



PRINCE GEORGE'S COUNTY GOVERNMENT
OFFICE OF MANAGEMENT AND BUDGET

Angela D. Alsobrooks
County Executive

MEMORANDUM

DATE: March 17, 2023

TO: Josh Hamlin
Director of Budget and Policy Analysis Division

THRU: Stanley A. Earley Director *SAE*
Office of Management and Budget

FROM: Renee Battle-Brooks, Director
Office of Human Rights

RE: First Round FY 2024 Proposed Budget Responses

In an effort to facilitate an efficient and effective budget review and reporting process, we are submitting a request for budgetary information. Please respond to the questions and complete the following tables with the appropriate information. In some cases we have populated the tables with available known data. In instances where the tables need to be re-sized or modified to accommodate additional information, please feel free to do so.

APPROVED BUDGET

1. The FY 2023 Approved Budget includes an estimated \$45,353,500 for FY 2022 in *American Rescue Plan Act (ARPA) - State and Local Fiscal Recovery Funds (SLFRF)* in the Non-Departmental section of the budget.
 - a. Please identify how much of this amount was earmarked for the Office's use in FY 2022.
Not applicable.
 - b. Please outline how much has been spent in FY 2022 by the Office and how the funds were used.
Not applicable.
 - c. What happened to the funds that were not spent in FY 2022?
Not applicable.



2. The FY 2023 Approved Budget includes an estimated \$7,353,600 for FY 2022 in *Coronavirus Aid, Relief and Economic Securities Act (CARES) - Coronavirus Relief Fund (CRF)* in the Non-Departmental budget.

a. Please identify how much of this amount was earmarked for the Office's use in FY 2022.

Not applicable.

b. Please outline how much has been spent in FY 2022 by the Office and how the funds were used.

Not applicable.

c. What happened to the funds that were not spent in FY 2022?

Not applicable.

COVID-19 PANDEMIC IMPACTS

3. Does the Office receive funding related to the COVID-19 pandemic? If so, please detail the program and how the agency is spending the funds.

Not applicable – OHR did not receive any funds related to the COVID-19 pandemic.

4. How, if at all, does the COVID-19 pandemic continue to affect budget and/or operations of the office?

The OHR's overall budget has not been negatively affected by the COVID-19 pandemic. The OHR continues to effectively use the approved budget allocations to maintain the necessary licenses for virtual platforms in fulfilling the mission of the OHR.

TELEWORK ARRANGEMENT

5. In response to the COVID-19 pandemic many County agencies implemented telework arrangements for their non-essential personnel. To what extent does the Office continue to have any non-essential employees who are teleworking?

The OHR continues to use the telework option under the County's Administrative Procedure 226.

SUPPLEMENTAL BUDGET REQUEST

6. Does the Office expect that a supplemental budget request may be necessary for FY 2023?

The OHR does not expect to submit a budget request to supplement FY 2023.

a. If so, how much does the Office expect to request?

Not applicable.

b. Please identify the specific factors, conditions, and trends that may necessitate the need for a supplemental appropriation for FY 2023.

Not applicable.

GRANT FUNDING

7. Please provide an update on the Office’s current expected level of grant funding for FY 2023 by completing the table below.

The OHR has a work-share agreement with the U.S. Equal Employment Opportunity Commission (EEOC). This work-share agreement provides reimbursement to the OHR. The reimbursement funds are identified for budget purposes as a grant, but it is a reimbursement for investigating a specific number of contractual cases.

Grants, FY 2023								
#	Grant Name/Grantor	Grant Source	Grant Amounts from Outside County Sources			County Match	Grant Term (month/year-month/year)	FY 2023 Number of Staff Funded by Grant
			FY 2023 Budgeted Grant Amount	FY 2023 Actual/Estimated Grant Amount	Budgeted vs. Actual Difference			
<i>Grants budgeted for in the FY 2023 Approved Budget</i>								
1	U.S. Equal Employment Opportunity Commission		\$ 60,000	\$ 60,000	\$ -	\$ -	10/01/2022 - 09/30/2023	0
Total			\$ 60,000	\$ 60,000	\$ -	\$ -		0

8. Following up on the grants budgeted for FY 2022 (Approved)/2023 (Proposed) of \$60,000 from the U.S. Equal Employment Opportunity Commission (EEOC), are the grants still being used to investigate dually filed complaints of discrimination? If not, please explain how the grant money is being utilized.

