



Program #10040B - Resolution & Development Coordinator Pilot FY 2024 Department Requested

Department: Nondepartmental **Program Contact:** Andrea Damewood
Program Offer Type: New **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: One-Time-Only Request, Out of Target

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 offer would extend a pilot, with one-time-only money, 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 offer will fund a limited duration position to pilot a program 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 based on pilot year.	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 the work this position has achieved during the first half of FY 2023. The first output reflects the position's work to create plans and implement resolution after a CIU investigation. The second outcome will be the creation of recommendations for collaborating across departments, CIU and Central HR in resolution practices. The third output involves the hands on work the position does in parallel to an investigation, working with stakeholders to provide support to management. staff and work groups while an investigation is ongoing. The fourth output r

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	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$178,920	\$0
Materials & Supplies	\$0	\$0	\$17,480	\$0
Total GF/non-GF	\$0	\$0	\$196,400	\$0
Program Total:	\$0		\$196,400	
Program FTE	0.00	0.00	0.00	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 program was funded with one-time-only General Fund.