



Complaints Investigation Unit

FY 2022 Proposed Budget

Presented to the
Board of County Commissioners

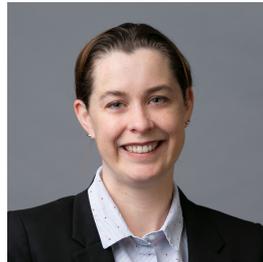
Multnomah County
April 29, 2021

Located at: www.multco.us/budget

Introduction

Complaints Investigation Unit

- Formed in November 2019
- Investigates workplace harassment and discrimination complaints on the basis of a protected class.
- Reports directly to the Chief Operating Officer. Currently, overseen by interim DCM Director Travis Graves
- Specialized independent unit from other departments, including Human Resources.



Vision, Mission, Values

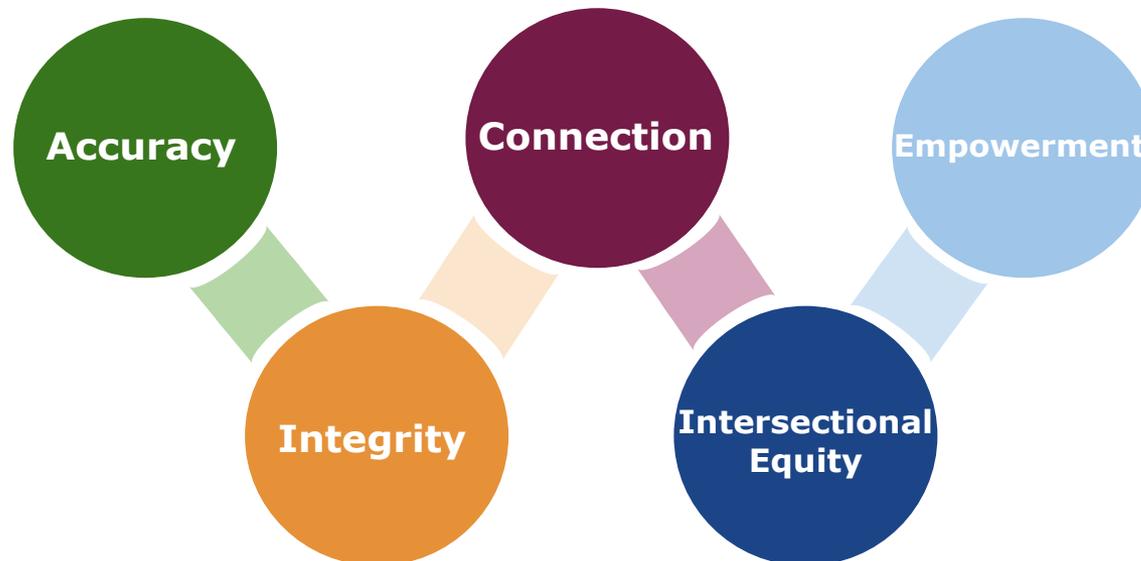
VISION

A workplace where employees at any level experience safety, trust, and belonging, freedom from discrimination, harassment, and retaliation.

MISSION

A person-centered, comprehensive, and equity-informed protected class investigation process to enable resolution, clarity and accountability.

