

Snohomish County Public Advocate 2022 Annual Report

Established in 2014, the Office of the Public Advocate is an independent, impartial office tasked with receiving and responding to citizen complaints, inquiries and concerns about county government.

Additionally, the Public Advocate makes recommendations to improve the efficiency, effectiveness and transparency of county government.

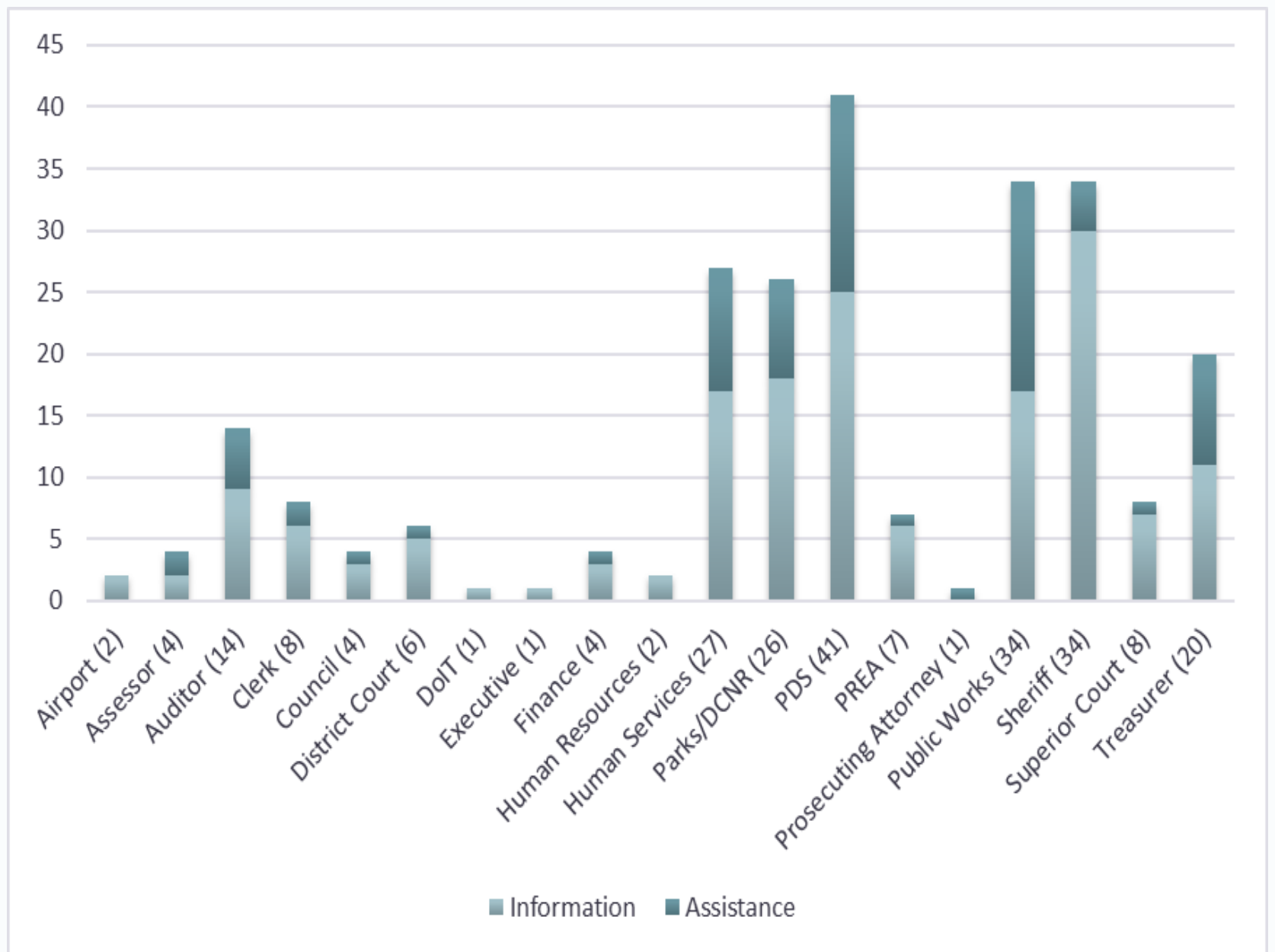
While the Public Advocate does not have the authority to overturn the decision of a department, it is charged with ensuring that decisions are not contrary to regulation or county code.

