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CLARK COUNTY
WASHINGTON

AUDITOR
GREG KIMSEY

NEWS RELEASE

May 11, 2005

Contact: Greg Kimsey, Clark County Auditor, (360) 397-2078
Linda S. Bade, Operations Review Manager, Auditor's Office, (360) 397-2310, ext. 4790

Service Efforts and Accomplishments, 2000 – 2004, Issued by Auditor's Office

Vancouver, WA— The latest Service Efforts and Accomplishments report, covering the years 2000 through 2004, has been issued by the Clark County Auditor's Office. This report describes program goals and displays operational data for four service areas of County government – the Sheriff's Office, Parks Acquisition and Maintenance, Road Operations, and Mental Health programs delivered to county citizens. This report is significantly different than a traditional financial report, and does not constitute an audit, although Audit Services staff worked closely with department staff to obtain and present the information contained in the report.

Highlights from the report include:

- The Sheriff's Office – From 2000 to 2004, officer response times have increased for priority 1 calls from 5.8 minutes to 6.8 minutes. Priority 2 call response times have also increased. At the same time, the number of arrests have increased from 5,798 to 7,272.
- Public Work's Road Operations – The county has significantly increased the proportion of its roadways in satisfactory or better condition. In 2004, 82 percent of roads were in good condition, according to the county's pavement rating system.
- Parks Maintenance and Acquisition – There has been 12 percent growth in parks since 2000, tracking closely to the county's 11 percent population increase. Plans are underway to add facilities to the many urban parks, which are largely undeveloped at present.
- Mental Health Services – A change in funding source restrictions caused the Regional Support Network to serve only Medicaid eligible individuals, which decreased the total number of individuals served by 11 percent between 2002 and 2004.

This report includes the results of our second citizen survey, conducted earlier this year. Survey comments of interest include:

- Overall 82 percent of respondents feel the quality of life in the county is good to excellent.
- Citizen 2005 rankings indicated crime, taxes, and growth/sprawl were of the most concern.
- Citizens expressed increased concern about nine types of crime surveyed, including identity theft, drug use and burglaries.

"This report looks at the level and quality of key infrastructure and Sheriff and mental health services provided by the county. We include comparisons with goals and standards as well as the perspective of citizens. We hope that this information will help elected officials, county managers, and citizens better understand and guide these programs." said Greg Kimsey, County Auditor.

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V (360) 397-2025; TTY (360) 397-2445; E-mail ADA@clark.wa.gov

Audit Services

1300 Franklin Street, Suite 575, P.O. BOX 5000, Vancouver WA 98666-5000

(360) 397-2078 FAX (360) 397-6007 www.clark.wa.gov/auditor

Service Efforts and Accomplishments Report

Clark County, Washington

For the Years 2000—2004

Prepared by Clark County Auditor's Office
Audit Services
Greg Kimsey
Clark County Auditor

Report No. 05-01

May 11, 2005



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Executive Summary

This is Clark County's fourth *Service Efforts and Accomplishments* report on the performance of county government. It covers five years, 2000 through 2004, and contains information on the County's largest and most visible public programs: Sheriff's Office, Public Works' Road Operations, Vancouver-Clark Parks (acquisition and maintenance), and the Department of Community Services' provision of mental health services. We have also included information generated from the January 2005 citizen survey conducted to obtain citizen views on county government and the services provided.

Additional copies of this report can be obtained by visiting on-line at www.clark.wa.gov/auditor/financial/audreports.html or by calling Audit Services, (360) 397-2310.

Clark County Sheriff's Office

- Overall, ratings for the provision of law enforcement are nearly unchanged from 2003. Ratings of neutral, good, or excellent totaled 84 percent of the responses in the current survey, and 86 percent in the previous survey.
- Two-thirds of citizens continue to rate their feeling of safety as excellent or good, although crime moved to their highest concern on a list of 12 countywide issues. Of the listed crimes, identity theft was rated the highest.
- Response times for the most urgent calls increased slightly, from 6.5 minutes to 6.8 minutes between 2003 and 2004.
- Starting in 2003 and continuing through 2004, enforcement saw increases in major property crimes, and related arrests, and reports.
- Major infractions (disturbances) by jail inmates increased 35% in 2004. Two driving influences are: (1) the number of inmates with mental health and addiction issues has risen, and (2) fewer offenders qualified to serve their time at the jail work center, so the main jail remains overcrowded.
- There is an average of 0.7 enforcement officers per 1,000 population, in contrast with the statewide average of 1.0 officers per thousand.

Public Works Road Operations

- The number of lane miles maintained by the County increased by 145 miles, or six percent, since 2000.
- The county has significantly increased the proportion of its roadways in satisfactory or better condition. In 2004, 82 percent of roads were in good condition, with a pavement condition index of 76 or greater. This compares to 73 percent of roads in good condition in 2002.

Vancouver-Clark Parks (acquisition and maintenance)

- There has been a 12 percent (955 acre) growth in the park system since 2000, a change that tracks closely with the 11 percent increase in the county's population during that period.
- Total urban park acreage remains above the county's Comprehensive Growth Management Plan's 5 acre per thousand urban residents goal. Urban open space substantially meets the overall goal. Plans are underway to add facilities to urban parks which are currently largely undeveloped.
- Total regional park acreage continues to be below the 10 acre per thousand goal, despite a 12 percent increase in size since 2000. The regional system's growth has been behind the growth of the urban system, largely because urban system acquisitions can be funded from park impact fees assessed to developers.
- A majority of respondents to the Citizen Survey rated the county's provision of park-related services as either "excellent" or "good."

Mental Health

- One major change came as the Regional Support Network moved to serve only Medicaid eligible individuals, which decreased the total number of individuals served by 11 percent over the 2002 - 2004 timeframe.
- Overall spending for children's services rose by over 18 percent while spending for adults and elders dropped by about 10 percent.
- General satisfaction levels with services received have risen to 93 percent from the 84 percent reported in 2003. This may be due to the changes in monitoring and administration of contracted services instituted by the county in the last two years.

Citizen Survey

The Auditor's Office surveyed citizens in early 2005 to determine citizen satisfaction with overall county government performance and specific service areas within the Sheriff's Office, Road Operations, and Parks. Community Services' Behavioral Health Services' unit regularly surveys its clients and their families to determine levels of satisfaction, and these survey results are discussed in the Performance Indicator section of the Mental Health chapter of the report.

This current survey followed the same methodology used for the citizen survey conducted in 2003. A copy of the survey instrument, annotated with the results of this and the previous survey, has been included in the report as an appendix.

These are some of the general perceptions gleaned from the survey results.

- Confidence in county government rose from 26 percent rating confidence as 'total/a lot' in 2003, to 33 percent in 2005. Fewer citizens expressed 'very little' or 'no' confidence in county government – 18 percent in 2005, compared with 23 percent in 2003.
- Overall, 82 percent of respondents feel the quality of life in the county is 'good/excellent.'
- Citizen 2005 rankings indicated that crime, county taxes, and growth/sprawl were the most concern to them. The 2003 survey ranked employment/economy in the top three issues of concern. The improved employment picture seems to be reflected by this change.
- Citizens expressed increased concern about nine specific types of crime surveyed, including identity theft, drug use, and burglaries, in comparison to survey results in 2003.
- Citizens were asked to rate garbage collection and recycling services, and rated these as 'good' to 'excellent' over 70 percent of the time. This is very comparable to the results from the previous survey.
- Slightly more citizens are aware of the county's neighborhood outreach program than the 2003 survey indicated.

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Chapter 1: Introduction

Reporting Objectives and Scope

Reporting Objectives

Clark County is one of the fastest growing regions in the State of Washington. The county is in transition from a small, urbanized area surrounded by rural farmlands to a suburban-urban setting. The county's population has increased rapidly, from 290,000 in 1995 to 383,000 in 2004, a growth of 32 percent. This population gain has been accompanied by an expanding demand for the county's services.

The Service Efforts and Accomplishments (SEA) report is designed to help citizens, managers, and county policy makers assess how well selected county programs operate. To do this, the report presents information on a broad range of program measures, including not only information about the acquisition and use of resources, but also about the outputs and outcomes of the services provided and the relationship between the use of resources and their outputs and outcomes. By focusing on a variety of financial and nonfinancial measures of inputs, outputs and outcomes, and measures that relate efforts to accomplishments, SEA reporting will assist users to more fully assess governmental performance.

The SEA report describes trends and, where appropriate, identifies potential issues and concerns. Important changes to the programs, such as regulatory changes, are described in the report to the extent they were considered relevant by program staff.

This is the fourth edition of Clark County's SEA report.

Scope

This report provides information on four Clark County service areas:

- Sheriff's Office -- this chapter analyzes the three major functions of the Sheriff's Office: Enforcement, Custody, and Civil/Support.
- Road Operations -- one of six functions of the county's Public Works' Operations & Maintenance Division, that provides services throughout the county.
- Parks Maintenance and Acquisition -- services related to county parks which are provided by the county's Public Works Department (maintenance) or via contract with the City of Vancouver (acquisition, planning, design, and development).
- Community Mental Health Services -- acting as the Regional Support Network, the county provides services to citizens through contracts with various agencies.

Subsequent reports may be expanded to include additional programs and additional information.

Reporting Methodology

Methodology

Staff from the Auditor's Office prepared this report with the cooperation and assistance of managers and staff from county departments and the Vancouver-Clark Parks and Recreation Department. While the report was developed and compiled by the internal audit staff, the data has not been independently verified or audited for accuracy.

The following describes our major work efforts.

Selected indicators. The report contains four types of indicators:

- *Workload* information shows the type and amount of work effort, and, in some cases, the level of public demand for the service. These are the output indicators, or measures of service accomplishments.
- *Staffing and spending* data includes expenditures and staffing levels. These are the input measures, or service efforts, and may include the number of people or square miles served.
- *Results* information provides data that attempts to measure efficiencies for selected activities. These are the measures that relate service efforts to service accomplishments.
- *Performance* information indicates how well services met their established goals, and how satisfied citizens are with the quality of services.

Citizen's Survey. In 2003 and 2005, the Auditor's Office conducted a survey to determine citizen satisfaction in the areas of overall county government performance and specific service areas within the Sheriff's Office, Road Operations, and Parks (see appendix for a copy of this survey instrument that includes the responses). The Behavioral Health Services unit regularly surveys its clients and their families to determine levels of satisfaction, and this report used data from those surveys in the Performance Indicator section.

Data Collection. Data was collected from a variety of sources: general ledger, budget, road maintenance management system, park's reporting system, and the Clark County Regional Support Network Management Information System, as well as published reports and statistics obtained from each department.

The data utilized is information that is currently readily available from departments and other sources.

Inflation Adjustments

In order to account for inflation, we have expressed financial data in constant dollars. We adjusted dollars to express amounts as the purchasing power of dollars in 2004, based on the Portland-Vancouver Consumer Price Index for All Urban Consumers.

<i>Inflation Adjustments</i>		
Year	CPI Change	Adjustment Factor
2000	3.13 %	1.166
2001	2.47 %	1.041
2002	0.77 %	1.033
2003	1.36 %	1.019
2004	1.88 %	1.000

Note: These adjustments apply to all but Chapter 5 on Mental Health Services, which has financial data presented on a July to June fiscal year basis, with no adjustment for inflation.

Population

As shown in the chart below, the total population of Clark County has grown by 38,062 since 2000 -- an increase of 11percent. The unincorporated population has grown by 18,371 since 2000, also an increase of 11 percent. Between 2003 and 2004, the unincorporated population grew by 4,825, or 2.7 percent.

In analysis of the Sheriff's Office activities, the unincorporated population includes Yacolt and that part of Woodland within Clark County. These population numbers are not shown in the table below.

<i>Population</i>		
Year	Unincorporated	County Total
2000	166,279	345,238
2001	170,430	352,600
2002	175,710	363,400
2003	179,825	372,300
2004	184,650	383,300

Chapter 2: Sheriff's Office

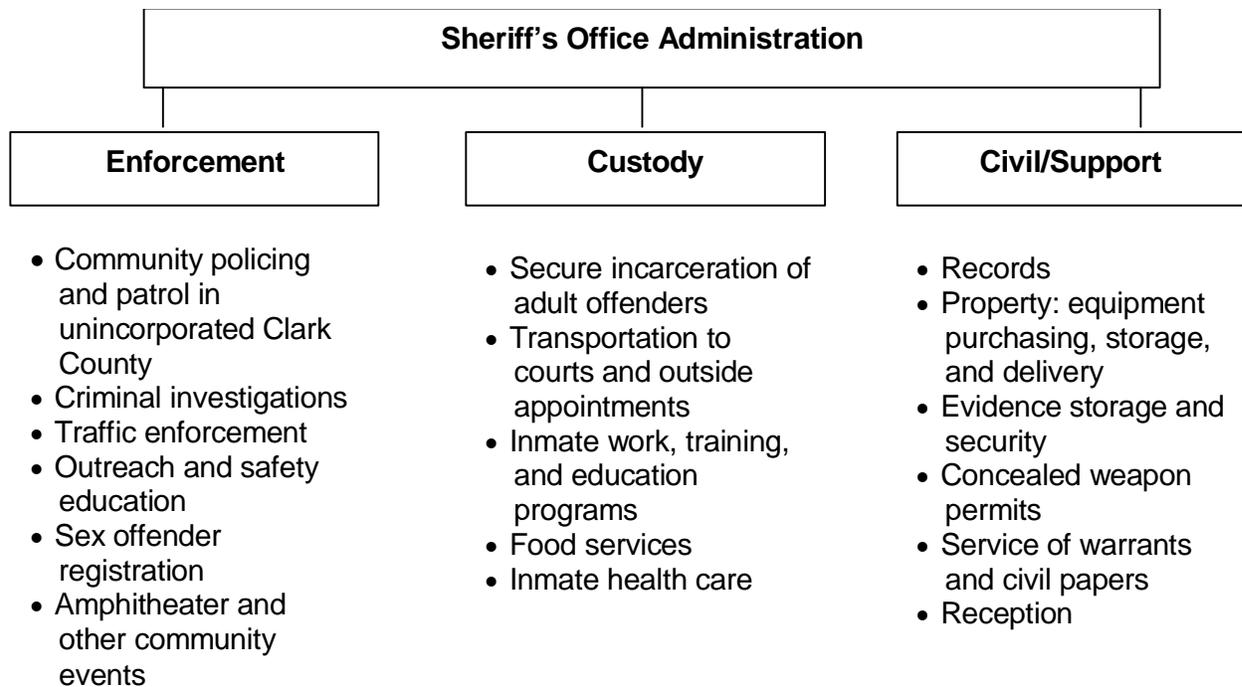
Mission, Goals & Organization

Mission

It is the mission of the Clark County Sheriff's Office to work in partnership with our diverse communities to promote and enhance the safety and the quality of life in Clark County.

