

# Addressing Equity in our Audit Work

Incorporating equity through community outreach, audit plan development, in-office training, and specific audit techniques

OREGON AUDIT SUMMIT, 2023

# Presenters

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Diversity, Equity, Inclusion and Belonging Manager, Oregon Department of Administrative Services

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# **INCLUSIVE COMMUNITY ENGAGEMENT**

Restoring Human Connection  
By Centering Community Voice

Raymond De Silva (he/him)  
Constituent Relations & DEI Engagement  
Multnomah County Auditor's Office

# INCLUSIVE COMMUNITY ENGAGEMENT



# INCLUSIVE COMMUNITY ENGAGEMENT



Disconnection vs. Connection



# INCLUSIVE COMMUNITY ENGAGEMENT

## OVERVIEW

### CULTURAL COMPETENCY

Showing up and building trust.  
Personal and professional growth  
helps to improve equity in audits.

### SHIFT TO SEEING OUR OFFICE AS A RESOURCE

Decentering harmful systems and  
integrating selves as part of  
community, as a resource.  
(ex: Resource Guide)

### REMEMBRANCE AND RECONCILIATION

Learning place, people, and time to  
ensure comprehension of  
community perspectives.

### LESSONS LEARNED

Rethinking values that positively  
impact the community and align  
with office values.  
(ex: Tabling Best Practices)

# INCLUSIVE COMMUNITY ENGAGEMENT



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## TABLING 101

“Our work doesn’t make sense if we don’t know the collective community.”

- Sura Sumareh





# INCLUSIVE COMMUNITY ENGAGEMENT



# RESOURCE GUIDE

To ensure that county government is efficient, effective, equitable,  
transparent, and accountable to all who live in our county.



SCAN ME

# INCLUSIVE COMMUNITY ENGAGEMENT



## INCLUSION DAYS

<b>JUNE 19</b>	<i>Juneteenth</i>
<b>JUNE 20</b>	<i>World Refugee Day</i>
<b>JUNE 24</b>	<i>Pride Day</i>

## MAY IS ALSO...

*Caribbean American Heritage Month*



## EVENTS

<i>8 Seconds Juneteenth Rodeo</i>	<i>Juneteenth Freedom Celebration</i>	
<i>Career Connections Job Fair</i>	<i>Latino Health Equity Conference</i>	
<i>Delta Park Powwow</i>	<i>Lents International Farmers Market</i>	<i>Rosewood Initiative: Saturday Celebration</i>
<i>Domingos Juntos (Sundays Together)</i>	<i>My People's Market</i>	<i>The People's Market at Rockwood</i>
<i>Good in the Hood Multicultural Music and Food Festival</i>	<i>Portland Indigenous Marketplace</i>	<i>Word is Bond: In My Shoes Juneteenth Walking Tour</i>



SCAN ME

## KEY TAKEAWAYS

### **Community engagement can lead to better audits in the long run**

- Building relationships helps people feel comfortable sharing information

### **Finding other ways to connect with people in the community outside of audits**

- Attending community events as a way to learn about the histories of a place and people

### **Fact finding and truth telling requires authentic connections**

- Practicing cultural competency by listening and learning from the community

### **What does community engagement really look like?**

- How do you authentically engage people when in the community?