The office often acts as an interpreter of government for the citizens, clarifying decisions, or helping them understand the basis on which a decision was made and what, if any, options exist in moving forward.

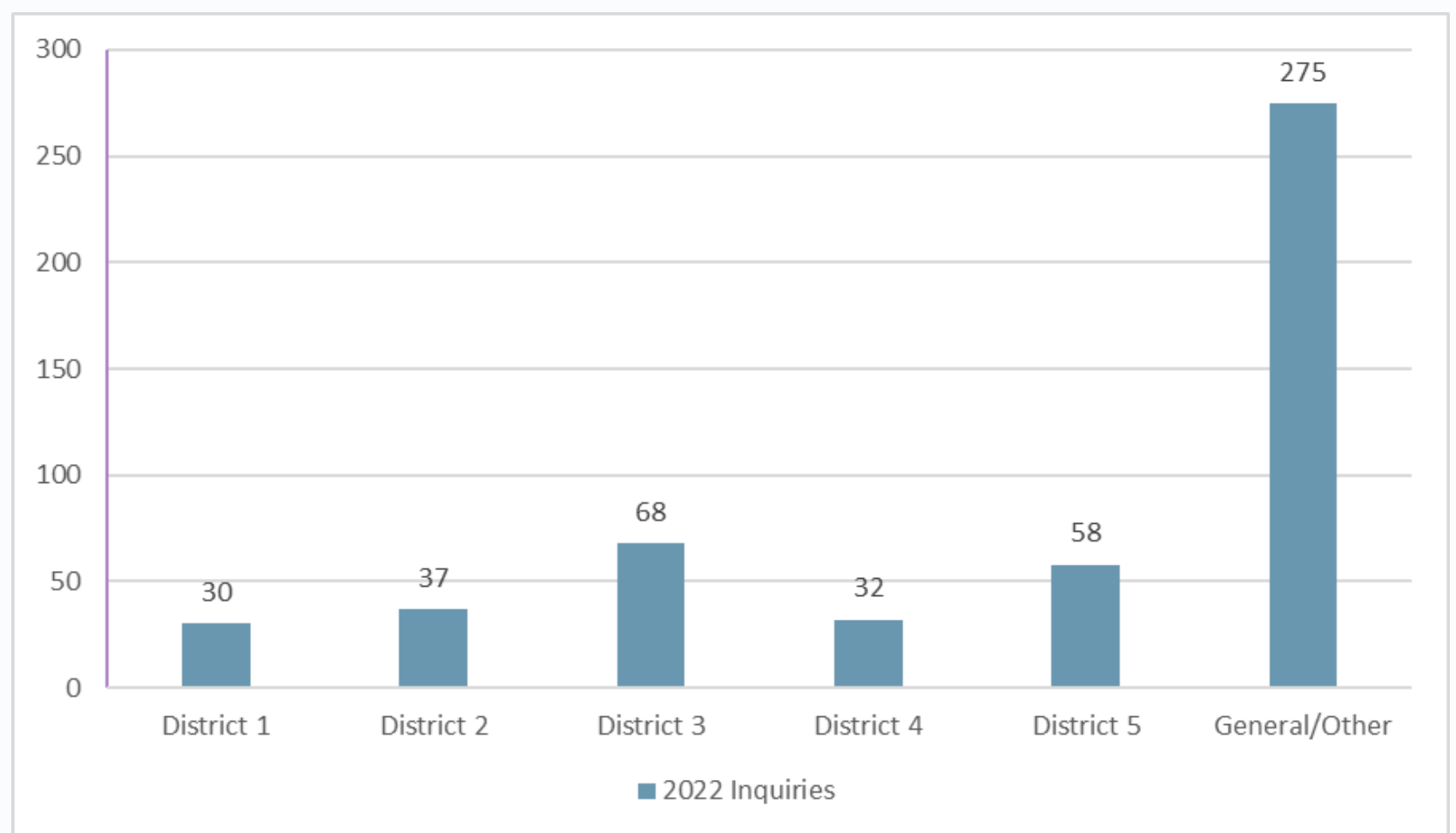
Public Advocate cases are classified as Information/Referral, Direct Assistance or Investigation and are sometimes a combination of the three. Each inquiry or complaint is reviewed individually to determine the appropriate action to take and allows the Public Advocate to focus on patterns which may emerge indicating systemic issues.