Mission of each Branch

- **Enforcement:** work with our community partners to address crime, fear of crime, safety, and livability through collaborative problem solving and enforcement activities.
- **Custody:** provide safe, secure, and constitutional detention facilities in the most respectful, professional, and fiscally responsible manner possible.
- **Civil/Support:** provide administrative and logistical services and support to the employees and programs of the Clark County Sheriff's Office, other criminal justice agencies, and the public.



Missions of Special Investigative Units

The citizen survey (see Appendix) includes a question where residents are asked to rank a list of 12 issues. In 2005, crime rose to the number one issue for citizens, from number three in 2003. The Clark County Sheriff has several special investigative units which work to address such specific areas of concern:

Clark-Skamania Drug Task Force

The task force initiates and conducts investigations of mid-level and upper-level drug dealers in Clark and Skamania counties. Members include Clark County Sheriff deputies and City of Vancouver police officers. The unit prioritizes and facilitates investigation of major drug dealers and manufacturers. Officers also provide education to the public and other governmental agencies regarding illegal drugs.

Tactical Detectives

The Tactical Detective Unit was formed in early 2002 from four previous areas: West and Central Precinct detectives, gang task force, and intelligence. The unit provides investigative support for crimes that do not reach the criteria for other specialty units, and concentrates enforcement efforts on those persons who are frequently involved in criminal activity.

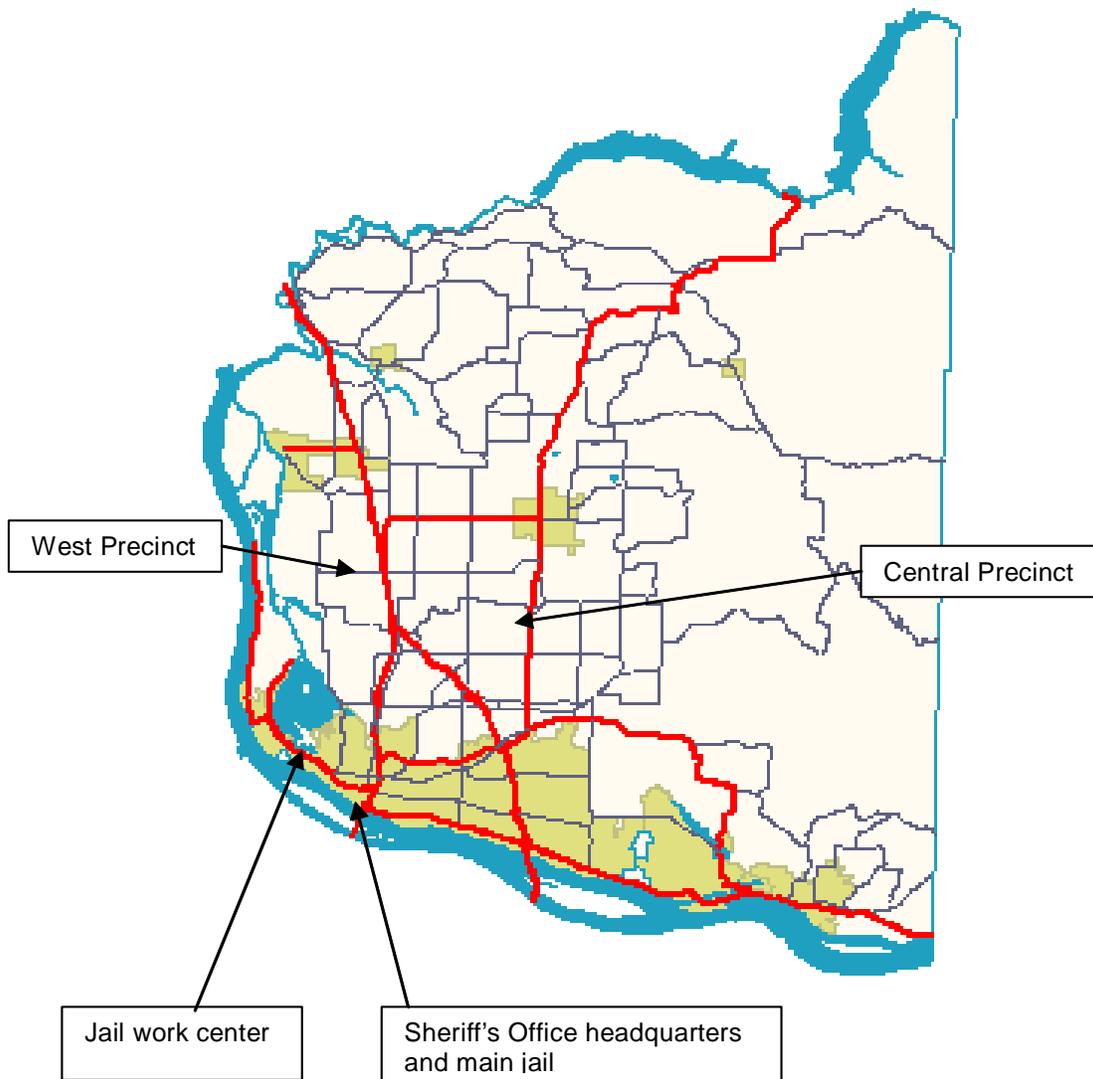
Major Crimes

The Major Crimes Unit is responsible for investigating serious crimes against persons including homicide, aggravated assault, rape, kidnap, and missing persons under suspicious circumstances. A division of the unit investigates fraud crimes including identity theft, forgery, counterfeiting, "E-crimes," and financial exploitation of the elderly or incapacitated. The unit also provides investigative support to other law enforcement agencies in Clark County and Skamania County. Members of the unit are involved in community education and outreach programs.

Child Abuse Intervention Center

The Child Abuse Intervention Center (CAIC) is a joint venture between Clark County and the city of Vancouver. It brings a coordinated and multi-disciplinary approach to the investigation and prosecution of felony child abuse cases. The CAIC investigates and prosecutes all felony child abuse cases involving children younger than 16 within the city of Vancouver and unincorporated Clark County.

Clark County Sheriff's Office Locations

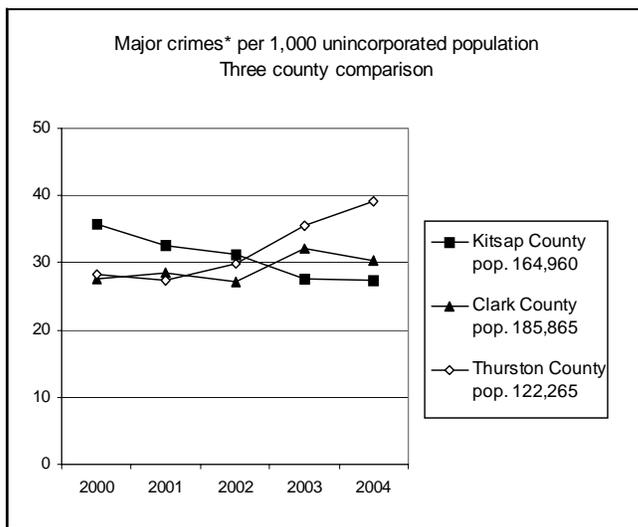


Workload

Enforcement Branch Workload

Major property crimes increased 25 percent in 2003 and stayed at the higher levels in 2004, driven by a 30 percent increase in motor vehicle thefts.

Clark County is between two other similar counties in the rate of major crimes for every thousand people (unincorporated population), as shown in the chart below.

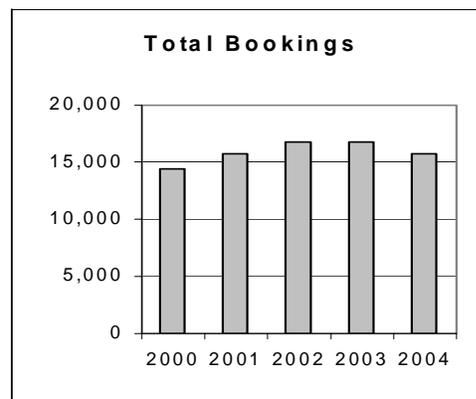
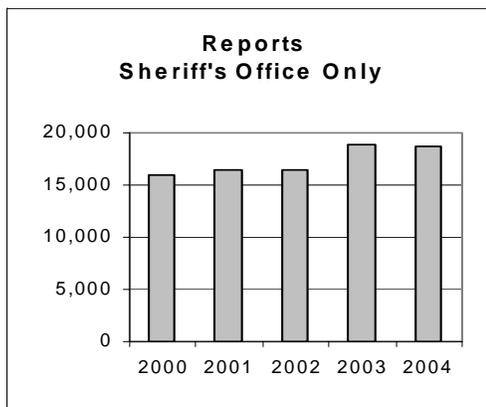
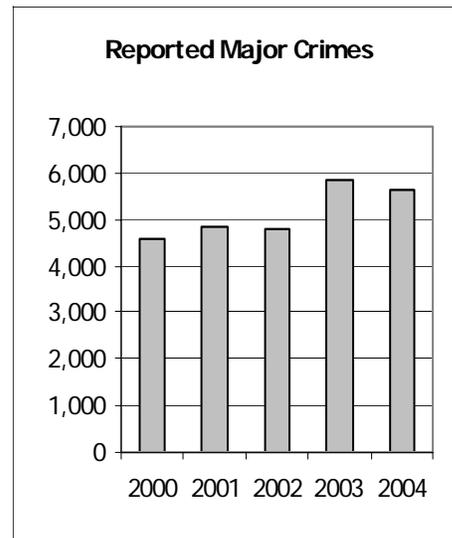
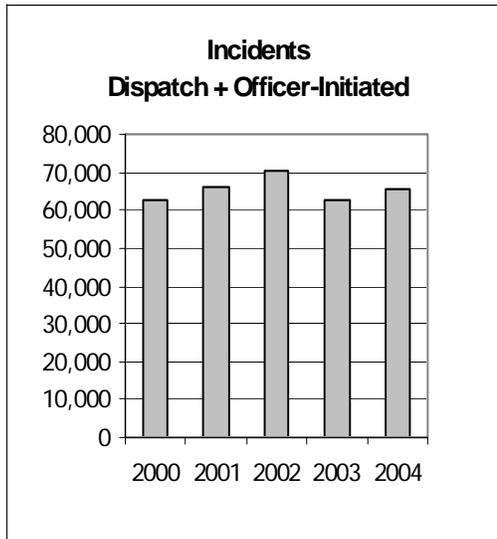


*FBI definitions: Part I major crimes are classified as either violent or property. **Violent** crimes include murder, manslaughter, forcible rape, and aggravated assault. **Property** crimes include burglary, larceny, motor vehicle theft, and arson.

Workload Measures	Enforcement					
	9-1-1 Calls		Officer-initiated including traffic stops	Reported Major Crimes*		
	Received	Dispatched		Violent	Property	Total
2000	74,595	33,786	28,707	319	4,263	4,582
2001	78,721	36,427	29,841	275	4,577	4,852
2002	84,160	41,708	28,926	281	4,497	4,778
2003	84,935	34,162	28,174	264	5,571	5,835
2004	78,929	34,742	30,850	272	5,378	5,650

Many measures of workload in the Sheriff's Office are related. For example, an increase in reported major crimes can cause an increase in the number of reports that must be written, and an increase in the number of bookings into the jail.

The data in the following charts shows how these related workload measures varied over the 2000-2004 time period. In particular, the charts show an increase in reported major crimes and in required reports over the five-year time span.



Custody (Jail) Branch Workload

The Custody branch operates three housing arrangements: the main jail; work center where inmates are on the kitchen or laundry crews; and work release where inmates go out to regular jobs but are incarcerated at all other times in a minimum security setting. There are 745 jail beds and the 2004 average daily population was 694. Average length of stay in 2004 was 16 days.

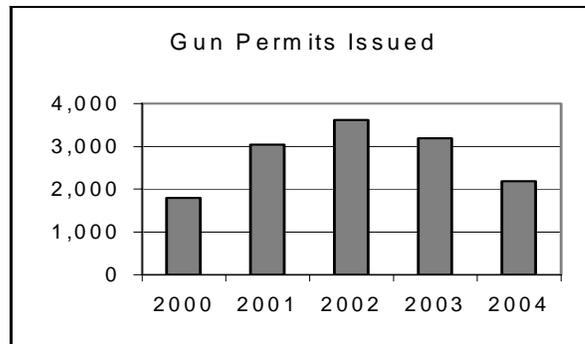
Transportation for court appearances has taken increasing amounts of custody staff time, and two more transport officers were hired in 2003. In late 2004, the Sheriff's Office, Clerk's Office, and District Court started using video feeds for some arraignments. With video, inmates are moved from their cell to a broadcast room by using loudspeaker instructions and electronic gates, instead of a custody officer escorting the inmate from the jail to the courthouse. As more judges accept this method, custody officers should not be increasingly tied up with transportation, and the risk of taking inmates out of the secure jail environment should be reduced.

Inmates with mental health and/or addictions are a factor in custody's workload. The data systems do not currently provide the numbers, but anecdotal evidence is that the percentage of inmates with mental health and addiction issues has increased rapidly. Custody managers report this as the leading factor in a 35 percent increase in major infractions between 2003 and 2004 (from 854 major incidents in 2003 to 1,155 in 2004).

Custody				
Workload Measures	Total Bookings	Average Daily Population	Court Transports	Meals Served
2000	14,378	630	15,175	867,326
2001	15,708	716	18,661	1,022,233
2002	16,758	733	20,411	1,090,082
2003	16,800	724	20,244	1,070,583
2004	15,778	694	20,699	1,048,896

Civil/Support Branch Workload

Gun permit applications have followed the statewide trend. Applications increased after September 11, 2001, but tapered back after 2002. Gun permits are valid for five years.



