

ANNOTATED MINUTES

Tuesday, November 7, 1995 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BOARD BRIEFINGS

Chair Beverly Stein convened the meeting at 9:31 a.m., with Vice-Chair Sharron Kelley, Commissioners Gary Hansen and Tanya Collier present, and Commissioner Dan Saltzman arriving at 9:34 a.m.

- B-1 Status of Programming and Service Delivery Activities Undertaken by the Community Action Program Office for Homeless Single Adults and Families. Presented by Rey España.

REY ESPAÑA, SUZANNE BAYNOR AND CATHY SPOFFORD PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION.

- B-2 Overview of County Communication Needs and Selected Priority Projects. Presented by Rhys Scholes.

RHYS SCHOLES PRESENTATION AND RESPONSE TO BOARD QUESTIONS AND DISCUSSION.

The meeting was adjourned at 11:10 a.m.

Tuesday, November 7, 1995 - 11:15 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

EXECUTIVE SESSION

Chair Beverly Stein convened the meeting at 11:15 a.m., with Vice-Chair Sharron Kelley, Commissioners Gary Hansen, Tanya Collier and Dan Saltzman present.

- E-1 The Multnomah County Board of Commissioners Will Meet in Executive Session Pursuant to ORS 192.660(1)(d) for Labor Negotiator Consultation

Concerning Possible Labor Negotiations with the Deputy Sheriffs Association.
Presented by Darrell Murray.

EXECUTIVE SESSION HELD.

There being no further business, the meeting was adjourned at 12:21 p.m.

Thursday, November 9, 1995 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

REGULAR MEETING

Chair Beverly Stein convened the meeting at 9:30 a.m., with Vice-Chair Sharron Kelley, Commissioners Gary Hansen and Tanya Collier present, and Commissioner Dan Saltzman excused.

CONSENT CALENDAR

COMMISSIONER KELLEY MOVED AND COMMISSIONER COLLIER SECONDED, APPROVAL OF THE CONSENT CALENDAR. FOLLOWING BOARD DISCUSSION OF AGREEMENTS C-1 AND C-7, THE CONSENT CALENDAR (ITEMS C-1 THROUGH C-11) WAS UNANIMOUSLY APPROVED.

NON-DEPARTMENTAL

C-1 Renewal of Intergovernmental Agreement 400142 with the City of Portland for Printing and Duplicating Services

DEPARTMENT OF HEALTH

C-2 Renewal of Intergovernmental Agreement 200986 with Oregon Health Division for Research Services Required by Various Federal Grants Related to HIV/AIDS

C-3 Renewal of Intergovernmental Agreement 201326 with Oregon Health Sciences University for "T" Lymphocyte Blood Typing

DEPARTMENT OF ENVIRONMENTAL SERVICES

- C-4 Amendment to Intergovernmental Agreement 302215 with the City of Fairview to Develop Seventh Street Extension Project

DEPARTMENT OF COMMUNITY CORRECTIONS

- C-5 Intergovernmental Revenue Agreement 900206 with Oregon Department of Corrections for Access and Use of Services Provided by YWCA for Female Offenders in Transition from Prison to the Community
- C-6 Budget Modification DCC 2 Authorizing \$48,532 Appropriation to the Contract Services Budget to Reflect Increased Revenue from the Oregon Department of Corrections

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES

- C-7 Amendment to Intergovernmental Agreement 102356 with Portland Public School District to Fund Alternative School Services and Educational Assistance through the Partners Project and Funding for 14 Slots in the Infant Toddler Development Center to Assist Teen Parents
- C-8 Amendment to Intergovernmental Agreement 101246 with the City of Wood Village Providing Community Development Block Grant Funds for the Acquisition of Additional Park Land for Public Use
- C-9 Intergovernmental Revenue Agreement 103606 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Beach Elementary School
- C-10 Intergovernmental Revenue Agreement 103616 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Marshall High School
- C-11 Intergovernmental Revenue Agreement 103626 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Roosevelt High School

REGULAR AGENDA

PUBLIC COMMENT

- R-1 Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.

NO ONE WISHED TO COMMENT.

NON-DEPARTMENTAL

R-2 ORDER in the Matter of the Appeal of Robert W. Burnell from the Hearings Officer's Order Denying an Application for Approval of an Adult Care Home Resident Manager

ELI STUTSMAN, ATTORNEY FOR APPELLANT ROBERT BURNELL, REQUESTED THAT THE BOARD RECONSIDER AND REMAND THE CASE BACK TO THE HEARINGS OFFICER BECAUSE THE ISSUES RAISED ON THE RECORD WERE NOT RESPONDED TO IN A SATISFACTORY MANNER. IN RESPONSE TO A REQUEST OF CHAIR STEIN, BOARD ATTORNEY PETE KASTING ADVISED THAT THE BOARD HAS THE OPTION TO REMAND THE CASE BACK TO THE HEARINGS OFFICER. IN RESPONSE TO BOARD QUESTIONS, MR. KASTING EXPLAINED A DENIAL WOULD BE AN INTERPRETATION OF THE RULES BUT NOT AN EXPLANATION. COUNTY COUNSEL KATIE GAETJENS ADVISED SHE OBJECTS TO A REMAND AS THERE WAS AN OPPORTUNITY TO RAISE ISSUES PREVIOUSLY, AND THAT THE ISSUES WERE ADDRESSED AT THE HEARINGS OFFICER LEVEL. MS. GAETJENS RECOMMENDED THAT THE BOARD AFFIRM THE HEARINGS OFFICER DECISION. MR. STUTSMAN URGED THE BOARD TO REMAND THE CASE BACK TO THE HEARINGS OFFICER, ADVISING HIS CLIENT WAS NOT PREVIOUSLY REPRESENTED BY COUNSEL. COMMISSIONER HANSEN COMMENTS IN SUPPORT OF REMAND OR SET OVER. COMMISSIONER COLLIER COMMENTS IN SUPPORT OF ADOPTING FINAL ORDER TODAY. COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, TO REMAND THE CASE BACK TO THE HEARINGS OFFICER. MOTION FAILED, WITH COMMISSIONERS KELLEY AND HANSEN VOTING AYE, AND COMMISSIONERS COLLIER AND STEIN VOTING NO. COMMISSIONER HANSEN MOVED

AND COMMISSIONER KELLEY SECONDED, TO SET OVER THE ORDER TO THURSDAY, NOVEMBER 21, 1995. MOTION APPROVED, WITH COMMISSIONERS KELLEY, HANSEN AND STEIN VOTING AYE, AND COMMISSIONER COLLIER VOTING NO.

- R-3 Second Reading and Adoption of an ORDINANCE Establishing a Local Public Safety Coordinating Council as Required by State Law, and Substituting the Coordinating Council for Certain Other Advisory Entities

ORDINANCE READ BY TITLE ONLY. COPIES AVAILABLE. COMMISSIONER KELLEY MOVED AND COMMISSIONER HANSEN SECONDED, APPROVAL OF SECOND READING AND ADOPTION. PETER OZANNE EXPLANATION. NO ONE WISHED TO TESTIFY. FOLLOWING DISCUSSION AND UPON MOTION OF COMMISSIONER KELLEY, SECONDED BY COMMISSIONER HANSEN AN AMENDMENT ADDING THE FOLLOWING: "SECTION V. QUORUM AND VOTING A QUORUM OF THE COUNCIL SHALL CONSIST OF A MAJORITY OF ITS MEMBERS. COUNCIL ACTION ON ANY ITEM SHALL REQUIRE THE AFFIRMATIVE CONCURRENCE OF A MAJORITY OF A QUORUM." WAS UNANIMOUSLY APPROVED. ORDINANCE 839 UNANIMOUSLY APPROVED, AS AMENDED.

- R-4 Budget Modification NOND 6 Authorizing Transfer of Cost Savings in Personal Services to Materials and Services, within the Emergency Management Division Budget (Continued from October 26, 1995)

COMMISSIONER COLLIER MOVED AND COMMISSIONER KELLEY SECONDED, APPROVAL OF R-4. MIKE GILSDORF EXPLANATION. BUDGET MODIFICATION UNANIMOUSLY APPROVED.

- R-5 ORDER Authorizing Advance Distribution of Funds from the County General Fund to Property Taxing Districts As Allowed Under ORS 311.392

**COMMISSIONER KELLEY MOVED AND
COMMISSIONER COLLIER SECONDED, APPROVAL
OF R-5. DAVE BOYER EXPLANATION AND
RESPONSE TO BOARD QUESTIONS. ORDER 95-235
UNANIMOUSLY APPROVED.**

- R-6 RESOLUTION Adopting Multnomah County's Investment Policy and
Authorizing the Finance Director or Treasury Manager to Administer Same

**COMMISSIONER COLLIER MOVED AND
COMMISSIONER HANSEN SECONDED, APPROVAL
OF R-6. HARRY MORTON EXPLANATION.
RESOLUTION 95-236 UNANIMOUSLY APPROVED.**

DEPARTMENT OF ENVIRONMENTAL SERVICES

- R-7 Memorandum of Understanding 300796 Between the Oregon Department of
Transportation, City of Portland and Multnomah County, Resolving Disputes
Over Construction and Traffic Impacts of the Sylvan Interchange and Westside
Corridor Highway Improvement Projects

**COMMISSIONER COLLIER MOVED AND
COMMISSIONER KELLEY SECONDED, APPROVAL
OF R-7. JOHN DORST EXPLANATION.
MEMORANDUM OF UNDERSTANDING
UNANIMOUSLY APPROVED.**

**AT THE REQUEST OF COMMISSIONER HANSEN
AND FOLLOWING DISCUSSION, LARRY NICHOLAS
TO GET BACK WITH INFORMATION TO THE
BOARD REGARDING THE NORTH-SOUTH LIGHT
RAIL PROPOSAL.**

*The regular meeting was adjourned at 9:55 a.m., and the work session was
convened at 10:10 a.m.*

Thursday, November 9, 1995 - 10:30 AM
(OR IMMEDIATELY FOLLOWING REGULAR MEETING)
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BENCHMARK FORUM WORK SESSION

WS-1 Citizen Advisor Satisfaction. Overview of Citizen Involvement; Promising Practices and Current Opportunities; Citizen Advisory Board Member Survey Results; How We Strengthen Our Efforts; CIC Annual Report and Strategic Plan Overview; CIC Subcommittee Strategic Goals and 1995-96 Workplan; and Proposed Resolution on Citizen Involvement. Presented by John Legry, Jim Carlson, JoAnn Bowman, Derry Jackson, Kathleen Todd, Kay Durtschi, Ed Lyle and Hank Miggins.

***HANK MIGGINS, JOHN LEGRY, JIM CARLSON,
JOANN BOWMAN, DERRY JACKSON, KATHLEEN
TODD, KAY DURTSCHI AND ED LYLE
PRESENTATIONS AND RESPONSE TO BOARD
QUESTIONS AND DISCUSSION.***

There being no further business, the meeting was adjourned at 11:30 a.m.

OFFICE OF THE BOARD CLERK
FOR MULTNOMAH COUNTY, OREGON

Deborah L. Bogstad

Deborah L. Bogstad



MULTNOMAH COUNTY OREGON

OFFICE OF THE BOARD CLERK
SUITE 1510, PORTLAND BUILDING
1120 SW FIFTH AVENUE
PORTLAND, OREGON 97204
CLERK'S OFFICE • 248-3277 • 248-5222
FAX • (530) 248-5262

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

AGENDA

MEETINGS OF THE MULTNOMAH COUNTY BOARD OF COMMISSIONERS

FOR THE WEEK OF

NOVEMBER 6, 1995 - NOVEMBER 10, 1995

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Tuesday, November 7, 1995 - 11:15 AM - Executive SessionPage 2

Thursday, November 9 1995 - 9:30 AM - Regular MeetingPage 3

Tuesday, November 9, 1995 - 10:30 AM - Benchmark Forum...Page 5

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

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

Friday, 10:00 PM, Channel 30

Sunday, 1:00 PM, Channel 30

Produced through Multnomah Community Television

**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.**

AN EQUAL OPPORTUNITY EMPLOYER

*Tuesday, November 7, 1995 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland*

BOARD BRIEFINGS

- B-1 Status of Programming and Service Delivery Activities Undertaken by the Community Action Program Office for Homeless Single Adults and Families. Presented by Rey España. 45 MINUTES REQUESTED.*
- B-2 Overview of County Communication Needs and Selected Priority Projects. Presented by Rhys Scholes. 1 HOUR REQUESTED.*
-

*Tuesday, November 7, 1995 - 11:15 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 Labor Negotiator Consultation Concerning Possible Labor Negotiations with the Deputy Sheriffs Association. Presented by Darrell Murray. 45 MINUTES REQUESTED.*
-

Thursday, November 9, 1995 - 9:30 AM
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

REGULAR MEETING

CONSENT CALENDAR

NON-DEPARTMENTAL

- C-1 *Renewal of Intergovernmental Agreement 400142 with the City of Portland for Printing and Duplicating Services*

DEPARTMENT OF HEALTH

- C-2 *Renewal of Intergovernmental Agreement 200986 with Oregon Health Division for Research Services Required by Various Federal Grants Related to HIV/AIDS*
- C-3 *Renewal of Intergovernmental Agreement 201326 with Oregon Health Sciences University for "T" Lymphocyte Blood Typing*

DEPARTMENT OF ENVIRONMENTAL SERVICES

- C-4 *Amendment to Intergovernmental Agreement 302215 with the City of Fairview to Develop Seventh Street Extension Project*

DEPARTMENT OF COMMUNITY CORRECTIONS

- C-5 *Intergovernmental Revenue Agreement 900206 with Oregon Department of Corrections for Access and Use of Services Provided by YWCA for Female Offenders in Transition from Prison to the Community*
- C-6 *Budget Modification DCC 2 Authorizing \$48,532 Appropriation to the Contract Services Budget to Reflect Increased Revenue from the Oregon Department of Corrections*

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES

- C-7 *Amendment to Intergovernmental Agreement 102356 with Portland Public School District to Fund Alternative School Services and Educational Assistance through the Partners Project and Funding for 14 Slots in the Infant Toddler Development Center to Assist Teen Parents*

- C-8 *Amendment to Intergovernmental Agreement 101246 with the City of Wood Village Providing Community Development Block Grant Funds for the Acquisition of Additional Park Land for Public Use*
- C-9 *Intergovernmental Revenue Agreement 103606 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Beach Elementary School*
- C-10 *Intergovernmental Revenue Agreement 103616 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Marshall High School*
- C-11 *Intergovernmental Revenue Agreement 103626 with the Oregon Department of Human Resources to Fund an Integrated Services Project at Roosevelt High School*

REGULAR AGENDA

PUBLIC COMMENT

- R-1 *Opportunity for Public Comment on Non-Agenda Matters. Testimony Limited to Three Minutes Per Person.*

NON-DEPARTMENTAL

- R-2 *ORDER in the Matter of the Appeal of Robert W. Burnell from the Hearings Officer's Order Denying an Application for Approval of an Adult Care Home Resident Manager*
- R-3 *Second Reading and Adoption of an ORDINANCE Establishing a Local Public Safety Coordinating Council as Required by State Law, and Substituting the Coordinating Council for Certain Other Advisory Entities*
- R-4 *Budget Modification NOND 6 Authorizing Transfer of Cost Savings in Personal Services to Materials and Services, within the Emergency Management Division Budget (Continued from October 26, 1995)*
- R-5 *ORDER Authorizing Advance Distribution of Funds from the County General Fund to Property Taxing Districts As Allowed Under ORS 311.392*

- R-6 *RESOLUTION Adopting Multnomah County's Investment Policy and Authorizing the Finance Director or Treasury Manager to Administer Same*

DEPARTMENT OF ENVIRONMENTAL SERVICES

- R-7 *Memorandum of Understanding 300796 Between the Oregon Department of Transportation, City of Portland and Multnomah County, Resolving Disputes Over Construction and Traffic Impacts of the Sylvan Interchange and Westside Corridor Highway Improvement Projects*
-

Thursday, November 9, 1995 - 10:30 AM
(OR IMMEDIATELY FOLLOWING REGULAR MEETING)
Multnomah County Courthouse, Room 602
1021 SW Fourth, Portland

BENCHMARK FORUM WORK SESSION

- WS-1 *Citizen Advisor Satisfaction. Overview of Citizen Involvement; Promising Practices and Current Opportunities; Citizen Advisory Board Member Survey Results; How We Strengthen Our Efforts; CIC Annual Report and Strategic Plan Overview; CIC Subcommittee Strategic Goals and 1995-96 Workplan; and Proposed Resolution on Citizen Involvement. Presented by John Legry, Jim Carlson, JoAnn Bowman, Derry Jackson, Kathleen Todd, Kay Durtschi, Ed Lyle and Hank Miggins. 1.5 HOURS REQUESTED.*

Meeting Date: NOV 09 1995

Agenda No.: WS-1

(Above Space for Board Clerk's Use *ONLY*)

AGENDA PLACEMENT FORM

SUBJECT: Benchmark Forum on Citizen Advisor Satisfaction

BOARD BRIEFING: Date Requested: Thursday, November 9
Amount of Time Needed: 90 minutes
[to start at 10:30]

REGULAR MEETING: Date Requested:
Amount of Time Needed:

DEPARTMENT: Chair's Office DIVISION:

CONTACT: Meganne Steele TELEPHONE: 248-3961

PERSON(S) MAKING PRESENTATION: Citizen Involvement Committee leaders and others

ACTION REQUESTED:

[] INFORMATIONAL ONLY [x] POLICY DIRECTION [] APPROVAL [] OTHER

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

A series of Benchmark forums are being convened by the Board of County Commissioners to accomplish three outcomes:

1. To increase our shared understanding of current conditions, trends, systems and needs related to the benchmarks.
2. To prepare the Board of County Commissioners to review and approve budgets for County strategies and program goals supporting the benchmarks.
3. To identify specific ways for the County to promote collaborative efforts towards the benchmarks.

Each month, the County will convene forums to focus on a closely related set of urgent benchmarks. During the month of November, the benchmark forums focus on good government. On November 9, 1995, the forum topic is "Benchmark Forum on citizen Advisor Satisfaction."

SIGNATURES REQUIRED:

ELECTED OFFICIAL: Beverly Stein
OR
MANAGER: _____

Any Questions? Call the Office of the Board Clerk at 248-3277 or 248-5222.

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10/31/95

BENCHMARK FORUM ON CITIZEN ADVISOR SATISFACTION

November 9, 1995

10:30 - 12:00

County Courthouse , Room 602

5 min. **Welcome and Introduction, Chair Beverly Stein**

30 min. **Overview of Citizen Involvement**

Promising Practices and Current Opportunities

John Legry , Citizen Involvement Committee

Citizen Advisory Board Member Survey Results

Jim Carlson, Evaluation Specialist

How Do We Strengthen Our Efforts?

