

Program #10040 - Complaints Investigation Unit (CIU) FY 2026 Department Requested

Department: Nondepartmental **Program Contact:** Shelly Kent
Program Offer Type: Operating **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics:

Program Description

The Complaints Investigation Unit (CIU) investigates discrimination and harassment complaints based on protected classes made by County employees. The CIU's centralized placement outside of any specific department encourages employees to report complaints they might otherwise hesitate to bring to their manager or department. It also fosters equitable outcomes and consistency in handling protected class complaints.

The unit's experienced investigators possess multicultural competency and trauma-informed practices. They regularly meet with department and County leadership to discuss investigations and trends. Additionally, a Development and Resolution Coordinator works to resolve identity-based conflicts before they escalate into formal complaints and provides follow-up support after investigations are completed.

In addition to conducting investigations, the CIU standardizes investigation procedures, collaborates with HR and other departments to resolve complaints that may not require full investigations, trains HR staff and managers on best practices for non-protected class investigations, assists teams and individuals in moving forward after investigations, and tracks and reports on protected class complaints and microaggressions to County leadership.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Serve as main point of reporting and inquiry for protected class complaints.	122	100	100	100
Outcome	Average number of days investigations completed.	70	100	90	90
Output	Centrally investigate discrimination and harassment complaints filed by employees (except MCSO & DA).	42	50	50	50

Performance Measures Descriptions

The first performance measure tracks the total number of inquiries or reports received by the CIU (Output).
The second performance measure tracks the average number of days it takes for an investigation to be completed (Outcome).
The third performance measure tracks the number of inquiries that result in full protected class investigations (Output).

Legal / Contractual Obligation

The Complaints Investigation Unit is responsible for identifying potential violations of Multnomah County personnel rules, which are based on state and Federal laws.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$1,209,146	\$0	\$1,298,149	\$0
Contractual Services	\$18,000	\$0	\$18,500	\$0
Materials & Supplies	\$70,051	\$0	\$57,936	\$0
Internal Services	\$97,120	\$0	\$101,325	\$0
Total GF/non-GF	\$1,394,317	\$0	\$1,475,910	\$0
Program Total:	\$1,394,317		\$1,475,910	
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 2025: 10040 Complaints Investigation Unit