This year, Jill McKinnie retired after serving as the Snohomish County Public Advocate for seven years. Gricelda Montes was appointed the Public Advocate in November 2022.

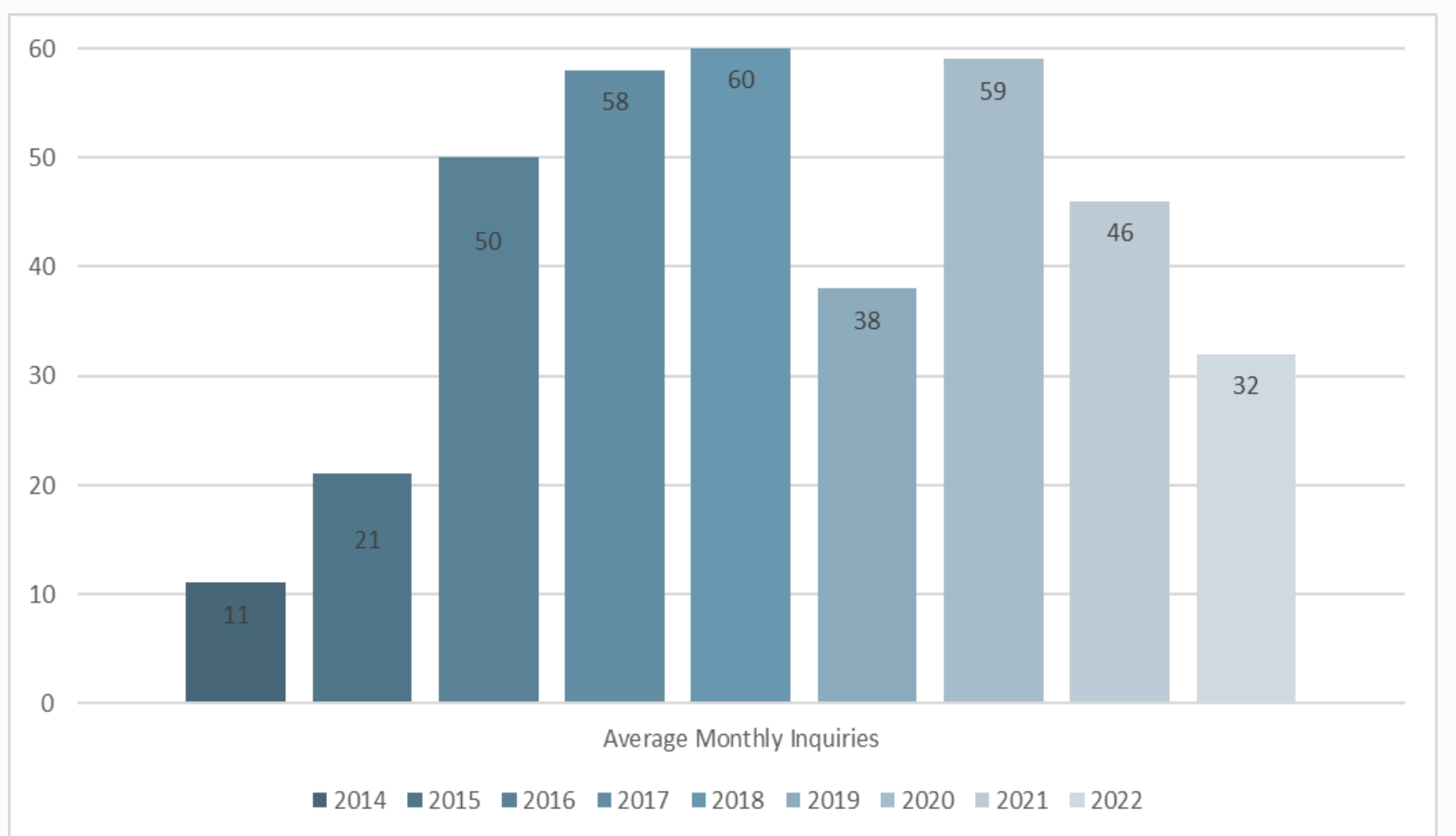
This graph shows the number of inquires received in 2022 per department. Additionally, 165 non-jurisdictional inquiries and 91 general Snohomish County government inquiries were received by the Office of the Public Advocate.