As stated above, the funds are reimbursement for cases contractually investigated by the OHR. The OHR is using the reimbursed funds to retain the services of a Limited-Term (service contract) of a temporary employee who serves as the Clerk to the Commission (Human Rights Commission).

- a. If so, how many complaints of discrimination have been investigated and what actions have been taken?

During FY 2022, the OHR investigated 65 cases of discrimination that were dually filed with the EEOC, pursuant to the work-share agreement. During FY 2023, the OHR is projected to complete investigations of 65 cases dually filed with EEOC.

COMPENSATION

Staffing

9. Please complete the following table on FY 2023 authorized and actual staffing levels:

FY 2023 Authorized and Actual Staffing Levels									
	Full-Time			Part-Time			Limited Term		
	Authorized	Filled Positions	Vacancies	Authorized	Filled Positions	Vacancies	Authorized	Filled Positions	Vacancies
General Fund									
	13	10	3	0	0	0	0	1	0
Grant Fund									
	0	0	0	0	0	0	0	0	0
Total	13	10	3	0	0	0	0	1	0
<i>YTD as of: 3/7/2023</i>									

10. For each currently vacant position, please complete the following table by identifying the position title, position number, grade, salary information, date the vacancy or creation of position occurred, organizational assignment, the status of recruitment efforts, and funding source (General Fund (GF), Internal Service Fund (IS), Enterprise Fund (EF), or Grants) for FY 2023.

11. Please discuss the Office’s FY 2023 attrition rate and provide the following information:
 a) To date, how many people have separated from the Office in FY 2023?

During FY 2023, only one employee separated from the OHR.

- b) To date, what is the attrition rate in FY 2023?

OHR’s attrition rate is 9%, reflecting the one employee who resigned from the agency.

- c) Identify the key factors that contribute to the current attrition levels.

A key factor of this resignation was the time it took for the County to reclassify the employee's position from an Investigator to an Administrative Specialist 1G.

- d) What positions and/or position classification and grades are the most affected by attrition?

The position affected by the resignation was the Administrative Specialist 1/G29 assigned to the Human Trafficking Division.

- e) What impact has attrition had or is having on the Office's operations?

OHR lost its Human Trafficking Division Manager. This employee possessed abundant knowledge in the Human Trafficking area as the employee had a Doctorate related to the Division. This employee possessed institutional knowledge regarding the creation and operations of the Prince George's County Human Trafficking Task Force (PGCHTTF). This employee assisted the Investigation Division's operations and was the Legislative Liaison. The OHR was able to temporarily detail an employee from the Investigation Division to assist in the running of the Human Trafficking Division and the PGCHTTF. This shift negatively affects the operations of the Investigation Division.

12. How many of the Office's employees have been or are expected to be assigned to another County agency or to another organization in FY 2023? Please identify each position by completing and updating the table below.

Not applicable.

13. Please identify staff members who are currently assigned to the Office from other County agencies. Please identify each position by completing the table below.

Not applicable.

14. Please provide a breakdown of how proposed FY 2024 compensation was derived by completing the following reconciliation. Please include all pertinent assumptions and compensation adjustments (+/-) in your response, adding specific line items for each adjustment when applicable, to ensure final compensation total agrees with the proposed compensation amount.

General Fund Compensation	
Description	Amount
FY 2023 Approved Compensation	\$ 1,136,600
Net change due to annualization of FY 2023 salary adjustments and changes in the budget level for vacancies	\$ (18,800)
Funding for FY 2024 merits	\$ 20,700
Funding for FY 2024 COLA	\$ 16,700
FY 2024 Proposed Compensation	\$ 1,155,200

15. Are all the positions included in the FY 2024 Proposed Budget Fully Funded? If not, please explain why.

The OHR has a total of 13 authorized positions; however, only 12 of those positions are funded. The unfunded position is a Community Developer I, G18.