Felony warrants received increased 36 percent in 2004. This was due to a new Superior Court Collection Unit, which took the place of the state's Department of Corrections collecting court fines. The Superior Court unit went through all files and issued about 800 felony warrants in 2004.

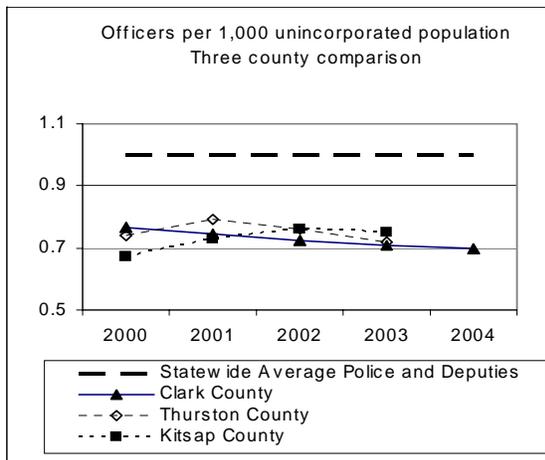
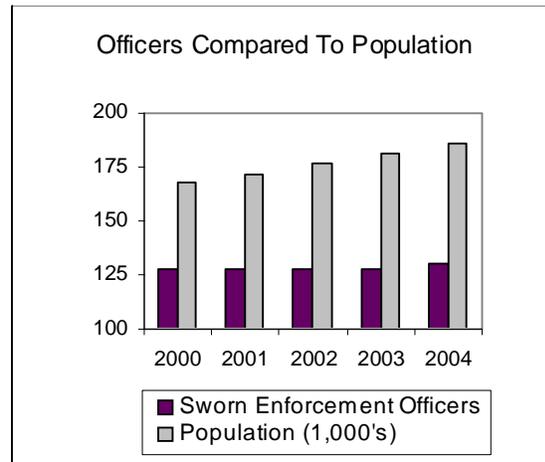
Workload Measures	Civil/Support					
	Civil Papers		Gun Permits Issued	Evictions & Restitutions Scheduled	Warrants Received	
	Received	Served			Felony	Misdemeanor
2000	7,949	6,162	1,787	1,008	4,034	11,015
2001	7,673	6,145	3,041	1,043	3,947	10,166
2002	7,012	5,598	3,614	800	3,776	11,780
2003	8,055	5,959	3,192	1,164	3,562	12,341
2004	7,304	5,320	2,179	1,247	4,855	10,271

Staffing

Enforcement: There has been little change in the number of authorized enforcement officer positions over the past five years, +1.6 percent, although the population in unincorporated Clark County has risen 11 percent in the same time period.

Two deputy positions were added in 2004. One was funded by alarm permits, and the other was a conversion from five part-time cadet positions in Civil/Support.

Compared to two other similar counties, Kitsap and Thurston, Clark County has slightly less officers per thousand population. These three counties are well below a reported state wide average of one law enforcement officer per thousand population.



Custody: In 2003, two transport officers were added to service the courts and their increasing docket schedules. Rather than continuing to add transport officers, the Sheriff's Office has partnered for some video arraignments as discussed on page 2-6.

Civil/Support: In 2004, as mentioned above, five part-time cadet positions were converted to a sworn deputy position.

Staffing	Sworn Enforcement Officers	Custody Officers	Civil/Support
2000	128	145	63
2001	128	144	63
2002	128	144	63
2003	128	146	63
2004	130	146	60

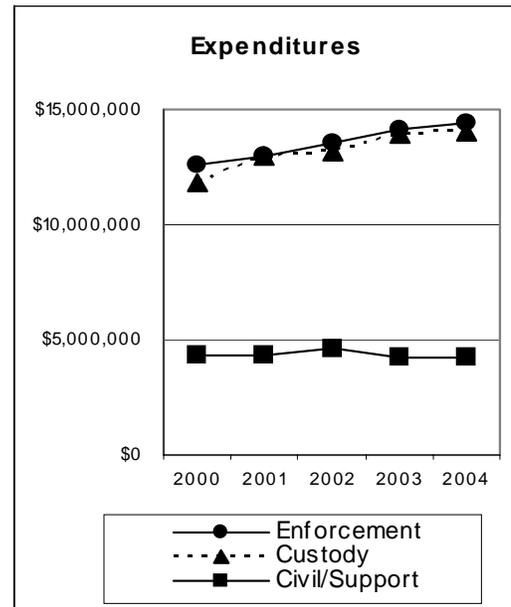
Spending

Inflation-adjusted expenditures:

Enforcement spending has increased, primarily due to rising employee benefits costs, additional coverage for amphitheater events (opened in 2003), and two new deputy positions added in early 2004. At this time, bargaining for 2004 cost of living adjustments (COLA) has not been completed.

Custody spending has increased, primarily due to rising employee benefits costs, inmate health care costs, and two new transport officers added in early 2003. At this time, bargaining for 2004 cost of living adjustments (COLA) has not been completed.

Civil/Support had slower growth in spending due partly to higher position vacancies, plus a shift of five part-time cadet positions to one enforcement position. The spike in 2002 was mainly caused by the purchase of Mobile Data Computers (MDC's), funded out of a block grant.



With CPI applied:	Enforcement	Custody	Civil/Support
2000	\$12,629,655	\$11,783,729	\$4,310,586
2001	12,940,483	12,968,876	4,303,649
2002	13,583,448	13,127,891	4,639,741
2003	14,112,672	13,985,928	4,205,548
2004	14,422,105	14,018,878	4,217,670

Results

Enforcement

During the five year period, overall response times have increased. Response times on Priority 1 calls improved slightly in 2002, attributed to workflow changes in the 9-1-1 call center, but returned to previous and higher levels in 2003.

Starting in 2003 and continuing through 2004, enforcement saw increases in related areas of effort and results: major property crimes (up about 1,100), arrests (up 2,000), and reports (up 2,400).

Custody

The opening of the jail work center in 2000 greatly reduced the number of inmate disturbances, but in 2004 increased again. Of special concern is that major infractions increased 35 percent. Fewer offenders are qualifying to serve their time at the jail work center (they must be a minimum security risk), so the main jail remains overcrowded; this also means that fewer inmates are eligible for work hours.

In 2004, inmates received some educational or “program” hours. Previous classes for GED have been eliminated because the Educational Service District lost their funding to provide the classes. Likewise, classes to prevent repeat domestic violence had been provided by the YWCA but were cut because of funding.

The remaining programs are limited to inmates at the jail work center and include: fellowship/bible study, motivation, employment, probation, addiction, family planning, and child support.

Results	Enforcement			Custody		Support	
	Average Response Time (minutes)		Arrests	Inmate Infractions	Inmate work hours	Reports	
	Priority 1	Priority 2				Sheriff	Vancouver
2000	5.8	6.8	5,798	2,730	n/a	16,019	22,594
2001	6.3	7.1	6,141	2,372	n/a	16,454	23,074
2002	5.7	n/a	5,893	2,273	246,118	16,488	26,211
2003	6.5	8.9	7,836	2,266	181,199	18,869	26,062
2004	6.8	9.4	7,272	2,473	175,606	18,760	25,788

Priority 1: Most important, life threatening happening NOW
 Priority 2: In process; life or property being damaged

Performance Indicators

Citizen Survey (see Appendix for details)

In the 2005 survey, 67 percent of citizens rated the overall level of safety as excellent or good; only 17 percent rated safety as fair or poor. This is consistent with the 2003 survey results of 70 percent and 16 percent, respectively.

Similarly, 66 percent rated the Clark County Sheriff's Office as providing excellent or good law enforcement, with 16 percent giving a rating of fair or poor.

Enforcement

Citizens were asked to prioritize a list of 12 issues, and they rated crime as the one they are most concerned about. This is a change from being the third-highest issue in the 2003 survey. Then they were given a list of nine law enforcement issues; identity theft rated as the one area they are most concerned about, followed by drug use and burglaries.

33 percent of survey respondents had called or asked for assistance from a deputy in the past year. Of those, 62 percent rated the experience as "excellent/good."

12 percent of survey respondents had been stopped by a deputy in the past year (a traffic stop). Of those, 58 percent rate the experience as "excellent/good," 9 percent rated as "expected," and 33 percent rated as "fair /poor."

Custody

Overall, the jail meets constitutional requirements and passes Washington State Department of Corrections reviews. The jail kitchen continues to fully meet Health Department requirements.

As reported in the "Results" section, the Custody branch measures inmate work hours and inmate training hours (referred to as "Programming").

Civil/Support

The 2005 survey asked for residents' experiences if they had been served a warrant, or if they had a court process served by a deputy on someone else. The responses (shown in Appendix A) cannot be viewed as statistically valid because so few people have had the experience: 20 people had been served, and 38 had a court process served.

Just over 10 percent of those surveyed had requested public records or police reports from the Sheriff's Office. Their experiences varied from 56 percent "excellent/good" to 39 percent "poor/fair."

Chapter 3: Road Operations

Mission, Goals & Organization

Mission

The mission of the Clark County Public Works Road Maintenance program is to provide the most cost effective and responsive program for county right-of-way maintenance and provide contracted service agreements attainable within budget limitations.

Goals

Current goals of Road & Parks Maintenance include:

- To meet the needs of customers with an effective and responsive approach.
- To maintain an average network pavement condition index (PCI) of 76 or higher.

Organization

Public Works is the largest single county department based on revenues and expenditures, and its responsibilities include designing, building, and maintaining roads in unincorporated Clark County, providing environmental services such as solid waste and recycling, storm water and watershed management, operation of the Salmon Creek Wastewater Treatment Plant, and providing and maintaining regional parks and open spaces. The department consists of seven divisions:

- Administration & Finance
- Engineering Program
- Transportation
- Solid Waste
- Water Resources
- Road & Parks Maintenance
- Fleet/Facilities/Treatment Plant

Mission, Goals & Organization, cont.

This chapter focuses on the efforts and accomplishments of the Road Maintenance program.

The responsibilities of the Road Maintenance program include road and shoulder repair and rehabilitation, drainage maintenance and enhancement, maintenance of 74 bridges, construction of bike and pedestrian walkways, roadside vegetation and litter control, sanding operations, snow removal, street sweeping, installation and maintenance of signs, street striping, and maintenance of signals. The program is subdivided into six program areas, as follows:

- **Technical services** This area is responsible for pavement management information including overlay and slurry seal projects, offender crew allocation, driveway inspection, and material contract information.
- **Specialty services** This area is responsible for traffic control issues such as road sign installation and maintenance, street striping and bridge and guardrail maintenance and repair.
- **Rural county** (Daybreak, Maple, Finn Hill, Washougal) This area encompasses the north half of the county and is responsible for north county maintenance responses. Also found in this functional area are chip sealing, dust oiling, rocking and grading shoulders, and other road programs.
- **Urban county** (English, Central) This area encompasses the south half of the county and is responsible for south county maintenance responses. They also manage walkway construction, curbs & sidewalk installations, etc.
- **NPDES/Asphalt** This area is responsible for NPDES permit requirements that are tied to maintenance activities (street sweeping, catch basin cleaning, storm water facilities, storm system locations, etc.) and completion of asphalt projects.
- **Median Maintenance** This area is responsible for all vegetation maintenance issues associated with county medians and neighborhoods.

Workload

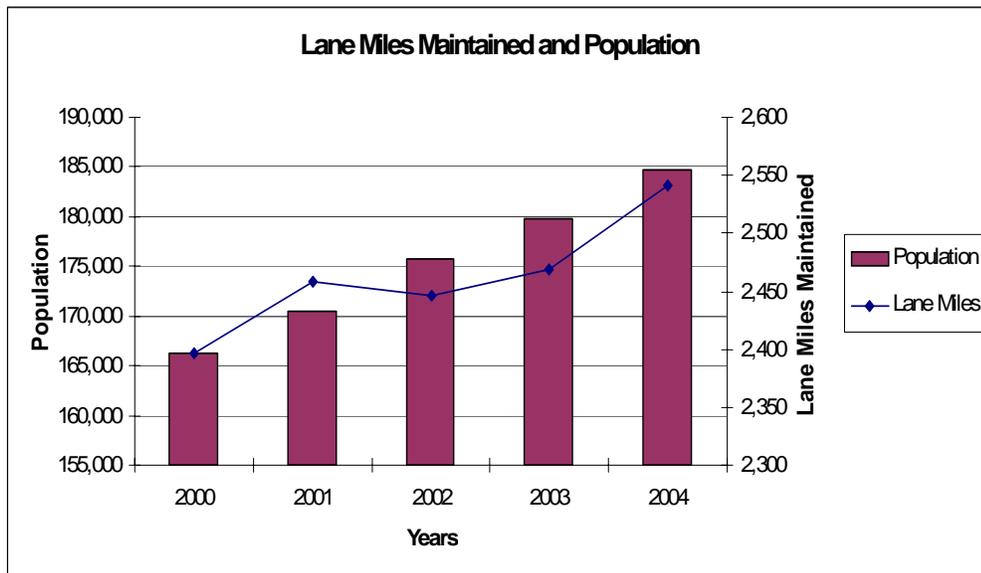
The unincorporated population of Clark County grew by 18,371 since 2000, an increase of 11 percent. Between 2002 and 2004, the unincorporated population grew by 8,940 or 5 percent.

The number of lane miles maintained in Clark County has increased by 145 miles, or 6 percent, since 2000. Between 2002 and 2004, the number of lane miles maintained increased by 95 miles or 5 percent.

The number of paved lane miles maintained has increased by 160 miles, or 7 percent, since 2000. Between 2002 and 2004 paved lane miles maintained increased by 101 miles or 5 percent.

Graveled lane miles maintained decreased by 15 miles, or 36 percent, since 2000. Between 2002 and 2004 gravelled lane miles maintained decreased by only 4 miles -- a 13 percent decrease.