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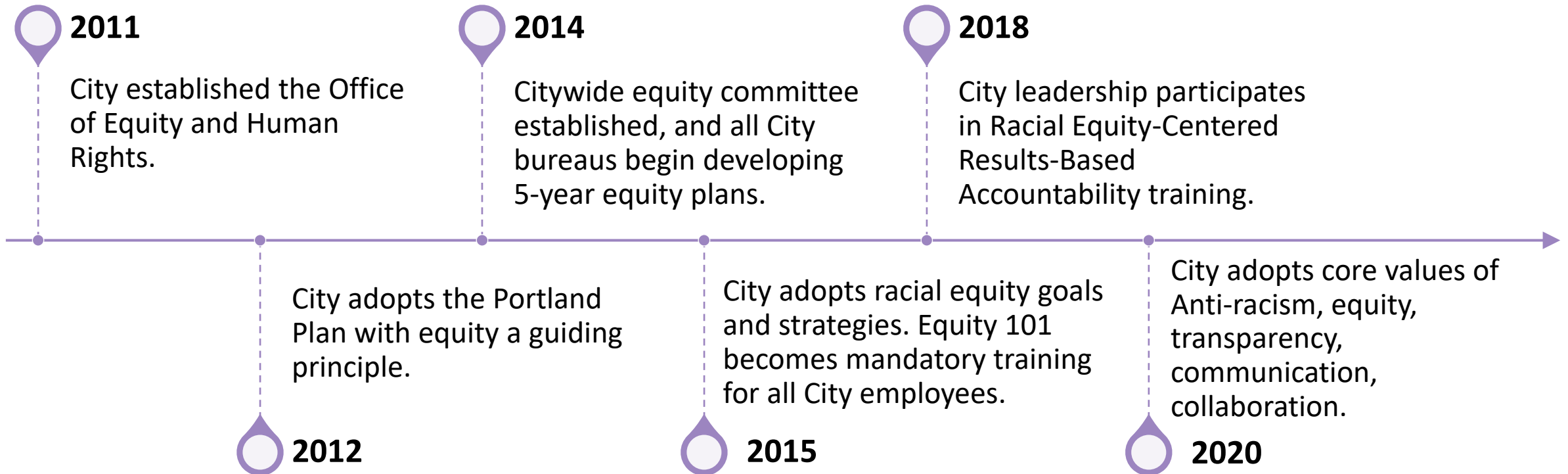
SCAN ME

# Equity in Office Audit Planning

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JENNY SCOTT, PERFORMANCE AUDITOR III, PORTLAND CITY  
AUDITOR'S OFFICE

# City of Portland's recent history of equity commitments



# Equity Brainstorm

City of Portland

## Equity Brainstorm

- Purpose:
- 1) To initiate and document consideration of equity issues related to audit.
  - 2) To foster an inclusive and open brainstorm session to improve audit planning and fieldwork approach.
  - 3) To consider, brainstorm and document how issues of equity may be analyzed in audit fieldwork.
  - 4) To identify community members or groups who may provide relevant information.

**Brainstorm Agreement:** To solicit diverse thoughts about equity and potential disproportionate impacts, and to improve our audit approach, we agree to be inclusive, open minded, and listen to and consider all views and perspectives shared in this meeting.

**Background:** One of the Division's equity goals is that all audits evaluate for disproportional impacts<sup>1</sup> and, if found, address in audit fieldwork. To consistently identify and to solicit diverse thoughts about potential disproportionate impacts, all audits should include an equity brainstorm meeting. This document helps us prepare for equity brainstorm meetings and consistently document preliminary considerations of equity. Depending on audit topic and phase, auditors should modify this template to suit their needs.

University of Colorado researchers found that social equity/inequity can be measured in four ways:



Source: Larson, S., Jacob, B., Butz, E. 2017. "Linking Social Equity and Performance Measurements: A Practitioner's Roadmap". University of Colorado, Denver. Accessed via: <https://aspacap.files.wordpress.com/2018/10/cap-roadmap-larson.pdf>

Some resources that may aid the completion of this document.

Internal	External
<ul style="list-style-type: none"><li>• Bureau's equity manager</li><li>• <a href="#">Bureau's equity plan</a></li><li>• Planning or evaluations done of the program done using the <a href="#">Racial Equity Toolkit Worksheet</a></li><li>• <a href="#">Bureau workforce profile</a></li><li>• Use of female/minority/ emerging small business contractors</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Racial Equity Toolkit</a></li><li>• <a href="#">Linking Social Equity and Performance Measurement</a>, U of Co.</li><li>• Customer information from bureau database</li><li>• Customer surveys</li><li>• Demographic information</li><li>• Media reports</li><li>• General research on topic/bureau related to equity</li></ul>

# Some guiding questions from Equity Brainstorm template

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Who is the program you are auditing *designed* to serve?

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Who does the program *actually* serve?