16. Does the Office anticipate accruing salary lapse in FY 2023? If so, how much? Will the projected salary lapse be used to cover other office expenditures?

The OHR anticipates accruing a salary lapse in FY 2023 because the Investigator I/II, G18 position approved for FY 2023 has not been filled. The OHR is in the process of hiring and hopes to fill the position by the end of the fiscal year.

17. What is the status of the applicant registry that OHRM was tasked with producing?

The OHR conducted interviews for the Investigator I/II, G18 position in December and January. The OHR offered the position to an applicant. The applicant orally accepted the position but then stopped communicating with the OHR and never signed and returned the offer letter. The OHR asked OHRM to repost the Investigator I/II, G18 position. The position was reposted in February 2023, and on February 27, 2023, OHRM released the applicant registry. The OHR management team is reviewing the registry to schedule interviews with selected applicants.

OPERATING EXPENSES

18. Please identify, quantify, and explain expected or possible instances where categories of expenditures are **expected to exceed** authorized FY 2023 expenditure levels. What conditions, factors, and trends are driving these higher-than-expected levels of expenditures in FY 2023?

The OHR does not anticipate or expect to exceed the authorized FY 2023 allocated budget.

- a. Was the authorized FY 2022 expenditure level exceeded? If so, why?

During FY 2022, OHR did not exceed its expenditure level.

19. Please identify, quantify, and explain expected or possible instances where categories of expenditures are **expected to be significantly lower** than authorized FY 2023 expenditure levels. What conditions, factors, and trends are driving these lower-than-expected levels of expenditures in FY 2023?

The OHR expects to spend the authorized FY 2023 budget.

20. Please complete the chart below regarding the FY 2022 actual, FY 2023 approved, and FY 2024 proposed operating budget. Please add operating categories, as needed, to ensure the total operating budget is presented. For comparison purposes, please include prior year data for the Human Relations Commission (HRC) Division, previously located in the Office of Community Relations.

Commitment Items	FY 2022 Actual (OHR)	FY 2023 Budget	FY 2024 Proposed	\$ Change	% Change	Explain reason for budgetary change for each commitment item
Telephone	\$ 7,023	\$ 9,800	\$ 12,800	\$ 3,000	30.6%	
Printing	\$ 60	\$ 1,000	\$ 1,000	\$ -	0.0%	
Office Automation	\$151,900	\$ 161,600	\$ 74,400	\$(87,200)	-54.0%	Reduced OIT allotment due to OHR becoming a stand alone agency
Training	\$ 4,790	\$ 15,000	\$ 16,500	\$ 1,500	10.0%	
Advertising	\$ 22,727	\$ 35,400	\$ 35,400	\$ -	0.0%	
Mileage Reimbursement	\$ 1,464	\$ 4,500	\$ -	\$ (4,500)	-100.0%	OHR does not require mileage reimbursement for FY 2024
General & Administrative	\$583,297	\$ 700,000	\$ 700,000	\$ -	0.0%	
General Office Supplies	\$ 14,715	\$ 18,900	\$ 18,900	\$ -	0.0%	
Miscellaneous	\$ 16,650	\$ 70,000	\$ 70,000	\$ -	0.0%	
Operating Contracts	\$125,000	\$ 225,000	\$ 225,000		0.0%	Safe Center human trafficking data analytics
TOTAL	\$927,626	\$1,241,200	\$1,154,000	\$(87,200)	-7.0%	

21. FY 2022, 2023 and FY 2024 Contracts: Please provide the information requested in the table below for **all** of the Office’s FY 2022 actual, FY 2023 currently executed and planned and not yet executed, and **all** planned contracts for FY 2024.