JoAnn Bowman, Assistant to the Chair

30 min. **Citizen Involvement Committee Annual Report and Strategic Plan**

Overview

Derry Jackson, Citizen Involvement Committee [C.I.C.] Chair

C.I.C. Subcommittee Strategic Goals and 1995-96 Workplan

Kathleen Todd, Policy Subcommittee Chair

Kay Durtschi, Outreach Subcommittee Chair

Ed Lyle, Media Subcommittee Chair

Hank Miggins, Executive Committee, C.I.C. Vice Chair

Proposed Resolution On Citizen Involvement

Derry Jackson

25 min. **Discussion**

**Presentation of Results of Citizen Advisor Satisfaction Survey
to the Multnomah County Board of Commissioners
November 9, 1995**

Prepared by:

Jim Carlson, Performance Measurement Analyst
Budget and Quality Office
248-3883, ext. 4825

Both the Portland-Multnomah Progress Board and Multnomah County have adopted the following benchmark:

“Percent of citizen volunteers in a governmental advisory capacity who are satisfied that their recommendations were carefully and respectfully considered”

For Multnomah County this was adopted as an urgent benchmark.

Today I can report back to you on the first measurement of that benchmark. The draft survey you have in front of you was completed by the Portland-Multnomah Progress Board in cooperation with the Multnomah County Budget and Quality Office. We will be reviewing a four page synopsis of that survey this morning.

Page 1 of the synopsis shows the Multnomah County advisory committees which were included in this survey, and the number of questionnaires returned from each. We mailed out about 340 surveys to Multnomah County citizen advisors and repeated that mailing a few weeks later to increase our response rate. The final response rate was 50%. City of Portland advisory committees were also surveyed and got the same response rate.

Turning to page 2 of the synopsis, you will see the actual benchmark data for both the City of Portland at the top, and Multnomah County on the bottom half of the page. If you combine “strongly agree” and “somewhat agree” about two-thirds of citizen advisors agree that their recommendations are carefully and respectfully considered. The City of Portland does a little better on this question than Multnomah County, especially in the “strongly agree” category.

On page 3 is a summary of comments that citizen advisors made about why they feel as they do. There are a variety of reasons. Generally, consideration, responsiveness, feedback, support and or approval are positive factors. Lack of feedback, the political process, and ignoring or rejecting recommendations are the primary negative factors.

The final response I will present is "would you do it again?" You can see on page 4 that most citizen advisors would serve again with City of Portland volunteers somewhat more willing to do so. For both the city and county the response is overwhelmingly positive.

The question becomes what to do with this data. The questionnaires themselves are a rich source of comments which are now being used by JoAnn Bowman of the County Chair's office as part of an overall review of our citizen involvement strategy. JoAnn will be presenting the plan for that review to you. Following that, the Citizen Involvement Committee will present its strategic plan for improving citizen involvement. Both those presentations will provide action steps which can make the results of our next survey of this benchmark even better.

SYNOPSIS OF MULTNOMAH COUNTY CITIZEN ADVISOR SURVEY, 1995

Survey conducted by the
Portland Multnomah Progress Board
in cooperation with the
Multnomah County
Budget and Quality Office

Volunteer Survey

Questions

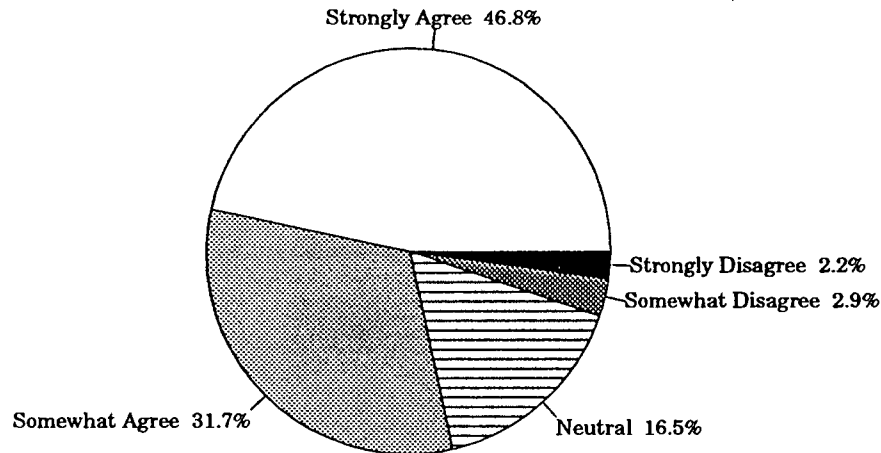
Please check the name(s) of the Multnomah County Advisory Committees on which you currently serve: (check all that apply)

County Committees:	Responses	County Committees:	Responses
Agricultural Board of Review	2	Housing & Community Development Commission	2
Animal Control Advisory Committee	7	Integrated Pest Management Advisory Committee	3
Audit Committee	0	Investment Advisory Board	2
Board of Equalization	9	Library Advisory Board	11
Board of Ratio Review	3	Mental & Emotional Disability Advisory Council	10
Child and Adolescent Mental Health Program Advisory Committee	6	Merit Civil Service Council	2
Citizen Budget Advisory Committees	30	Multnomah Commission on Children & Families	12
Citizen Involvement Committee	11	Multnomah Council on Chemical Dependency	9
Community Action Commission	3	Multnomah Commission on Aging	14
Community Corrections Advisory Committee	8	Multnomah County DUII Community Advisory Board	14
Community Health Council	8	Multnomah County Peace Task Force	0
Developmental Disabilities Council	0	Planning Commission	4
Emergency Medical Services Advisory Board	3	Protocol Committee	1
Emergency Medical Services Provider Board	1	Public Safety Council	8
Food Service Advisory Board	3	Welfare Board	1

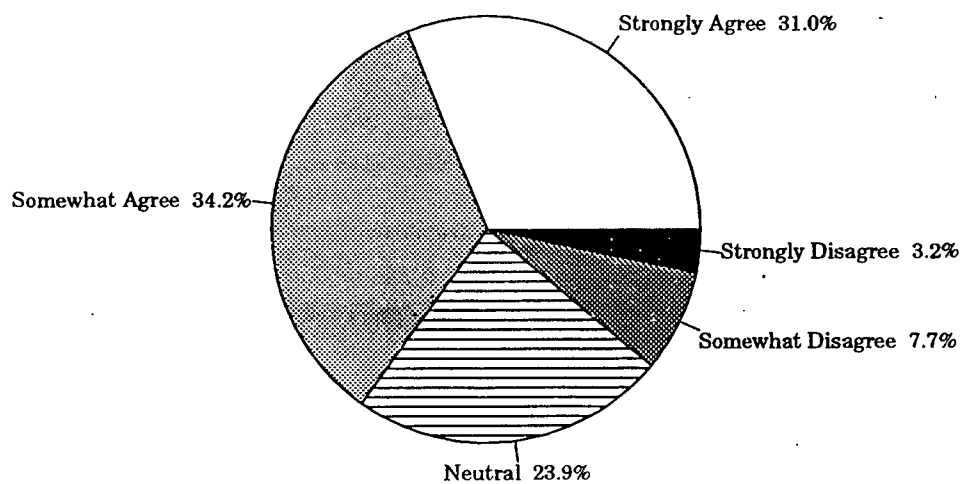
Joint City and County Committees:	Responses
Metropolitan Human Rights Commission *	8
Mt. Hood Cable Regulatory Commission *	2
Regional Arts & Culture Council *	13

* The City and County do not have direct authority over decisions made in these committees.

How strongly do you agree that your recommendations are carefully and respectfully considered by the City of Portland?



How strongly do you agree that your recommendations are carefully and respectfully considered by Multnomah County?



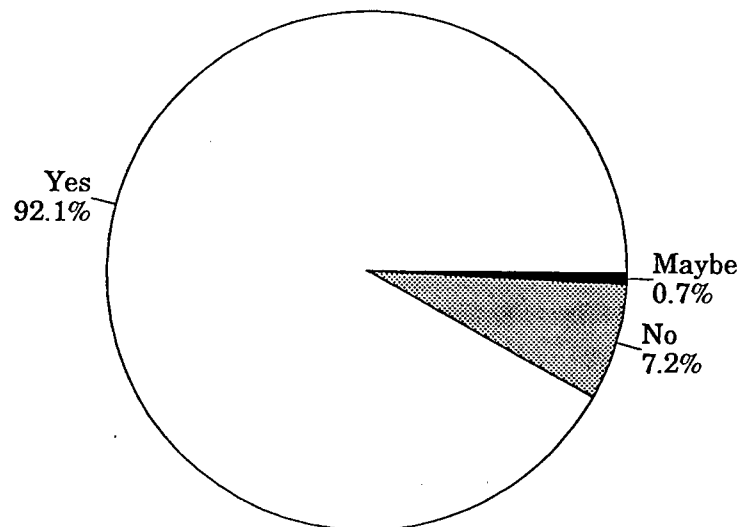
Volunteer Survey

Questions

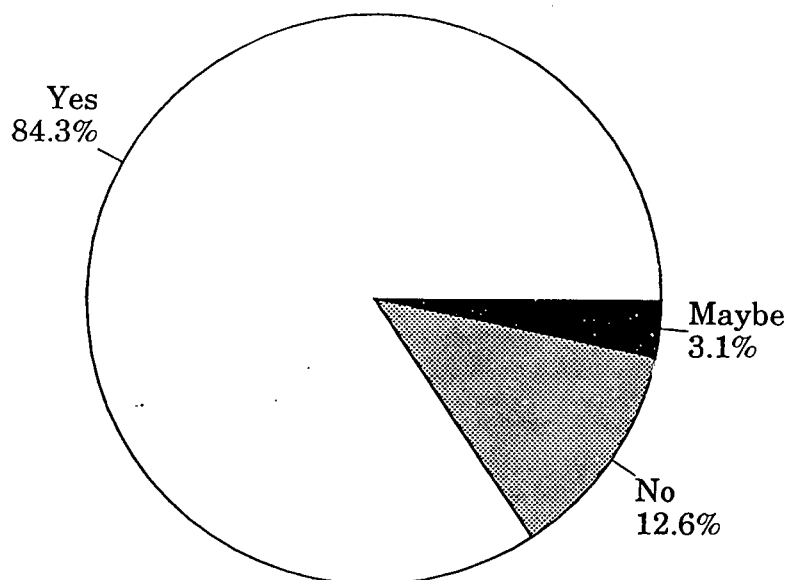
Please explain why you feel that your recommendations are or are not carefully and respectfully considered?

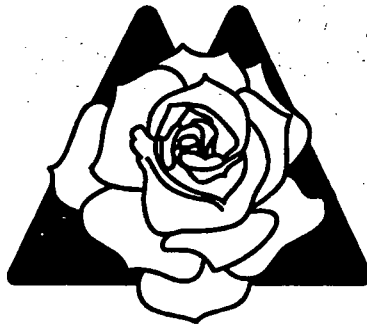
City of Portland and Multnomah County	Responses
Because they are usually supported and approved	21
Because they are considered	17
Because the City or County is very responsive	16
Because there is a lack of feedback	15
Because of the political process	9
Because we receive feedback	6
Because we feel good about accomplishments	5
Because of the decisions made	10
Because it is dependent on positions	7
Because they are ignored, rejected, not valued	7
Because of the staff	10
Because of the lack of direction	2
Because they are a board consensus	4
Because they contribute to the discussion, subject is important	5
Because it depends on the issue	3
Because it has improved	4
Because of strong leadership	2
Because of group dynamics	3
Other	31
Total Responses	177

Given the chance, would you serve on another advisory committee for the City of Portland?



Given the chance, would you serve on another advisory committee for Multnomah County?





Citizen Advisory Committees: Are They Positive Experiences for Citizens?

DRAFT

Prepared by: Portland Multnomah Progress Board
1220 S.W. Fifth Ave., Room 310
Portland, OR 97204
(503) 823-6990

October, 1995

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Volunteer Survey

Executive Summary

A written survey was mailed to citizens serving on advisory committees for the City of Portland and Multnomah County in June 1995. A total of 320 surveys were returned, realizing a response rate of approximately 50%. The following statements are highlights summarizing the results of the survey.

- ☐ Most citizens find their experience while serving on advisory boards to be satisfying.
- ☐ Given the chance, most citizens would serve again on advisory committees for the City of Portland or Multnomah County.
- ☐ Over two-thirds of City and County citizens agree that their recommendations are carefully and respectfully considered.
- ☐ Nearly one-third of citizen volunteers have served longer than five years on advisory committees.

Volunteer Survey

Survey Analysis

Introduction:

In 1994, the Portland Multnomah Progress Board adopted the following benchmark: "Percentage of citizen volunteers in a governmental advisory capacity who are satisfied that their recommendations were carefully and respectfully considered." The Portland Multnomah Progress Board has 104 benchmarks that they monitor on a continuing basis. This benchmark was also adopted by the Multnomah County Board of Commissioners in February 1994. Multnomah County has 84 benchmarks that are pertinent to Multnomah County government functions.

The purpose of this benchmark is to measure how satisfied community members are while serving on citizen advisory committees to governments. To be community driven, governments must ensure that citizens have ample opportunity to participate in volunteer committees. In addition, governments must respond to recommendations in a way that encourages further citizen participation.

There are many advantages to government advisory committees:

1. Governments can tap the experience and expertise of citizens in the community.
2. Citizens can learn how government functions through their participation.
3. Citizens can help make tough decisions given scarce resources.
4. Government is held accountable.

Description of Survey:

In 1995, the Multnomah County Budget and Quality Office and the Portland Multnomah Progress Board joined together to conduct a mail survey of citizens who serve on advisory committees for the City of Portland and Multnomah County. The survey had ten questions and asked citizens to rate their experiences while serving on advisory committees. The surveys sent to Multnomah County and City of Portland advisory committee members were identical with one exception: the appropriate name and logo were placed on the survey, and the committees from that governmental entity were listed.

The survey was first mailed to citizens in June, 1995 with a return envelope and letter from Mayor Vera Katz and Chair Beverly Stein. To increase the response rate, a duplicate survey was mailed to citizen volunteers three weeks later. The overall response rate was approximately 50%. A total of 150 surveys were returned from City of Portland committee members and 170 were returned from Multnomah County committee members.

Findings:

- ☐ Most citizens find their experience while serving on advisory boards to be satisfying. Using a one to five point rating scale where five is "very satisfied" and one is "very dissatisfied", citizens representing the city give slightly higher average ratings (4.21) than county citizens (3.82).
- ☐ Given the chance, most citizens would serve again on advisory committees for the City of Portland or Multnomah County. The reason for this is they like being involved and it is a great learning experience. If citizens are not interested in serving again, it is usually because of a lack of time.
- ☐ Citizens felt positive about what is done with their recommendations. They mentioned that their recommendations are given consideration, are acted upon, are adopted, and become part of policy. Those who were less positive stated that their recommendations are not given a response and are ignored. Over two-thirds of City and County citizens agree that their recommendations are carefully and respectfully considered. The average rating given by City of Portland citizen volunteers (4.18) is slightly higher than the average rating given by Multnomah County citizen volunteers (3.82).
- ☐ Committee recommendations generally go to staff and/or the City Council or County Board of Commissioners. Recommendations also go to other governments and other people in the industry associated with the advisory board.
- ☐ Nearly one-third of citizen volunteers have served longer than five years on advisory committees.
- ☐ Nearly one-third of citizen volunteers learned about the opportunity to serve on citizen committees through city or county staff. Other sources include their job, other committees, acquaintances, newspapers and neighborhood associations.

Report:

In the next few pages, each question is displayed graphically or in tables. The City of Portland data are presented first; Multnomah County is second. Data are combined for the City and County when there are no statistically significant differences in answers.

Volunteer Survey

Questions

1. Please check the name(s) of the City of Portland Advisory Committees on which you currently serve: (check all that apply)

City Committees:	Responses	City Committees:	Responses
Adjustment Committee	6	Neighborhood Associations	5
Advisory Board for Special Inspections	10	Noise Review Board	3
Area Agency on Aging	1	Park Review Committee	1
Bureau Advisory Committees	2	Pioneer Courthouse Square, Inc.	7
Building Code Board of Appeal	4	Plumbing Code Board of Appeal	4
Business License Appeals Board	2	Police Internal Investigations Auditing Committee	1
Central City Concern *	3	Portland Cable Access Board of Directors *	1
Citizens Sewer Advisory Board	3	Portland City Planning Commission	8
Civil Service Board	3	Portland Design Commission	2
Convention Center Transportation	1	Portland Development Commission	6
EID Advisory Board	1	Portland Historical Landmarks Commission	4
Electrical Code Board of Appeal	4	Portland Oregon Public Buildings Corporation	2
Energy and Environment Commission	8	Portland Utilities Review Board	11
Fire Code Board of Appeals	4	Private Industry Council *	2
Healy Heights Radiofrequency Advisory Board	4	Public Safety	1
Heating & Ventilating Code Board of Appeals	5	Seismic Board	1
Hospital Facilities Authority *	2	Structural Engineering Advisory Committee	4
Housing & Community Development Commission	15	Taxicab Board of Review	3
Housing Authority of Portland *	2	Towing Board of Review	3
Investment Advisory Committee	4	Urban Forestry Commission	5
Metropolitan Exposition-Recreation Commission *	2	Vintage Trolley, Inc. Board of Directors *	6
Mid County Sewer	2	Water Quality Advisory Committee	6

* The City Council does not have direct authority over decisions made in this committee.