VALUES



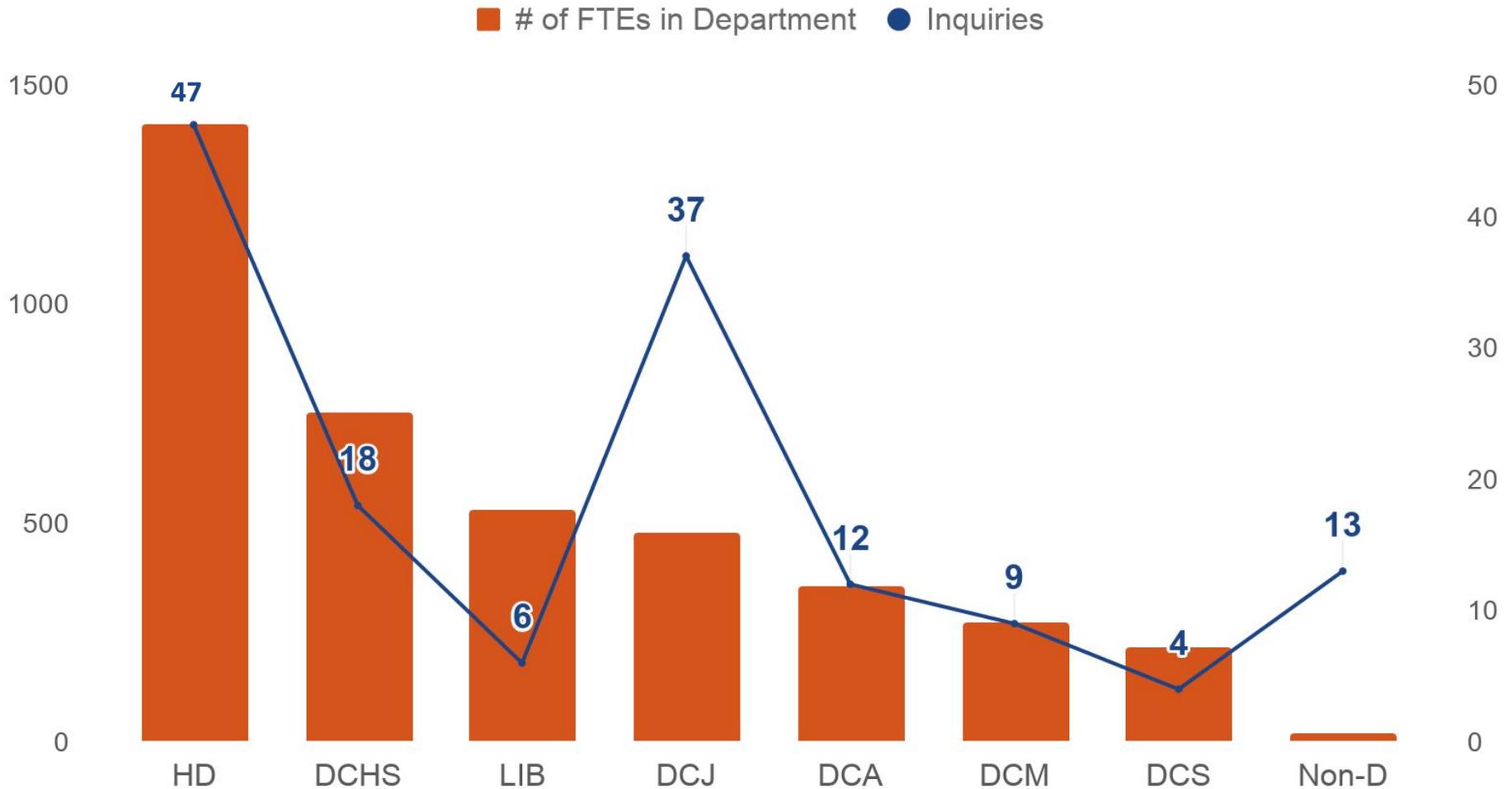
Overall Data

	FY 2020	FY 2021	TOTAL
Inquiries	73	73	146
Investigations	45	37	82
In Intake	0	6	6
Investigations Open	0	19	19
Referred to HR	21	21	42
Complaint Withdrawn	6	7	13
Investigations Completed	45	18	63