Contracts, FY 2022, FY 2023, and FY 2024										
Vendor/Contractor Name	1 = MBE 2 = CBB 3 = CBSB 4 = CLB Unknown	Summary of Contract Services	FY 2022	FY 2023					FY 2024	
			FY 2022 Actual	FY 2023 Approved Budget	FY 2023 Actual/Estimated Contract Amount	Current Contract Term (month/year-month/year)	Number of Additional Option Years Available	Contract Status: Executed (E), Planned Not Executed (PE)	FY 2024 Proposed Contract Amount	Funding Source: General Fund (GF), Grants (GR), Other Fund (OF)
Captial Area Immigrants' Rights (CAIR) Coalition	4	Provide legal services to residents under the threat of deportation	\$ 542,397	\$ 675,000	\$ 675,000	yearly	2	E	\$ 675,000	GF
Gabriel Christian & Associate	4	Act as the legal Counsel for the Human Rights Commission	\$ 40,900	\$ 25,000	\$ 25,000	yearly		E	\$ 25,000	GF
University of Maryland (SAFE Center)	1	Provide direct services/support to Human Trafficking victims	\$ 125,000	\$ 225,000	\$ 225,000	yearly		E	\$ 225,000	GF
Total			\$ 708,297	\$ 925,000	\$ 925,000				\$ 925,000	

22. Multi-year and Personal Services Contracts: Please provide the information requested in the table below for **all** of the Office’s anticipated FY 2024 multi-year contracts over \$500,000 and personal services contracts over \$100,000 required to be approved by the County Council, in accordance with Section 819 of the County Charter, and attached as an exhibit to the proposed Budget Bill.

Not applicable.

WORKLOAD AND PROGRAM IMPACT

23. Are the Office’s overall planned FY 2023 program goals and objectives being achieved?

Yes.

a. What have been the biggest obstacles to achieving the Office’s goals for FY 2023?

Finding and hiring qualified applicants for the Investigation Division within the budgeted salary. Qualified applicants have been identified, but the budgeted amount is below the applicant’s requested salary.

24. Please fill in the chart below detailing the number of discrimination complaints the Office opened investigations for during FY 2021, FY 2022, and FY 2023 YTD.

Discrimination Complaints		
FY 2021	FY 2022	FY 2023 YTD
56	47	40

25. Please detail any involvement that the Office and its partners have had in responding to human trafficking complaints this past year.

The Prince George’s County Human Trafficking Task Force (PGCHTTF) sits within the OHR and does not provide direct responses to human trafficking incidents¹. However, the OHR through the PGCHTTF facilitates the coordinated response and collaboration of local, State, and federal law enforcement, social services, governmental agencies, faith-based institutions, non-profit organizations, the local school system, and volunteers, with a roster of over 180 members, who have undergone human trafficking training and through their participation on the PGCHTTF, are connected to appropriate resources if they receive a human trafficking complaint.

Although the OHR has no direct involvement in responding to human trafficking incidents, by way of structure, the Task Forces’ six committees may have direct involvement. The six Committees are: Data and Analytics Committee, Labor Trafficking Committee, Law Enforcement Committee, Legislative Committee, Public Outreach and Training Committee, Victim Services Committee as well as a Steering Committee.

The Data and Analytics Committee was established in FY 23 to capture the prevalence of human trafficking (both sex and labor) within the County and surrounding jurisdictions from the community perspective. One of the purposes of the Committee is to provide this data to human trafficking stakeholders and partners to aide in prevention, investigations, and to inform and guide anti-trafficking work. It is also used to enable analysis and understanding of systemic benchmarks to further eliminate human trafficking.

The Law Enforcement Committee is comprised of University, municipal, local, State and federal police officers/investigators and local, State and federal prosecutors who respond and handle human trafficking complaints. The Committee facilitates monthly meetings where members share information on open investigations, post arrest/pre-indictment cases, and suspicious incidents with the goal of identifying trafficking networks, movements, patterns, and modus operandi.

The Labor Trafficking Committee includes government agency representatives, service providers, private/public entities, and community volunteers and advocates who focus on the identification of

¹ The OHR through the PGCHTTF conducted a human trafficking awareness training and meeting with union members. After the training and meeting, union members received grievances from employees about unethical work practices and policies. As a result of the training and meeting, members contacted the OHR after identifying possible indicators of labor trafficking. The OHR facilitated the proper PGCHTTF partners’ involvement in the case.

labor trafficking victim-survivors and the prosecution of traffickers by utilizing a research-oriented approach to understand labor trafficking occurrences within the County.