Volunteer Survey

Questions

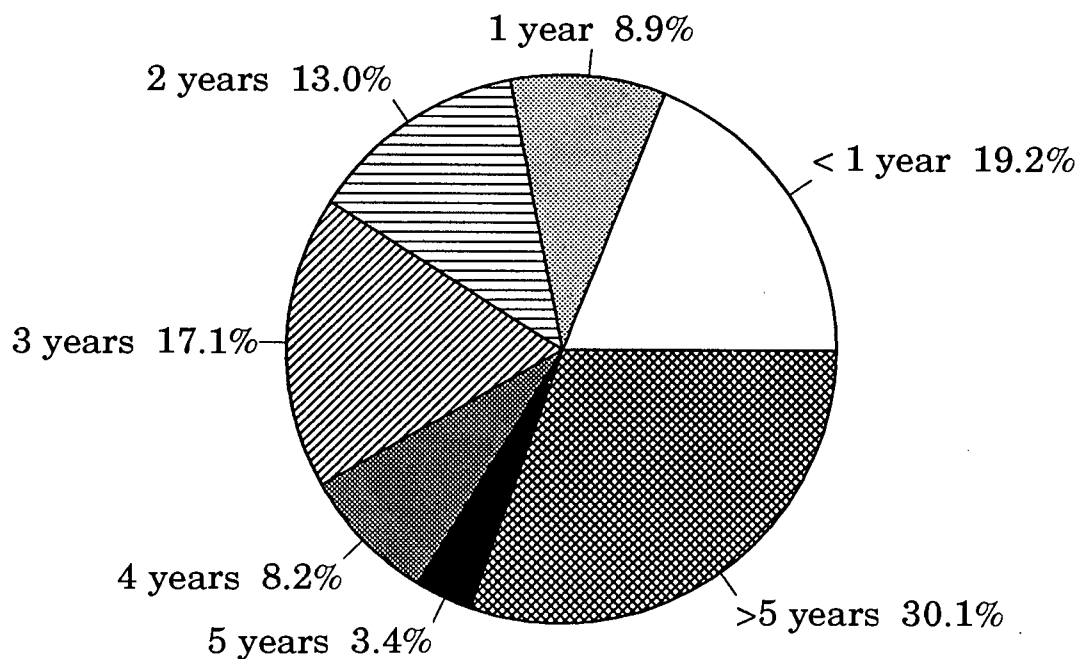
1. Please check the name(s) of the Multnomah County Advisory Committees on which you currently serve: (check all that apply)

County Committees:	Responses	County Committees:	Responses
Agricultural Board of Review	2	Housing & Community Development Commission	2
Animal Control Advisory Committee	7	Integrated Pest Management Advisory Committee	3
Audit Committee	0	Investment Advisory Board	2
Board of Equalization	9	Library Advisory Board	11
Board of Ratio Review	3	Mental & Emotional Disability Advisory Council	10
Child and Adolescent Mental Health Program Advisory Committee	6	Merit Civil Service Council	2
Citizen Budget Advisory Committees	30	Multnomah Commission on Children & Families	12
Citizen Involvement Committee	11	Multnomah Council on Chemical Dependency	9
Community Action Commission	3	Multnomah Commission on Aging	14
Community Corrections Advisory Committee	8	Multnomah County DUII Community Advisory Board	14
Community Health Council	8	Multnomah County Peace Task Force	0
Developmental Disabilities Council	0	Planning Commission	4
Emergency Medical Services Advisory Board	3	Protocol Committee	1
Emergency Medical Services Provider Board	1	Public Safety Council	8
Food Service Advisory Board	3	Welfare Board	1

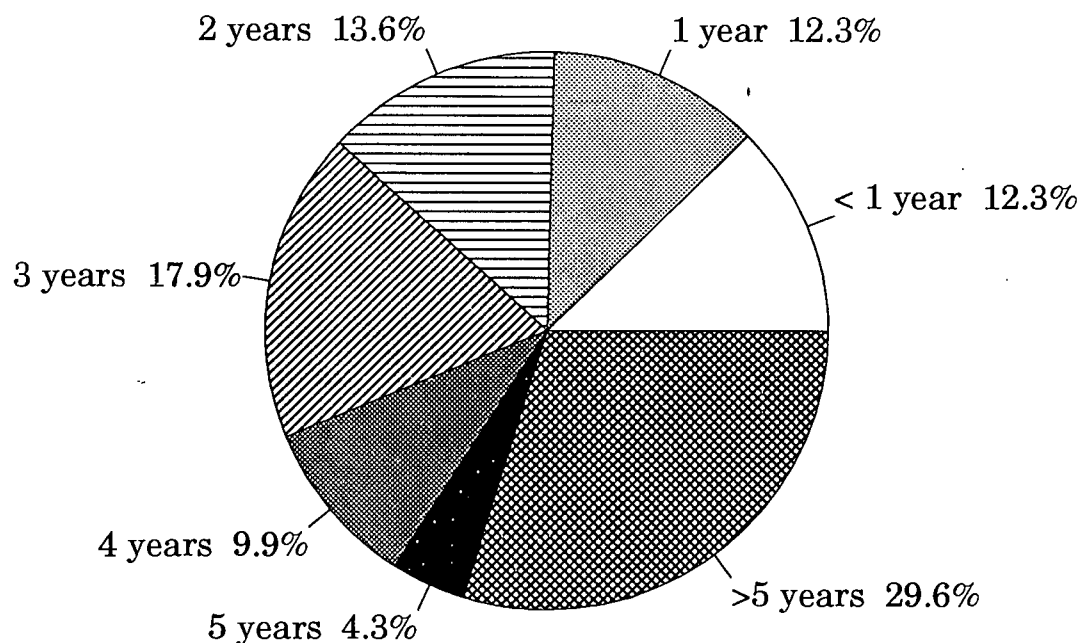
Joint City and County Committees:	Responses
Metropolitan Human Rights Commission *	8
Mt. Hood Cable Regulatory Commission *	2
Regional Arts & Culture Council *	13

* The City and County do not have direct authority over decisions made in these committees.

2. *How many years have you been serving on committees for the City of Portland?*



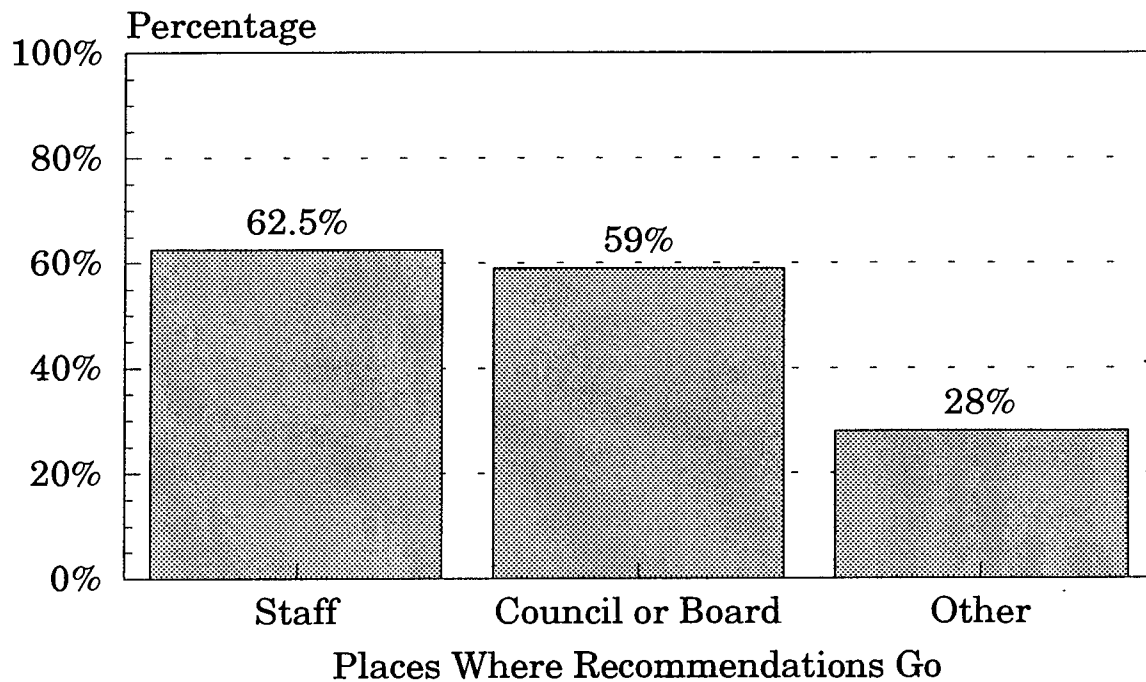
2. *How many years have you been serving on committees for Multnomah County?*



3. *How did you first learn about the opportunities to serve on committees for the City of Portland or Multnomah County?*

City of Portland and Multnomah County	Responses
Through staff	122
Through my job	33
Through other committees	44
Through the media or publications	22
Through neighborhood associations	13
Through business activities	18
Through word of mouth	34
Through volunteer work	6
Other	20
Total Responses	312

4. *To whom does your current committee give recommendations? (check all that apply)*



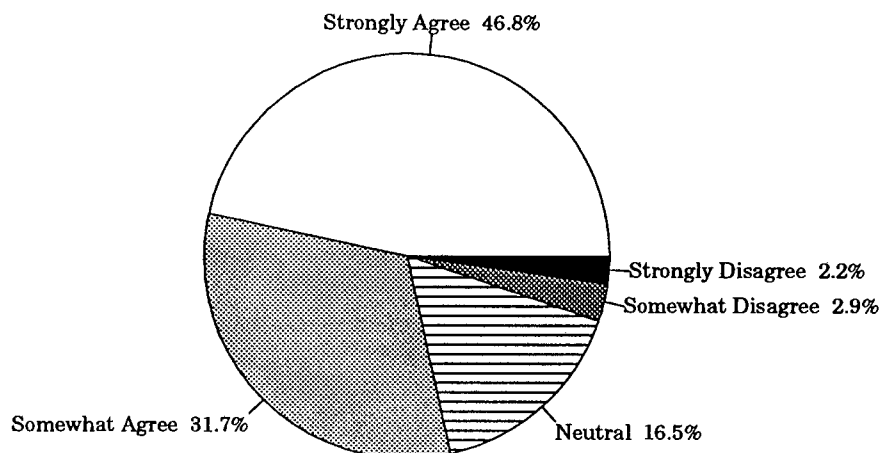
Explanation of Other Category Listed Above:

City of Portland and Multnomah County	Responses
To other governments	37
To people in the industry served by the committee	11
To a board for review	15
To a particular commissioner	6
To citizens	5
Other	17
Total Responses	91

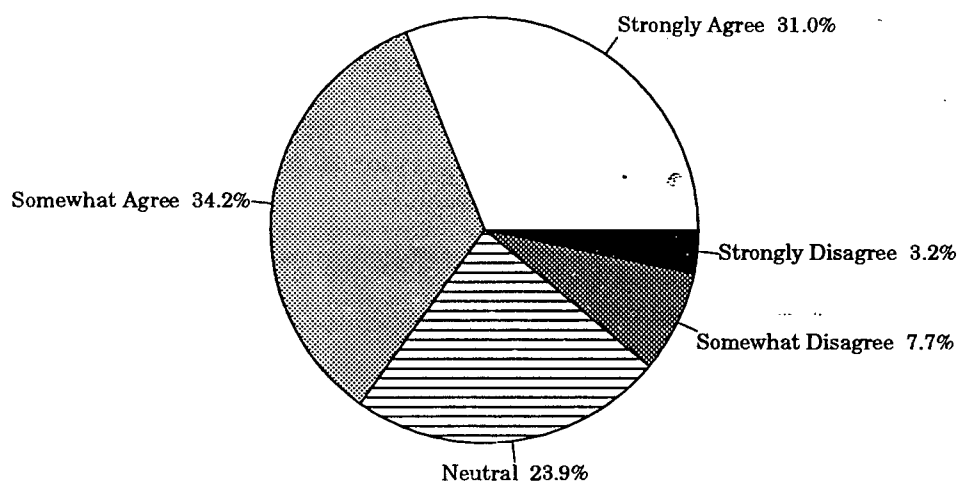
5. *What is done with the recommendations?*

City of Portland and Multnomah County	Responses
They are given consideration	54
They are acted on	49
They are submitted to the legislative body	33
They are adopted	26
They become part of policy	26
There is no response to them, they are ignored	22
They become a binding decision	20
They are reviewed with action	10
They are passed on to others	10
They are discussed and voted on	10
They become inspection codes	6
They are not usually approved, but denied	6
They are used to set goals	6
Other	27
Total Responses	305

6. *How strongly do you agree that your recommendations are carefully and respectfully considered by the City of Portland?*



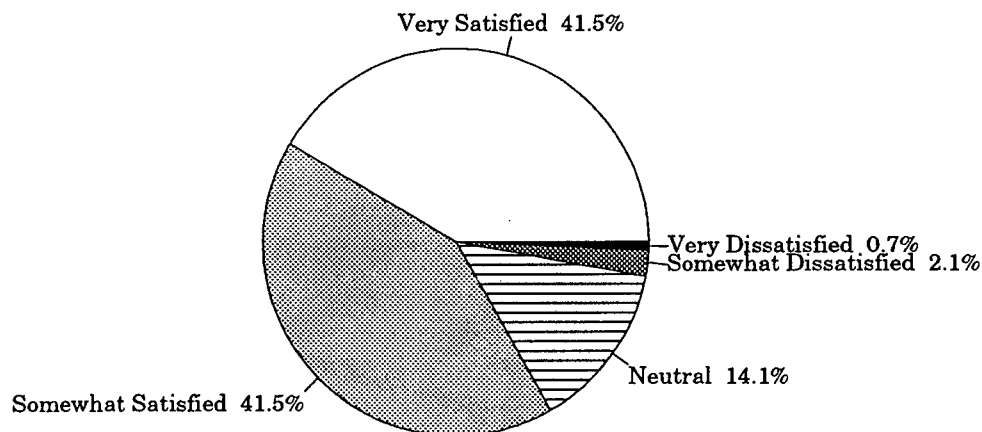
6. *How strongly do you agree that your recommendations are carefully and respectfully considered by Multnomah County?*



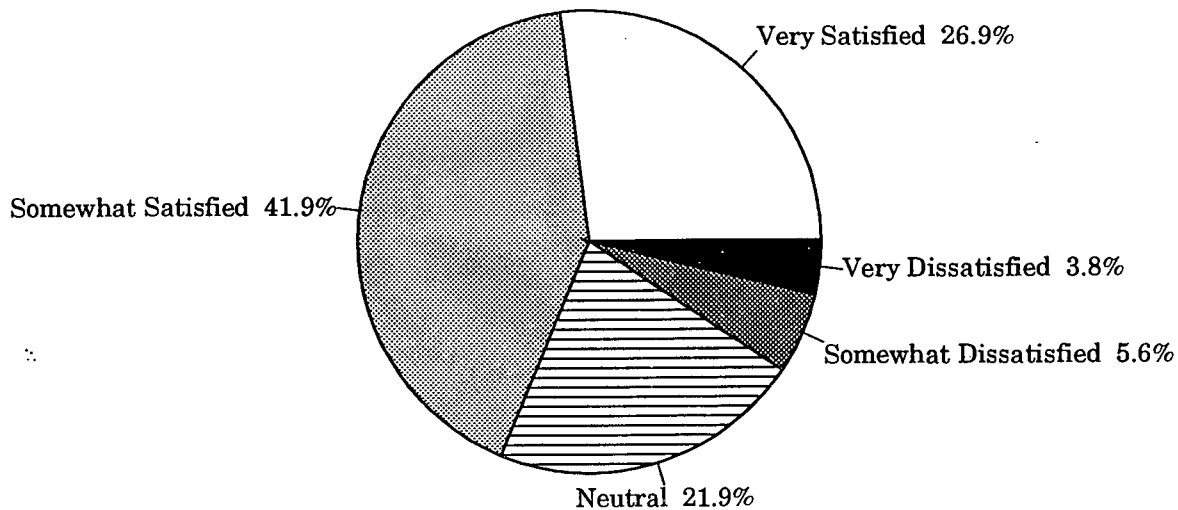
7. *Please explain why you feel that your recommendations are or are not carefully and respectfully considered?*

City of Portland and Multnomah County	Responses
Because they are usually supported and approved	21
Because they are considered	17
Because the City or County is very responsive	16
Because there is a lack of feedback	15
Because of the political process	9
Because we receive feedback	6
Because we feel good about accomplishments	5
Because of the decisions made	10
Because it is dependent on positions	7
Because they are ignored, rejected, not valued	7
Because of the staff	10
Because of the lack of direction	2
Because they are a board consensus	4
Because they contribute to the discussion, subject is important	5
Because it depends on the issue	3
Because it has improved	4
Because of strong leadership	2
Because of group dynamics	3
Other	31
Total Responses	177

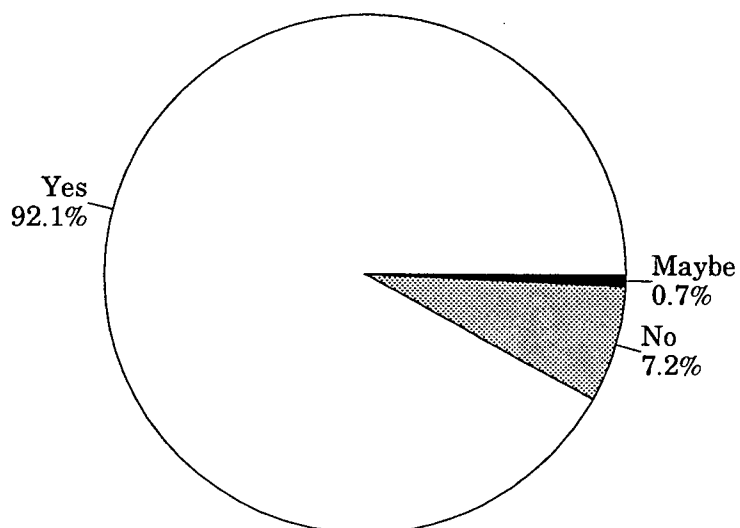
8. *How would you rate your experience(s) while serving on City Committees?*



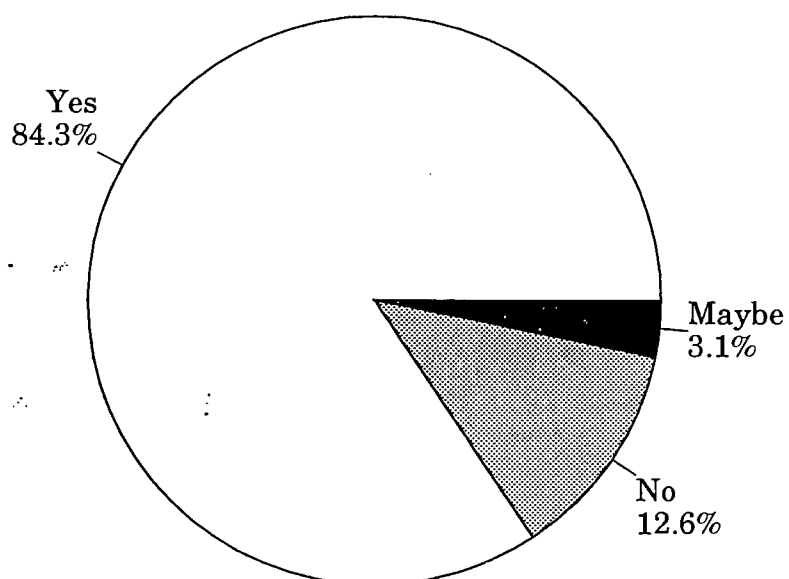
8. *How would you rate your experience(s) while serving on County Committees?*



9. *Given the chance, would you serve on another advisory committee for the City of Portland?*



9. *Given the chance, would you serve on another advisory committee for Multnomah County?*



10. Why would you serve on another advisory committee?

City of Portland and Multnomah County	Responses
I like being involved	53
It's a great learning experience	24
I would but it depends on the committee	20
I like helping set the direction	18
I would but time and expense are an issue	15
I would because it improves the community	14
I would because it provides a more diversified representation	14
It provides experience and expertise which are valuable to the community	10
I would because we've had positive results	9
It's important for the community and staff to meet	5
It's a way to give back to the community	5
I would if my skills matched the committee's mission	5
Other	43
Total Responses	235

10. Why would you **not** serve on another advisory committee?

City of Portland and Multnomah County	Responses
Lack of time	13
Other	15
Total Responses	28



City of Portland Volunteer Survey

Your role as an advisor to the City of Portland is important to us. That is why we are sending out this survey. We would like to know how we can improve your experience as a volunteer while serving on an advisory committee. Please answer the questions below and return this survey in the enclosed envelope. Thank you.

