



Angela D. Alsobrooks
County Executive

FY 2024 Proposed Budget

Prince George's county
Office of Community Relations

Euniesha Davis, Director
Alison Flores, Deputy Director
Courtney Mariette, Deputy Director



FY 2024 Strategic Focus

The agency's top priorities in FY 2024 are:

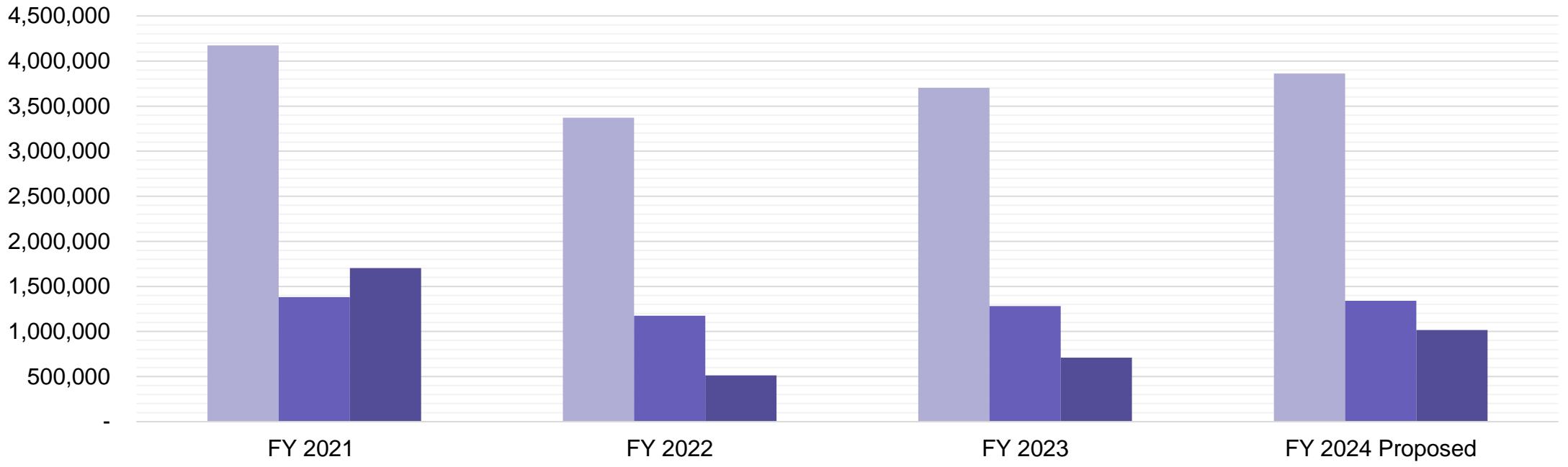
- Increase the efficiency and responsiveness to County residents.
- Maintenance and sustainability of the new PGC311 CRM system.
- Expand resource services to all residents by implementing phase 3 of the 311 on the Go! Program to include interagency collaboration.
- Expansion of basic needs distribution program to County residents.
- Improve the quality of life in all County neighborhoods that face significant economic, health, public safety, and educational challenges.

Proposed Budget



Fiscal Year Budgets

■ Compensation ■ Fringe ■ Operating





COVID-19 Response

- **Donations (COVID-19):** In response to COVID-19, the Outreach & Programs Unit continues to disseminate **over 150,000** donated items to the community (countywide).
- **Emergency Rental Assistance Program (ERAP):** With OCR's assistance, DHCD maintains the hotline whereas **over 40,000** calls have been received.
- **COVID-19 Test Kits:** In order to prevent the spread of COVID-19, OCR worked with the Office of Homeland Security to distribute **over 10,000** COVID-19 Test Kits.




Common Ownership Communities

- Common Ownership Communities (COC): provides services to governing bodies, owners and residents of homeowners' associations, residential condominiums, and cooperative housing corporations. COC Commissioners hosted Community Conversations, distributed Community Toolkits, completed **32 conciliations and 1 formal Alternative Dispute Resolution**
- EDvantage: to educate members of homeowners' associations, condominiums and cooperative housing corporations of their rights and responsibilities as unit owners. The EDvantage training program may be taken by any interested party, though it is specific to Prince George's County. Working alongside the Commission on Common Ownership Communities and the Office of Information and Technology, COC produced the much-anticipated training in both English and Spanish with voiceovers for the visually impaired. To date **over 150** members of the community have completed EDvantage training program.




