
Accountability Outcome Team Strategies and Request for Offers FY 2008

**Presented to the Multnomah County
Board of Commissioners**

January 8, 2007



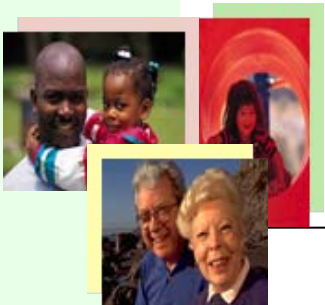
Accountability Outcome Team

I Want My Government to Be Accountable at every level

**"I repeat... that all power is a trust, that we are accountable
for its exercise; that from the people, and for the people all
springs, and all must exist"**

Benjamin Disraeli, British politician (1804-1881)

**Team Members: Shaun Coldwell (Team Leader), Sara Ryan
(Facilitator), Paul Larrobino, Eric Sample, Kimmy Figueroa, Julie
Neburka**

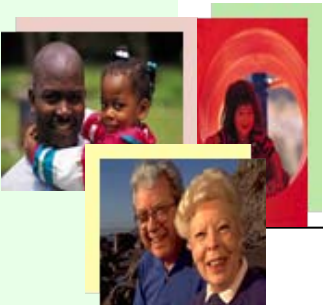




Accountability

▣ Indicators:

- Perception of trust & confidence
- Satisfaction with service quality, effectiveness and price
- Price of Government



Accountability – Strategy 1

- **1. Create and communicate a clear vision and direction for County government, its programs and its partnerships through an open and understandable decision making process.**

We are looking for program offers that:

- Remove barriers to access services, information and participation.
- Make it easy to find information about County programs and services.
- Demonstrate clear decision-making processes at all levels.
- Hold the County accountable to achieve results both at the program level and at the individual employee level.

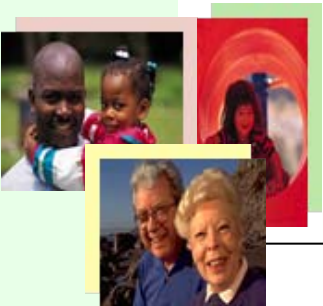


Accountability – Strategy 2

- **2. Manage resources & service delivery costs effectively.**

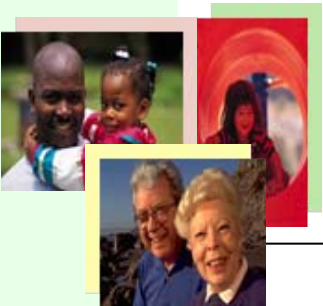
We are looking for program offers that:

- Recruit, train and retain a workforce reflective of the community at all levels of the organization.
- Ensure continuity of County services to the community through adequate succession planning.
- Maximize staff training opportunities across departments and jurisdictions.



Accountability – Strategy 2 cont.

- Ensure that staff have the right tools and working conditions.
- Use sustainable business practices.
 - Manage funds and resources effectively
 - Align spending with priorities
- Demonstrate procurement processes that allow departments to collaborate and increase opportunities for cost savings.
- Incorporate environmental sustainability.



Accountability – Strategy 3

- **3. Evaluate and streamline delivery of service and County operations through Continuous Improvement Processes.**

We are looking for program offers that:

- Use a “total cost of ownership” model when doing long-term planning.
- Help develop an easy-to-navigate, unified online presence by using expertise within and across departments.
- Demonstrate electronic submission, capture and dissemination of data.
- Include a process for communicating results both internally and externally.



Accountability – Strategy 4

- 4. Provide reliable information for decision-making, improving results, and reporting results.

We are looking for program offers that:

- Demonstrate a variety of communication strategies
- Promote effective communication across departments.
- Support the free flow of information to increase transparency and improve services.
- Include measurable results and performance evaluations that can be used in decision making.
- Ensure an action plan for making decisions based on the data.
- Report program results and action plans to the community.

