

**Department:** County Management

**Program Contact:** Travis Brown

**Program Offer Type:** Administration

**Program Offer Stage:** Adopted

**Related Programs:**
**Program Characteristics:**

### Program Description

The Office of the CHRO is made up of the Chief Human Resources Officer (CHRO), and the administrative team that provides support to the CHRO and Central Human Resources Division programs. The CHRO oversees the following programs: Employee Benefits and Wellness, Classification and Compensation, Labor Relations, Organizational Learning, Organizational Change, Talent Acquisition, and Workday Human Capital Management as well as countywide communications on HR related topics, Workforce Equity, etc. The Complaints Investigation Unit (CIU) is a Nond department, but the CIU Manager reports to the CHRO. There is a dotted line reporting relationship between the CHRO and the HR Managers/Directors at each department.

The CHRO sets direction, determines policy, develops business processes, and builds relationships to develop and sustain a diverse, inclusive, equitable and talented workforce necessary to successfully provide a variety of services to our community. The CHRO focuses on communicating with and seeking feedback from internal stakeholders (elected and department leadership, employee resource groups, HR partners, labor unions, etc.), and engaging in collaborative problem solving to guide and deliver on the division's long-term plan. The CHRO is the primary liaison to elected and departmental leaders to ensure HR processes align with countywide business goals and values as well as the Workforce Equity Strategic Plan, and oversees the evaluation of HR contributions to organizational effectiveness. The CHRO oversees countywide program integration and performance measurement; leads HR technology development and process automation; provides budget and financial management; and ensures compliance with federal, state, local laws, rules, regulations and labor agreements.

The administrative team in Central HR coordinates the Countywide Employee Recognition programs including Years of Service, and Employee Awards; distributes regular announcements to community partners regarding job openings; as well as general office administration and management for the CHRO and the division.

### Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of countywide job applications received	25,011	20,000	29,410	22,000
Outcome	Percentage of employees indicating that they are fully engaged in their jobs	87%	84%	87%	87%
Output	Number of employees celebrated for reaching milestone years-of-service anniversaries	714	634	605	761
Outcome	Percentage of employees reaching milestone anniversaries who identify as employees of color.	37%	38%	38%	38%

### Performance Measures Descriptions

Output 1: Job application count reflects the desirability of Multnomah County as an employer, as impacted by policy direction. Outcome 2: Percent of respondents that "agree" or "strongly agree" to the question "I am fully engaged in my job" on the bi-annual Countywide Employee Survey. Output 3: Countywide milestone anniversary programs reflect employee retention and job satisfaction; Outcome 4: Employee demographics reflect Diversity, Equity and Inclusion efforts toward employee retention.

## Legal / Contractual Obligation

Federal, state, local laws, rules, and regulations covering wage and hour, discrimination, harassment, labor relations, privacy, employment at will, hiring, defamation, Uniformed Service Employment and Reemployment Rights Act, and other employment related issues. Thirteen labor agreements necessitate contract compliance regarding rates of pay, hours of work, fringe benefits and other matters pertaining to employment.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$475,009	\$0	\$855,816	\$0
Contractual Services	\$18,488	\$0	\$18,488	\$0
Materials & Supplies	\$57,780	\$0	\$63,605	\$0
Internal Services	\$402,297	\$0	\$410,611	\$0
<b>Total GF/non-GF</b>	<b>\$953,574</b>	<b>\$0</b>	<b>\$1,348,520</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$953,574</b>		<b>\$1,348,520</b>	
<b>Program FTE</b>	2.13	0.00	3.63	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This program is supported by the General Fund.

## Significant Program Changes

**Last Year this program was:** FY 2025: 72016 Central HR Administration

0.50 FTE reduction of 1.00 Office Assistant Sr.

To ensure continued service delivery, responsibilities including unemployment claims processing, countywide list management and general office support will be transitioned to remaining CHR teams.

Due to Board Amendment 10, 2.00 FTE were moved into this program offer.