Outreach & Programs

- 100 Events of Summer – in Summer 2022, OCR participated in **250** County community events; **27%** over Summer 2021. Over **15,000** Prince Georgians were impacted.
 - Stuff-A-Truck 2022 – in November 2022, OCR hosted its 6th annual Stuff-A-Truck Event at Ebenezer AME Church in Fort Washington, MD. Over **18,000** people were fed. Over **70,000** pounds of food was distributed over a span of two (2) days.
 - Week of Wishes (W.O.W) – formerly known as 12 Days of Giving. OCR hosted its first Week of Wishes focusing on gifting **48** County high-school seniors and 12th grade teachers with gifts.
 - Winter Coat Drive – OCR partnered with Enterprise Holdings and the Top Ladies of Distinction to provide new winter coats, hats, and gloves to **496** school aged kids.
 - Class Act – OCR partnered with Coca-Cola Consolidated and Staples to conduct its 1st Class Act 2023 Initiative where we gifted **500** teachers with **24,620** resources and supplies needed to complete the remainder of the 2022-2023 school year.
 - Senior Health is Wealth Initiative – new initiative focusing on providing accelerated services for senior members of the community. To date **six (6)** Senior Health is Wealth events have been held and close to **200** seniors have been engaged.
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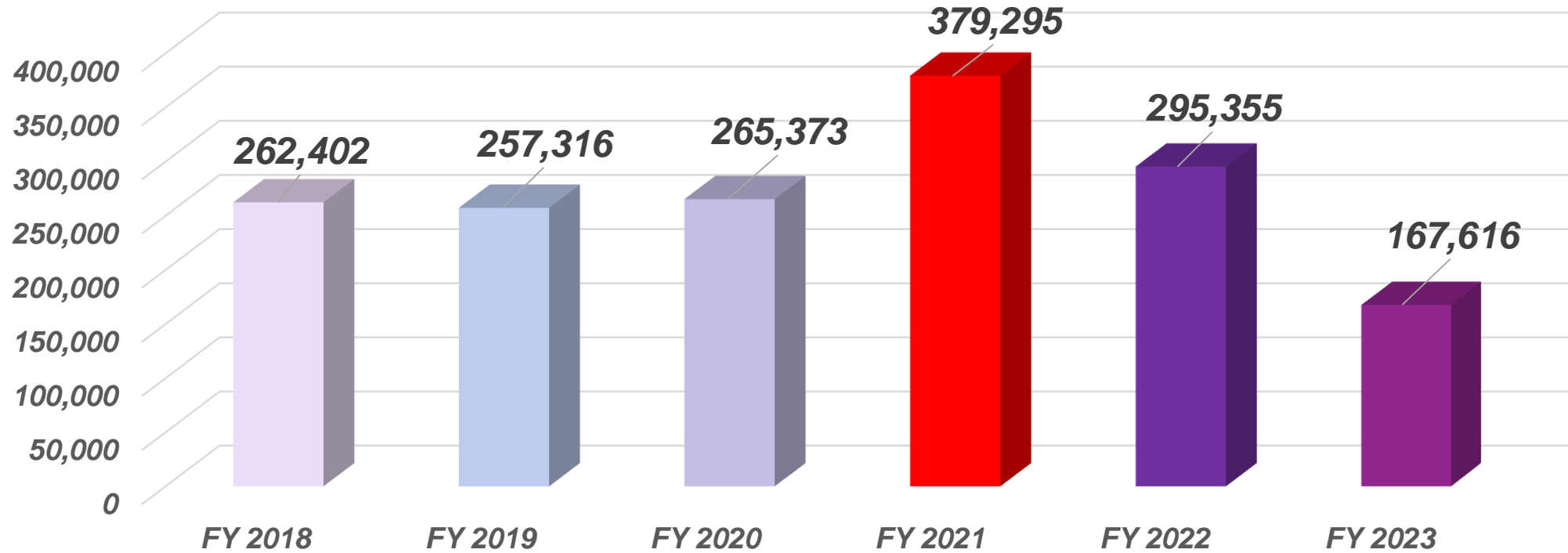
Special Projects

- Maintained, supported, and facilitated the CEX's Virtual Community Meeting Tour, serving upwards of **(500) five-hundred** residents.
 - Continued (second cycle) of teen dating violence virtual training in partnership with the DFS and MNCPPC, "2022 Safe Dates Digital Academy," serving over **(50) fifty** youth.
 - Continued to support and serve as a contributing partner/vendor for the 9th Annual "No Excuse for Dating Abuse," through SPD's established partnership with MNCPPC, serving over **3,300 (three thousand three hundred)** residents.
 - Created and hosted "Tuesday TALKS" in partnership with the Prince George's Community Federal Credit Union, providing fiscal information and services to upwards of **(25) twenty-five residents** via (3) three virtual sessions hosted on Tuesdays in July and August.
 - Developed and hosted the first "SGA Day with the CEX" which was held at Crossland High School serving over **(150) one-hundred and fifty** students, representing the Prince George's Regional Association of Student Government (PGRASG), representing the following schools: Crossland High School, College Park Academy, Non-Traditional Program – South, Charles Carroll Middle School, Parkdale High School, Duvall High School, Central High School, Suitland High School, Surrattsville High School, Greenbelt Middle School, Bowie High School, Gwynn Park Middle School, Oxon Hill High School, Potomac High School, and Charles Flowers High School.
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311 Call Center