The Legislative Committee has established a network of professionals who engage in legislative issues surrounding anti-trafficking work. The Committee is developing guiding principles for legislative advocacy, addressing trainings for vulnerable sectors within the County and continuing to advocate for statewide legislation supporting victims of human trafficking.

The Public Outreach and Training Committee provides robust human trafficking trainings to first responders. The Committee also provides outreach and awareness to the public, to foster vigilance in the community and to provide resources and knowledge on how to report human trafficking if they encounter suspected trafficking activity. The Committee identifies training and awareness opportunities that will increase services available for victims of human trafficking and to increase prosecution of traffickers.

The Steering Committee consists of committee leadership, Task Force leadership, and key anti-trafficking stakeholders and meets monthly to share committee work and collaborate on Anti-Trafficking efforts.

The Victim Services Committee consists of service providers and advocates in good standing and actively serving human trafficking survivors. The Victim Services Committee hosts monthly meetings and maintains an up-to-date crisis intervention protocol to ensure high quality services to victims-survivors and an updated resource guide of service providers.

26. Please discuss the efforts made by the Office in FY 2023 to increase the number of coordinated anti-trafficking efforts, aimed to positively impact public safety and economic development.

The elimination or reduction of human trafficking will positively impact public safety and economic development.

Thus far in FY 23, the OHR through the PGCHTTF leadership has hosted over 43 committee meetings, engagements and connections with various inter- and intra-governmental partners and stakeholders. PGHTTF Leadership has also facilitated at least 12 trainings and presentations to educate and engage the community, to included targeted audiences. A few of these populations include the Prince George's County Office of the Sheriff, those working with the youth programs within Maryland-National Capital Park and Planning Commission (M-NCPPC), the faith-based community, youth and parents affiliated with Delta Sigma Theta Sorority, Inc., Alpha Kappa Alpha Sorority, Inc, the Delta GEMS, and victim advocates and hotline call takers with the Domestic Violence and Sexual Assault Center at University of Maryland Capital Region Health.

In addition, the PGCHTTF has participated in over 57 other engagements to enhance partnerships.

The OHR through the PGCHTTF continues to take steps to reduce trafficking activity by educating the public about human trafficking, strengthening victim-service provisions through non-governmental partners, and connecting with municipal, local, state, and federal law enforcement partners. By enhancing these relationships and working towards continuous coordination and collaboration among partners, the OHR takes consistent steps to understand trafficking patterns to reduce trafficking activity. When human trafficking activity is reduced in commercial and residential areas, there is a direct positive impact on public safety, which drives economic development.

- a. Did the Office take any other steps to reduce trafficking activity?

The PGCHTTF hosted a Regional Conference in January. The conference included several collaborative bodies and task forces from within the State and region to identify cross-jurisdictional human trafficking trends, learning what others are encountering and developing best practices for combatting human trafficking.

- b. Did the Office take any other steps to reduce trafficking activity?

Please see previous answers.

27. Does the Human Trafficking Division keep track of how many people they reach during their training/educational engagement events?

The Human Trafficking Division tries to capture and track how many people are reached during training and educational engagement events. Some content is recorded and uploaded to streaming platforms, such as YouTube. The use of streaming platforms makes the number of participants difficult to capture. Thus far, in FY 23, the OHR through the PGCHTTF has reached more than 300 people through training/educational events.

- a. Which partnerships have led to events with the most outreach?

Partnerships with local sorority and fraternity chapters as well as the faith-based community have led to the most outreach participation.

In FY 23, the PGCHTTF facilitated human trafficking awareness trainings to Delta Sigma Theta Sorority, Inc., Alpha Kappa Alpha Sorority, Inc. and the Delta Gems.

The PGCHTTF facilitated a series of inter-faith awareness events (Faith Moves Mountains and Freedom Day) to celebrate the inter-faith diversity of the County and to show how collectively, all denominations stand together against human trafficking. This series was successful due to the participation from our faith-based communities in and around the county. The culmination of the Faith Moves Mountains training series included participation of various denominations in producing a video affirming their commitment to stand up against human trafficking. This video was released to the public.

- b. Which events have been the most successful to reach the public?

The Human Trafficking Division finds success in reaching the public when partnering and collaborating with local organizations and entities.

