

Program #72021 - Complaints Investigation Unit (CIU)
FY 2026 Proposed
Department: County Management

Program Contact: Shelly Kent

Program Offer Type: Operating

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Program Description

The Complaints Investigation Unit (CIU) investigates employee discrimination and harassment complaints based on protected classes. Investigation of complaints is centralized to encourage employees to report complaints they might otherwise hesitate to bring to their manager or department and fosters equitable outcomes and consistency in handling complaints. The unit's experienced investigators possess multicultural competency and trauma-informed practices and regularly meet with department and County leadership to discuss investigations and trends.

CIU has one conflict resolution position that proactively works to prevent protected class complaints through training on how to resolve conflict at the lowest level, as well as provide a restorative conflict resolution option for complaining parties to request rather than an investigation. For investigations, they track that corrective action was taken for substantiated cases and provide follow-up support by assisting teams and individuals with conflict resolution plans.

Other functions of CIU include training HR staff and managers on best practices for non-protected class investigations and reporting complaint data to County leadership.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Serve as main point of reporting and inquiry for protected class complaints.	122	100	100	100
Outcome	Average number of days investigations completed.	70	100	90	90
Output	Centrally investigate discrimination and harassment complaints filed by employees (except MCSO & DA).	42	50	50	50

Performance Measures Descriptions

The first performance measure tracks the total number of inquiries or reports received by the CIU (Output).

The second performance measure tracks the average number of days it takes for an investigation to be completed (Outcome).

The third performance measure tracks the number of inquiries that result in full protected class investigations (Output).

Legal / Contractual Obligation

CIU is responsible for identifying potential violations of Multnomah County personnel rules, which are based on state and Federal laws.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$1,209,146	\$0	\$1,301,890	\$0
Contractual Services	\$18,000	\$0	\$18,500	\$0
Materials & Supplies	\$70,051	\$0	\$50,956	\$0
Internal Services	\$97,120	\$0	\$101,325	\$0
Total GF/non-GF	\$1,394,317	\$0	\$1,472,671	\$0
Program Total:	\$1,394,317		\$1,472,671	
Program FTE	6.00	0.00	6.00	0.00

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

Explanation of Revenues

This program is supported by the General Fund.

Significant Program Changes

Last Year this program was: FY 2025: 10040 Complaints Investigation Unit

In FY 2026 this program moves from Nondepartmental (10040) to the Department of County Management.