



KING COUNTY AUDITOR'S OFFICE


APRIL 3, 2023

Follow-up on Labor Relations





The Department of Human Resources (DHR), along with other county agencies, developed and launched a database to track grievances across King County in 2022, completing the remaining recommendation from this audit. DHR reports the database is being used countywide to track information on contract and discipline grievances, including grievance descriptions, important deadlines, and supporting documentation related to the steps and closure of grievances.

Implementing this database helps increase equity and efficiency by allowing county agencies to see how similar grievances have been addressed across King County and use that information to identify potential improvements in contract language.

Of the four audit recommendations:

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|  4 DONE |  0 PROGRESS |  0 OPEN |
| Fully implemented Auditor will no longer monitor. | Partially implemented Auditor will continue to monitor. | Remain unresolved Auditor will continue to monitor. |

Please see details below for implementation status of each recommendation.

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|------------------|---------------------|------|---|
| Recommendation 1 | On December 1, 2021 | DONE |  |
| Recommendation 2 | On December 1, 2021 | DONE |  |
| Recommendation 3 | On December 1, 2021 | DONE |  |
| Recommendation 4 | | DONE |  |

The County Executive should develop and implement a grievance database in consultation with the Office of Labor Relations and county agencies that would be using the data.

STATUS UPDATE: Working with other county agencies, DHR developed and launched a countywide database to track grievances in 2022. The grievance tracking database includes information on contract and discipline grievances from initiation through closure. DHR reports it maintains a running log of user feedback on the database and included steps in its vendor contract to help ensure ongoing improvements to the database and grievance tracking process.

IMPACT: Implementing this database helps increase equity by allowing county agencies to see how similar grievances have been addressed across county departments and divisions. Better grievance data can also help improve efficiency in contract development by collecting grievance data in a way that helps county agencies identify potential improvements in contract language more easily.

Elise Garvey conducted this review. If you have any questions or would like more information, please contact the King County Auditor's Office at KCAO@KingCounty.gov or 206-477-1033.