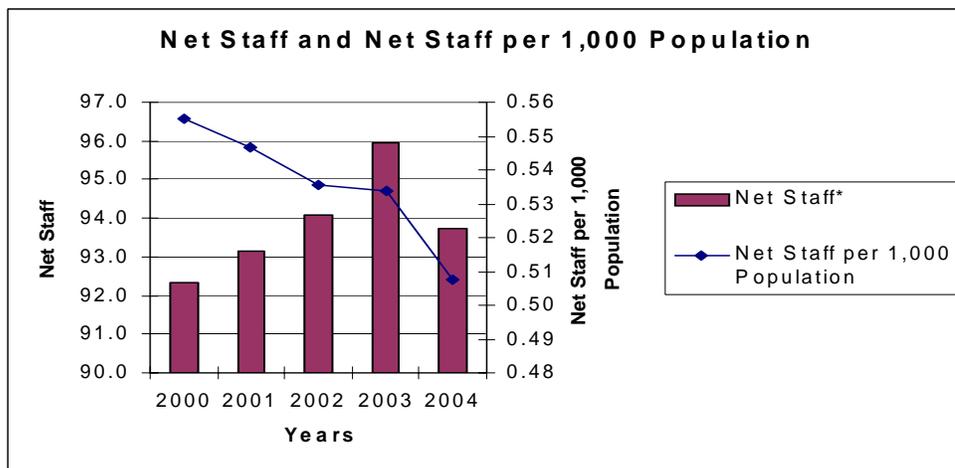
The number of bridges maintained has increased by four (6 percent increase) since 2000.



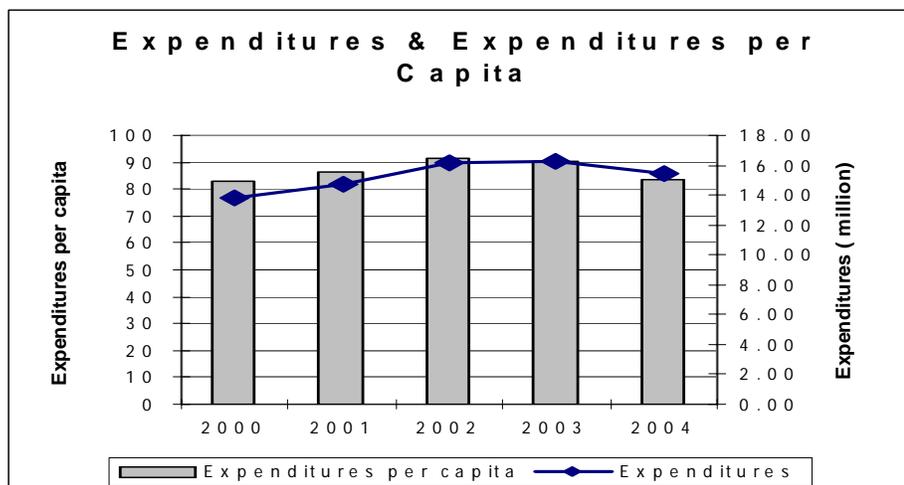
Staffing & Spending

Net staff represents the number of FTE's in the Operations Division after adjusting to reflect staff charged against interlocal contracts and other reimbursed work—i.e. the number of FTE's available for general county road maintenance.

Road maintenance net staff increased by 1.4 FTE or two percent between 2000 and 2004, and decreased by 2.3 FTE or 3 percent between 2003 and 2004. In the past seven years the staffing increases have been chiefly driven by work required to comply with the federal Clean Water Act. In the past three years, staffing has been fairly constant, although in 2004 the net staff per 1,000 population decreased by .02 FTE due to increased work load efficiency.



Net expenditures in 2004 totaled \$15.4 million—an increase of 12 percent from the 2000 levels. Net expenditures decreased by .9 million or 6 percent from 2003 to 2004. Per capita spending decreased by eight percent between 2003 and 2004 for a total increase of one percent over the 2000—2004 period. These figures were adjusted based on Consumer Price Index for 2004.



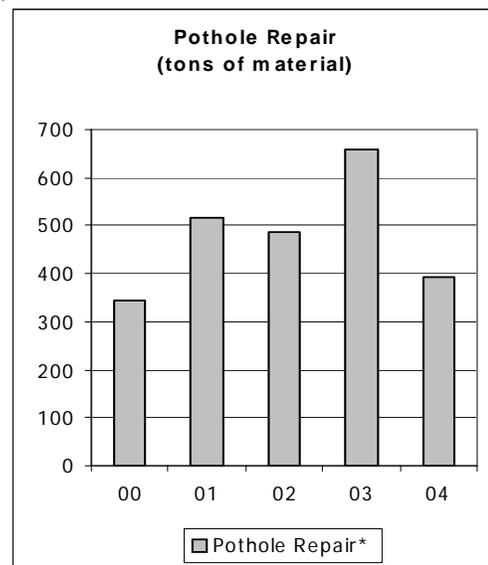
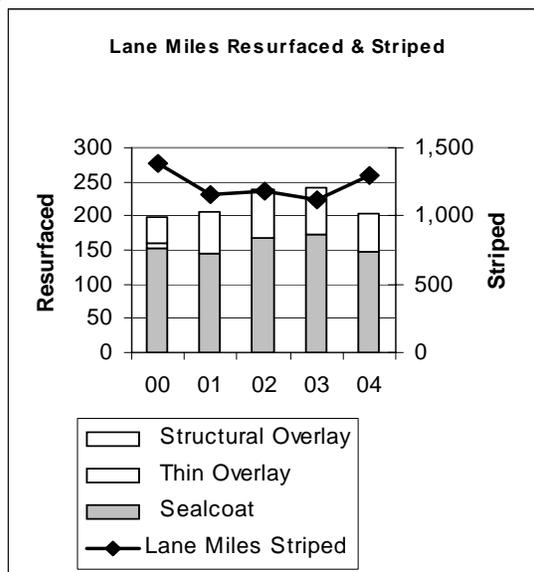
Results

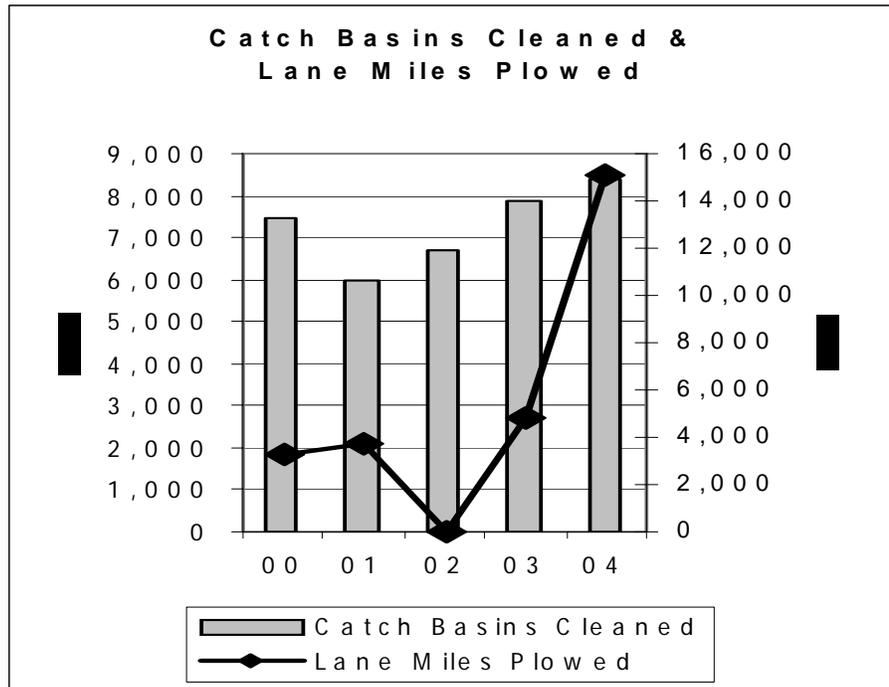
Lane miles resurfaced in 2004 totaled 203.9, up 3 percent from the 2000 level but down 16 percent from 2003.

Pothole repair, measured in terms of tons of patching materials applied, was up 14 percent in 2004 from the 2000 level, but down 40 percent compared to 2003.

The federal Clean Water Act requires the county to have an NPDES permit for storm water discharge. To obtain and maintain this permit, the county has undertaken substantial new efforts to ensure clean water runoff. One sign of these efforts is the increase in catch basins cleaned, which has increased by 13 percent since 2000.

Lane miles plowed varies considerably from year to year based on the level of snowfall experienced. In late 2003 and early 2004 the county experienced heavy snow and ice which closed county services except for road maintenance. During these winter months, 15,082 lane miles were plowed. This is approximately a 300 percent increase from 2000.





Notes On Resurfacing

Sealcoats are applied to the road surface to prevent moisture from infiltrating the sub-grade and causing more extensive damage to the road structure. Sealcoats include chip seal, double chip seal, rubber chip, slurry, and cape seals.

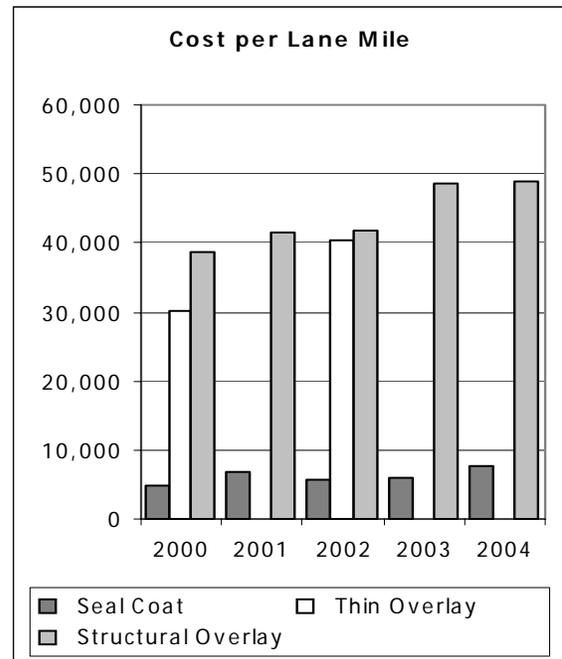
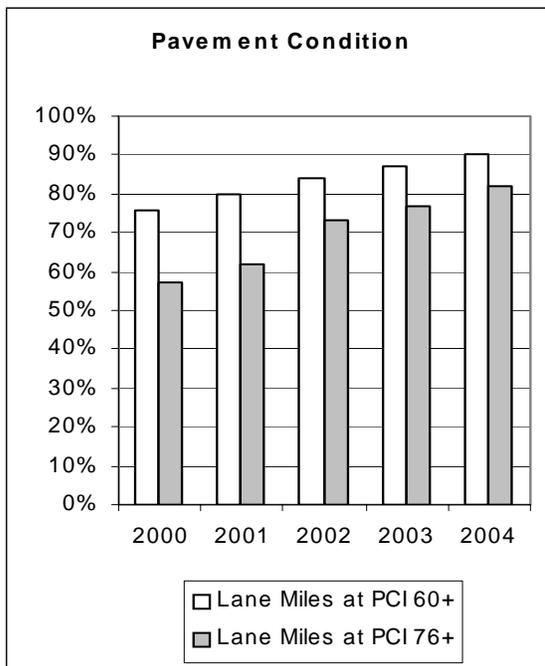
Chip seals are used in the rural part of the county for better traction in ice and snow. Traffic may drive on the chip seal application as soon as it is rolled into place. Slurry seals are used in the urban area of the county and provide a smoother surface. It takes about two to five hours to cure before traffic may drive on the surface.

Overlays are applied to the road surface to add structural strength or to re-establish the cross slope of the road. A thin lift is 1.5 inches or less of fine mix asphalt applied to a road that is structurally sound but the surface is uneven, rough, or distorted. The structural strength gained from a thin lift is minimal.

A structural overlay is two to four inches of asphalt applied to a road that is deteriorating and needs some assistance to continue carrying the traffic loads using that route.

Results

- The county has significantly increased the proportion of its roadways in satisfactory condition (Pavement Condition Index 60+) since 2000. In that year, only 76 percent of the county’s roads met this threshold. By 2002, the number increased to 84 percent, and in 2004 it reached 90 percent. The percentage of county roads in good condition (PCI 76+) was 73 percent in 2002, increased to 82 percent in 2004.
- Cost per lane-mile for sealcoats in 2004 was up 60 percent from the 2000 level, and up 32 percent from 2003 due to increased cost of materials. Cost per lane-mile for structural overlay was up 27 percent from 2000 and remained basically unchanged from 2003 to 2004 with only a 1 percent increase. No thin overlay work was reported in 2001, 2003 and 2004. But, in 2002, the county spent \$40,358 per lane mile for thin overlay, a 34 percent increase from 2000.



Note on the Pavement Condition Index (PCI)

Distress in the road is measured by visual inspection of a roadway. Clark County uses a scale from 0—100. Each distress requires a deduction from the total possible rating of 100 to arrive at the PCI. A road that is new has a Pavement Condition Index of 100. A road that achieves a rating of less than 40 needs to be reconstructed as it has no more structural capacity. The county considers a road with a PCI rating of 60 or more to be in satisfactory condition. When the rating falls below 60 the road is in need of extensive repair. The goal of the department is to achieve an overall rating no lower than 76.

Cost per lane mile for structural overlay depends on the depth of overlay applied which typically ranges from two to four inches. This variation contributes to the year-to-year changes in cost shown here.

Performance Indicators

Citizen Survey (see Appendix for details)

In the 2005 and 2003 surveys, citizens were asked to rate selected elements of road operations. These survey results indicated:

- Four out of ten citizen respondents (40 percent) in 2005 rated the condition of county roads as good to excellent, a slight improvement in opinions from 37 percent in 2003. About one-fourth of survey respondents in 2005 and 2003 rated road conditions as fair to poor.
- Cleanliness of roads was rated good to excellent nearly the same in both surveys, 47 to 48 percent of the time.
- Road signage had some increases in good to excellent ratings, up to 52 percent in 2005 compared with 49 percent in 2003. 15 percent of citizens in 2005 and 19 percent of citizens in 2003 found signage poor to fair.
- In 2005, 45 percent of citizen respondents found traffic control devices to be good to excellent, up from 40 percent in 2003. In 2005, 20 percent of the responses were in the fair to poor categories, an eight percent improvement over the 28 percent in 2003.
- Ratings for the condition of county bridges were relatively unchanged between the two years, with 47 to 49 percent of citizens finding them to be good to excellent, and 11 to 15 percent finding them fair to poor.

Overall, there has been some improvement in citizen perceptions of county road operations.