28. What are the details of the contractual obligation with the U.S. Equal Employment Opportunity Commission (EEOC) that was completed?

The OHR and EEOC's work-share agreement/contract runs during the federal fiscal year (October 1st through September 30th). The recently completed contract ran from October 1, 2021-September 30, 2022. The OHR was responsible for the completion/investigation of 65 cases that were covered under the federal and local anti-discrimination laws.

29. What public outreach and engagement efforts has the Public Outreach and Engagement Division planned so far this year?

Since the beginning of FY 2023, the Public Outreach and Engagement Division has continued its long-standing partnership with the Prince George's County Public Library System (PGCMLS) holding timely and relevant panel discussions on themes such as voting and democracy, equitable access to health care, timely response to incidents of hate and bias (featuring discussions around biases and how to identify and respond). These have both been in the form of continuing the well-established series: Voting: Democracy in Action; Does Your Zip Code Impact Your Whole Life?; The Elephant We Don't See Diversity Dialogue; and Women in Faith: Diverse Voices Speak and in creating timely one-off programming to address immediate issues. Additionally, the Division has continued its partnership with PGCMLS in hosting authors both virtually and in-person. Some highlights include in-person events with Rabia Chaudry and Dr. Kris Marsh and virtual conversations with writers like Steve Fiffer, Ashley M. Jones, Denny Abbott, and more. The Division is again co-hosting Prince George's County Reads with PGCMLS- this fiscal year highlighting Rabia Chaudry's memoir *Fatty Fatty Boom Boom* (following from last year's inaugural Prince George's County Reads on *A Question of Freedom* by William G. Thomas III).

This fiscal year the Division has also embarked on an extensive outreach to municipalities, meeting with municipal leaders to explain the work of the OHR and to offer resources, services, and opportunities for collaboration. The Division is developing an educational partnership with the Office of Community Relations and has worked with OHRM to update some of their in-house training to make it reflective of legislative updates around the OHR and civil rights protections.

The Division's partnership series *Freedom Stories* with Joe's Movement Emporium, PGCMLS, and Prince George's Community College's Center for the Performing Arts is in the midst of its second full year of programming, culminating in the production of the *Out of the Vineyard* play at Joe's during the month of June 2023. The Division is also partnering with Marietta House and the OHR's Human Trafficking Division to hold an in-person panel discussion at Marietta House, looking at both historical and modern-day slavery, to be held in April 2023.

- a. Any previous partnerships they are seeking out again?

The OHR's Public Outreach and Engagement Division continues its ongoing partnerships, including with the PGCMLS, Joe's Movement Emporium, The Center for the Performing Arts, and repeat guest speakers representing agencies such as Karamah, Jewish Community Relations Council and more, while developing new relationships such as the one with Marietta House, College Park Aviation Museum, the municipalities in Prince George's county, the Immigrant and Refugee Outreach Center (IROC), and the US Department of Justice.

30. What is the current participation in the shared database launched by the Language Access Compliance Division? If so, what insights has the data been able to provide for the Office?

The Language Access Compliance Division has trained 17 Language Access Compliance Program Coordinators (LACPC) in proper utilization and reporting of the Data Collection and Reporting system which was established in August 2022. As the program continues its implementation phase, the data provided includes the identification of bilingual staff per entity, number of interactions with non-English proficient (NEP) and limited-English proficient (LEP) clients, and mode of communication utilized to assist the client, and the languages serviced. The database also allows for the reporting of outreach events and the documentation of its targeted audience.

31. How many agencies are in compliance with the Language Access for Public Service Act? Please discuss steps taken by the Office in FY 2023 to increase the number of agencies in compliance with the Act.

Currently, 4 of the 18 entities (the 18th entity is the County Council [2020 Amendment] comprised of 11 separate offices plus administration) are reported in good standing with the Language Access for Public services Act (2017/2020 Amendment).