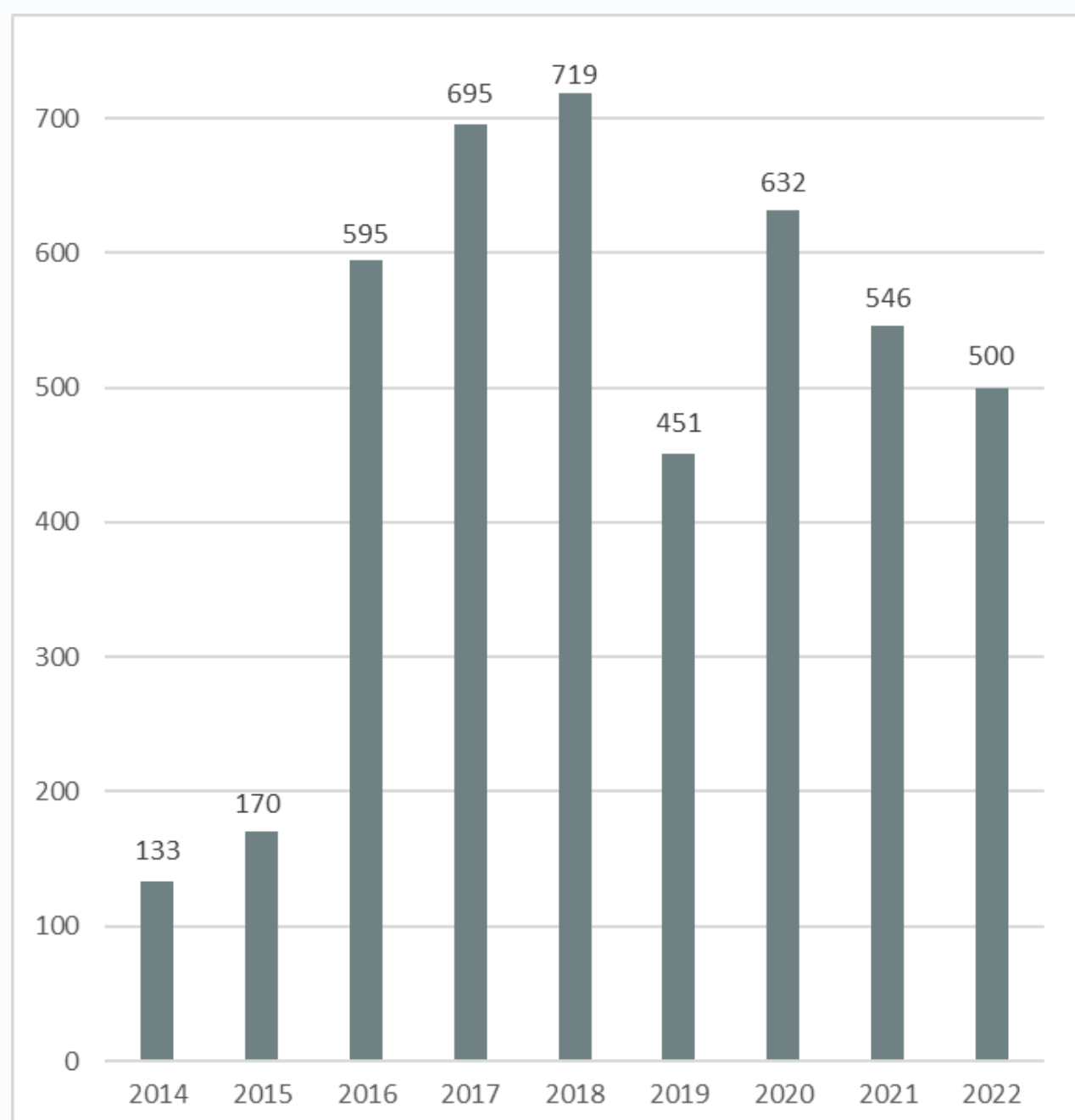
This graph shows the number of inquires received in 2022 per district.



This graph shows the average number of monthly inquiries per year.



This graph shows the total number of inquiries per year.



Jill McKinnie
Public Advocate
Gricelda Montes
Administrative Specialist