The appendix to this report shows detailed response numbers for each of the survey's questions.

Chapter 4: Parks Maintenance & Acquisition

Mission, Goals & Organization

Mission

The Parks mission is to maximize the quality of life in Clark County by providing regional open space, trails, parks, and recreational opportunities and facilities, and to plan for, acquire, restore, enhance, preserve, develop, and manage these facilities and natural resources in such a manner as to afford the maximum benefit to the community.

Goals

Current Parks goals include:

- To ensure that adequate open space and park land is available for current and future needs. Standards established in the County's Growth Management Plan include:
 - Regional Parks: *10 acres per 1,000 county residents*
 - Urban Parks: *5 acres per 1,000 urban residents*
 - Urban Open Space: *1 acre per 1,000 urban residents*
- To serve the public by maintaining the community's parks at a level that keeps all facilities safe, sanitary, and open for public use.
- To assure long-term planning and management efforts with other agencies, divisions, and jurisdictions that result in improved or increased services or reduced cost.

Organization

In 1997, the City of Vancouver and Clark County consolidated their Parks & Recreation departments into the Vancouver-Clark Parks & Recreation Department to gain greater efficiency and improve planning efforts. The county provides parks maintenance services, and contracts with the City of Vancouver for parks-related administrative, planning, design, and development services.

The county's parks are divided into two broad categories: the **Regional Park System** and the **Urban Park System**.

The **Regional Park System** is designed to meet the recreational needs of all of the residents of the county and is comprised of five park types.

- **Regional parks** are usually over 100 acres in size, with much of the area left undeveloped for hiking and other passive uses and may be located anywhere in the county.
- **Conservation easements** and **greenway areas** are intended to preserve habitat and water quality and are available for light-impact use such as trails.
- **Special purpose facilities** include facilities such as a boat launch or a rifle range.
- **Regional trails** provide opportunities for hiking, biking, horseback riding and other non-motorized travel and range from rustic backcountry trails to paved and lighted urban multi-use trails.
- **Wildlife habitat areas** are primarily dedicated to protection of wildlife and wildlife habitat and provide educational and viewing opportunities.

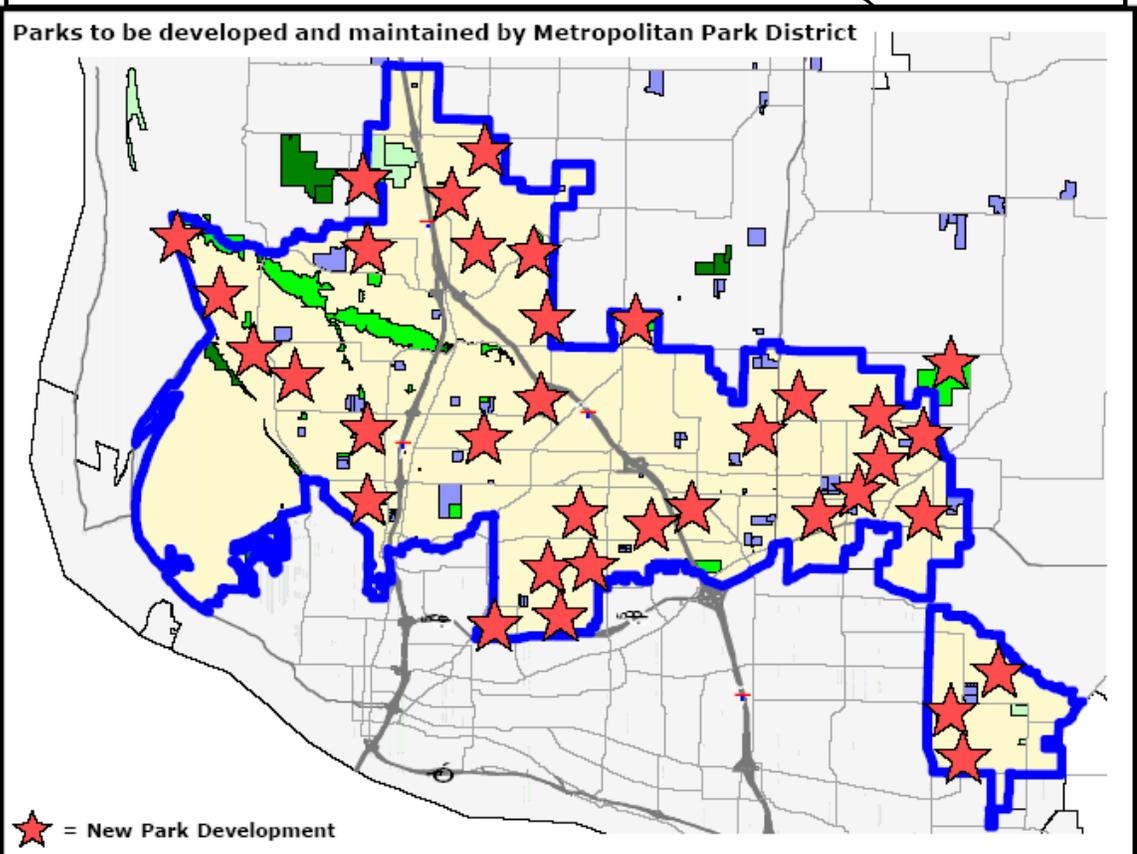
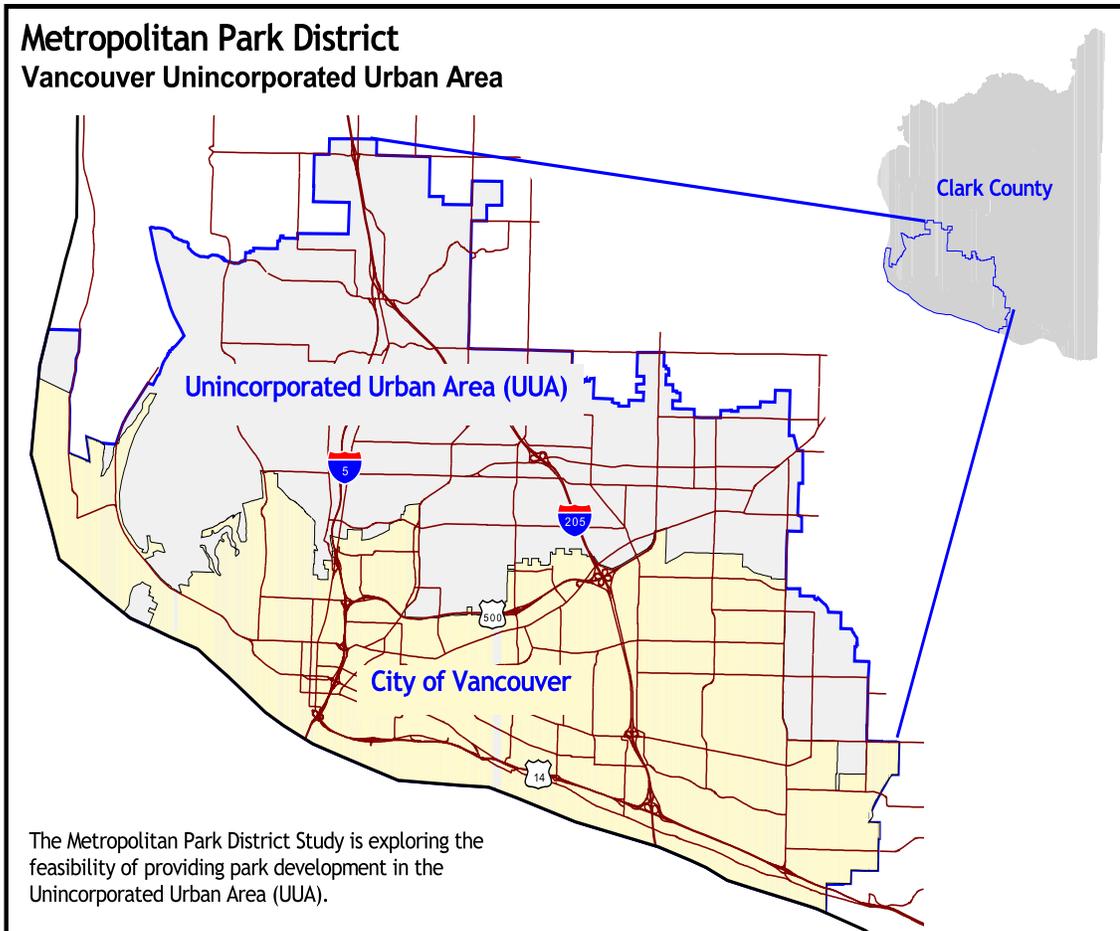
The **Urban Park System** consists of parks designed to meet the needs of the Vancouver unincorporated urban population, and is comprised of three park types; neighborhood, community, and urban open space.

- **Neighborhood parks** are typically three to five acres, and are designed to meet the needs of residents located within a one-half mile radius of the park.
- **Community parks** are larger, typically 20 to 100 acres, tend to have amenities such as sports fields, and generally serve residents within a three mile radius.
- **Urban open space** includes undeveloped land left in its natural state and portions of neighborhood and community parks which may not be developed in the future.

Note that the Urban Park System's priority for the Vancouver unincorporated area is to acquire, reserve, and make available sites for future neighborhood and community park development.

In February 2005, voters approved establishing a Metropolitan Park District for the Unincorporated Urban Area outside of Vancouver's city limits--an area that is rapidly becoming urbanized. The District will use its taxing authority to fund the ongoing maintenance of 35 new parks and 7 miles of trail in the Urban Park System. The county already has funding to develop these sites, but could not proceed with development until maintenance funding was available.

The maps on the following page show the county's Unincorporated Urban Area, within which the Metropolitan Park District is situated, and the locations of new parks to be developed.

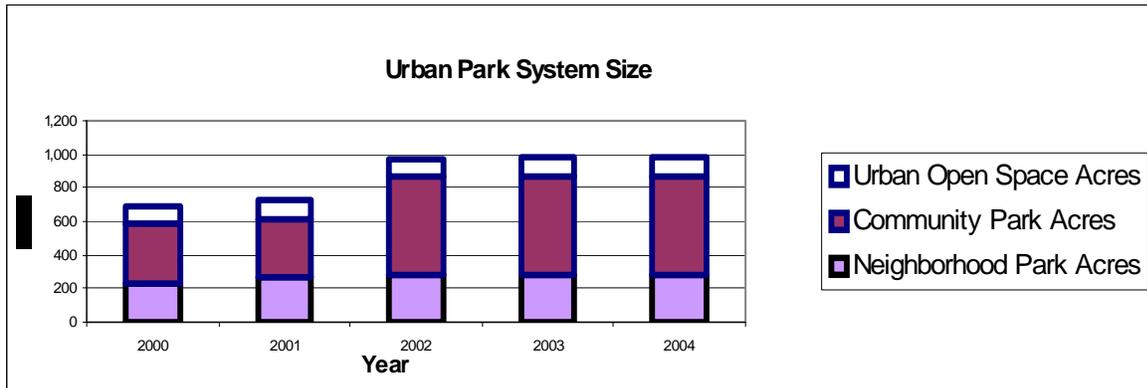


Workload

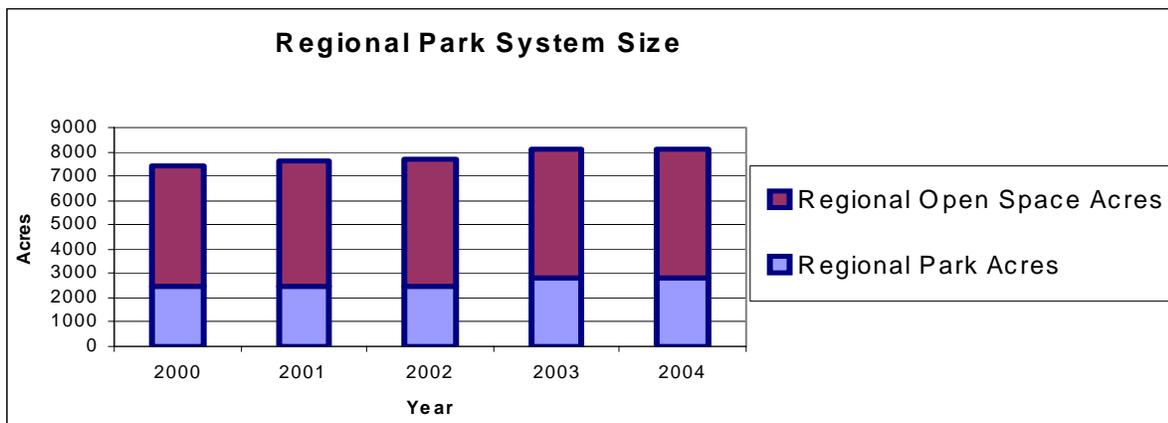
Since 2000, the total acreage in the parks inventory--including open space--has grown from 8,105 acres to 9,060 acres, a 12 percent increase in size. This tracks closely with the 11 percent growth in the county's population during that period.

Workload Measures	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Urban System Acres	688	724	972	980	981
Regional System Acres	<u>7417</u>	<u>7594</u>	<u>7706</u>	<u>8079</u>	<u>8079</u>
Total Acres	8105	8318	8678	9059	9060

The chart below shows that Urban Park System acreage grew by a substantial 43 percent between 2000 and 2004--from 688 to 981 acres. Community Park acreage increased by 41 percent and Neighborhood Park acreage increased by 23 percent. Most of the Urban System's growth during the five-year period is the result of the acquisition of a 240 acre community park in the Hockinson area in 2002.



The Regional Park System grew more slowly than the Urban System, increasing by 9 percent since 2000. Regional Park acreage increased by 15 percent and Regional Open Space grew by 6 percent.

