

Department: Nondepartmental **Program Contact:** Andrea Damewood
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

Under the direction of the County’s Chief Operating Officer, the Complaints Investigation Unit will investigate discrimination and harassment complaints based on a protected class made by County employees. The creation of a centralized unit will end departmental management of those investigations and allow for countywide coordination and tracking of the investigations and themes. The unit’s creation is one of the recommendations made by the Jemmott Rollins Group to support the success of Multnomah County’s Workforce Equity Strategic Plan.

Program Summary

The unit employs experienced investigators that have multicultural competency, are knowledgeable in trauma-informed care, and practice conflict resolution skills. The investigators will view complaints, processes, and proposed actions through the Diversity Equity Inclusion Framework adopted by the County. The unit will also meet with department and County leadership on a regular basis to discuss investigations and themes.

In addition to conducting investigations, the Complaints Investigation Unit will:

- Create standardized investigation procedures to help employees have the same experience throughout the organization.
- Work closely with Departmental HR, Office of Diversity and Equity and Organizational Learning to find appropriate ways to resolve complaints that may not require a full investigation and ensure proper corrective action is taken.
- Train HR staff and managers on best practices for conducting non-protected class investigations that departments are responsible for.
- Track protected class complaints and report key themes to County leadership.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Centrally investigate discrimination and harassment complaints filed by employees (except MCSO & DA).	N/A	150	150	150
Outcome	Employee discrimination and harassment investigations are completed within 60 days.	N/A	150	150	150

Performance Measures Descriptions

The purpose of the unit will be to conduct all of the discrimination and harassment complaints in the county with the exception of MCSO (Sheriff’s Office) and District Attorney (DA). A goal of the unit will be to complete the investigations within 60 days.

Legal / Contractual Obligation

The Complaints Investigation Unit will be responsible for identifying potential violations of State and Federal employment laws, Multnomah County personnel rules and collective bargaining agreements.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,096,564	\$0	\$1,020,053	\$0
Contractual Services	\$18,000	\$0	\$139,507	\$0
Materials & Supplies	\$72,000	\$0	\$82,200	\$0
Internal Services	\$150,000	\$0	\$143,540	\$0
Total GF/non-GF	\$1,336,564	\$0	\$1,385,300	\$0
Program Total:	\$1,336,564		\$1,385,300	
Program FTE	6.00	0.00	6.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2020: 10040-20 Complaints Investigation Unit