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What is the historical context of this program? Is there a history of racial injustice or disproportionate benefit/impact relevant to this program?

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Does the bureau/program track the information needed to understand disparities?

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Has the bureau assessed the equity impacts of the program? Have they taken steps to mitigate identified disparities?

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Does the bureau include people impacted by services or who they want to serve in program decision making?

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Are there barriers that keep some people from taking advantage of the program?

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Could certain groups be disproportionately affected (intentionally or unintentionally) by the program you are auditing?

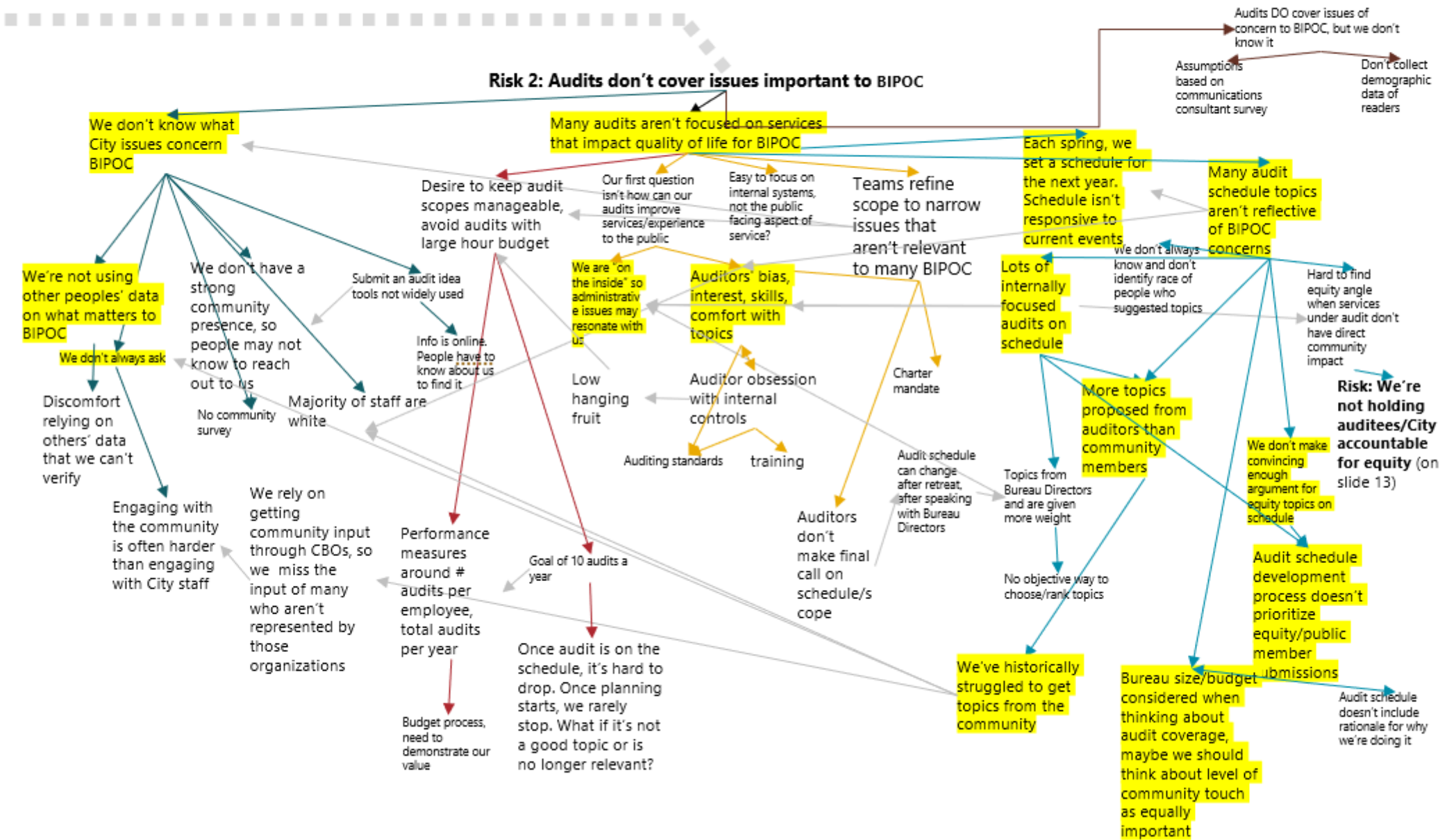
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Focus	Goal
<p><b>Setting the Annual Audit Schedule</b></p> <p>Selecting the topics to audit</p>	<p>Ensure audit topics proposed to City Auditor reflect the interests and concerns of Portland’s diverse communities</p>
<p><b>Audit Planning</b></p> <p>Determining what to examine during audit</p>	<p>All audits evaluate for disproportionate impacts on Portland’s diverse communities, and if found, address in audit fieldwork</p>
<p><b>Audit Fieldwork</b></p> <p>Gathering audit evidence</p>	<p>Include perspectives of people impacted by program/service delivery in every audit</p>
<p><b>Auditor’s skills and abilities</b></p> <p>Ensuring auditors have the tools</p>	<p>Ensure auditors have the training and skills to address equity and incorporate anti-racist principles</p>
<p><b>Measurement</b></p> <p>How are we doing?</p>	<p>Be accountable to equity goals</p>