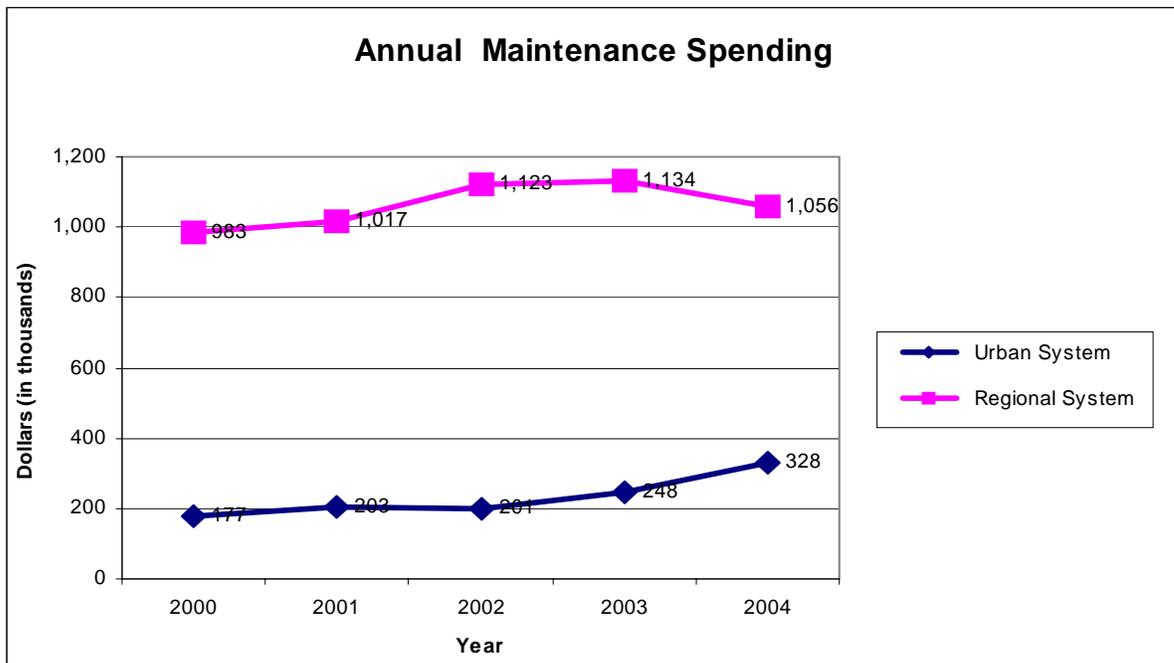


Spending

Total spending for parks maintenance, after adjusting for inflation, rose gradually from \$1.16 million in 2000 to \$1.38 million in 2004--an increase of 19 percent.

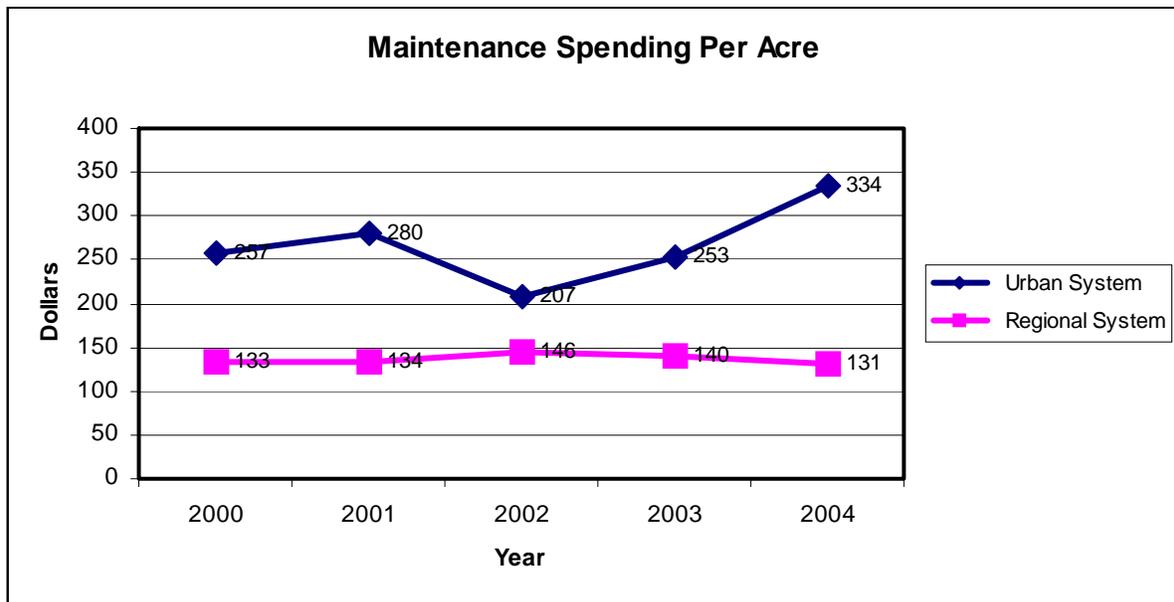
During the five-year period, maintenance spending for the Urban System increased by 85 percent, from \$177,000 to \$328,000. Spending for the Regional System increased by 7 percent, from \$983,000 to \$1,056,000.

Maintenance Spending (\$ 000)	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Urban System	177	203	201	248	328
Regional System	983	1,017	1,123	1,134	1,056
Total	1,160	1,220	1,324	1,382	1,384



Most of the increase in cost since 2003 in the Urban Park System is the result of the addition of Felida Community Park. This park is fully developed with facilities that require maintenance such as soccer fields, trails, a parking lot, and restrooms.

As shown in the chart below, the maintenance spending per acre for the Regional System was relatively stable between 2000 and 2004. Maintenance cost per acre for the Urban System was 30 percent above the 2000 level, increasing from \$257 to \$334 per acre. As was the case for the increase in total annual maintenance spending, most of the increase in the Urban System’s maintenance spending per acre is attributed to the addition of the facilities associated with Felida Community Park.

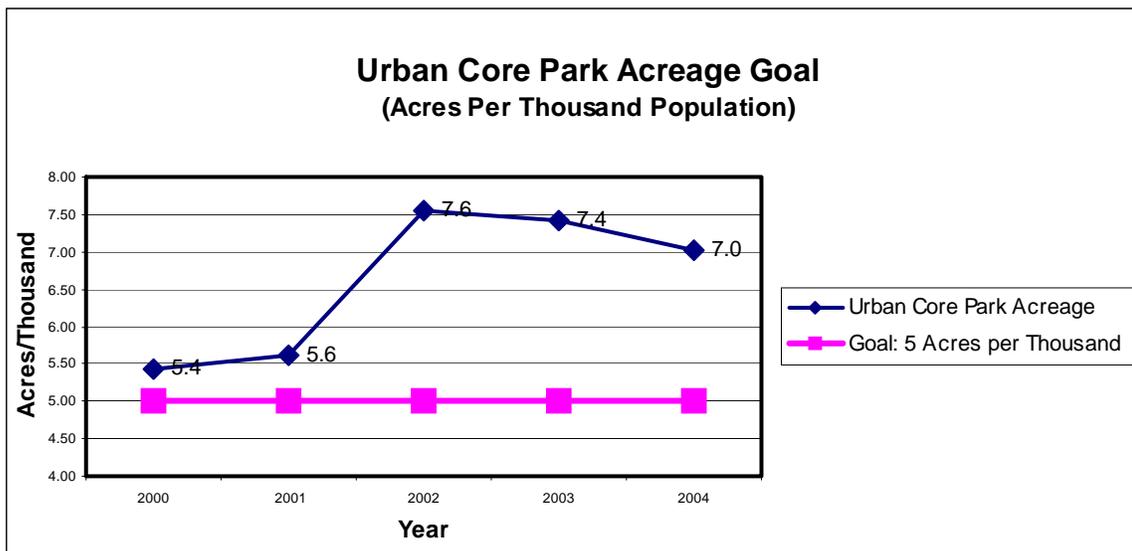


Annual hours for full-time staff dedicated to parks maintenance grew from 25,845 in 2002 to 28,369 in 2004; a growth equal to about 1.25 FTEs. In addition to these full-time hours, temporary and part-time staff worked 10,676 hours and offender crews worked 46,552 hours during 2004.

Results

Urban Park Acreage Goals

Clark County’s Comprehensive Growth Management Plan establishes a parks service level standard of five acres per thousand residents for urban “core” parks (neighborhood and community parks). Based on the overall parks inventory and the urban unincorporated population, the county exceeded the standard by providing seven acres of core park land per thousand residents, as shown in the chart below.



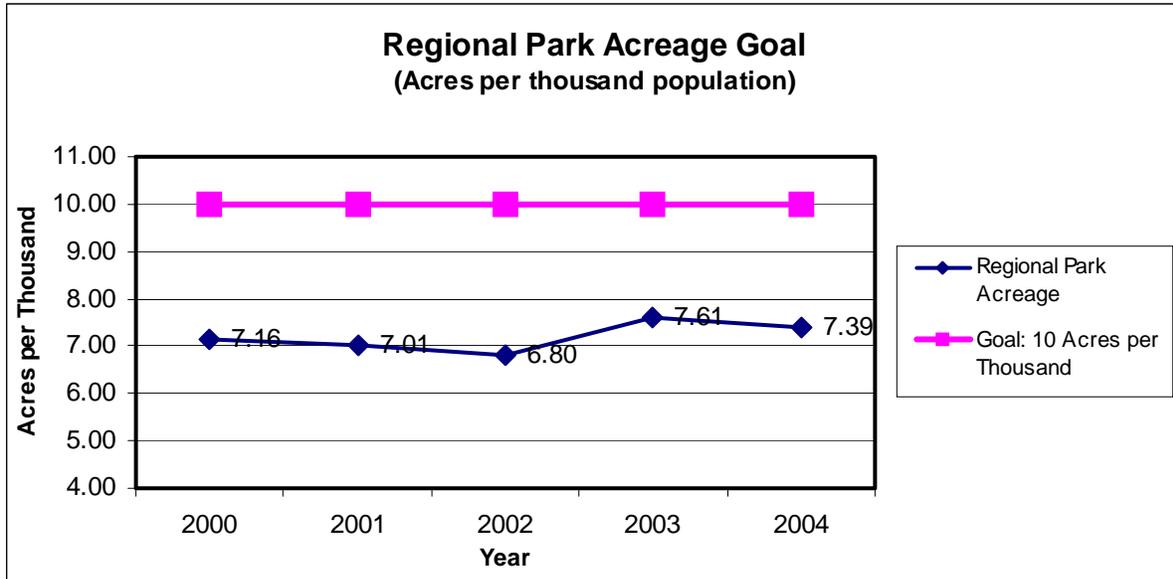
At present, only 76 of the 981 acres in the Urban Park System have developed facilities such as sports fields. As previously noted, plans to develop 35 new urban parks were in abeyance until 2005, when voter approval of a Metropolitan Park District provided a mechanism to fund park maintenance.

The county’s standard for urban open space is one acre per thousand residents. The county provided .9 acres of urban open space per thousand, just short of the adopted one acre standard.

Note that although the core park standard has been met on a county-wide basis, it is possible that individual areas—i.e., park districts—may still be underserved. This report does not present a district-by-district evaluation.

Regional Park System Acreage Goals

Regional park acreage per thousand residents (based on total county population--incorporated and unincorporated) was at 7.4 acres in 2004, up from 7.2 acres in 2000. The county remained short of the goal of providing ten acres of regional park land per thousand residents, as shown in the chart below.



Regional open space acreage per thousand residents decreased slightly to 13.7 acres per thousand in 2004 from 14.1 acres in 2003.

The Regional System’s size has been relatively static during the five year period because there is no funding source dedicated to regional park system acquisition. This is in contrast to the Urban Park System, where acquisition funding can be drawn from park impact fees assessed to residential developers.

PERFORMANCE INDICATORS

Citizen Survey (see Appendix for details)

In January 2005, a survey of Clark County citizens was completed as part of the Service Efforts and Accomplishments reporting process. A similar survey was conducted for the 2003 SEA report. Several questions related county parks.

Citizens were asked to evaluate:

■ How well they feel the county provides parks-related services.

Respondents generally viewed provision of park services more favorably in the 2005 survey than in the 2003 survey. The percentage of respondents ranking service as “excellent” or “good” increased slightly to 59 percent in 2005 from 57 percent in 2003. And the percentage of respondents ranking park services as either “fair” or “poor” decreased to 14 percent in 2005 from 18 percent in 2003.

■ The safety and security of regional and community parks and trails.

Respondents generally viewed safety and security of parks less favorably in 2005 than in 2003. In 2005, 43 percent responded “excellent” or “good,” a decrease from 48 percent in 2003. The safety and security of trails was also viewed less favorably in 2005, with 38 percent giving an “excellent” or “good” ranking in 2005 compared to 42 percent in 2003.

■ The overall cleanliness of park grounds and trails.

Satisfaction with overall cleanliness decreased. In 2005, 61 percent of respondents viewed cleanliness as “excellent” or “good,” compared to 68 percent in 2003. And 11 percent gave “fair” or “poor” ratings in 2005 compared to 8 percent in 2003.

■ The maintenance of restrooms.

In both the 2005 and 2003 surveys, 34 percent of respondents gave “excellent” or “good” ratings. However, the number responding “fair” or “poor” increased to 29 percent in 2005 from 27 percent in 2003.

■ Commuting time.

In 2005, 49 percent of respondents said that they could commute to local county parks in 10 minutes or less, as compared to 52 percent in 2003. Overall, the responses indicated that county residents were quite satisfied with the time it takes to commute to local county parks.

The appendix to this report shows detailed response numbers for each of the survey’s questions.

Chapter 5: Community Mental Health Services

Mission, Goals & Organization

Mission

The mission of the Clark County Department of Community Services' Behavioral Health Services unit is to promote mental health and ensure that residents of Clark County who experience a mental disorder in their lifetime receive treatment and services that enable them to achieve and maintain an optimal level of functioning.

Goals

Current goals of Behavioral Health Services include:

- Improve the overall health status and level of functioning of those who receive Regional Support Network (RSN) funded mental health services.
- Continuously improve the level of satisfaction reported by customers of RSN mental health services especially in those service categories customers believe to be most important.
- Increase the value of mental health services available in Clark County:
 - Ensure that available mental health resources are used in the most cost-effective manner.
 - Increase the amount of funding available to provide mental health services to county residents.

Organization

State and federal funding for community mental health services in Washington state are allocated to locally administered RSNs. There are 14 RSNs state-wide. The Clark County Department of Community Services, Behavioral Health Services, is the Clark County RSN. The RSN contracts with local mental health service providers for these services.

To accomplish its mission the RSN funds mental health services in three basic categories:

- **Crisis Response Services** - The RSN contracts with mental health providers throughout the county to deliver mental health crisis response services (counseling, treatment, referral, etc.) to all county residents.