Inquiries by Department

11/5/2019-4/28/2021

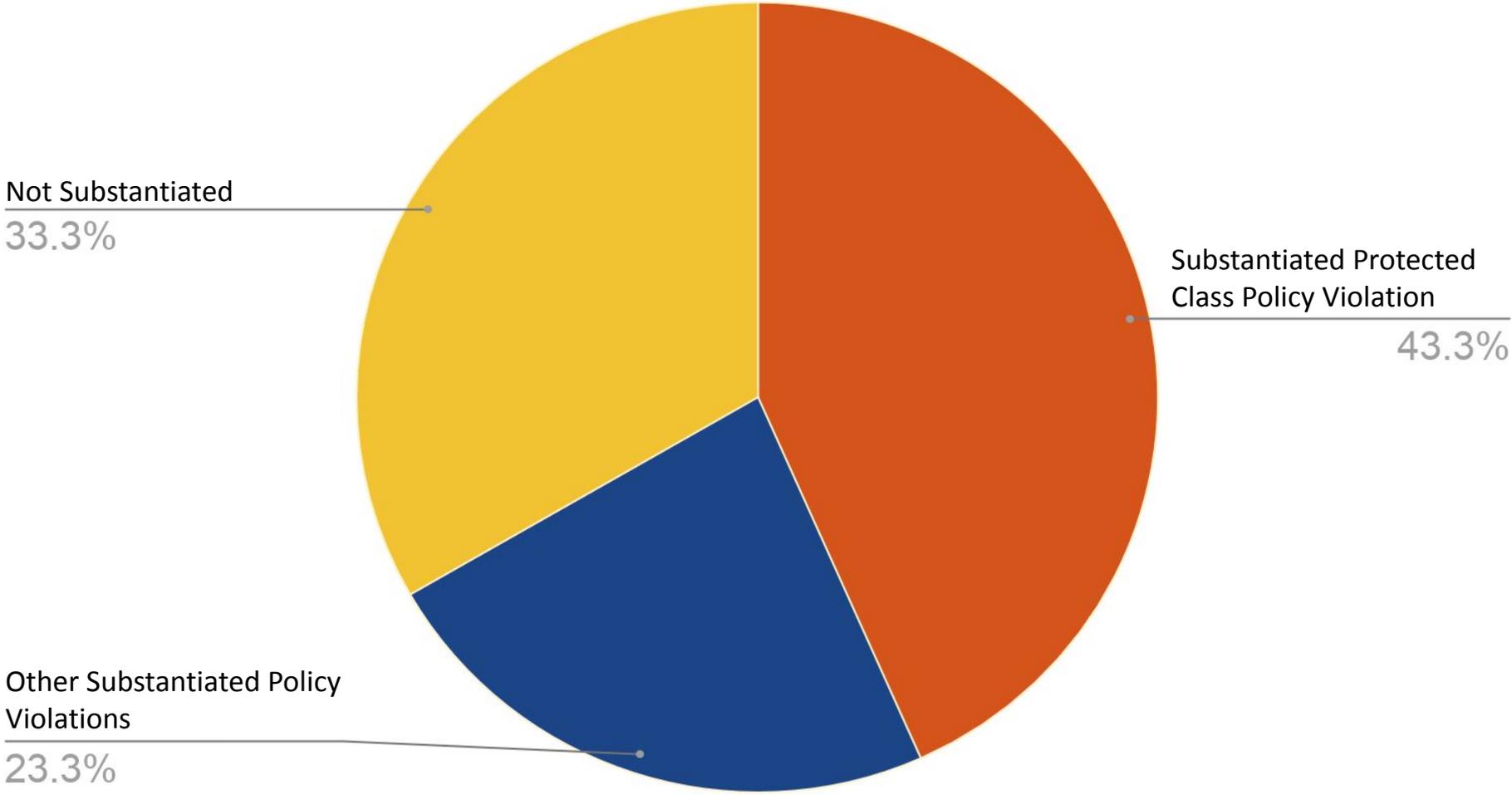


*Non-D inquires also include temporary shelter staff, which are not reflected in the FTE figures