1. Please check (✓) the name(s) of the City of Portland Advisory Committees on which you **currently** serve: (check ✓ all that apply)

- | | |
|---|---|
| <input type="checkbox"/> 1 Adjustment Committee | <input type="checkbox"/> 21 Neighborhood Associations |
| <input type="checkbox"/> 2 Advisory Board for Special Inspections | <input type="checkbox"/> 22 Noise Review Board |
| <input type="checkbox"/> 3 Bureau Advisory Committees | <input type="checkbox"/> 23 Pioneer Courthouse Square, Inc. |
| <input type="checkbox"/> 4 Building Code Board of Appeal | <input type="checkbox"/> 24 Plumbing Code Board of Appeal |
| <input type="checkbox"/> 5 Business License Appeals Board | <input type="checkbox"/> 25 Police Internal Investigations Auditing Committee |
| <input type="checkbox"/> 6 Central City Concern | <input type="checkbox"/> 26 Portland Cable Access Board of Directors |
| <input type="checkbox"/> 7 Citizens Sewer Advisory Board | <input type="checkbox"/> 27 Portland City Planning Commission |
| <input type="checkbox"/> 8 Civil Service Board | <input type="checkbox"/> 28 Portland Design Commission |
| <input type="checkbox"/> 9 Electrical Code Board of Appeal | <input type="checkbox"/> 29 Portland Development Commission |
| <input type="checkbox"/> 10 Energy and Environment Commission | <input type="checkbox"/> 30 Portland Historical Landmarks Commission |
| <input type="checkbox"/> 11 Fire Code Board of Appeals | <input type="checkbox"/> 31 Portland Oregon Public Buildings Corporation |
| <input type="checkbox"/> 12 Healy Heights Radiofrequency Advisory Board | <input type="checkbox"/> 32 Portland Utilities Review Board |
| <input type="checkbox"/> 13 Heating & Ventilating Code Board of Appeals | <input type="checkbox"/> 33 Private Industry Council |
| <input type="checkbox"/> 14 Hospital Facilities Authority | <input type="checkbox"/> 34 Regional Arts & Culture Council |
| <input type="checkbox"/> 15 Housing & Community Development Commission | <input type="checkbox"/> 35 Structural Engineering Advisory Committee |
| <input type="checkbox"/> 16 Housing Authority of Portland | <input type="checkbox"/> 36 Taxicab Board of Review |
| <input type="checkbox"/> 17 Investment Advisory Committee | <input type="checkbox"/> 37 Towing Board of Review |
| <input type="checkbox"/> 18 Metropolitan Exposition-Recreation Commission | <input type="checkbox"/> 38 Urban Forestry Commission |
| <input type="checkbox"/> 19 Metropolitan Human Rights Commission | <input type="checkbox"/> 39 Vintage Trolley, Inc. Board of Directors |
| <input type="checkbox"/> 20 Mt. Hood Cable Regulatory Commission | <input type="checkbox"/> 40 Water Quality Advisory Committee |

2. How many years have you been serving on committees for the City of Portland?

- | | |
|---|---|
| <input type="checkbox"/> 0 Less than one year | <input type="checkbox"/> 4 Four years |
| <input type="checkbox"/> 1 One year | <input type="checkbox"/> 5 Five years |
| <input type="checkbox"/> 2 Two years | <input type="checkbox"/> 6 More than five years |
| <input type="checkbox"/> 3 Three Years | |

3. How did you first learn about the opportunities to serve on committees for the City of Portland?

4. To whom does your current committee give recommendations? (check ✓ all that apply)

☐₁ Staff

☐₂ City Council

☐₉₅ Other, please explain: _____

5. What is done with the recommendations? _____

6. How strongly do you agree that **your** recommendations are carefully and respectfully considered?

☐

5

Strongly
Agree

☐

4

☐

3

Neutral

☐

2

☐

1

Strongly
Disagree

7. Please explain: _____

8. How would you rate your experience(s) while serving on City Committees?

☐

5

Very
Satisfied

☐

4

☐

3

Neutral

☐

2

☐

1

Very
Dissatisfied

9. Given the chance, would you serve on another advisory committee for the City of Portland?

☐₁

Yes

☐₂

No

10. Why or why not? _____

Optional:

Name _____

Address _____

Day

Telephone _____

Multnomah County Volunteer Survey



Your role as an advisor to Multnomah County is important to us. That is why we are sending out this survey. We would like to know how we can improve your experience as a volunteer while serving on an advisory committee. Please answer the questions below and return this survey in the enclosed envelope. Thank you.

1. Please check (✓) the name(s) of the Multnomah County Advisory Committees on which you **currently** serve: (check ✓ all that apply)

- | | |
|---|--|
| <input type="checkbox"/> 1 Agricultural Board of Review | <input type="checkbox"/> 17 Integrated Pest Management Advisory Committee |
| <input type="checkbox"/> 2 Animal Control Advisory Committee | <input type="checkbox"/> 18 Investment Advisory Board |
| <input type="checkbox"/> 3 Audit Committee | <input type="checkbox"/> 19 Library Advisory Board |
| <input type="checkbox"/> 4 Board of Equalization | <input type="checkbox"/> 20 Mental & Emotional Disability Advisory Council |
| <input type="checkbox"/> 5 Board of Ratio Review | <input type="checkbox"/> 21 Merit Civil Service Council |
| <input type="checkbox"/> 6 Child and Adolescent Mental Health
Program Advisory Committee | <input type="checkbox"/> 22 Metropolitan Human Rights Commission |
| <input type="checkbox"/> 7 Citizen Budget Advisory Committees | <input type="checkbox"/> 23 Mt. Hood Cable Regulatory Commission |
| <input type="checkbox"/> 8 Citizen Involvement Committee | <input type="checkbox"/> 24 Multnomah Commission on Children & Families |
| <input type="checkbox"/> 9 Community Action Commission | <input type="checkbox"/> 25 Multnomah Council on Chemical Dependency |
| <input type="checkbox"/> 10 Community Corrections Advisory Committee | <input type="checkbox"/> 26 Mult. County DUII Community Advisory Board |
| <input type="checkbox"/> 11 Community Health Council | <input type="checkbox"/> 27 Multnomch County Peace Task Force |
| <input type="checkbox"/> 12 Developmental Disabilities Council | <input type="checkbox"/> 28 Planning Commission |
| <input type="checkbox"/> 13 Emergency Medical Services Advisory Board | <input type="checkbox"/> 29 Portland/Multnomah Commission on Aging |
| <input type="checkbox"/> 14 Emergency Medical Services Provider Board | <input type="checkbox"/> 30 Public Safety Council |
| <input type="checkbox"/> 15 Food Service Advisory Board | <input type="checkbox"/> 31 Regional Arts & Culture Council |
| <input type="checkbox"/> 16 Housing & Community Development Commission | <input type="checkbox"/> 32 Welfare Board |

2. How many years have you been serving on committees for Multnomah County?

- | | |
|---|---|
| <input type="checkbox"/> 0 Less than one year | <input type="checkbox"/> 4 Four years |
| <input type="checkbox"/> 1 One year | <input type="checkbox"/> 5 Five years |
| <input type="checkbox"/> 2 Two years | <input type="checkbox"/> 6 More than five years |
| <input type="checkbox"/> 3 Three Years | |

3. How did you first learn about the opportunities to serve on committees for Multnomah County?

4. To whom does your current committee give recommendations? (check ✓ all that apply)

☐₁ Staff

☐₂ Board of Commissioners

☐₉₅ Other, please explain: _____

5. What is done with the recommendations? _____

6. How strongly do you agree that **your** recommendations are carefully and respectfully considered?

☐

5

Strongly
Agree

☐

4

☐

3

Neutral

☐

2

☐

1

Strongly
Disagree

7. Please explain: _____

8. How would you rate your experience(s) while serving on County Committees?

☐

5

Very
Satisfied

☐

4

☐

3

Neutral

☐

2

☐

1

Very
Dissatisfied

9. Given the chance, would you serve on another advisory committee for Multnomah County?

☐₁

Yes

☐₂

No

10. Why or why not? _____

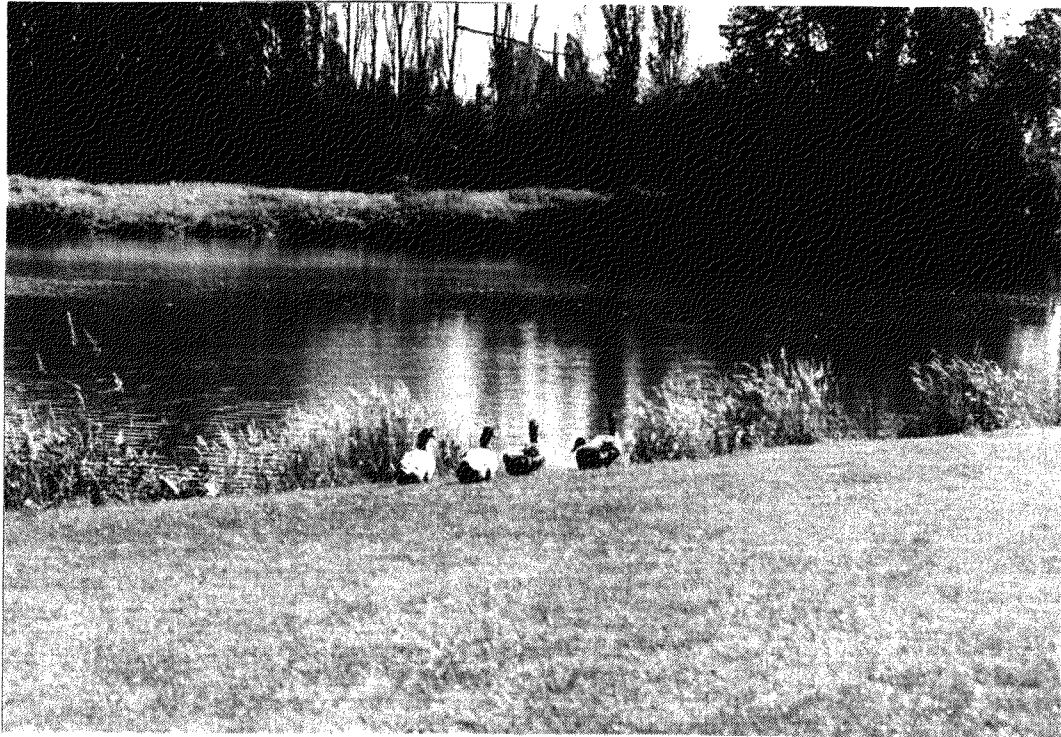
Optional:

Name _____

Address _____

Day
Telephone _____

***CITIZEN INVOLVEMENT COMMITTEE
(CIC)
Multnomah County, Oregon***

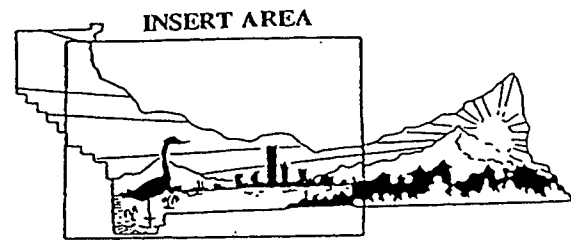


***Annual Report
FY 1994 - 95***

CIC MEMBERSHIP ROSTER - FY1994-95

MEMBER REPRESENTING

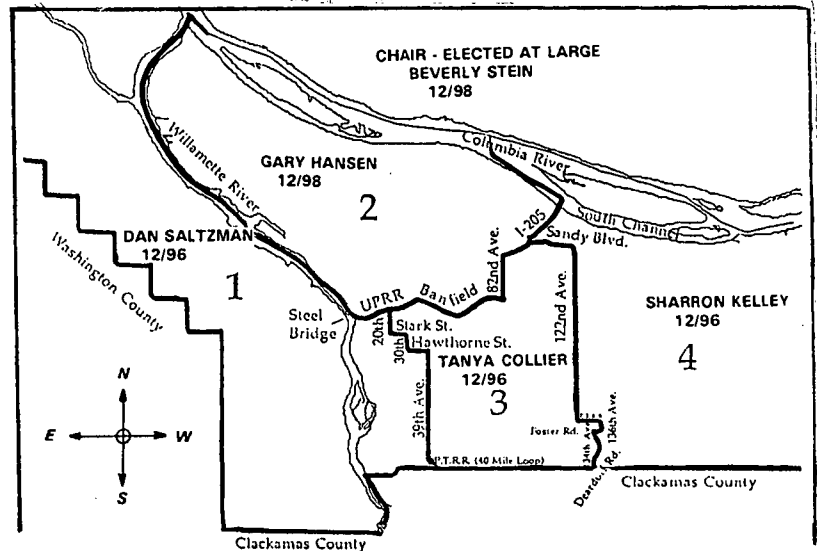
Joy Al-Sofi	Dist. 3
Margaret Boyles	Dist. 3
Pat Bozanich	Dist. 2
Michael Dehner	Dist. 1
Kay Durtschi	Dist. 1
Joe Ferguson	Dist. 3
Jane Gordon	At-Large
Bruce Greene	At-Large
Winzel Hamilton	At-Large
Derry Jackson	Dist. 2
Ed Lyle	Dist. 1
Don MacGillivray	Dist. 1
Hank Miggins	Dist. 1
Angel Olsen	Dist. 4
Jack Pessia	At-Large
Jim Regan	At-Large
Robert Sacks	Dist. 1
Kathleen Todd	Dist. 2



COUNTY MAP

Elected Officials as of November, 1994

MULTNOMAH COUNTY COMMISSIONER DISTRICTS
Effective September 28, 1991



OFFICERS, FY1994-95

Derry Jackson, Chair
Jim Regan, Vice-chair
Bruce Greene, Secretary
Don McGillivray, Treasurer

STAFF

John Legry, Executive Director
Gloria Fisher, Staff Assistant
Carol Ward, Legislative/Administrative Secretary

OFFICERS-ELECT, FY1995-96

Derry Jackson, Chair
Hank Miggins, Vice-Chair
Ed Lyle, Secretary
Joy Al-Sofi, Treasurer

OFFICE OF CITIZEN INVOLVEMENT

2115 S.E. Morrison, #215
Portland, Oregon 97214
(503) 248-3450 FAX: (503) 248-3048

"I know of no safe depository of the ultimate powers of society but the people themselves; and if we think them not enlightened enough to exercise their control with a wholesome discretion, the remedy is not to take it from them, but to inform their discretion by education." -- Thomas Jefferson, 1821



Citizen Involvement Committee

2115 SE MORRISON

PORTLAND, OREGON 97214

248-3450

September, 1995

Chair Beverly Stein

Commissioner Tanya Collier
Commissioner Gary Hansen
Commissioner Sharron Kelley
Commissioner Dan Saltzman

Dear Chair Stein and Commissioners:

This letter transmits the Citizen Involvement Committee (CIC) Annual Report for FY94-5. Our report also summarizes the past ten years since the CIC's operations began in 1985, and provides a synopsis of our plans for the future.

This expanded report places citizen involvement in context of its changing environment and demonstrates the CIC's responsiveness to its charter mission over the years. We are proud of our achievements, such as: 1) the Visions project upon which the county's benchmarks are in part based; 2) the Citizens Convention which produced many suggestions for efficiency and economy throughout county government; 3) the Joint Budget Advisory Committee (JBAC) which brought the cities of Portland and Gresham and county citizen budget advisors together for the first time to discuss interjurisdictional issues; and, 4) the Gladys McCoy Award for outstanding lifetime volunteer service achievement, recognizing the value of citizen contributions.

We also recommend to you the Citizen Involvement Initiative (pg. 8-9) as a tool in strengthening the county's relationships with its citizens. The county may take an assertive and innovative role in reconnecting government and residents. We hope that you will work with us to put flesh to its bones.

Thank you for support and encouragement over the years. We're grateful for an environment which is, perhaps, the most open and friendly to citizen participation in the Metro area. You and your offices have been singularly helpful in accomplishing our charter aim of facilitating direct communications between you and the citizenry. We look forward to a positive and continuing work relationship with each of you.

Sincerely,

Derry Jackson, Chair

CC: CIC

EXECUTIVE SUMMARY

This Annual Report is submitted in accordance with Multnomah County Ordinance #664, requiring the Citizen Involvement Committee (CIC) to report twice per fiscal year to the citizens of Multnomah County and the Chair and Board of County Commissioners on the work of the CIC and the Office of Citizen Involvement.

Several important themes run through the CIC's activities over the past year and will continue in the future. These themes are:

1. Co-ventures, or informal partnerships with local grassroots organizations, such as, public forum events on topics identified by citizens as important in understanding and being able to participate in county government. These forums are often far-ranging and provocative, not "traditional" presentations on pre-developed programs, projects or initiatives. The CIC does not try to convince others of a particular point of view.
2. On-going support of open, early and meaningful citizen participation in county and other jurisdictional decision-making. While the CIC takes no stand on issues, it consistently and by charter supports public process which genuinely incorporates citizens into local government decision-making.
3. Greater reliance on "mass-media" to get the word out. Cablecasts of forum events, for example, are produced to reach the widest possible audience. Print publications are increasingly targeted to citizens who are actively working on county issues, programs, projects, policies and/or plans.
4. Development of Strategic Plan for the CIC. During the next five years, the CIC hopes to provide vision and advice on the county's citizen participation and involvement processes, emphasizing a consistent set of priorities and related activities. [See: "Five-Year Plan," pg. 17].
5. Development of Citizen Involvement Initiative. This initiative is designed to aid development of genuine public trust and government responsiveness in all county offices, operations and services. If successful, the initiative will partner various county offices and agents in creating and improving citizen participation/involvement opportunities countywide. It will also "institutionalize" citizen involvement as a philosophy of business in county government. [See: "What's Ahead?" pg. 8].

Highlights of specific CIC committee work in FY94-5 are cited below.

