenue)
  - Road Fund intergovernmental revenues from the State do not arrive evenly. Road fund taxes collected by State with one month lag. Road fund other revenues does not include first three months of fiscal year since service reimbursements billed quarterly.
  - Tax Title fund low because of foreclosure process timing and DES program helping homeowners avoid foreclosure
- Departmental expenditures at 11% of estimate
  - Special appropriation of \$16 million to City in Road fund not made yet
  - Tax title fund transfers budgeted at \$2.1 million not made yet
  - No funds expended for Land Corner Preservation projects in first quarter
  - Timing lag in Recreation Fund pass-through to Metro.

## Internal Service Funds

- Total sources \$16.8 million, total uses \$11.5 million
- Revenues at 14% of budget for the year, low because Facilities charges not billed. If Facilities charges billed, revenue at 22% of budget.
  - No first quarter Facilities billing because new accounting and billing systems had to be implemented. First quarter billings of \$4.2 million expected soon.
  - Fleet and Distribution revenues include only two months
  - Insurance fund revenue high because of unexpected and unbudgeted workers' compensation settlement
- Expenditures at 21% of budget
  - Fleet expenditures low due to cyclical spending variations
  - Distribution spending low because property tax bills mailed in October and because of reduction in postage inventory not recorded as an expenditure
  - Telephone expenditures low because planned capital expenditure not made yet

## Capital Funds

- Total sources \$41.4 million, total uses \$4.9 million
- Revenues at 12% of budget
  - Bond/COP instruments budgeted at \$4.9 million not issued during first quarter
  - Intergovernmental and service charge revenues in CIP fund not received yet
  - Bicycle Path Construction revenues are for specific projects, none received first quarter
- Expenditures at 7% of budget
  - Underspending expected because all funds budgeted each fiscal year; historically large carryover in each capital fund