



Program #10007C - Internal Communications Coordinator 3/7/2022

Department: Nondepartmental **Program Contact:** Julie Sullivan-Springhetti
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: Out of Target

Executive Summary

When the Multnomah County Chair, Board of Commissioners, Chief Operating Officer, department directors and other leaders communicate well with County employees, staff understand the County’s mission and their role in achieving it. Internal communications also connect employees to one another, creating a shared sense of purpose. Clear and equitable communication also strengthens individual progress and employment opportunities, facilitates teamwork and improves client and customer service.

Program Summary

The Internal Communications Coordinator works to ensure that County internal communications are centralized, coordinated, and consistent. Currently, County employees receive relevant information from a variety of channels including newsletters (Multco Matters and the Wednesday Wire), the County’s intranet (Multco Commons), all staff emails from the Chair or Chief Operating Officer and town hall forums. These communications may originate from and be delivered by different sources. The Internal Communications Coordinator will centralize the County’s internal communications strategy, ensuring that the office of the COO, Communications, Emergency Operations, and Central HR communicate to the workforce clearly and consistently, enhancing the ability of all employees to access relevant, timely, and useful information.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Communications to County employees*	N/A	N/A	N/A	100
Outcome	Percent of communications opened by employees	N/A	N/A	N/A	35%

Performance Measures Descriptions

*Communications are via the Wednesday Wire, Multco Message, emails from the Chair, Chief Operating Officer and Human Resources.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$0	\$0	\$158,243	\$0
Materials & Supplies	\$0	\$0	\$6,757	\$0
Total GF/non-GF	\$0	\$0	\$165,000	\$0
Program Total:	\$0		\$165,000	
Program FTE	0.00	0.00	1.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was:

This program offer adds 1.00 FTE Public Affairs Coordinator (6089).