- **Outpatient Services**—The RSN manages outpatient treatment services to low income and Medicaid eligible Clark County residents through contracts with mental health providers to deliver mental health services. The Department of Community Services contracted with United Behavioral Health to provide this service until July 2001, when the Department, as the RSN, took over the operations for outpatient services, including managed care.
- **Community Support Services**—The RSN provides funding to community organizations and school districts that deliver mental health support services to Clark County residents.

Service Population

Effective January 1, 2004, the RSN was able to offer outpatient and community support programs only to the estimated 65,000 Medicaid eligible individuals within the county, based on changes required by funding sources. Previously, certain low-income individuals had also been eligible for certain services. The RSN does fund crisis services and other available mental health support services to all county residents regardless of income or Medicaid eligibility.

Statewide Database Systems

In order to track and better monitor activities, all client service data is collected into a database available to the RSN. In April 2001, Behavioral Data Systems, the RSN's database vendor, announced it was going out of business. In October 2002, a contract was signed for a new database management system, and in November 2003, five (5) RSNs, and over 30 agencies, went "live" with the new system. The first phase of this system-replacement project was to replicate the functionality of the previous system.

While the new database system is reported to be more robust than the previous system, there are still issues to be resolved, such as all reporting formats. In the second phase of this project, begun in November 2004, an electronic medical record is being added to the system. This will allow for better monitoring and tracking of clinical care services and efficiencies. In part, electronic medical records allow for better clinical care because these records will be immediately available to providers.

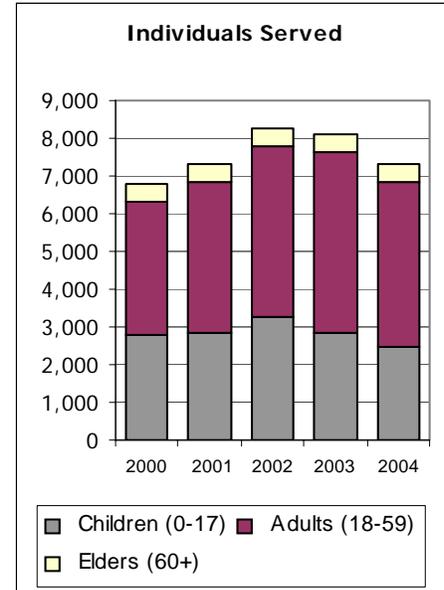
Special Note: The contract year, or fiscal year (FY), for the Mental Health program begins in July and ends in June. In this chapter all resources and uses are reported using this fiscal year rather than the calendar year. Dollars shown have NOT been adjusted for inflation as they have in previous chapters of this report.

Workload

Note: Numbers for Individuals served represent an unduplicated count of clients who received at least one service during the fiscal year.

Individuals Served

While there were increases in the number of individuals served in fiscal year 2002 (July 1, 2001 to June 30, 2002), there has been a downward trend in the number served in the most recent two fiscal years. Overall, the number of individuals served decreased by over 11 percent between fiscal year 2002 and 2004. This was a direct result of the move to serve only Medicaid eligible individuals. There is a similar decrease in the number of children served, for the same reason -- a drop of over 24 percent between fiscal year 2002 and the current fiscal year, 2004 -- or almost 800 less children served. The number of elders served remained about the same, increasing by 6 individuals in the current period.

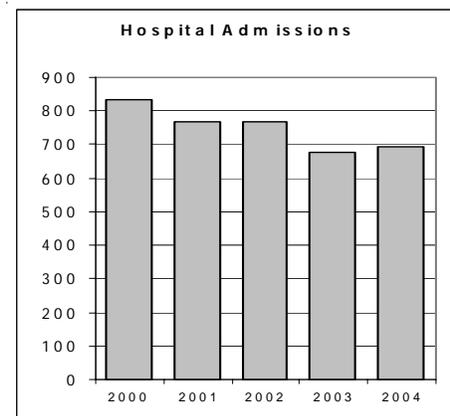


Service Hours for Outpatients and Clients in Crisis

Adult and elder residential hours are now being reported, per Washington state reporting requirements, as bed days instead of as hours. As a result, total service hours for outpatient and crisis clients are not comparable to previous years, and are not, therefore, presented here. Crisis hours delivered increased in fiscal year 2004 due to better reporting. This is a direct result of changing the payment structure to providers, who are now being paid on an hourly basis.

Hospital Admissions

Hospital admissions decreased in fiscal 2003 by 12 percent but increased in the current year by 2.4 percent due to increases in involuntary commitments. The RSN works very hard to provide services to clients in the least restrictive setting. However, due to loss of funding sources to provide these services, the RSN is very concerned about increases in hospitalizations in the future.



Other Workload Measures

<u>By Fiscal Year</u>	<u>Hospital Admissions</u>	<u>Crisis Clients</u>	<u>Crisis Hours</u>
2000	833	1,670	2,995
2001	767	2,018	3,358
2002	769	2,041	3,076
2003	676	2,680	5,485
2004	692	2,530	6,250

Staffing & Spending

Note: revenue dollars are for the calendar year and cannot be compared to fiscal year amounts shown for program spending.

Staffing

In 2003 and 2004, the county devoted the equivalent of 4 full time employees to the administration of this program area. One additional FTE was added in January 2004 to respond to the External Quality Review team comments. Direct service staffing is used to initiate programs that, once running, are contracted out to local service providers. The level of staffing for these contract projects varies annually.

Funding Sources

Funding sources for mental health services are provided through federal and state grants as well as through general county tax revenues. In the current fiscal year there were 11 different funding sources, down from 15 in fiscal 2003 and 19 in fiscal 2002. Total operating revenues in **calendar 2004** were \$20,000,000. Medicaid funding -- combined federal and state dollars -- used for a variety of mental health related programs -- represented 84.4 percent of program funding in fiscal year 2003 and 87 percent in fiscal year 2004. General county resources of \$353,162 contributed about 1.5 percent of the total funding in fiscal year 2004, up 7 percent from 2003.

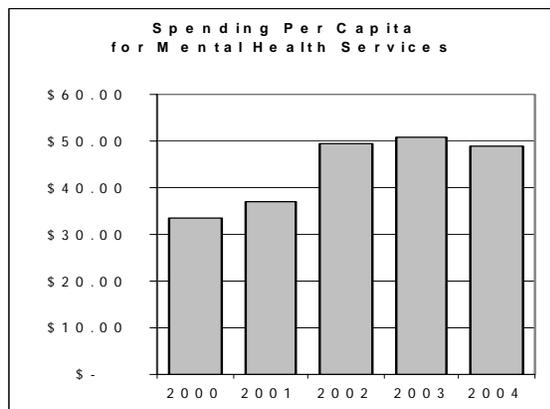
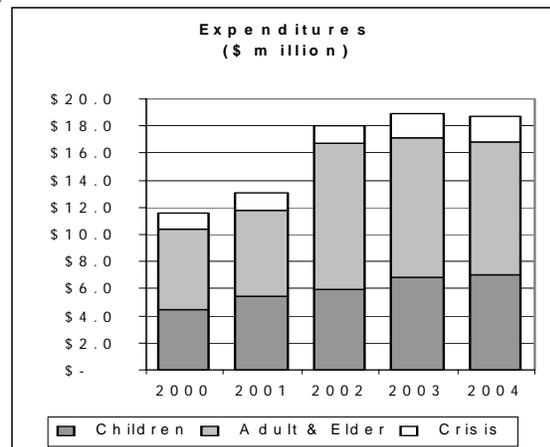
Spending

The RSN pays for mental health services on a modified fee for service basis and payments vary dependent on the demands placed on the system. Spending for these services totaled \$18.7 million in the current fiscal year, an increase from fiscal 2002 of about 4 percent.

Spending for children rose by over 18 percent, while per capita spending for adults and elders dropped by about 10 percent.

Crisis spending rose by about 46 percent over this two year period of time.

Overall spending per capita remains about the same, at about \$49.00 per person served.

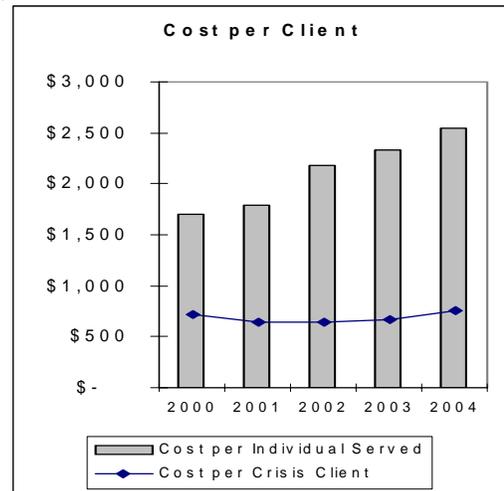


Results

Efficiencies can be measured by the cost of service per individual and/or crisis clients, and for the cost of outpatient hours. Effectiveness can be measured by the hospital re-admission rate.

Cost per Individual Served

As noted in the last report, the RSN initiated a special crisis program in fiscal year 2002 which increased the number of hours of services provided to children. This served to increase the cost per individual served. Although this special program was subsequently blended into the RSN’s normal crisis team in July 2002, the costs for service to individuals continued to increase during the current period by 17 percent. This was due to an increase in the modified fee for service rate. The cost of crisis clients has increased as well, by 18 percent.

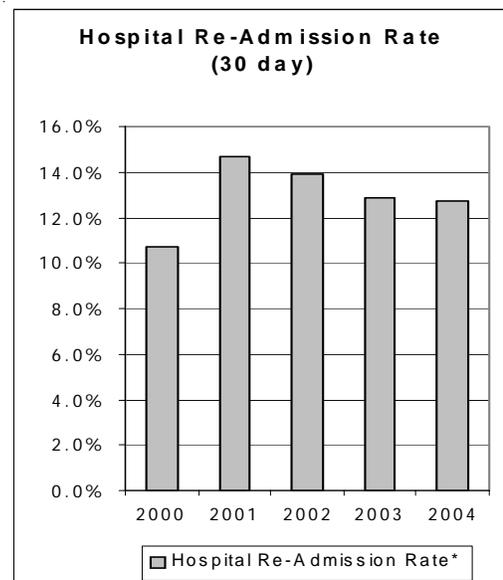


Cost per Outpatient Hour

The cost per outpatient hour dramatically increased in fiscal 2004 due to Washington state changing how client residential services were to be reported. They requested that client stays be reported in bed days rather than in 24 hours per day. Thus we are unable to present comparable information on cost per outpatient hours. However, the total cost and service to clients in the system remained the same.

Hospital Re-admission Rate

The hospital re-admission rate in 2004 is slightly below that in 2003 by .2 percent. The trend over time shows a reduction in the re-admissions, starting from a high in 2001 of 14.7 percent, dropping to the current year’s rate of 12.7 percent. The RSN does watch this to determine if services offered to clients leaving the hospital are assisting them in staying out of the hospital.



Performance Indicators

During fiscal 2004, the RSN established five performance payment points to measure service provider program performance. These performance points, or criteria, have been included in all mental health service provider contracts. They include (1) establishment of crisis plans; (2) evaluations of populations served by ethnicity, race and physical impairments; (3) client satisfaction surveys; (4) seeing inpatient to outpatient connections; and (5) serving clients in the community rather than making them come into an agency.

The Behavioral Health Services unit uses these criteria in their review of each contract with the providers to evaluate the provider performance. The client satisfaction surveys are the vehicle that provides indication of overall program success. The unit has established a target of 90 percent response for contractors to be eligible for the payment of performance point for this criteria. In fiscal year 2004, one contractor fell below this goal and did not receive payment for the client satisfaction survey performance point.

Client Satisfaction Surveys

Prior to fiscal year 2002 the Behavioral Health Services unit regularly surveyed its clients and their families to ascertain their level of satisfaction with services being delivered. The survey, called the CSQ-8, was a self-reporting questionnaire constructed to measure satisfaction with services. The scales have been broadly adopted, both nationally and internationally. Three (3) of the total eight (8) questions had been reported as performance indicators for this report. From 1997 through 2001, they indicated continuous improvement in client satisfaction.

In fiscal 2002, however, the methodology employed in conducting this survey differed significantly from previous years. Therefore, statistically the survey results were not comparable to previous years' CSQ-8 results. Now, under the performance points criteria, comparable surveys are again being obtained. Early results, from survey data obtained in October 2004 (part of fiscal year 2005), indicate a high level of client satisfaction with the services provided under seven key contracts with providers.

The table below shows, by question, client responses, in total for these seven contract service providers, to the questions related to satisfaction.

Survey Questions	FY 2000	FY- 2001	FY- 2002	FY 2003	FY 2004	FY 2005*
Rate the quality of service received **	85%	87%	n/a	n/a	n/a	93%
Did the program meet your needs?	78%	82%	n/a	n/a	n/a	86%
What was your general satisfaction level?	83%	84%	n/a	n/a	n/a	92%

*First two quarters of the fiscal year only.

**The rating scale used for these questions was excellent, good, fair poor. Responses were considered positive if excellent or good; these responses presented the percentages shown in this table.

Appendix: Citizen Survey

The Clark County Auditor's Office mailed 5,000 surveys to a random sample of county residents on January 3, 2005. County Auditor Greg Kimsey asked selected residents to respond, saying in part:

"Clark County citizens are interested in getting the best information possible on the performance of their county government. County elected officials and managers want information that indicates their effectiveness and trends in delivering services.

"As part of our effort to provide information on how well your County government is doing, we are asking you to participate in a survey. We want to know what you think about the services the County is providing, and which areas are most important."

The breakdown of surveys delivered and returned by area is:

	<u>Mailed to residents</u>	<u>Completed and returned</u>
Unincorporated	2,500	626 (25%)
Incorporated	2,500	535 (21%)

The response rate provides an overall reliability rate of 95% with a margin of error of +/- 2.8%.

Pages A-2 through A-7 show the compiled responses along with responses from the 2003 survey.

Note: This copy of the survey document has been annotated with valid responses received from residents. For those questions that required a written or narrative response, we have shown only the top five responses.

2005 responses in bold; 2003 responses in italics and smaller face

Please read each question carefully before answering, and complete all applicable sections. While answering, please remember there are no right or wrong answers. Your opinions are most valuable.

