



**Program #10040B - Resolution & Development Coordinator** FY 2024 Adopted

**Department:** Nondepartmental **Program Contact:** Andrea Damewood  
**Program Offer Type:** New **Program Offer Stage:** Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

The Complaints Investigation Unit (CIU), directed by the Deputy Chief Operating Officer, investigates discrimination and harassment complaints based on a protected class made by County employees. This program funds a position to provide coaching on best practices to managers and HR partners; resolving cases using alternative dispute resolution prior to a case becoming a protected class complaint; and following up with those involved in protected class complaints. This work includes mediation, team building, training, facilitation, restorative justice, etc.

**Program Description**

This program will fund 1.00 FTE that will:

- Work with participants following a Protected Class investigation to determine what steps could be taken to provide restoration for the individual(s) involved, and, when necessary, the larger workgroup.
- Provide alternative dispute resolution in conflicts that may otherwise result in a protected class complaint
- Create recommendations for resolution best practices.
- Monitor cases post-investigation to ensure restoration and alternative dispute resolutions are implemented by individuals and Departments
- Provide coaching to involved HR partners and managers on restorative practices.
- Work collaboratively with reporting party in CIU case to assess needs and make a plan or work collaboratively with the department to assess workgroup needs throughout the investigation and beyond.
- Remain in communication with CIU investigators during the course of their cases and at the completion of a report to have full awareness of cases and to best prepare for post-investigation follow up.
- Stay current on and liaise with additional County resources in Central HR, Equity Management, or external trainings.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Work with the impacted parties in cases on resolution post investigation.	N/A	25	22	25
Outcome	Create recommendations for resolution best practices.	N/A	1	1	1
Output	Collaborating during an investigation with investigators, HR and others to provide solutions and reduce harm.	N/A	N/A	30	30
Output	Provide alternative conflict resolution prior to a complaint or at the receipt inquiry.	N/A	N/A	10	10

**Performance Measures Descriptions**

Right sized and added performance measures to reflect work achieved during the first half of FY 2023. PM #1 creates plans and implements resolution after a CIU investigation. PM #2 creates recommendations for collaborating across depts, CIU and Central HR in resolution practices. PM #3 involves work done in parallel to an investigation, working with stakeholders to provide support to management, staff and work groups while an investigation is ongoing. PM #4 reflects cases able to divert prior to an investigation into an alternative dispute resolution process. making an investigation no longer necessary.

## 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; the first year of this pilot has helped to resolve and deter these complaints.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$178,909	\$0
Materials & Supplies	\$0	\$0	\$17,491	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$196,400</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$196,400</b>	
Program FTE	0.00	0.00	1.00	0.00

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

## Explanation of Revenues

## Significant Program Changes

**Last Year this program was:** FY 2023: 10040B Resolution & Development Coordinator Pilot

In FY 2023, this was a pilot program funded with one-time-only General Fund.

In FY 2024, this program is funded with ongoing General Fund and adds 1.00 FTE HR Analyst Senior (9748).