HIGHLIGHTS

I. Outreach Committee

A. Public forums:

- 1) Juvenile Crime: One event, November 15, 1994 with State's Attorney General Ted Kulongoski, Chair Stein, Commissioner Kelley, Judge Elizabeth Welch, and Public Defender Ingrid Swenson. Measure 11 Punishment Impact. Cable cast.
- 2) Sheriff's Candidates: Three events, March 1, 2, and 7 with John Bunnell, Mark Hanson, Dan Noelle and Vera Poole. Forums included co-ventures with East Portland District Coalition (EPDC), the East County Coordinating Committee (ECCCO), Northeast Coalition of Neighbors (NECN), University Park Neighborhood Association and Southeast Uplift (SEUL). Cablecasts.
- 3) Land Use: Four events, April 24, May 2, 9, and 15 with Commissioner Kelley and Saltzman, Metro Councilors McCaig, MacFarland and Monroe, Portland planners Knowles and Harrison, 1000 Friends of Oregon Liberty, McCurdy and Swindells, and Oregonians in Action (OIA) Moshofsky, George and Cofield. Keynoters were Robert Stacey and Ed Sullivan. The forums included co-ventures with the East Portland District Neighborhood Coalition (EPDC), the East County Coordinating Committee (ECCCO), Northeast Coalition of Neighbors Land Use and Transportation Committee (NECN), University Park Neighborhood Association and Southeast Uplift (SEUL), Southwest Neighborhood Information (SWNI), Corbett Community Association, Northeast Multnomah County Community Association (NEMCCA) and Sustainable Urban Neighborhoods (SUN). Cablecasts. This topic is one of the most hotly debated local issue areas and provided a stimulating discussion. Many citizens feel that response to growth is general acquiescence to increased density. Many citizens encourage broad debate of the growth philosophy.

B. County Fair: Citizen booth at the FY '94-5 County Fair. Marginal value due to low attendance and out-of-county origin of majority of fairgoers. Recommend discontinue in FY95-6.

C. Public Presentations: General County and/or CIC information was presented to:

- 1) Schools: PCC; Franklin; David Douglas; Reynolds; Portland alternative.
- 2) Internat'l Assn. of Public Participation Practitioners (Oregon Chapter) (IAP3).
- 3) Testified to ONA Task Force on neighborhood associations

II. Media Committee

A. Publications:

- 1) Published and distributed four issues each of two regular publications, the **CONDUIT** and **Citizens Involved**. **Citizens Involved** included two co-ventures: City of Portland, Office of Neighborhood Associations (ONA) and Metropolitan Human Rights Commission (MHRC).

These publications are being reviewed for possible merger into a single, monthly magazine. Currently, the **CONDUIT** focusses on County services, programs and issues, **Citizens Involved** on grassroots and **interjurisdictional** issues. Both include citizen/community initiatives.

Both publications included **user surveys** and a third comprehensive survey instrument was mailed in early March to a random sample. 100% of respondents found both publications satisfactory or better; 68% used the information in working with the county.

- 2) **County Service Directory** converted to computer disk, reducing cost 80%. **Citizen volunteers loaded the directory onto public bulletin boards countywide and Commissioner Kelley's Office placed it on internet.**

III. Policy Committee

A. Community Matching Grants: Developed Community Matching Grant information/concept for Board. Presented during Budget Review. Responsible to a mixed government-citizen board, proposed fund encourages identification of neighborhood (community) Benchmark needs, provides the County with a means to respond promptly and establishes direct links between county community areas and County services. This fund may be created from existing revenue with a relatively small set-aside, providing a base to solicit additional support from other local jurisdictions who wish to participate. The financial impact is infinitesimal, but can provide tremendous energy and direction to grassroots connections, developing better county-citizen relations.

B. Community Action Council (CAC): Resolution in support of CAC, asks for definition of CAC's role and responsibilities and requests Board of County Commissioners support. **No reply received to date.**

C. Citizen/Public Participation Process Testimony: The CIC receives request to review and comment on public process in other jurisdictions. In FY '94-5, testimony in support of broad-based, early and meaningful citizen involvement was presented to: Bureau of Housing and Community Development (Portland); Metro Committee for Citizen Involvement (MCCI); Colton School Board; and, Metro Budget Committee.

D. Strategic Planning: Planned and initiated Strategic Planning process. [See pg. 17].

IV. Executive Committee

A. Ordinance Change: Permits re-application for CIC membership following a one-year hiatus (following completion of two full terms), changes term-length from two to three years. Changes recognize the practical impact of under-representation in areas of the county with sparse population and provides continuity of experienced membership.

B. Gladys McCoy Award: The CIC presented the first annual Gladys McCoy Award to Mr. Bill Gordon. Incorporated into the county's Annual Volunteer Recognition, the Gladys McCoy Award recognizes an outstanding citizen volunteer for "lifetime achievement." The presentation was witnessed by three generations of McCoy's. Retired Judge Mercedes Deiz made the award.

C. Annual Volunteer Awards: Facilitated the Eighth Annual Volunteer Awards, honoring 120 individuals and produced a special edition of Citizens Involved, highlighting these volunteers.

D. Interjurisdictional:

- 1) Assisted Regional Training Institute grant application process, with County Extension, development of mission statement.
- 2) Assistance and testimony, City-County Coordinating Committee. This Multnomah County, Portland and Gresham group (with occasional Metro representation) discusses and implements interjurisdictional changes designed to improve efficiency and effectiveness through consolidations, mergers and/or shifts of service responsibility. The CIC worked through county resolution to include a general citizen representative on this important committee. This group is in marginal compliance with open meetings and public records law, although elected officials are seated by name in official resolutions to this panel.
- 3) Participated in Willamette Valley Futures Conference in Corvallis - longrange issues - minority community representation at this conference was entirely absent. A special outreach effort should be made to include minorities in land use planning which affects their lives and future.
- 4) Liaison with Office of Neighborhood Associations (ONA) Portland, Tax Supervising Commission (TSCC), Portland-Multnomah Commission on Aging (PMCOA), Metropolitan Human Rights Commission (MHRC), coalition volunteers and staff. Includes information-sharing and cooperation in public events.

E. County Issues: Facilitation assistance for second round of Community Strength meetings - Family and Community Leadership (FCL) cooperation with Chair's Office

V. The Central Citizen Budget Advisory Committee (CCBAC)

by Jack Pessia, CCBAC Chairperson

[Citizen budget Advisory Committees (CBACs) represent the public and advise the Board of County Commissioners, other elected officials and county departments on policy, priorities and budget].

This year citizens observed increased acceptance of efforts put forth by Citizen Budget Advisory Committees (CBACs). Many accomplishments were made in an active year which included input from all ten Citizen Budget Advisory Committees. The Central CBAC (CCBAC) published its comprehensive 1995-1996 Budget Recommendations which incorporated many observations from individual CBACs, identified "global" issues affecting more than one or multiple departments, and concluded with those issues the citizens perceived to be "emerging".

This year's report comprehensively tracks the relationship between benchmarks and program costs. Individual CBACs did an excellent job of prioritizing recommendations, using a new format more easily used by commissioners, departments and citizens. The budget process culminated with a meeting with Chair Beverly Stein, enabling a representative of each CBAC to discuss their recommendations and concerns. Highlights of the year's work include:

A. Recruitment and Orientation: Thirteen new members were recruited, screened and assigned. The Central CBAC held a successful orientation/training meeting, featuring Barry Crooke. The newly printed "CBAC Handbook" was distributed. County residents interested in becoming CBAC members may call Gloria Fisher at 248-3450.

B. New CBAC: After consultation with Hal Ogburn, Director of the Juvenile Justice Division, a new CBAC for that division was established. During the coming year, a CBAC for the Department of Aging Services will be established.

C. Review with County Auditor: The Central CBAC meets with Auditor Gary Blackmer to discuss his plans for audits and to review audits completed in the current year. This enables CBAC members to recommend audits. Some recent audits conducted because of CBAC recommendations were of the Sheriff's overtime and the alarm fund. Auditor Blackmer also met with the CCBAC to review the Financial Condition of Multnomah County (May) and the audit on citizen access to county services (April). The Auditor's budget is reviewed by the Non-Departmental CBAC.

D. Dedicated Fund Review: All dedicated funds within the Department of Environmental Services were reviewed during the summer and fall months. Funds reviewed were: Assessment & Taxation Fund, County Fair Fund, Data Processing Fund, Fleet Management Fund, Capital Improvement Fund, Road Fund, Bicycle Fund, Natural and Animal Control Fund. CBAC members interviewed department managers, reviewed budget information and prepared recommendations that were presented to the Board of County Commissioners and the Department of Environmental Services.

E. Expanded meetings with Chair: In April of 1994, for the first time, Chair Bev Stein met with the CCBAC to react to its budget recommendations. This year, that meeting was repeated, the representative of each CBAC an opportunity to explain their priorities and recommendations and to receive a response from the Chair. Additionally, Chair Stein met with all CBAC members in January to share her visions, concerns and plans for the 1995-6 budget year. This gave the CBAC members an opportunity to meet Chair Stein and to hear her priorities before completing their work.

F. Budget Recommendations: The ten individual CBACs met through the year and developed their budget recommendations. They endorsed or rejected add packages, prioritized those add packages endorsed, measured programs against the County's benchmarks, identified emerging issues not dealt with in the proposed budget plans, and submitted written reports to the Chair and the Central CBAC. The Central CBAC developed a new format for reporting, which helped CBACs identify and clarify their recommendations. Since this format was developed late, it was not used by all CBACs, but it will be fully utilized during the following year.

The Central CBAC reviewed the individual reports and developed its own report, which was published with the individual reports and submitted to the Board of County Commissioners, elected officials and program directors. The Central CBAC developed a series of concepts which should be used when determining budget priorities; a series of county-wide issues (such as technology, training, facilities, staffing levels); and emerging issues. The CCBAC recommended development of a county-wide long-term Strategic Plan.

G. Budget Hearings: CCBAC Chair Jack Pessia and CBAC representatives participated in public hearings and board work sessions on the proposed budget.

H. Benchmarks/Performance Measures: CBACs reviewed Performance Measure reports for each department/program and measured add packages and existing programs against the County's adopted Urgent Benchmarks. **Central CBAC determined that benchmarks, while addressing important issues, are too broad and are not driving departmental issues and choices. The CCBAC recommended development of a county-wide, long-term Strategic Plan.** "It is impossible to deal with the issues presented by the departments without the guidance of an overall prioritized plan."

Central Citizen Budget Advisory Committee: Jack Pessia, Chair
Mark Jones, Department of Environmental Services CBAC * Larry McCagg, Dept. of Community Corrections CBAC * Nan Waller, Juvenile Justice Division CBAC * Bobby Gary, Community & Family Services Division CBAC * Jane Gordon, Community & Family Services Division CBAC * Vera Robbins, Sheriff's Office CBAC * Sara Lamb, District Attorney's Office CBAC * Bill Davis, Community Health Council * Susan Hathaway-Marxer, Library Board * Jim Robison, Support Services CBAC * Scott Leibenguth, Non-Departmental CBAC

VI. WHAT'S AHEAD?

A. Strategic Planning: The CIC must develop an approach to management suited to the complex, process-oriented and open-ended demands that involvement of citizens in government poses. There are no readily applicable guidelines, despite the large number of cookbooks authored by consultants and others. Our effectiveness is related to the mission of the agency, its formal structure, how citizens perceive our role, the resources available to implement changes, and the commitment of the staff to the process. In this light, the CIC has developed its five-year plan, which responds to a strategic assessment of the actual and potential opportunities and threats facing citizen involvement. In its FY '94-5 Semi-Annual Report to the Board of County Commissioners, the CIC additionally recommended that the county develop a "Citizen Involvement Initiative" which consists of:

- 1) A County Policy Statement declaring Citizen Involvement to be Number One Priority for County Government.**
- 2) Adoption of Citizen Involvement Principles - DRAFT pg. 9.**
- 3) Identification of existing citizen involvement/participation programs, processes or funds in each department/division of the County. Encourages increased citizen contact and "flags" the priority to all County managers. It also sets a "benchmark" for present county investment, helping guide future development.**
- 4) Recognition of the CIC as the County's lead agency in developing citizen involvement process.**
- 5) Cooperation with the CIC to develop the following related projects:**
 - a. Coordinated Boards and Commissions recruitment, orientation and training program.**
 - b. Coordinated Boards and Commissions agendas, minutes and short reference materials available to the public.**
 - c. Ordinance requiring at least 2 or no more than 20% of each board or commission to be general citizen appointments nominated through the CIC.**
 - d. County Auditor to include citizen involvement factors in each audit.**
 - e. Public Participation Plans for departments and divisions of the county.**

This initiative can provide tremendous energy and direction to the County's relations with its citizens, helping to make the County a leader in citizen-government relations.

DRAFT - DRAFT- DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT

**MULTNOMAH COUNTY
CITIZEN INVOLVEMENT PRINCIPLES**

Multnomah County believes that effective citizen involvement is essential to good government. Elected officials, staff and citizens all play important roles in governing the county and cooperation between the County government and citizens results in the best policy decisions. Therefore, Multnomah County commits to promote and sustain a responsive citizen involvement environment, which depends upon:

- * Mutual respect of all parties;
- * Informed and involved citizens;
- * County officials and staff who honor their role to facilitate and respond to citizen advice.

To carry out this commitment, the County adopts the following principles:

1. Citizen involvement is essential to the health of our county.
2. active relationships with neighborhoods, community groups and other citizen participation organizations promotes on-going dialogue with citizens.
3. Understandable county communications and processes respect and encourage citizen participation.
4. Outreach efforts reflect the County's rich diversity.
5. Citizens should be involved early in planning, projects and policy development.
6. The County and its departments and divisions should respond in a timely manner to citizen input and should respect all perspectives and insights.
7. Coordinated County outreach and involvement activities make the best use of citizens' time and efforts.
8. Evaluation and report on the effectiveness of County outreach efforts achieves the quality of County/citizen cooperation critical to good government.
9. On-going education of citizens in neighborhood, community groups, county officials and staff in community organizing, networking and cooperation is promoted.

The CIC thanks the Multnomah County Board of Commissioners for its continuing support of genuine Citizen Involvement.

AFFIRMATIVE ACTION STATISTICS

1993-4

CBACS

53 MEMBERS (7 Committees) *

7 African American
2 Native American
2 Hispanic American
5 Asian American
22 Women
1 Disabled

* Does not include Library Advisory Board or Community Health Council.

CIC

23 MEMBERS

3 African American
11 Women

1 Native American

1994-5

CBACS

62 MEMBERS (10 Committees)

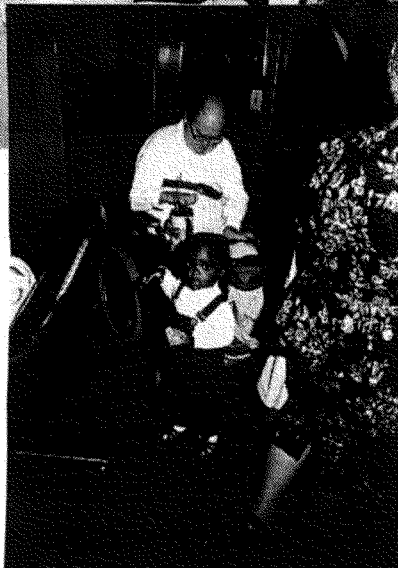
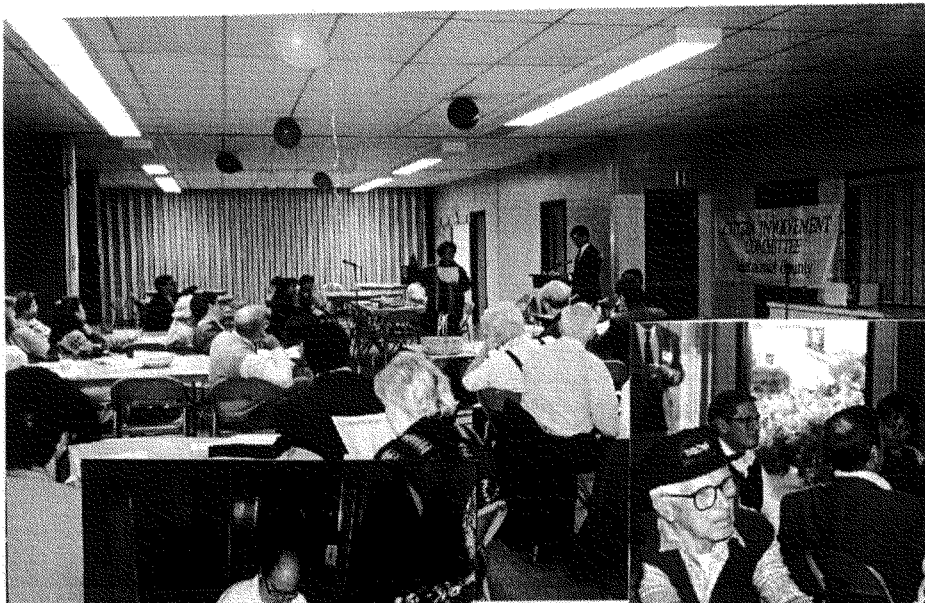
11 African American
1 Native American
3 Hispanic American
5 Asian/Pacific
28 Women
1 Disabled

CIC

18 MEMBERS

3 African American
7 Women

1 Native American



SPECIAL SUPPLEMENT

TEN YEARS AFTER AND A SECOND LOOK

being, the history of the CIC, 1985-1995,
and
the Five-year Plan Goals, Objectives
and Summary Activities for the CIC, 1995/6-2001

INTRODUCTION TO THE CIC

The Citizen Involvement Committee (CIC) of Multnomah County, Oregon was created by a vote of the people in 1984. [Ref: Chapter 3.75 Multnomah County Homerule Charter]. Establishes: the Office of Citizen Involvement to develop and maintain citizen involvement programs and procedures designed to facilitate direct communication between citizens and the board of county commissioners; a citizens' committee; sufficient funds for operation of the office and committee from county discretionary revenue; and, authorizes the committee to hire and fire its own staff.

The CIC is a twenty-five member citizen volunteer committee. Five members come from each of our four commission districts, nominated by citizen participation organizations, neighborhood associations, neighborhood district coalitions, or community groups. Five additional members are chosen at-large, representing various civic and grassroots non-profit groups in the county. Membership is diverse in all respects.

CIC's mission is: to inform residents of Multnomah County of their opportunities and rights in the decision-making process of all aspects of county government; to create meaningful citizen involvement opportunities; and to integrate citizens effectively into the decision-making process of their county government.

