

Division: Corrections Facilities Division

Program Characteristics:**Program Description**

The Multnomah County Sheriff's Office Programs Unit provides oversight and coordination of critical functions that ensure constitutional compliance, operational transparency, and meaningful community engagement within the jail system. Two essential components of this work are the Adult In Custody Grievance Program and the MCSO Volunteer Program. Together, these programs protect individual rights, support institutional accountability, and extend the capacity of jail-based services through structured community involvement.

The Grievance Coordinator is responsible for the administration, oversight, and continuous improvement of the Adult In Custody Grievance Program. This program is a core safeguard that ensures individuals in custody have meaningful access to a formal process to raise concerns related to conditions of confinement, access to services, staff conduct, and policy application. The coordinator leads policy and procedure development, interprets and updates grievance related directives. Acting as the subject matter expert, the coordinator provides consultation and technical assistance to MCSO staff and partners, supports consistent and timely grievance responses, and ensures grievances are appropriately tracked, resolved, and closed following verified corrective action.

The Volunteer Coordinator oversees the recruitment, screening, placement, and ongoing support of volunteers serving within MCSO facilities and programs. Volunteers extend the reach of jail-based services by supporting programming, education, reentry preparation, and pro social engagement, while operating within clearly defined roles and accountability structures.

The Grievance and Volunteer Coordination Program:

- Administers and oversees the Adult In Custody Grievance Program to ensure compliance, timely responses, quality assurance, and documented resolution of issues

Equity Statement

MCSO Volunteer Services engages more than 250 volunteers from diverse backgrounds to support programming and engagement with both staff and Adults in Custody with an equitable and trauma-informed approach.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$268,510	\$0	\$282,574	\$0
Materials & Supplies	\$3,000	\$0	\$3,000	\$0
Internal Services	\$1,212	\$0	\$1,131	\$0
Total GF/non-GF	\$272,722	\$0	\$286,705	\$0
Total Expenses:	\$272,722		\$286,705	
Program FTE	1.00	0.00	1.00	0.00
Total Revenue	\$0	\$0	\$0	\$0

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of service hours contributed by MCSO volunteers, interns & community partners	5500	6000	6500
Dollar value savings resulting from contributions of volunteer time	\$191,345	\$208,740	\$226,135