1. Please check the box that most accurately describes how you rate the quality of life and safety in Clark County.

	Poor	Fair	Neutral	Good	Excellent
Overall Quality of Life in Clark County	12 <i>(19)</i>	85 <i>(108)</i>	109 <i>(112)</i>	779 <i>(801)</i>	154 <i>(149)</i>
Overall Level of Safety in Clark County	28 <i>(19)</i>	161 <i>(167)</i>	176 <i>(166)</i>	670 <i>(718)</i>	71 <i>(87)</i>

2. Please prioritize the following issues facing Clark County from 1 to 13, using 1 as ‘the issue you are most concerned about,’ and 13 as ‘the issue you are least concerned about.’ (Use each number only once.)

Crime	4.29 <i>(4.8)</i>
County taxes	5.01 <i>(5.6)</i>
Growth/Sprawl	5.25 <i>(4.4)</i>
Employment/Economy	5.40 <i>(4.5)</i>
Planning/Zoning	5.73 <i>(5.1)</i>
Infrastructure (such as roads) <i>[in 2003: “Infrastructure (sewage, utilities)”]</i>	6.15 <i>(7.2)</i>
Local environment (land, air, water)	6.37 <i>(6.2)</i>
Land/property rights	6.75 <i>(7.0)</i>
Health services	7.02 <i>(6.9)</i>
Housing	8.00 <i>(7.7)</i>
Social services (counseling, youth services, etc.)	8.81 <i>(8.2)</i>
Parks	8.97 <i>(8.8)</i>
Other: please specify Education, bus/transit, government size/taxes/access, affordable youth/family activities, more police/fire <i>(growth/population, traffic, jobs/employment, schools/education, roads)</i>	

2005 responses in bold; 2003 responses in italics and smaller face

3. To the best of your ability, please rate how well you feel the following services are provided in Clark County:

	Poor	Fair	Neutral	Good	Excellent	No Opinion
Law enforcement (Sheriff's Office)	49 <i>(41)</i>	124 <i>(118)</i>	208 <i>(158)</i>	623 <i>(688)</i>	100 <i>(119)</i>	40 <i>(69)</i>
Garbage Collection	20 <i>(30)</i>	83 <i>(95)</i>	157 <i>(108)</i>	574 <i>(646)</i>	302 <i>(281)</i>	40 <i>(34)</i>
Recycling	46 <i>(53)</i>	109 <i>(114)</i>	171 <i>(140)</i>	556 <i>(572)</i>	251 <i>(273)</i>	22 <i>(40)</i>
Parks	38 <i>(57)</i>	119 <i>(148)</i>	296 <i>(272)</i>	545 <i>(535)</i>	101 <i>(109)</i>	50 <i>(59)</i>
Road Maintenance	85 <i>(134)</i>	282 <i>(316)</i>	287 <i>(241)</i>	444 <i>(458)</i>	41 <i>(46)</i>	11 <i>(3)</i>

4. If you have had contact with the Clark County Sheriff's Office in the past year, please rate your experience in the following situations:

	Poor	Fair	Expected	Good	Excellent	No Contact
When you called or asked for assistance	50 <i>(42)</i>	48 <i>(49)</i>	29 <i>(48)</i>	96 <i>(136)</i>	111 <i>(86)</i>	688 <i>(724)</i>
While stopped by a sheriff deputy (traffic stop)	20 <i>(24)</i>	18 <i>(14)</i>	11 <i>(26)</i>	39 <i>(45)</i>	28 <i>(25)</i>	896 <i>(943)</i>
When served a warrant ¹	3 <i>(7)</i>	2 <i>(10)</i>	2 <i>(4)</i>	8 <i>(12)</i>	5 <i>(8)</i>	989 <i>(1027)</i>
When having court process served (summons, restitution of property) ²	8	7	5	12	6	974
When requesting public records / police reports ²	17	24	5	38	20	911

¹(In 2003, asked: When served a warrant, summons, or other document)

²(Question not asked in 2003)

2005 responses in bold; 2003 responses in italics and smaller face

5. Please rank your LEVEL OF CONCERN for yourself and your family, with the following within Clark County:

	Not at All Concerned	Slightly Concerned	Somewhat Concerned	Very Concerned	Extremely Concerned	No Opinion
Identity Theft	15 <i>(46)</i>	78 <i>(116)</i>	210 <i>(116)</i>	373 <i>(267)</i>	438 <i>(338)</i>	22 <i>(25)</i>
Drug Use	107 <i>(183)</i>	115 <i>(157)</i>	180 <i>(259)</i>	345 <i>(316)</i>	356 <i>(231)</i>	33 <i>(34)</i>
Burglaries	30 <i>(36)</i>	135 <i>(221)</i>	345 <i>(428)</i>	394 <i>(355)</i>	218 <i>(134)</i>	18 <i>(17)</i>
Car Thefts/Prowls	39 <i>(57)</i>	173 <i>(230)</i>	364 <i>(442)</i>	353 <i>(320)</i>	189 <i>(119)</i>	23 <i>(22)</i>
Vandalism	39 <i>(44)</i>	177 <i>(202)</i>	356 <i>(202)</i>	331 <i>(357)</i>	198 <i>(157)</i>	26 <i>(16)</i>
Juvenile Problems	81 <i>(101)</i>	174 <i>(195)</i>	355 <i>(195)</i>	317 <i>(334)</i>	164 <i>(159)</i>	40 <i>(39)</i>
Road Rage	76 <i>(118)</i>	215 <i>(246)</i>	360 <i>(246)</i>	274 <i>(260)</i>	177 <i>(164)</i>	28 <i>(25)</i>
Assault	95 <i>(156)</i>	280 <i>(310)</i>	330 <i>(358)</i>	248 <i>(216)</i>	134 <i>(104)</i>	35 <i>(31)</i>
Domestic Violence	405 <i>(498)</i>	136 <i>(161)</i>	238 <i>(230)</i>	172 <i>(137)</i>	56 <i>(57)</i>	115 <i>(95)</i>
Other (please specify) <i>see below</i>						

2005 Other: driving/drivers, sex offenders, meth labs, litter/dumping, code violations
 (2003 Other: police/crime issues, sex offender/sex crimes, speeding/drag racing/reckless driving/no insurance, other traffic issues, animal-related issues)

6. a) Are you aware that Clark County has a Neighborhood Outreach Program? (Office that works with neighborhood associations)

Yes: **590** *(546)* No: **557** *(655)*

b) Does your neighborhood have an active association?

Yes: **423** *(499)* No: **384** *(352)* Not a member of an association: **317** *(299)*

c) If yes, do you know the Sheriff's deputy assigned to your neighborhood association?

Yes: **39** *(50)* No: **534** *(431)* Not applicable: **400** *(24)*

2005 responses in bold; 2003 responses in italics and smaller face

7. a) How long does it take you to travel:

	5 Minutes or less	5 to 10 Minutes	10 to 20 Minutes	20 to 30 Minutes	Over 30 Minutes	Not Applicable
To work	90 <i>(95)</i>	111 <i>(116)</i>	221 <i>(221)</i>	174 <i>(229)</i>	169 <i>(183)</i>	343 <i>(310)</i>
To shopping	181 <i>(237)</i>	428 <i>(439)</i>	354 <i>(373)</i>	146 <i>(98)</i>	26 <i>(25)</i>	13 <i>(13)</i>
To local County parks	219 <i>(234)</i>	269 <i>(311)</i>	344 <i>(344)</i>	132 <i>(125)</i>	31 <i>(35)</i>	139 <i>(124)</i>

b) How SATISFIED are you with the length of time it takes to travel to and from the following destinations:

	Extremely Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Extremely Satisfied	No Opinion
To work	90 <i>(120)</i>	130 <i>(135)</i>	171 <i>(167)</i>	161 <i>(205)</i>	249 <i>(239)</i>	291 <i>(285)</i>
To shopping	48 <i>(53)</i>	86 <i>(102)</i>	206 <i>(214)</i>	337 <i>(375)</i>	440 <i>(423)</i>	30 <i>(28)</i>
To local county parks	43 <i>(54)</i>	55 <i>(59)</i>	265 <i>(239)</i>	267 <i>(292)</i>	330 <i>(373)</i>	176 <i>(163)</i>

8. How much confidence do you have in your County government?

None	Very Little	Some	A lot	Total	No Opinion
36 <i>(42)</i>	161 <i>(206)</i>	498 <i>(558)</i>	324 <i>(268)</i>	23 <i>(20)</i>	103 <i>(105)</i>

2005 responses in bold; 2003 responses in italics and smaller face

9. For the following questions, please answer to the best of your knowledge, based on what you have noticed or experienced concerning Clark County public services. Please check the box that, in your opinion, best describes Clark County roads, and parks.

Road Operations	Poor	Fair	Average	Good	Excellent	No Opinion
Road Signage	46 <i>(54)</i>	121 <i>(159)</i>	373 <i>(381)</i>	518 <i>(532)</i>	62 <i>(50)</i>	15 <i>(12)</i>
Conditions of County Bridges	17 <i>(18)</i>	83 <i>(120)</i>	376 <i>(367)</i>	414 <i>(400)</i>	39 <i>(52)</i>	197 <i>(234)</i>
Cleanliness of Roads	54 <i>(69)</i>	153 <i>(197)</i>	393 <i>(354)</i>	482 <i>(504)</i>	53 <i>(66)</i>	6 <i>(3)</i>
Traffic Control Devices (traffic lights)	67 <i>(118)</i>	160 <i>(214)</i>	387 <i>(379)</i>	447 <i>(408)</i>	59 <i>(60)</i>	15 <i>(10)</i>
Road Striping (white line, yellow lines, etc)	89 <i>(80)</i>	180 <i>(176)</i>	367 <i>(374)</i>	433 <i>(472)</i>	55 <i>(71)</i>	14 <i>(14)</i>
Cleanliness of Culverts/Drainage Systems	61 <i>(69)</i>	152 <i>(162)</i>	373 <i>(372)</i>	398 <i>(472)</i>	38 <i>(71)</i>	117 <i>(14)</i>
Snow and Ice Removal	76 <i>(25)</i>	142 <i>(83)</i>	349 <i>(296)</i>	366 <i>(370)</i>	48 <i>(66)</i>	155 <i>(337)</i>
Width of Roads	88 <i>(102)</i>	167 <i>(182)</i>	417 <i>(445)</i>	423 <i>(415)</i>	36 <i>(41)</i>	8 <i>(5)</i>
Condition of Roads	64 <i>(94)</i>	202 <i>(233)</i>	424 <i>(420)</i>	416 <i>(401)</i>	32 <i>(38)</i>	7 <i>(3)</i>
Sight-Lines/Vegetation (ability to see ahead clearly)	83 <i>(78)</i>	212 <i>(259)</i>	415 <i>(394)</i>	368 <i>(399)</i>	38 <i>(47)</i>	19 <i>(18)</i>
<hr/>						
Parks	Poor	Fair	Average	Good	Excellent	No Opinion
Cleanliness of Park Grounds and Trails	14 <i>(12)</i>	76 <i>(67)</i>	258 <i>(227)</i>	456 <i>(541)</i>	89 <i>(113)</i>	236 <i>(222)</i>
Parks Conveniently Located ³	57	125	271	374	83	220
Ball Fields Conveniently Located ³	55	90	251	274	57	404
Maintenance of Picnic Shelters	28 <i>(12)</i>	129 <i>(130)</i>	264 <i>(291)</i>	307 <i>(382)</i>	46 <i>(45)</i>	344 <i>(317)</i>
Adequate Number of Parks ³	85	131	283	334	67	230
Adequate Number of Ball Fields ³	64	126	226	259	63	396
Safety and Security of Regional and Community Parks	31 <i>(43)</i>	132 <i>(141)</i>	316 <i>(289)</i>	336 <i>(382)</i>	31 <i>(60)</i>	282 <i>(263)</i>
Safety and Security of Trails	43 <i>(56)</i>	167 <i>(156)</i>	288 <i>(284)</i>	283 <i>(323)</i>	24 <i>(42)</i>	319 <i>(319)</i>
Maintenance of Restrooms	69 <i>(58)</i>	160 <i>(170)</i>	289 <i>(333)</i>	230 <i>(259)</i>	34 <i>(34)</i>	349 <i>(328)</i>
³ In 2003, asked: Accessibility/Number of Park Facilities	<i>(80)</i>	<i>(130)</i>	<i>(263)</i>	<i>(363)</i>	<i>(90)</i>	<i>(253)</i>

2005 responses in bold; 2003 responses in italics and smaller face

Your answers to the following questions will remain anonymous

10. How many people including yourself live in your household? (Please write in the number of people in each age group)

Age 9 and under: **0.3** (0.3) Age 10 to 19: **0.3** (0.4) Age 20 to 54: **1.1** (1.2) Age 55 and over: **0.8** (0.7)

11. How long have you lived in Clark County?

Less than 2 years **60** (76) 2-5 years **152** (163) 6-10 years **174** (170) 11 or more years **766** (788)

12. How would you describe your ethnic background?

Caucasian 1034 (1095)	Hispanic/Latino 25 (19)	African-American 10 (10)
Asian-American 22 (24)	Native American 22 (32)	Other 23 (30)

13. What is the last level of education you had the opportunity to complete?

High School or less, GED 207 (207)	Some College 350 (362)	Associate's Degree 153 (151)
Bachelor's Degree 257 (280)	Graduate Degree 181 (193)	

14. Which of the following best describes your age?

15 – 19: 3 (1)	20 – 24: 31 (22)	25 – 34: 91 (145)	35 – 44: 190 (240)
45 – 54: 268 (278)	55 – 64: 264 (243)	65 or over: 298 (268)	

15. Do you work outside your home?

Yes: **741** (807) No: **409** (392)

16. Do you work in Oregon?

Yes: **259, 22.5%** (316, 26.3%) No: **893, 77.5%** (884, 73.6%)

Thank you very much for your time and opinions

2005 responses in bold; 2003 responses in italics and smaller face

Audit Services
Clark County Auditor's Office

1300 Franklin Street, P.O. Box 5000, Vancouver WA 98666-5000
(360) 397-2310 Fax (360) 397-6007 www.clark.wa.gov/auditor



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V (360) 397-2025; TTY (360) 397-2445; E-mail ADA@clark.wa.gov