Outcomes of Closed Investigations

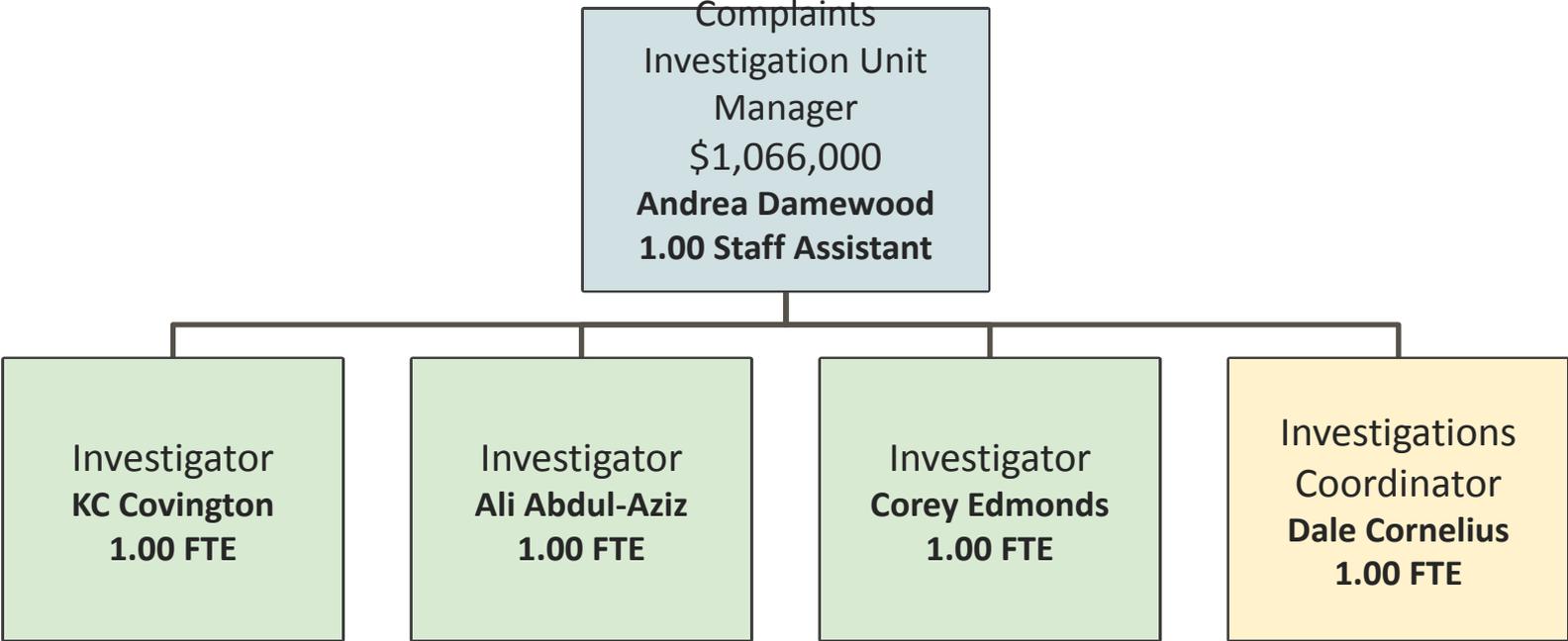
11/5/2019-4/28/2021



*66.6% of all investigations have substantiated policy violations



Organizational Chart



A stylized graphic on the left side of the page. It features two dark green mountain peaks with rounded tops. Below the mountains is a dark green wavy band representing a forest or a middle ground. At the bottom is a dark blue wavy band representing water. The entire graphic is composed of solid colors and simple shapes.

FY 2022 Proposed Budget Summary & Impacts

Key Budget Themes & Considerations

No Service Reductions

Continue current staffing levels

Considerations:

Continue to refine CIU process for best ways to reach resolution and accountability, including alternative conflict resolution



Key Budget Themes & Considerations

Moving complaint tracking to Workday to create better data reporting and more efficient transfer of cases between CIU and HR

Keep working with HR execs to refine business processes

Continue to partner with ERGs, ODE and stakeholders on suggested improvements and outreach