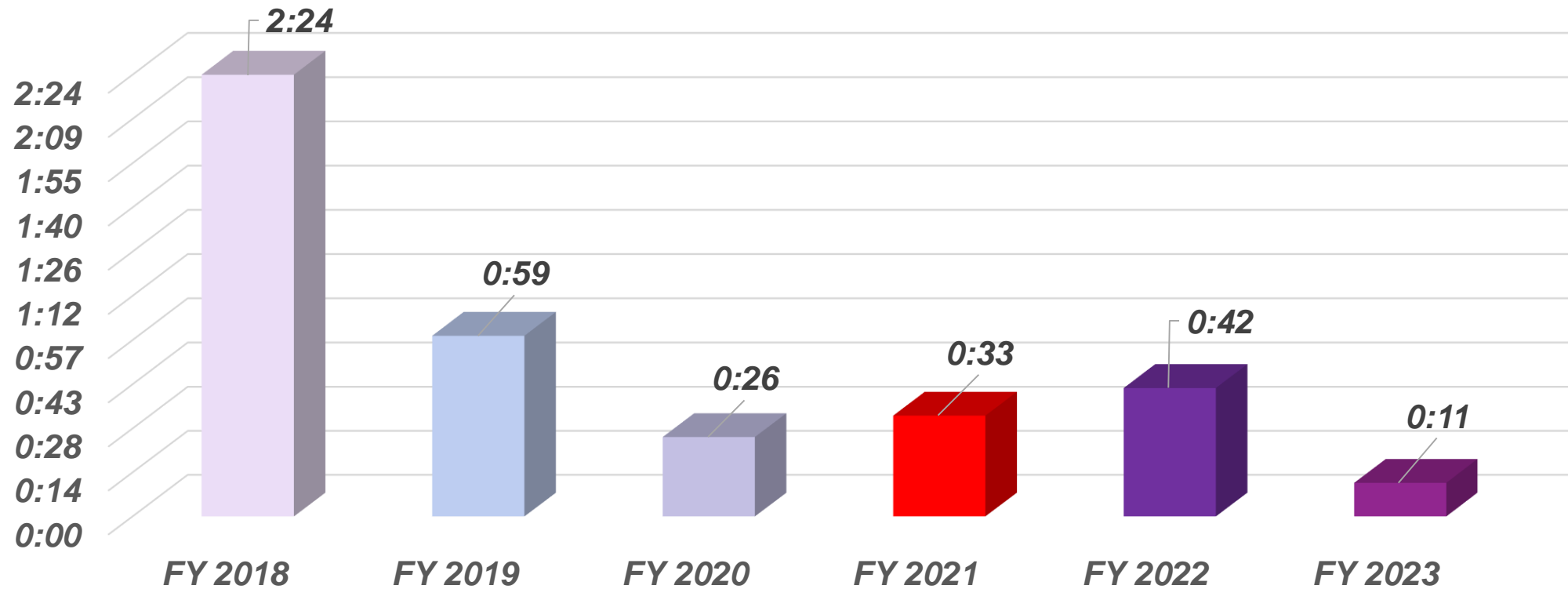
Call Volume





311 Call Center Cont'd

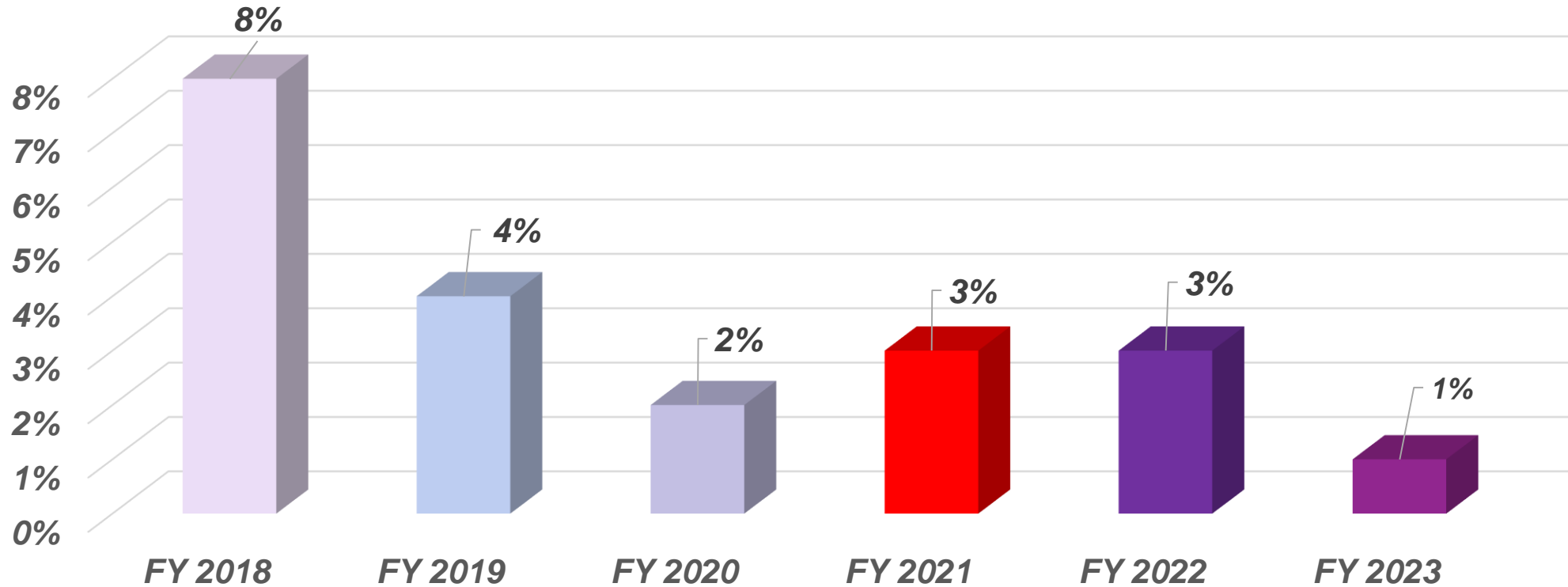
Average Speed Of Answer





311 Call Center Cont'd

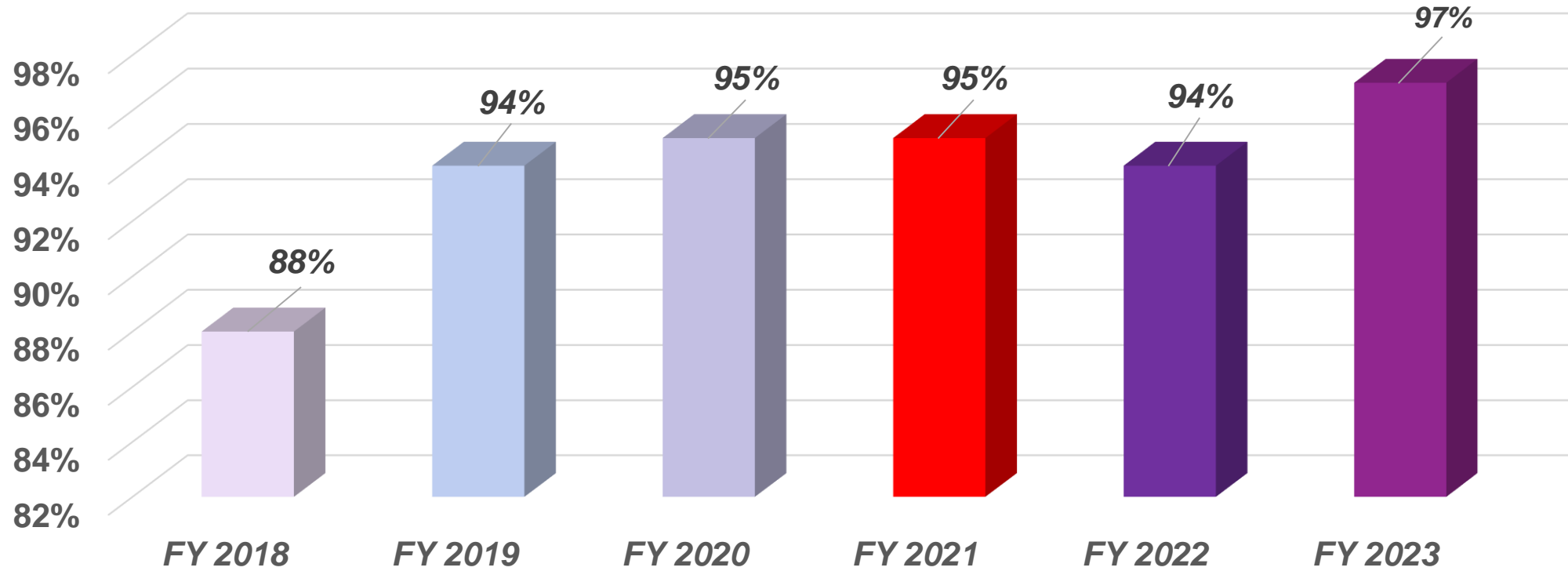
Percentage of Calls Abandoned





311 Call Center Cont'd

Service Level %





311 On the Go!

The 311 On the Go! Team has and continues to educate the citizens of Prince George's County by conducting on-going outreach efforts throughout the community. Over **100 civic and HOA associations meetings were attended** where PGC311 presentations were conducted.

