



OREGON BUREAU OF
**LABOR &
INDUSTRIES**

Civil Rights Division Report



Investigation Process Overview

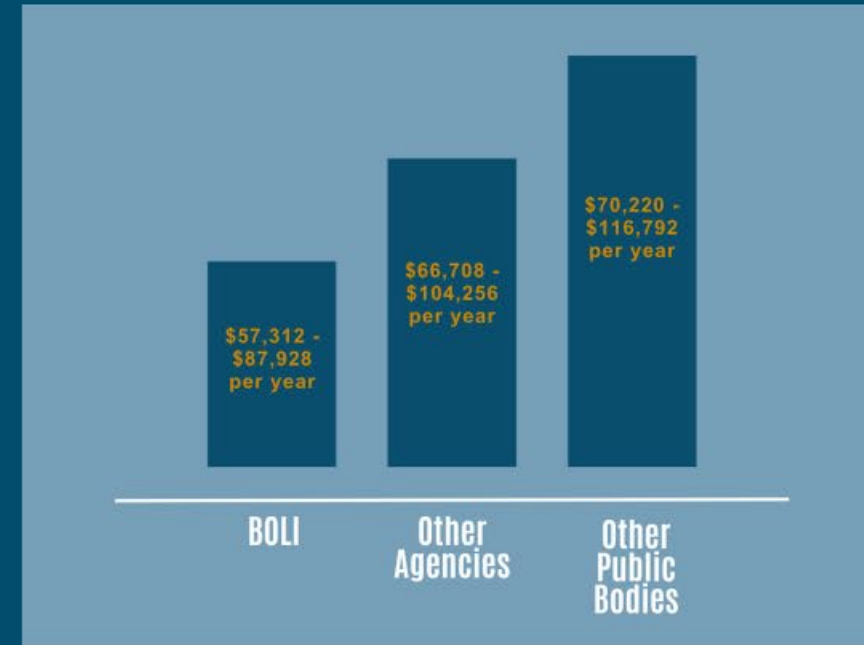


Recruitment and Retention Difficulties

Civil Rights Investigator 1 (Intake)

- Many organizations offer wages **16%-63% higher** than BOLI's classification to perform work with lower caseloads and less complex bodies of law.
- Civil Rights Investigator 1 (Intake) are a salary level 21 (**\$45,480-\$69,252**)
- Failed Recruitments due to a lack of qualified candidates
- Errors slow down claims process

Civil Rights Investigator 2 (Investigator)



Labor Hours

Figure 1: Investigation

| Fiscal Year | Cases Closed | Investigators | Avg. Hours per Case (2000/year) | Hours less than a “complete” investigation for each case |
|-------------|--------------|---------------|---------------------------------|--|
| 2018 | 1786 | 17 | 19 | 21 |
| 2019 | 1850 | 17 | 18 | 22 |
| 2020 | 1355 | 18 | 26.5 | 13.5 |
| 2021 | 1755 | 17 | 19 | 21 |
| 2022 | 1732 | 19 | 22 | 18 |
| 2023 | 2069 | 23 | 22 | 18 |



Steps Taken to Address the Backlog

- Updated Complaint Portal
- Warning Letters
- Outside Consultant
- Engagement with DAS Class and Compensation



Questions?