The CIC does not involve itself in the merits of issues, but rather with the merit of the processes which shape the issues. The CIC annually: conducts public forums; nominates individuals to county boards and commissions; coordinates the Citizen Budget Advisory Committee (CBAC) process; produces and distributes both regular and special publications [CONDUIT, CITIZENS INVOLVED, SERVICE DIRECTORY, etc.]; participates in local and regional citizen involvement activities, such as, the Metro Committee for Citizen Involvement (MCCI); and facilitates Multnomah County's Annual Volunteer Awards.

Our program uses citizen volunteers to inform citizens about the issues, connect citizens with the decision-makers who are actively engaged in arriving at solutions, and help citizens to contribute to the final outcomes. We try to engage citizens at the earliest possible moment, before all the decisions are made.

The CIC works to help create: Cost-effective government; improved perception of government services; improved knowledge of elected officials; added professional skills and education; additional resources; and, strong democracy.

[For additional information: call 248-3450, or write Office of Citizen Involvement, 2115 S.E. Morrison, #215, Portland, OR 97214].

MULTNOMAH COUNTY CODE
2.30.640. Citizen Involvement

(A, B, C) "Introduction...", page 3).

(D) Structure for Citizen Involvement Process

(1) The functions and responsibilities of the Citizen Involvement Committee within the County's citizen involvement process may include, but not be limited to, the following:

(a) An ongoing study and discussion of the county's priorities, programs, and procedures, including budget preparation and amendment.

(b) Recommendation of an action, a plan, or a policy, to the board of County Commissioners or any department on any matter impacting the life of the county, including, but not limited to: health, mental health, parks, corrections, jails, animal control, assessment, taxation, elections, citizen participation, cable television, crime prevention, mediation, and libraries.

(c) A strengthening and encouragement of Department Advisory Boards and Budget subcommittees and cooperation with existing boards, subcommittees, and commissions.

(d) Written reports to the board of County Commissioners at least every six months outlining its activities and summarizing its recommendations to the Board of County Commissioners. The Board of County Commissioners shall respond in writing to the semi-annual reports of the Citizen Involvement Committee.

(e) Responsibility for the hiring, supervision, and discharge of its staff as may be necessary to execute functions and responsibilities of the Citizen Involvement Committee. The Citizen Involvement Committee shall act in accordance with County Personnel Ordinances and Regulations.

(f) Election of a Chair and adoption of rules or procedures for the operation of the Committee.

(g) Review of the size and representation of the committee every five years.

(2) The Citizen Involvement

Committee shall abide by the laws regulating open meetings and open access to all information.

(3) The activities and expenditures of the Citizen Involvement Committee shall be conducted in accordance with all applicable Federal and State laws and all county ordinances and regulations.

(E) Office of Citizen Involvement

(1) There is established an Office of Citizen Involvement of Multnomah County which shall, at a minimum, consist of a director and secretary. This office shall be adequately funded.

(2) The Office of Citizen Involvement shall develop procedures to:

(a) Establish and broaden official channels for two-way communication between the citizens and the board of County Commissioners, elected officials, and department administrators.

(i) Such channels shall provide for both sharing of information from the county regarding the government and its services and the presentation of specific concerns and recommendations by citizens from the several Districts of Multnomah County.

(ii) Schedule twice yearly reports at a Board of County Commissioners' Informal meeting regarding activities and plans of the Citizen Involvement Committee.

(b) Increase the number of citizens participating in county government. Recruit a wide variety of volunteers without regard for age, sex, race, creed or sexual preference.

(c) Maintain an up-to-date file of individuals interested in participating on county boards, commissions, and committees and recommend individuals for appointment to county boards, commissions and committees.

(d) Record minutes of meetings of the Citizen Involvement Committee, including a record of attendance and votes.

(e) Develop and maintain a resource library regarding citizen involvement, including information about past county programs, as well as other data and educational sources.

(f) Develop a budget and keep financial records using established county methods.

(g) Act as liaison with the Office of Neighborhood Associations of the City of Portland, Gresham Neighborhood Associations, District Coalitions, and other cities and community offices.

(h) Aid and educate citizens in the process of citizen involvement.

(i) Carry out the policy directions of the Citizen Involvement Committee.

(3) The Office of Citizen Involvement shall act in accordance with all applicable Federal and State laws and the County ordinances and regulations.

(F) County Notice to and Cooperation with the Office of Citizen Involvement.

(1) All county officials and their staffs shall cooperate in providing information as requested by the Office of Citizen Involvement.

(2) All county departments and divisions of county government shall cooperate in providing information as requested by the Office of Citizen Involvement.

(3) The Chair of the Board shall place Citizen Involvement Committee presentations on the Board of County Commissioners' Informal or Formal agenda annually, or as requested by the Citizen Involvement Committee.

For more information, contact:

Citizen Involvement Committee (CIC)
2115 S.E. Morrison, #215
Portland, OR 97214
(503) 248-3450; FAX: 248-304811

PROJECTS by YEAR: "10-YEAR" WORKPLAN HISTORY

<u>Year</u>	<u>Budget</u>	<u>Nr. Staff</u>	<u>Nr. Members</u>
<u>1985-86</u>	<u>\$75,384</u>	<u>2 FTE</u>	<u>23 MEMBERS</u>

Mission: "advocate timely citizen involvement in the development of county policy."
Goals: 1) Initiate outreach to facilitate communication between citizens and government; 2) Create a program to involve citizens and staff in policy development; 3) Develop means to acquire and disseminate information to citizens; and, 4) Identify areas and issues that citizens wish to be involved in.

- * Established Citizen Budget Advisory Committees [START OF CBAC PROGRAM];
- * Held budget forums in each district (6 - Jan-Feb - audience questionnaire);
- * Produced service directory;
- * Booth at County Fair, CIC brochure, "Stop Apathy" buttons;
- * Wrote ordinance with Planning creating Land Use Committee per LCDC Goal One;
- * Established countywide NEED request process similar to ONA, PDX).

<u>1986-87</u>	<u>\$74,346</u>	<u>2 FTE</u>	<u>17 MEMBERS</u>
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- * Created list of civic organizations, two volunteer buttons.
- * Citizen needs assessment - adapted PDX process - dropped for lack of staff.
- * County budget forums - dropped for issue-related forums.
- * Televised jail crisis forum.
- * Produced two issues of "The Conduit" - 2,000 copies - [START OF CONDUIT].
- * Developed "Newsletter guidelines" - Conduit is 4-pg newsletter at this time.
- * Created Central CBAC; organized orientation.
- * Citizen Involvement Handbook draft.

<u>1987-88</u>	<u>\$80,364</u>	<u>2 FTE</u>	<u>16 MEMBERS</u>
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Revised goals: 1) Inform citizens concerning citizen involvement in Multnomah County; 2) Advocate for meaningful and timely involvement opportunities for citizens; 3) Integrate citizens into decision making processes of County government.

- * Central CBAC - Dedicated Fund Review added by ordinance.
- * Participation Committee - experimental program "Know Your County Month" - Budget forums - "Information Sharing Project" invited NA chairs to share - "Volunteer Appreciation Day" - START OF ANNUAL VOLUNTEER AWARDS
- * Needs Committee - Received 17 neighborhood needs - Appeared on "Town Hall" to discuss "CITIZEN APATHY"
- * Protocol Committee - Updated CIC policy and procedures - Introduced citizen involvement in county strategic planning process.
- * Information Committee - Citizen Involvement Handbook, County Service Directory - Cable version of Conduit - County Fair participation.

<u>Year</u>	<u>Budget</u>	<u>Nr. Staff</u>	<u>Nr. Members</u>
<u>1988-89</u>	<u>\$93,895</u>	<u>2 FTE</u>	<u>20 MEMBERS</u>

- * NATIONAL ASSOCIATION OF COUNTIES (NACO) ACHIEVEMENT AWARD.
- * Conduit updated to current form - 10,000 copies; Co. Directory updated.
- * "Issues Roundtable" - t.v. cast of each Conduit issue.
- * Second Volunteer Award Ceremony.
- * George Muir Conference - hired .25 FTE - regional discussion of citizen issues.
- * County Visions - Citizen input for county strategic planning process; meeting series.

<u>1989-90</u>	<u>\$126,446</u>	<u>2.67 FTE</u>	<u>19 MEMBERS</u>
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- * Visions document released - [CHAIR STEIN ADOPTS AS BENCHMARK FOUNDATION, 1993].
- * Voices and Visions - citizen opinion on government svcs and strategic planning
- * CBACs make first recommendations based upon CIC visioning work
- * Monitored Charter Review Commission and publicized in special Conduit issue.
- * Third Annual Volunteer Awards.
- * Informational booth at County Fair.
- * NATIONAL ASSN. OF COUNTY INFORMATION OFFICERS AWARD: CONDUIT.

<u>1990-91</u>	<u>\$126,689</u>	<u>3 FTE</u>	<u>19 MEMBERS</u>
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- * CIC ordinance revised - broadens membership eligibility
- * CBAC ordinance revised - recognizes policy role
- * Helped develop Outside Auditor Selection Committee, nominated two citizens
- * CBAC Report Measure Five impacts - two public forums (PDX and Gresham)
- * Produced Volunteers in Policy Roles - used by NACO in "Volunteer Toolbox").
- * Assisted preliminary development of METRO Committee for Citizen Involvement;
- * Assisted development of Rockwood Safety Action Team.
- * Developed 5-year goals and Committee structure to support them
- * Developed JOINT CITY/CO BUDGET ADVISORY COMMITTEE (JBAC)
- * Published three issues of the Conduit.
- * Fourth Volunteer Award ceremony.

<u>1991-2</u>	<u>\$114, 508</u>	<u>2.97 FTE</u>	<u>19 MEMBERS</u>
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- * NATIONAL ASSN OF COUNTIES (NACO) ACHIEVEMENT AWARD - CBACs.
- * Citizens' Convention, staffing leading to May primary ballot - Convention Nov. '92
- * Measure 5 CUTS MATERIALS AND SVCS 80%, STAFF .2 FTE. [.2 FTE restored]
- * Fifth Volunteer Award Ceremony
- * Facilitated 3-county citizen draft of METRO Committee for Citizen Involvement (MCCI) bylaws for METRO RUGGO 1
- * Participated in Governor Roberts' "Conversations with Oregon"
- * NACO National Volunteer Task Force - CIC policy leadership at NACO
- * CBACs performed strategic plan review for county
- * JBAC report: "Parks, Personnel, Planning and Public Safety" issued

<u>Year</u>	<u>Budget</u>	<u>Nr. Staff</u>	<u>Nr. Members</u>
<u>1992-93</u>	<u>\$126,571</u>	<u>3 FTE</u>	<u>23 MEMBERS</u>

- * Board restores Materials and Services to 60% level (Base Year 90-91)
- * Assisted development of Bicycle (Transpo) and Animal Control advisory boards.
- * Helped conduct three NACO workshops on volunteerism at annual Conference.
- * Monitor/testify Governor's Task Force on Local Government
- * Assisted development of METRO CCI (Gail Cerveney, CIC member, first chairperson)
- * **OUTREACH DEVELOPS Citizens Involved**, grassroots newsletter, distributes 2 issues
- * Citizen Involvement Handbook revised with new phone list "Most Called Numbers"
- * Cooperated with Elections to produce CIC "advertisement" in voters' pamphlet
- * Compiled county "bluebook" service directory.
- * Developed/distributed new CIC brochure - "The Green Machine II"
- * CBACs create new unit: Support Services
- * Extension Family-Community Leadership Training (FCL) - involvement skills
- * Staffed Citizens' Convention Steering Committee per county ordinance
- * Sixth Annual Volunteer Awards. Began work on Gladys McCoy Award.
- * 1992 Visions Survey: Citizen priorities, economics slightly over environment.
- * Published two issues of the Conduit.

<u>1993-94</u>	<u>\$147,468</u>	<u>3 FTE</u>	<u>23 MEMBERS</u>
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- * Candidate's Debate for County Chair - two debates, primary and general elections
- * Sales Tax Debate - Shirley Gold and Jan Wyers
- * METRO "Kitchen Table Talk" - primary candidates for Metro Executive - Cablecast
- * Benchmark Cablecast with Chair Stein, Commissioners Kelley and Hansen
- * Community Strengths meetings - FCL volunteer facilitators provided
- * Nominations: Metro Light Rail; Multco Affordable Housing Review; Metro CCI
- * CBACs add PERFORMANCE MEASURES and KEY INDICATORS to their review list
- * Technical assistance to Metro CCI; develop Regional Training Institute
- * Performance measures developed: Non-Departmental CBAC approve, Board adopts:
 - Percent reporting positive use of publications
 - Percent reporting positive experiences working with CIC
- * Central CBAC helps set Audit priorities with Auditor Blackmer
- * Participated in Oregon Fiscal Choices design discussion - Oregon State
- * Regional Institute (RICPIG) produces first training session
- * Helped conduct two roundtables and two planning workshops at NACO Chicago
- * Three issues of Conduit produced and distributed
- * Four issues of Citizens Involved produced and distributed
- * County Services Directory - COMPLETE REVISION ("Blue Book").
- * SEVENTH VOLUNTEER AWARD CEREMONY.

<u>1994-95</u>	<u>\$158,301</u>	<u>3 FTE</u>	<u>18 MEMBERS</u>
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SEE PAGES TWO (02) THROUGH SEVEN (07) OF THIS REPORT FOR HIGHLIGHTS.

FIVE YEAR PLAN

Goals, Objectives and Summary Activities

(For a copy of the complete plan, call 248-3450)

GOALS adopted July 11, 1995, OBJECTIVES adopted July 20, 1995, related subcommittee work adopted August 17, 1995. "S," "M," "L," or "C" or combo thereof denote "Short, Medium, Long-term, or Continuous" development.

GOAL ONE: PUBLIC AWARENESS: ENSURE TIMELY PUBLIC NOTICE AND INFORMATION IN ORDER TO SUPPORT BROAD-BASED, EARLY AND CONTINUING INVOLVEMENT OF CITIZENS IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Inform people on how democratic institutions and particularly local government work.

1. Identify intern assistance to assess and develop curriculum (S)
2. Televisе land use planning meetings of BCC (S-M)
3. Develop Monthly CIC t.v. presence (L)

Objective B: Inform people on how county public policies, plans, programs and projects work.

1. Develop Media plan (S)
 - a. Promote serious media coverage of major events (C)
 - b. Develop and hold major events (C)
 - c. Develop alternative outlets for citizen info (M)
 - d. Emphasize youth role in all activities/products
2. Schedule meetings with groups putting members on CIC (nominating groups) (S)
3. Develop citizen access internet web page (M)

GOAL TWO: CITIZEN INVOLVEMENT: ENSURE ACCESS TO OPPORTUNITIES FOR CITIZENS TO PARTICIPATE IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Network boards and commissions of local government within the region (S - C)

1. Assist Boards and Commissions Training and orientation (S)
2. Establish Observer Corps to liaison boards and commissions (S)

Objective B: Recruit as many people as possible into organized citizen participation (C-L)

1. Create a list of all opportunities for citizen involvement (S)
2. Place citizen members on each county board, commission, etc. (S)
3. Develop new citizen leadership (S-M-L-C)

Objective C: Establish the CIC as Clearinghouse for citizens on boards and commissions within county government (S-M)

1. Establish the CIC as conduit for boards and commission appointments (M)
2. Develop Waiting list for members (S - C)

GOAL THREE: AUDIT/EVALUATION: ENSURE THAT PUBLIC INVOLVEMENT PROCESS IN COUNTY GOVERNMENTS IS PLANNED, COMMUNICATED AND IMPLEMENTED IN RESPONSE TO THE PUBLIC.

Objective A: Encourage County Auditor to include citizen involvement as element of each audit.

- a. Work with Auditor on Access issues (S)
- b. Develop viable performance measures (S)
- c. Promote citizen involvement record for agencies (S)

GOAL THREE cont.

Objective B: Help citizens set priorities (S-C)

Study county programs and procedures to set priorities (M)

Objective C: Audit citizen involvement countywide with respect to charter requirement.

1. Evaluate citizen involvement processes and programs (M)

2. Document trends from people who have been involved in citizen involvement (C-L)

GOAL FOUR: INTERNAL: ENSURE THAT THE OFFICE OF CITIZEN INVOLVEMENT IS WELL-ORGANIZED, EFFICIENTLY OPERATED AND WORKS IN A COOPERATIVE AND INTERACTIVE MANNER.

Objective A: Recruit and facilitate CIC member participants

1. Develop youth recruitment (S)

2. Ensure diversity (S-C)

Objective B: Maintain good communication and relationships between staff and board

Objective C: Explore efficient and effective alternatives for communications and operations of the Office of Citizen Involvement

GOAL FIVE: GOVERNMENT RELATIONS: CREATE STRONG AND EFFECTIVE TIES WITH ELECTED LEADERS AND OTHER GOVERNMENT OFFICIALS AND RECOGNIZED CITIZEN INVOLVEMENT GROUPS.

Objective A: Develop Better communications with county officials (S)

Objective B: Become a citizen involvement resource for other agencies and officials (M-L)

Objective C: Develop Better interjurisdictional relationships (L)

NOTE: Contact work - Executive Committee responsibility.

GOAL SIX: CITIZEN RELATIONS: ENSURE THAT THE PUBLIC INVOLVEMENT ACTIVITIES OF THE CIC ARE VISIBLE, COMMUNICATED AND ACCOMMODATING TO THE INDIVIDUALS, GROUPS AND AGENCIES WHO MAY PARTICIPATE.

Objective A: Ensure equitable service throughout the county (S)

Objective B: Increase CIC interaction with other citizens and citizen groups (S)

Expand volunteer recognition outreach (M)

Objective C: Develop and implement methods to increase confidence in government (L)

Encourage/develop child care at all county meetings (S-M)

PARTICIPATE

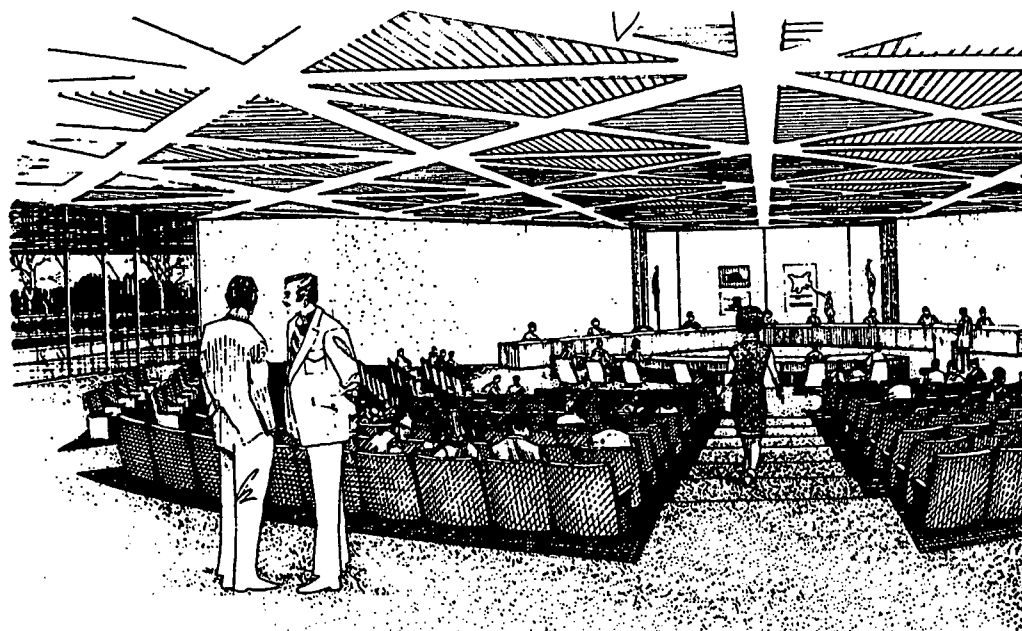
As a resident of Multnomah County you have the right to say how you want your tax money to be spent; to plan for the future; to recommend programs, operations and policies; and, to advise on budget. Pick a way to participate that fits your personal style. You are the government, so if you don't like what's going on, work to change it. Give us a call: we're the CIC, 248-3450.