# Equity goals for different phases of audit planning

# Root cause analysis to assess risk that our audits don't help improve City services for BIPOC



# 2018 Equity Plan Goal for fieldwork planning stage

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Question	Goal	Measurable outcome	Action(s) and actor(s)	Timing for completion
Are community members' priorities reflected in the annual audit schedule?	Ensure audit schedule reflects the interests and concerns of Portland's diverse communities.	Percent of audit schedule proposed to City Auditor sourced from community contacts. (Goal: 30%?)	<ul style="list-style-type: none"><li>• Perform outreach to specific groups</li><li>• Promote the "suggest an audit topic"</li><li>• Create list of community contacts</li></ul>	June 2019

# 2022 Equity Plan goal for fieldwork planning phase

Question	Goal	Action(s)	Measurable Outcome	Root cause	Better off measure	Clients	Partners	Time
Are diverse community members' priorities reflected in the audits we propose to the City Auditor?	Ensure audit topics proposed to City Auditor (pre-retreat) reflect the interests and concerns of Portland's diverse communities.	<p>Pilot year-round team project to identify community concerns about City government through passive research into public information from Community Based Organizations and existing data sources.</p> <p>Solicit input from Portland's diverse communities on topics to audit during audit and Office outreach.</p> <p>List of audit ideas discussed in retreat indicate if topic reflects interests and concerns of Portland's diverse communities.</p> <p>Risk assessment methodology used to rank audit topic proposals that centers the community.</p>	<p>Percent of initial list of audit topics shared with City Auditor sourced from the community, reflect diverse community interests, with a focus on Black and Indigenous Portlanders, or focused on topic with direct community impact. (Goal: 50%)</p> <p>Methodology developed and used during audit topic discussion.</p>	Audit schedule topics may not be reflective of the concerns of Portland's diverse communities.	<p>During each quarter of the year, all team members identify community concerns through passive research.</p> <p>Audit topics presented to City auditor reflect interests of Portland's diverse communities.</p>	Audit Services Division	<p>City Auditor Office Communication &amp; Outreach Coordinator</p> <p>Community based organizations that advocate for Portland's diverse communities</p> <p>Organizations/news outlets/people collecting and reporting on experiences of Portland's diverse communities as they relate to City services</p>	<p>FY 23 for actions 1-2</p> <p>April-May 2022 for 2-4</p> <p>Possible refinement of #4 in FY23</p>

# Developing an In-Office Equity Training Program

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# Incorporating Equity Analysis Into Audit Phases

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# Questions

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What's a major barrier you faced in the work you're doing and how did you overcome it?

In audits that have been tricky and involved equity, what worked and what didn't?

What tactics have worked well for equity-related discussions with auditees?

Have you had to advocate for the work you do, internally? How does that affect the work?

What's the biggest change you've seen in the work you do, and what do you think this work looks like in the long and short term?

# Presenters

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