



Office of Citizen Involvement
MULTNOMAH COUNTY OREGON

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September 25, 2012

Kathy Tinkle, Deputy Director
Multnomah County Department of Human Services
421 SW Oak Street, # 240
Portland, OR 97204-0000

Dear Ms. Tinkle:

The Multnomah County Citizen Involvement Committee (CIC) extends its sincere appreciation to you and your staff for your participation in our Departmental Review Process. You and your staff did an excellent job of informing and increasing our awareness of the public's current participation in decision-making at the Department of Human Services (DHS).

The CIC believes that by meeting with the county's various departments we develop a better understanding of the public involvement taking place within the county. As a result, we are better equipped to offer suggestions to departments on how to further engage citizens in county decision making.

The CIC commends your efforts and also realizes that greater inclusion of the public in your decision-making is not an easy task given the breadth of programs your department runs as well as the populations with which you work. Our suggestions to expand public advice and participation include:

- Expand your outreach efforts to let the public know about committee and volunteer opportunities beyond word of mouth, website referrals, and schools. Efforts could include: publicity using traditional media newspapers and social media including listservs; notifying programs that train human services professionals about opportunities for students; and informing professional associations such as the Mental Health Association of Portland and AARP Oregon.
- Designate one employee to be the department contact for committee and volunteer opportunities. Publicize who this contact person is to all county departments and the public. This move should make it easier for the public to navigate DHS's many advisory opportunities.
- Consider using and enforcing term limits on committees to promote a broader range of people who will bring new views and ideas, the transfer of knowledge between older and newer committee members, and greater committee visibility as regular outreach is conducted in the community.

- Seek committee members from both the general public and service recipients where appropriate in order to increase the range of public advice available to your department.
- Hold a “consumer volunteer” event to brainstorm ways to reach out and gather advice from the consumers of DHS’s programs and services.
- Maximize participation in public forums by collaborating with other county departments, the Communications Office, the Chair’s Office, and the Office of Citizen Involvement with regard to facilitating and publicizing future forums. Publicity should also take place through both traditional and social media.

It is our hope that you will consider these suggestions when determining methods for enhancing citizen involvement within DHS. Overall, we encourage you to use us as a resource in the future to assist with your outreach about upcoming public input events, volunteer opportunities, etc. Do not hesitate to call on us if you have committee staffs who are struggling to fill vacancies. Finally, we look forward to inviting you to a CIC meeting within the next 12 to 18 months to discuss your efforts to implement these suggestions or others you have undertaken to promote public involvement in DHS decision-making.

Please contact us at any time with any questions or concerns you have. Thank you again for meeting with us, and we look forward to the opportunity to work with you in the future!

Sincerely,

A handwritten signature in blue ink, appearing to read "Steven Joiner", with a long horizontal flourish extending to the right.

Steven Joiner, Chair
Citizen Involvement Committee

CC: Chair Cogen
Susan Meyers
Joanne Fuller
file