CIC MEMBERSHIP 1985 THROUGH 1995

JOY AL-SOFI
BOB ANNONI
SHIRLEY ARCE
AL ARMSTRONG
BILL BASILIKO
CAROLYN BAX
ROBIN BLOOMGARDEN
MARGARET BOYLES
PAT BOZANICH
DAVID BUNNELL
BEN BUTZIEN
MARLENE BYRNE
CAROL CANNING
GAIL CERVENY
KATHERINE CHENEY
PHYLLIS COLE
SHEILA DRISCOLL
KAY DURTSCHI
HAL ELSTON
JOE FERGUSON
LARRY FOLTZ
DAVID FUKU
STEVE FULMER
JANE GORDON
BRUCE GREENE
JUDY HADLEY

WINZEL HAMILTON
TARRI HANSON
CHARLES HERNDON
SCOTT HOLZEM
DERRY JACKSON
FRANKLIN JENKINS
SARA LAMB
ED LYLE
DICK LEVY
KEITH LOEFFLER
BOB LUCE
DON MACGILLIVRAY
JUDITH MANDT
HANK MIGGINS
JOHN MILLER
LAVERNE MOORE
GEORGE MUIR
BOB NELSON
JANE NETBOY
ANGEL OLSEN
DENNIS PAYNE
RON PENNINGTON
JACK PESSIA
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CITIZEN INVOLVEMENT COMMITTEE (CIC)
Multnomah County, Oregon

STRATEGIC FIVE-YEAR PLAN

FY 1995-6 TO 2000-01

"I know of no safe depository of the ultimate powers of society but the people themselves; and if we think them not enlightened enough to exercise their control with a wholesome discretion, the remedy is not to take it from them, but to inform their discretion by education." -- Thomas Jefferson, 1821

September 1995



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INTRODUCTION

The environmental assessment contained in the "Preface" of this report was developed between May 14, 1994 and the present (November, 1995), beginning with a working retreat at the Franciscan Center in Portland, Oregon. A whitepaper (available from the CIC by calling 248-3450) included resource documents from Portland's Civic Index development, City of Eugene guidelines for Citizen Involvement Plans, Southeast Uplift Neighborhood Coalition Long-range Plan, "Elements of Good Citizen Participation" drafted by the Portland Neighborhood Coalition Chairs, Metro's Stakeholder Analysis, and other relevant local, regional and national documentation.

The results of the Retreat were further defined in the "Summary of Citizen Participation/Involvement Works" described on pages 2 & 3 of this report.

Priorities for County citizen participation and involvement were developed against this background and goals, objectives and activities were identified to improve the County's commitment and response to its citizens.

Participants in this process also included:

Beverly Stein, Chair, Multnomah County Board of Commissioners
Rhys Scholes, Executive Assistant, Chair Stein
Stuart Farmer, Commissioner's Assistant, Comm. Collier
Diane Linn, Director, Office of Neighborhoods, Portland
Ann Kohler, Outreach Coordinator, Office of Neighborhoods, Portland
Kay Foetisch, Citizen Participation Coordinator, Gresham
Judy Shioishi, Coordinator, Metro Committee for Citizen Involvement
Paul Sunderland, Director, Multnomah County Extension



PREFACE

One of the greatest challenges of the late Twentieth and early Twenty-first centuries is whether or not democratic politics, democratic dialog and democratic principles will endure. A difficult political system to learn, fewer and fewer educational sources exist to teach it. For democracy to succeed, it is essential for citizens to participate, yet many older citizens are "tuning out," and many younger citizens are not "tuning in."

"The challenge before us today is to *reconnect citizens and politics* - to find a place for citizens in the political process. This requires changing conditions that shape our political environment. Merely making adjustments in campaign finance, ethics codes, term limits, and other laws will not address the underlying problems Main Street Americans find in politics." – *Citizens and Politics, Prepared for the Kettering Foundation by The Harwood Group, 1991.*

Citizens often regard government as a monolithic entity. What one government authority does, apparently all are capable of doing. Mistrust created by one agency spreads without rationale to dealings with all agencies. This inter-relatedness of offense is a professional stereotype. For whatever reason, government is generally mistrusted.

"...[D]emocracy is being diluted in the states and localities, too. Elected officials, to put it bluntly, are becoming impatient with public participation in the process of making decisions. After an initial airing of issues, officials at the state and local levels increasingly go behind closed doors to make up their minds, unfettered by dialogue with the public." – *Governing*, John Herbers, February 1990.

Local governments are struggling first hand with the most intense form of democracy: citizen involvement/participation on a daily basis. Unlike the statehouse or federal levels, citizens have much more direct access to city, county (and Metro) officials, managers and employees. This accessibility requires local officials to not only consider the fairest forms of citizen involvement, but also to find ways to make it more efficient. This is a delicate balance at the best of times and it is important for all parties to make the effort to understand one another's perspectives to minimize conflict, maximize cooperation and find solutions to community problems.

"Citizen involvement is a two-edged sword. Citizen participation is a fundamental tenet of democracy, yet it can make democracy a very slow, messy and inefficient business." – *"The Reality of Reinvention," Governing*, February 1994.

Citizens frequently ask government for assistance or for services beyond government's ability to respond. At the same time that there is a clamor for the shrinkage of government, there is also an ongoing demand for services, as well as, regular requests for new services. In a sense, the mission and purpose of government has been submerged in a sea of competing demands without limits.

"Right now most people view government as a vending machine. You put in your 25 cents and you get back 50 cents worth of services. But what government really ought to be is a barn raising." – Mayor Rick Cole, Pasadena, California, 1994.

There is a current need to apply a regional vision to citizen involvement/participation. Each of the area's local governments has a cooperative role to play in reassuring its citizens of a continuing and meaningful part in our political life. There are barriers to success, however, beyond the local region and these must be considered as we design local responses to both immediate and longterm needs.

"We are perched at a perilous turning point, but America has not yet surrendered. Tocqueville recognized a kinder and gentler side of Americans, who were more tolerant, egalitarian and democratic than Europeans, and who created thousands of grassroots organizations to bring Americans together and help them 'constantly feel their mutual dependence on each other.'

"These qualities still survive in America as part of a social 'immune system,' now weakened but still capable of defeating the virus. But to stop and root out the epidemic requires a vision and a passion for change that can arise only by coming fully to terms with the specter that haunts us." – Money, Murder and the American Dream: Wilding from Wall Street to Main Street, C. Derber, Faber, 1992.

"The way a country understands citizenship is critical because it not only controls what the present generation does, it controls what the next one will do. It shapes the form that civil organizations will take." – David Mathews, President, Kettering Foundation, January, 1994.

The task is to review the state-of-the-art in citizen involvement/participation locally, to brainstorm needs and opportunities within the context of areawide interest, to set priorities among competing needs, and to preliminarily evaluate the measures which will or can be used to evaluate success in responding to identified issues. A brief review of local citizen involvement opportunities and concerns reveals:

SUMMARY OF CITIZEN PARTICIPATION/INVOLVEMENT WORKS

Dec., 1992 Memo from Portland Auditor Barbara Clark - COST REDUCTIONS. "We can address a fundamental problem if we acknowledge that Oregonians don't want to be 'governed' and especially don't want to pay someone to govern them. A truly customer-oriented decision process would help..." "In future, authority based on skill and knowledge will have to demonstrate its value to those concerned, in terms they can grasp." "Government must become more like a secretary ...and less like a boss." "In particular, service delivery employees are encouraged to build skill in dealing directly with the public and accept more responsibility [for decisions, instead of "the rules"]."

Aug., 1993 Memo - Don MacGillivray to Needs and Visions Committee, CIC - **INFO RELATING TO CIVIC EDUCATION - Portland Future Focus; AND DEVELOPMENT OF CITIZEN INVOLVEMENT PLANS - City of Eugene).** Eugene plan deals with issues which culminate in public hearing and a policy decision and which are major in scope, including guidelines. Future Focus addresses Civic Education and finds that Portland falls short of educating its students in civics preparation; focusses more on federal government than local or state; lack of curriculum materials; public schools require no community service; both the state and Portland Public School District are revamping social studies to add community service guidelines.

Dec., 1993 Memo from Ky Holland, President SEUL - "...take a good look at what citizen participation is...what it is, how it's done, and what's needed...to improve it." **ELEMENTS OF GOOD CITIZEN PARTICIPATION:**

- * Clarity of participants responsibility in the process;
- * Clarity of role - impact and scope of decision-making authority;
- * Clarity on what will happen to the input provided by participants;
- * Clarity at beginning to educate participants on process and issues;
- * Logistics that support participants (time, place, child care...)
- * Clarity on purpose of participation;
- * Need for participation process that is realistic for systems of outreach used and supportive of participants.

OTHER ISSUES: Outreach must use open, broad channel - NAs are only one avenue; new system of organizing and communicating citizen participation opportunities; system for government work plans that will include citizen participation to be identified at the beginning and allow groups to plan for citizen participation process; volunteer "career ladder" to allow citizens to move up to higher levels of involvement - encourage our best, schedule for them and help them to become informed. [UPDATE: April 1, 1994].

Jan., 1994 **COMMUNITY ATTITUDE SURVEYS - PSU Institute of Metro Studies - Noel Klein (Western Attitudes) - Summit Meeting of Metro Area Leaders.**

Community - By and large, people like where they live; value small town atmosphere, natural environment, peace and quiet and sense of safety; want better planning, more input into managing or lessening the negative impacts of growth; want change beyond scope or resources of single local government.

Politics - People have little regard for politics and politicians in general; greater public support for narrowly focused governments (single service or visible service) than for diversified, more removed units; fairly ignorant and irrational about budgets, taxes and how their community compares to others.

Government - People rate local government services fairly high; however, most have no direct contact or "bonding" with their local representatives; greater interest in efficiency and improvement than in dismantling government; support the ideas of consolidation and merger if it happens somewhere else! Close cooperation with local control. Will merge narrower services more easily, perhaps because they trust them more to begin with.

Jan., 1994 Memo - Gail Cerveny, MCCI Chair - **CRITERIA FOR CCI REVIEW OF CITIZEN INVOLVEMENT PLANS.** Metro Committee for Citizen Involvement has designed review criteria upon Eugene's program because: 1) plan reduces staff prep time; 2) increases citizen input; 3) reduces controversy; and, 4) within 6 months staff uses routinely, because it works. MCCI emphasis is on cp prior to policy decision. "Stakeholder Analysis".

March, 1994 Memo from Portland Commissioner Charlie Hales - **CITIZEN OUTREACH.** "...increased interest in customer service and community relations by public agencies at all levels." "Real citizen involvement is a key part of Oregon's tradition of openness in government." "Neighborhood associations are...at the grassroots level...the emphasis is on action and problem-solving." [Don't use NAs to disseminate information]. [Don't overwhelm the citizens with information - "cut to the chase"]. "...neighborhood leaders [are] trying to help their own neighborhoods with a limited amount of volunteer time." [Centralize mailing lists to keep them up to date].

March, 1994 **DRAFT - CITIZEN INVOLVEMENT IMPROVEMENT PLAN** - City of Portland District Coalitions. Developed over year, consists of independent assessment by chairs of district neighborhood coalitions. Deals with: Coalitions; Citizens and Neighborhoods; Community Partners; Government; Crime Prevention; and Media.

March, 1994 **SOUTHEAST UPLIFT LONG-RANGE PLAN.** Vision, mission, goals, trends. A complete action plan for this City of Portland Coalition. A model for CIC and any other citizen participation/involvement planning.

Based on the above and related research, priority needs include:

CITIZEN INVOLVEMENT ISSUES/NEEDS LIST

1. Planned public participation process(es) to involve the community early to avoid costly conflicts, improve communication and foster good community relations.
2. A citizen "Complaint" procedure to formally review process-related matters.
3. Connections to all formal and informal community groups and networks.
4. Citizen involvement training for government employees.
5. Effective press plan which involves all available media.
7. Citizen information which is timely, reliable, useful and consistent.

INFORMAL CITIZEN PARTICIPATION/INVOLVEMENT NETWORK IN THE METRO REGION

Groups and agencies which perform and provide direction for citizen involvement functions, and which network with each other to share information, ideas, opportunities, and/or cooperate on projects or programs of mutual interest are:

Fairview, City Council

**Gresham, City Council
Gresham Neighborhood Coordinator**

Maywood Park, City Council

**Portland, City Council
Office of Neighborhood Associations (ONA), Portland
Portland Neighborhood Associations
Portland District Neighborhood Coalitions**

Troutdale, City Council

Wood Village, City Council

**Multnomah County, Board of Commissioners
Citizen Involvement Committee (CIC), Multnomah County**

Land Conservation Development Commission (State)

**Metro Council
Metro Committee for Citizen Involvement (MCCI)**

Tri-Met

Community citizen and school advisory boards, commissions, task forces and ad hoc groups report to their respective jurisdictional authorities.

The balance of this report is the Strategic Five-year Plan for the Citizen Involvement Committee (CIC) of Multnomah County, based upon the information referenced above, as developed between May 14, 1994 and September 21, 1995, for the fiscal years 1995-6 through 2000-01.

CIC STRATEGIC FIVE-YEAR PLAN

The CIC's Mission:

The Citizen Involvement Committee (CIC) will involve, educate, empower and integrate the people of Multnomah County into all aspects of policy and decision-making within county governments.

I. ANALYSIS: Strengths, Weaknesses, Opportunities & Threats ("SWOT"):

A thumbnail analysis of the present environment indicates the following:

1. **Strengths:** Prior performance example; willingness to work; focus on process rather than issue; the general tide of citizen participation abroad in the world today; and, the existence of several citizen involvement programs locally which can provide support, information and guidance as developed.
2. **Weaknesses:** Lack of proactive county citizen involvement plan with clear goals, coordinated to work; no citizen-based legislative program; no "required attendance" by political and bureaucratic representatives; no regular press involvement; and insufficient support for a decade. The following applies:
 - a) **The CIC is mandated by the County Charter.**
 - b) **The CIC has not fulfilled all sections of its ordinance requirements [Multnomah County Code 2.30.640 (E) (2) (a)-(i)] due to insufficient resources.**
3. **Opportunities:** A world in change; the professed willingness of several key political and bureaucratic players to help advance citizen participation; citizen interest in empowerment and enfranchisement; the lack of a public forum for public policy debate; and, the lack of regular, local civics education.
4. **Threats:** Drift; political and bureaucratic interests intent on "control" or "management" of citizen process; and, the need to move swiftly on crucial issues.

II. DIRECTIONS: The CIC will develop a program which reflects the primary need for:

1. **Training and Education** for democratic process, including development of the ordinance-required library of reference materials. This is long-term education aimed at facilitating access and ongoing participation by the greatest number of citizens. The information the CIC will provide is of two kinds:
 - a. **Democratic Institutions, tools and practices.**
 - b. **County issues, services and programs.**

RECOMMENDATION: Help develop Training and Education to provide information, coordination and needs assessments in each identified citizen involvement area. Includes networking existing citizen participation organizations and lending organizing skills as appropriate. May include regional partnerships, interagency cooperation. Definitely includes liaison to other departments and offices of the County.

Products include education in local government, advocacy, effective meeting skills, training and consultation on process and structure to Neighborhood Associations, coalitions and community groups; cooperation with other agencies and individuals to provide citizen information and training; and, development of grants for citizen training and education. **Internal Products** of value to local governments include:

- * Improved public policy advice for decision-makers.
- * Legislative proposals for furthering citizen involvement.
- * Identification of issue areas for future work.

2. **Issues and Public Policy Coordination** Currently addressed through the CIC's publications, forums and the CBAC program, this function provides current awareness and policy development on an ongoing operational basis, as distinguished from the long-term institutional education in Item One.

RECOMMENDATION: The CIC has participated in a variety of issue-based public policy deliberations, including George Muir Conference, the Citizens' Convention, Multnomah County Visions, and the Citizen Budget Advisory Committee (CBAC) process, dealing with 1) **Long-term issues and planning; and, 2) Ongoing policy and budget development.** The CIC wishes to help create a fully integrated "habit" of citizen involvement within the county's departments and divisions. Citizen involvement should be part of everything the county does, with a general priority directing the county's officers and staff. The following applies:

Identify and develop opportunities for citizen involvement in the major processes of decision-making at all levels of county government, including land use, all policy development, etc. Requires study of existing process with the aim of finding critical points in each where citizens should be involved. [Note: Public participation plans]. The CIC feels that such plans create a balance between managerial needs for efficiency and economy, and the public's need for review and discussion, before public decisions are made.

Public process most often appears to go awry when public policy debate is bypassed, curtailed, or overly controlled (regardless of "legality"). Government should do all that it can to reach out to all of its constituents, not just professional experts, contract providers, user groups, special interests and/or lobbyists. Provision must be made and honored for neighborhood level discussion and recommendation on public policy matters.

3. **Outreach. Increase Citizen Contact**, including interjurisdictional projects, resource identification, cooperative ventures, etc. This function includes extensive networking with area citizen involvement organizations to develop vision and support for countywide and regional citizen involvement efforts.

Decisions made in one jurisdiction affect others deeply. Livability is a regional issue. Demands for development, environmental quality, social infrastructure and public safety have apparent impacts on each other and on living conditions within the County.