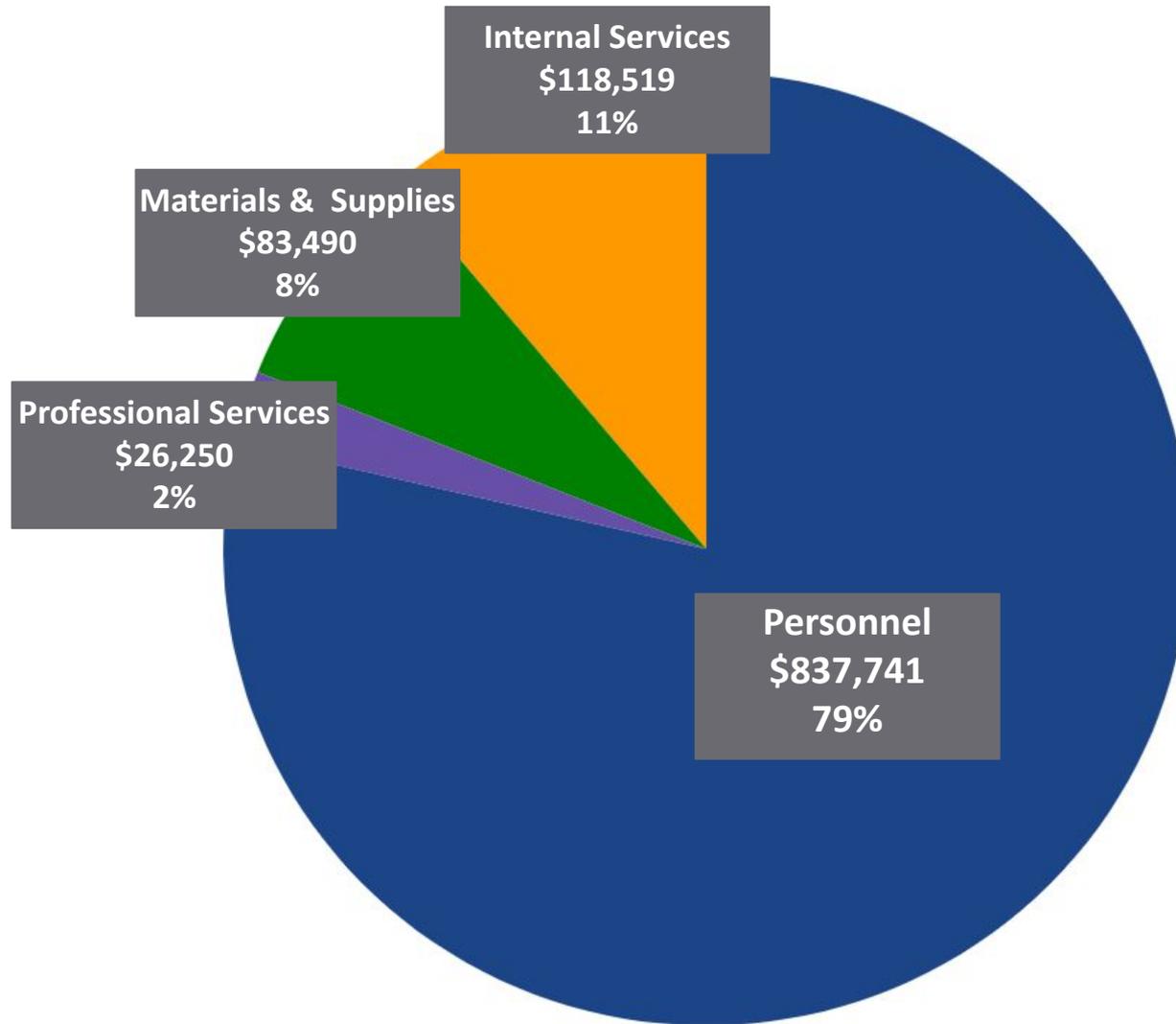


General Fund Reallocation

Prog. Name/# or Description	FY 2022 General Fund	General Fund FTE
Personnel adjustment: A Management Analyst was transferred to the DCM Director's Office, reduction in temp budget, Now fully staffed	(\$151,481)	(1.00)
Department Total	(\$151,481)	(1.00)



Budget by Category - \$1,066,000



COVID-19 Impacts and Response - FY 2021

- CIU switched to a completely remote operation
- Staff aided in Emergency response by staffing shelters at the beginning of Covid-19 pandemic
- Staff continues to aid in emergency response by staffing vaccine clinics
- At first incoming complaints slowed
- Now back to pre-pandemic levels of investigations



Questions

