



# MULTNOMAH COUNTY AGENDA PLACEMENT REQUEST

(Revised: Feb. 2017)

## Board Clerk Use Only

Meeting Date: 12/14/17  
Agenda Item #: R.2  
Est. Start Time: 9:45 am approx.  
Date Submitted: 12/4/17

Agenda Title: **Human Resources System Audit Report**

### Requested

Meeting Date: 12/14/2017 Time Needed: 30 minutes

Department: Non-Departmental Division: Auditor

Contact(s): Steve March, PhD, CIA, County Auditor

Phone: 503-988-3320 Ext.          Email: steve.march@multco.us

Presenters: Steve March, County Auditor; Craig Hunt, Principal Management Auditor;

Jennifer McGuirk, Senior Management Auditor

## General Information

### 1. What action are you requesting from the Board?

Informational briefing

### 2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer(s) this action affects and how it impacts the results.

Our presentation will brief the Chair and Commissioners on the results of our Human Resource System Audit. The County employs a decentralized human resources model, with departments having human resource staff serving the departmental needs and a central HR office for services that cut across the organization (benefits; classification & compensation; project management; labor relations; and talent development). We found that while training on how to manage is available it is not required countywide for managers or supervisors, and while there are workplace complaint processes, they are not supported by detailed countywide procedures that encourage mediation or early resolution of conflicts. Improvements could also be made in onboarding, performance management, and the ADA accommodation process. Overall, while the County recently developed a strategic vision for human resources, it has not yet been fully implemented.

### 3. Explain the fiscal impact (current year and ongoing).

N/A

### 4. Explain any legal and/or policy issues involved.

N/A

### 5. Explain any citizen and/or other government participation that has or will take place.

N/A

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**Required Signature**

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**Elected  
Official or  
Department  
Director:**

*Steve March* /s/

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**Date:**

12/04/2017

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