III. STRATEGY: The CIC must develop an approach to management suited to the complex, process-oriented and open-ended demands that involvement of citizens in government poses. There are no readily applicable guidelines, despite the large number of cookbooks authored by consultants and others. Our effectiveness is related to the mission of the agency, its formal structure, how citizens perceive our role, the resources available to implement changes, and the commitment of the staff to the process. In this light, the CIC has developed its five-year plan, which responds to a strategic assessment of the actual and potential opportunities and threats facing citizen involvement. In its FY '94-5 Semi-Annual Report to the Board of County Commissioners, the CIC additionally recommended a countywide "Citizen Involvement Initiative" to:

- 1) **Declare Citizen Involvement to be a top priority for County Government.**
- 2) **Adopt Citizen Involvement Principles - DRAFT pg. 9.**
- 3) **Identify existing citizen involvement/participation programs, processes or funds in each department/division of the County.** Encourages increased citizen contact and "flags" the priority to all County managers. It also sets a "benchmark" for present county investment, helping guide future development.
- 4) **Recognize the CIC as the County's lead agency in developing citizen involvement process.**
- 5) **Cooperate with the CIC to develop the following projects:**
 - a. **Coordinated advisory Boards and Commissions recruitment, orientation and training program.**
 - b. **Coordinated advisory Boards and Commissions agendas, minutes and short reference materials available to the public.**
 - c. **Ordinance requiring general citizen nominations through the CIC to each advisory board and commission of the county, as possible.**
 - d. **County Auditor to include citizen involvement factors in each audit.**
 - e. **Public Participation Plans for departments and divisions of the county.**

The principles which may guide the County are:

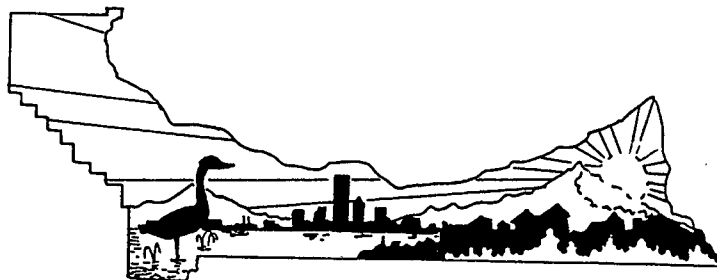
MULTNOMAH COUNTY CITIZEN INVOLVEMENT PRINCIPLES

Multnomah County believes that effective citizen involvement is essential to good government. Elected officials, staff and citizens all play important roles in governing the county and cooperation between the County government and citizens results in the best policy decisions. Therefore, Multnomah County commits to promote and sustain a responsive citizen involvement environment, which depends upon:

- * Mutual respect of all parties;
- * Informed and involved citizens;
- * County officials and staff who honor their role to facilitate and respond to citizen advice.

To carry out this commitment, the County adopts the following principles:

1. Citizen involvement is essential to the health of our county.
2. Active relationships with neighborhoods, community groups and other citizen participation organizations promotes on-going dialogue with citizens.
3. Understandable county communications and processes respect and encourage citizen participation.
4. Outreach efforts reflect the County's rich diversity.
5. Citizens should be involved early in planning, projects and policy development.
6. The County and its departments and divisions should respond in a timely manner to citizen input and should respect all perspectives and insights.
7. Coordinated County outreach and involvement activities make the best use of citizens' time and efforts.
8. Evaluation and report on the effectiveness of County outreach efforts achieves the quality of County/citizen cooperation critical to good government.
9. On-going education of citizens in neighborhood, community groups, County officials and staff in community organizing, networking and cooperation is promoted.



In order to address the opportunities and challenges of the future, the CIC has adopted the following Five-Year and Current-Year workplans:

FIVE YEAR PLAN

Goals, Objectives and Summary Activities

(For a copy of the complete plan, call 248-3450)

GOALS adopted July 11, 1995, OBJECTIVES adopted July 20, 1995, related subcommittee work adopted August 17, 1995. "S," "M," "L," or "C" or combo thereof denote "Short, Medium, Long-term, or Continuous" development.

GOAL ONE: PUBLIC AWARENESS: ENSURE TIMELY PUBLIC NOTICE AND INFORMATION IN ORDER TO SUPPORT BROAD-BASED, EARLY AND CONTINUING INVOLVEMENT OF CITIZENS IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Inform people on how democratic institutions and particularly local government work.

1. Identify intern assistance to assess and develop curriculum (S)
2. Televisе land use planning meetings of BCC (S-M)
3. Develop Monthly CIC t.v. presence (L)

Objective B: Inform people on how county public policies, plans, programs and projects work.

1. Develop Media plan (S)
 - a. Promote serious media coverage of major events (C)
 - b. Develop and hold major events (C)
 - c. Develop alternative outlets for citizen info (M)
 - d. Emphasize youth role in all activities/products
2. Schedule meetings with groups putting members on CIC (nominating groups) (S)
3. Develop citizen access internet web page (M)

GOAL TWO: CITIZEN INVOLVEMENT: ENSURE ACCESS TO OPPORTUNITIES FOR CITIZENS TO PARTICIPATE IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Network boards and commissions of local government within the region (S - C)

1. Assist Boards and Commissions Training and orientation (S)
2. Establish Observer Corps to liaison boards and commissions (S)

Objective B: Recruit as many people as possible into organized citizen participation (C-L)

1. Create a list of all opportunities for citizen involvement (S)
2. Place citizen members on each county board, commission, etc. (S)
3. Develop new citizen leadership (S-M-L-C)

Objective C: Establish the CIC as Clearinghouse for citizens on boards and commissions within county government (S-M)

1. Establish the CIC as conduit for boards and commission appointments (M)
2. Develop Waiting list for members (S - C)

GOAL THREE: AUDIT/EVALUATION: ENSURE THAT PUBLIC INVOLVEMENT PROCESS IN COUNTY GOVERNMENTS IS PLANNED, COMMUNICATED AND IMPLEMENTED IN RESPONSE TO THE PUBLIC.

Objective A: Encourage County Auditor to include citizen involvement as element of each audit.

- a. Work with Auditor on Access issues (S)
- b. Develop viable performance measures (S)
- c. Promote citizen involvement record for agencies (S)

GOAL THREE cont.

Objective B: Help citizens set priorities (S-C)

Study county programs and procedures to set priorities (M)

Objective C: Audit citizen involvement countywide with respect to charter requirement.

1. Evaluate citizen involvement processes and programs (M)
2. Document trends from people who have been involved in citizen involvement (C-L)

GOAL FOUR: INTERNAL: ENSURE THAT THE OFFICE OF CITIZEN INVOLVEMENT IS WELL-ORGANIZED, EFFICIENTLY OPERATED AND WORKS IN A COOPERATIVE AND INTERACTIVE MANNER.

Objective A: Recruit and facilitate CIC member participants

1. Develop youth recruitment (S)
2. Ensure diversity (S-C)

Objective B: Maintain good communication and relationships between staff and board

Objective C: Explore efficient and effective alternatives for communications and operations of the Office of Citizen Involvement

GOAL FIVE: GOVERNMENT RELATIONS: CREATE STRONG AND EFFECTIVE TIES WITH ELECTED LEADERS AND OTHER GOVERNMENT OFFICIALS AND RECOGNIZED CITIZEN INVOLVEMENT GROUPS.

Objective A: Develop Better communications with county officials (S)

Objective B: Become a citizen involvement resource for other agencies and officials (M-L)

Objective C: Develop Better interjurisdictional relationships (L)

NOTE: Contact work - Executive Committee responsibility.

GOAL SIX: CITIZEN RELATIONS: ENSURE THAT THE PUBLIC INVOLVEMENT ACTIVITIES OF THE CIC ARE VISIBLE, COMMUNICATED AND ACCOMMODATING TO THE INDIVIDUALS, GROUPS AND AGENCIES WHO MAY PARTICIPATE.

Objective A: Ensure equitable service throughout the county (S)

Objective B: Increase CIC interaction with other citizens and citizen groups (S)

Expand volunteer recognition outreach (M)

Objective C: Develop and implement methods to increase confidence in government (L)

Encourage/develop child care at all county meetings (S-M)

CIC WORKPLAN, FY 1995-6

<u>Activity:</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>1. CITIZEN INVOLVEMENT COMMITTEE</u> - 3rd Thurs.	X	X	X	X	X	X	X	X	X	X	X	X
<u>2. EXECUTIVE COMMITTEE (EXCO)</u> - First Tues.	X	X	X	X	X	X	X	X	X	X	X	X
a. Semi-Annual/Annual Reports (Jan - Jul)	X						X					
b. Annual Workplan	X	X	X									X
c. Annual Election of Officers - Apr										X		
d. Recruitment/Nomns - Monthly	X	X	X	X	X	X	X	X	X	X	X	X
<u>1) Develop new leadership in CIC</u>												
<u>2) Develop waiting list for new CIC members</u>												
<u>3) Develop youth recruitment campaign</u>						X	X	X				
<u>4) Ensure diversity in all appointments</u>												
e. Administration - Budget, Planning, etc.	X	X	X	X	X	X	X	X	X	X	X	X
f. Regional Citizen Issues - Monthly	X	X	X	X	X	X	X	X	X	X	X	X
g. County Volunteer Awards - Apr										X		
h. Gladys McCoy Award - Apr										X		
<u>i. Review Auditor's Access report</u>				X	X	X						
<u>j. With POLICY develop performance measures</u>												
<u>k. Improve communications with county officials/depts</u>												
<u>l. Encourage development of child care at all county meetings</u>												
<u>3. POLICY COMMITTEE:</u>	X	X	X	X	X	X	X	X	X	X	X	X
a. Ordinance changes and bylaws review				X	X							
b. Citizen Involvement Process Countywide												
1) Identify issue areas												
2) Review Practices												
3) Draft policy												
c. Land Use Advisory Body (LCDC)							X	X	X	X		
<u>d. Establish Observer Corps</u>												
<u>e. Increase CIC nominated citizens on "each" county board</u>												
<u>f. Promote citizen involvement record for agencies</u>												
<u>1) Boards & Commissions Member lists</u>												
<u>2) List of all citizen involvement opportunities</u>												
<u>g. Boards and commissions training/orientation</u>												

Activity:

JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN

4. OUTREACH COMMITTEE

a. Outreach Visits (to cpos) <u>Schedule</u>	X	X	X	X	X	X	X	X	X	X	X	X
b. Public Forums			X			X		X				X
d. Event Participation												
e. Civics Education	X	X	X	X	X	X	X	X	X	X	X	X
<u>* With POLICY assess local gov't curriculum</u>												
<u>Deadlines to be established/work begun</u>												
<u>g. Develop Press Plan</u>					X	X						
<u>h. Promote serious media coverage of events</u>					<u>On-going</u>							

5. MEDIA COMMITTEE

a. Review OUTREACH Press Plan						X	X	X				
b. Publications Program - Monthly publication	X	X	X	X	X	X	X	X	X	X	X	X
1) <u>CONDUIT</u> - Quarterly		X			X			X		X		
2) <u>Citizens Involved</u> - Quarterly	X			X			X		X			
3) Press articles/contacts - staff	X	X	X	X	X	X	X	X	X	X	X	X
c. Cable television - <u>Develop monthly presence</u>	X	X	X	X	X	X	X	X	X	X	X	
d. Internet					X	X	X					
<u>e. Request televised land use planning meetings</u>		X										

Activity: JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN

6. CITIZEN BUDGET ADVISORY COMMITTEES (CBACs)

a.	<u>CENTRAL CBAC:</u>	X	X	X	X	X	X	X	X	X	X	X	X
	1) Dedicated Fund Review - NOV.					X							
	2) Recruitment/Assignment				X								
	a) Orientation - new members				X								
	b) Orientation - returning members				X	X							
	3) Benchmark Forums - OCT/JAN.				X			X					
	4) Budget Analysis - MAR.					X	X	X	X	X			
	5) CBAC Chairs' Meeting					X							
	6) CBAC Staff Meeting					X							
	7) Hearings										X	X	X
	8) Dept/Div. Mngrs' meetings				X	X							
b.	<u>Non-Departmental CBAC:</u>	X	X	X	X	X	X	X	X	X	X	X	X
	1) Benchmark forums - OCT/JAN.				X			X					
	2) Budget Analysis - MAR.									X			
	3) Hearings									X	X	X	X
c.	<u>Support Services CBAC:</u>	X	X	X	X	X	X	X	X	X	X	X	X
	1) Benchmark Forums - OCT/JAN.				X			X					
	2) Budget Analysis - MAR.									X			
	3) Hearings									X	X	X	X



FIVE YEAR PLAN

Goals, Objectives and Summary Activities

(For a copy of the complete plan, call 248-3450)

GOALS adopted July 11, 1995, OBJECTIVES adopted July 20, 1995, related subcommittee work adopted August 17, 1995. "S," "M," "L," or "C" or combo thereof denote "Short, Medium, Long-term, or Continuous" development.

GOAL ONE: PUBLIC AWARENESS: ENSURE TIMELY PUBLIC NOTICE AND INFORMATION IN ORDER TO SUPPORT BROAD-BASED, EARLY AND CONTINUING INVOLVEMENT OF CITIZENS IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Inform people on how democratic institutions and particularly local government work.

1. Identify intern assistance to assess and develop curriculum (S)
2. Televisе land use planning meetings of BCC (S-M)
3. Develop Monthly CIC t.v. presence (L)

Objective B: Inform people on how county public policies, plans, programs and projects work.

1. Develop Media plan (S)
 - a. Promote serious media coverage of major events (C)
 - b. Develop and hold major events (C)
 - c. Develop alternative outlets for citizen info (M)
 - d. Emphasize youth role in all activities/products
2. Schedule meetings with groups putting members on CIC (nominating groups) (S)
3. Develop citizen access internet web page (M)

GOAL TWO: CITIZEN INVOLVEMENT: ENSURE ACCESS TO OPPORTUNITIES FOR CITIZENS TO PARTICIPATE IN PUBLIC POLICIES, PLANS, PROGRAMS AND PROJECTS.

Objective A: Network boards and commissions of local government within the region (S - C)

1. Assist Boards and Commissions Training and orientation (S)
2. Establish Observer Corps to liaison boards and commissions (S)

Objective B: Recruit as many people as possible into organized citizen participation (C-L)

1. Create a list of all opportunities for citizen involvement (S)
2. Place citizen members on each county board, commission, etc. (S)
3. Develop new citizen leadership (S-M-L-C)

Objective C: Establish the CIC as Clearinghouse for citizens on boards and commissions within county government (S-M)

1. Establish the CIC as conduit for boards and commission appointments (M)
2. Develop Waiting list for members (S - C)

GOAL THREE: AUDIT/EVALUATION: ENSURE THAT PUBLIC INVOLVEMENT PROCESS IN COUNTY GOVERNMENTS IS PLANNED, COMMUNICATED AND IMPLEMENTED IN RESPONSE TO THE PUBLIC.

Objective A: Encourage County Auditor to include citizen involvement as element of each audit.

- a. Work with Auditor on Access issues (S)
- b. Develop viable performance measures (S)
- c. Promote citizen involvement record for agencies (S)

GOAL THREE cont.

Objective B: Help citizens set priorities (S-C)

Study county programs and procedures to set priorities (M)

Objective C: Audit citizen involvement countywide with respect to charter requirement.

1. Evaluate citizen involvement processes and programs (M)
2. Document trends from people who have been involved in citizen involvement (C-L)

GOAL FOUR: INTERNAL: ENSURE THAT THE OFFICE OF CITIZEN INVOLVEMENT IS WELL-ORGANIZED, EFFICIENTLY OPERATED AND WORKS IN A COOPERATIVE AND INTERACTIVE MANNER.

Objective A: Recruit and facilitate CIC member participants

1. Develop youth recruitment (S)
2. Ensure diversity (S-C)

Objective B: Maintain good communication and relationships between staff and board

Objective C: Explore efficient and effective alternatives for communications and operations of the Office of Citizen Involvement

GOAL FIVE: GOVERNMENT RELATIONS: CREATE STRONG AND EFFECTIVE TIES WITH ELECTED LEADERS AND OTHER GOVERNMENT OFFICIALS AND RECOGNIZED CITIZEN INVOLVEMENT GROUPS.

Objective A: Develop Better communications with county officials (S)

Objective B: Become a citizen involvement resource for other agencies and officials (M-L)

Objective C: Develop Better interjurisdictional relationships (L)

NOTE: Contact work - Executive Committee responsibility.

GOAL SIX: CITIZEN RELATIONS: ENSURE THAT THE PUBLIC INVOLVEMENT ACTIVITIES OF THE CIC ARE VISIBLE, COMMUNICATED AND ACCOMMODATING TO THE INDIVIDUALS, GROUPS AND AGENCIES WHO MAY PARTICIPATE.

Objective A: Ensure equitable service throughout the county (S)

Objective B: Increase CIC interaction with other citizens and citizen groups (S)

Expand volunteer recognition outreach (M)

Objective C: Develop and implement methods to increase confidence in government (L)

Encourage/develop child care at all county meetings (S-M)

PARTICIPATE

As a resident of Multnomah County you have the right to say how you want your tax money to be spent; to plan for the future; to recommend programs, operations and policies; and, to advise on budget. Pick a way to participate that fits your personal style. You are the government, so if you don't like what's going on, work to change it. Give us a call: we're the CIC, 248-3450.

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MULTNOMAH COUNTY

CITIZEN INVOLVEMENT PRINCIPLES

1. Citizen involvement is essential to the health of our county.
2. Active relationships with neighborhoods, community groups and other citizen participation organizations promote ongoing dialogue with citizens.
3. Understandable County communications and processes respect and encourage citizen participation.
4. Outreach efforts reflect the county's rich diversity.
5. Citizens should be involved early in planning, projects and policy development.
6. The County and its departments and divisions should respond in a timely manner to citizen input and should respect all perspectives and insights.
7. Coordinated County outreach and involvement activities make the best use of citizens' time and efforts.
8. Evaluation and report on the effectiveness of County outreach efforts achieves the quality of County/citizen cooperation critical to good government.
9. Ongoing education of citizens in neighborhoods, community groups, County officials and staff in community organizing, networking and cooperation is promoted; and .

THEREFORE, that Multnomah County reaffirms its commitment to promote and sustain a responsive citizen involvement environment, which depends upon:

- * Mutual respect of all parties;
- * Informed and involved citizens;
- * County officials and staff who honor their role to facilitate and respond to citizen advice; and,

THEREFORE, that the Citizen Involvement Committee (CIC) of Multnomah County is recognized as the County's lead agency in helping to develop and facilitate citizen involvement processes; and,

BE IT FURTHER RESOLVED, that the County will both advance and cooperate with others on citizen involvement improvements, innovations, and/or changes which help citizens to join in creating the political environment in which they have a real voice in setting the course of their communities.

ADOPTED this _____ day of _____, 199__, upon passage following the _____ reading.

By _____
Beverly Stein, Chair
Multnomah County, Chair

REVIEWED:

Laurence Kressel, County Counsel
of Multnomah County, Oregon

By _____

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