

SUBCOMMITTEE RECOMMENDATION

Item 73: Bureau of Labor and Industries Civil Rights Division Performance

To: Ways and Means Full Committee
From: Transportation and Economic Development Subcommittee
Carrier: Representative Mannix

The Transportation and Economic Development Subcommittee recommends that the Joint Interim Committee on Ways and Means acknowledge receipt of the report on the Civil Rights Division performance.

The report from the Bureau of Labor and Industries on the Civil Rights Division's performance identifies workload capacity challenges, with respect to a growing backlog in processing questionnaires and civil rights investigations.

The increasing backlog stems from several factors, most notably challenges in staffing allocation, recruitment, and retention. These difficulties arise primarily due to wage competition with other Oregon organizations offering higher salaries, leading to elevated turnover rates and prolonged job vacancies.

To address these challenges, the agency is implementing operational improvements. These include revised engagement procedures for complainants, collaborative strategies to address intake backlog issues, and restructuring positions to better align with workload demands. Additionally, there is a proposal for investment in modernizing the agency's outdated case management database to enhance efficiency and reduce errors through automation.

The Transportation and Economic Development Subcommittee recommends approval.