



Program #10040B - Resolution & Development Coordinator FY 2024 Proposed

Department: Nondepartmental **Program Contact:** Andrea Damewood
Program Offer Type: New **Program Offer Stage:** Proposed
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	Proposed General Fund	Proposed Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$178,909	\$0
Materials & Supplies	\$0	\$0	\$17,491	\$0
Total GF/non-GF	\$0	\$0	\$196,400	\$0
Program Total:	\$0		\$196,400	
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).