

#### Program #10040 - Complaints Investigation Unit

**Program Contact:** Marissa Madrigal

**Department:** Nondepartmental **Program Offer Type:** Program Offer Stage: As Requested Innovative/New Program

**Related Programs:** 

Program Characteristics: Out of Target

### **Executive Summary**

Under the direction of the County's Chief Operating Officer, the Complaints Investigation Unit will investigate discrimination and harassment complaints made by County employees. The creation of a centralized unit will end departmental management of those investigations and allow for countywide coordination and tracking of the investigations and themes. The unit's creation is one of the recommendations made by the Jemmott Rollins Group to support the success of Multnomah County's Workforce Equity Strategic Plan.

### **Program Summary**

The unit will employ 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 investigators will also meet with department and County leadership on a regular basis to discuss investigations and themes.

In addition to conducting investigations, the Complaints Investigation Unit will:

- Create standardized investigation procedures to help employees have the same experience throughout the organization.
- Train HR staff and managers on best practices for conducting non-protected class investigations that departments are responsible for.
- Provide guidance, best practices, and examples of how HR and managers should apply County personnel rules in relation to protect class complaints.
- Track protected class complaints and report key themes to County leadership.

Performa	Performance Measures								
Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer				
Output	Centrally investigate discrimination and harassment complaints filed by County employees (except for MCSO	0	0	150	150				
Outcome	Employee discrimination and harassment investigations are completed within 60 days.	0	0	75	150				

#### **Performance Measures Descriptions**

The purpose of the unit will be to conduct all of the discrimination and harassment complaints in the county with the exception of MCSO. A goal of the unit will be to complete the investigations within 60 days.

2/20/2019

## **Legal / Contractual Obligation**

The Complaints Investigation Unit will be responsible for identifying potential violations of state and federal employment laws, county personnel rules and collective bargaining agreements.

## **Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$0	\$1,096,564	\$0
Contractual Services	\$0	\$0	\$18,000	\$0
Materials & Supplies	\$0	\$0	\$72,000	\$0
Internal Services	\$0	\$0	\$150,000	\$0
Total GF/non-GF	\$0	\$0	\$1,336,564	\$0
Program Total:	\$0		\$1,336,564	
Program FTE	0.00	0.00	6.00	0.00

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

# **Explanation of Revenues**

No revenues will be generated from this program offer.

## Significant Program Changes

Last Year this program was:

This is a new program offer.