

Program #10040A - Complaints Investigation Unit

Program Contact: Andrea Damewood 7/14/202

Nondepartmental **Department:**

Program Offer Type: Program Offer Stage: As Adopted **Existing Operating Program**

Related Programs:

Program Characteristics:

Executive Summary

The Complaints Investigation Unit, directed by the Deputy Chief Operating Officer, investigates discrimination and harassment complaints based on a protected class made by County employees. CIU allows for countywide coordination and tracking of the investigations and themes. The centralized placement of the complaints unit is outside of a department and helps employees to come forward when they may otherwise feel uncomfortable reporting to their manager or department, fosters equitable outcomes for employees through the cultural competence of its staff, and creates countywide consistency in the protected class complaint process. Complaints unit staff are knowledgeable and experienced with the many aspects of discrimination and harassment.

Program Summary

The unit employs experienced investigators that have multicultural competency, are knowledgeable in trauma-informed care, and practice conflict resolution skills. The investigators will view complaints, processes, and proposed actions through the Diversity Equity Inclusion Framework adopted by the County. The unit meets with department and County leadership on a regular basis to discuss investigations and themes.

In addition to conducting investigations, the Complaints Investigation Unit:

- Creates standardized investigation procedures to help employees have the same experience throughout the organization.
- Works closely with Departmental HR, Office of Diversity and Equity and Organizational Learning to find appropriate ways to resolve complaints that may not require a full investigation and ensure proper corrective action is taken.
- Trains HR staff and managers on best practices for conducting non-protected class investigations that departments are
- Tracks protected class complaints and reports key themes to County leadership.

Performance Measures									
Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer				
Output	Serve as main point of reporting and inquiry for protected class complaints	87	100	100	100				
Outcome	Average number of days investigations completed	100	N/A	100	100				
Output	Centrally investigate discrimination and harassment complaints filed by employees (except MCSO & DA).	45	100	50	50				

Performance Measures Descriptions

The performance measures were right-sized based on actual data gathered on case numbers and timelines, rather than projected estimates used to create the original program offer. CIU often spends significant time handling cases that do not go to investigation, performing intakes, gathering additional information in order to make case handling recommendations, and meeting with Depts, and other parties to ensure a proper handoff of cases that are not appropriate for investigation. Our timeline was also adjusted to reflect the median length of investigations as measured over our first two years in operation.

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.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$837,741	\$0	\$891,258	\$0
Contractual Services	\$26,250	\$0	\$27,300	\$0
Materials & Supplies	\$83,490	\$0	\$87,495	\$0
Internal Services	\$118,519	\$0	\$121,345	\$0
Total GF/non-GF	\$1,066,000	\$0	\$1,127,398	\$0
Program Total:	\$1,066,000		\$1,127,398	
Program FTE	5.00	0.00	5.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2022: 10040 Complaints Investigation Unit