The Language Access Compliance Program (LACP) is currently taking the following steps to ensure that the remaining entities achieve compliance:

- **Continue stressing the importance of compliance by acquiring and completing the necessary training for use of telephonic interpretation (The Language Line)**
 - **Continue stressing the importance of compliance in completing the required training for the Language Access Data Collection and Reporting System**
 - **Continue stressing the importance of compliance by completing the entity's Language Access Policy**
 - **Continue stressing the importance of compliance by appointing of a Language Access Compliance Program Coordinator (LACPC)**
 - **Continue providing ongoing technical support to the appointed LACPCs and supporting staff**
 - **Continue assisting entities in identifying, and their translating of, vital documents**
32. What has been the progress by the Language Access Division on Phase Two, implementation phase, because of CB-62-2017 (Language Access for Public Services Act)?

As a result of the enactment of CB-62-2017 and CB-34-2020 Amendment, the Language Access Division has worked diligently to change the culture and to build the infrastructure for a successful Language Access Compliance program.

Implementation - Phase two, encompasses training, education, technical support and outreach. The following outlines this Phase:

- **The Language Access Compliance Standard Operating Procedures (SOP) was signed by the County Administrative Officer (CAO) and the Executive Director (ED) of the OHR. The SOP provided detailed guidelines and instructions on the implementation of the program.**
- **The Language Access Compliance Policy was signed by the CAO and the ED of the OHR. Applying to Covered Entities, the Policy described the requirements and responsibilities of the law.**
- **A website was created for LACP on the OHR website.**

- Language access contractual language was developed for Memorandum of Understandings, Service Contracts, and Grant Contracts.
- Meetings were held with directors or appointing authorities listed in the law, to discuss requirements and responsibilities. A request to meet was sent to the County Council (before December 2022).
- The LACP collaborated with the Office of Central Services (OCS) to put into place the rider to the Maryland Statewide Foreign Language Interpretation/Translation Services contract for the County government.
- The LACP worked with Office of Information Technology (OIT) to ensure the County's new webpage was language accessible.
- The OCS signed the above-referenced rider.
- In collaboration with the OIT, the Language Access Compliance Data Collection and Reporting System was developed.
- A video went live that was a collaboration with LACP and OIT. The video was developed in both English and Spanish and was established as a Language Access Awareness Campaign to educate the County's limited English proficient (LEP) communities on language access resources, and how to access County services in their language of preference.

Language Access Compliance Training:

- Worked with the Office of Human Resources Management to develop Online Language Access Compliance Training for County employees.
- Developed the Language Access Compliance Training for Language Access Compliance Program Coordinators (LACPC).
- Developed the Language Line Practice Training.
- Worked with Office of Human Resources Management to develop a user guide on navigating the Language Access Data Collection and Reporting System for County employees.
- Developed a Language Access Compliance Training for Grantees.

Language Access Compliance Materials:

- The Language Access Know Your Rights Banner which includes the County's top 22 most common non-English languages, was developed and distributed to covered entities.
- The Language Identification Poster which includes the County's top 22 most common non-English languages, was developed and distributed to covered entities.
- The I Speak Cards in the County's top 12 most common non-English languages, were developed and distributed to covered entities.
- The Language Access Compliance Program video (English/Spanish) as referenced above will be distributed to non-profits and other stakeholders.
- The Language Access Compliance Program Brochure which is printed in the County's top 12 most common non-English language will be distributed to non-profits and other stakeholders.

Language Access Technical Support:

- Trained 5,385 County employees on Language Access Compliance via online training.
- Trained all appointed LACPCs
- Trained the LACPCs using the Language Access Data Collection and Reporting System.
- Provided information regarding the County's new contract for language access services to all appointed LACPCs
- Conducted two site visits to sixteen county entities to meet with appointing authorities and provided information about the language access services contract, the data collection and reporting system, and delivered language access materials.
- Continue to provide ongoing language access technical support to LACPCs and county employees.

- a. Have periodic public meetings, with advance notice to the public, been conducted?

The Language Access Compliance Division continues to promote its services and inform the community of their rights through various campaigns:

- Placed Spanish language ads in El Tiempo Latino newspaper and website regarding OHR services and participated in three Facebook Live events on El Tiempo Latino platform to promote the language access program and OHR services.
- Distributed the Spanish Language Access Compliance Program Brochure to the County's Latino Liaison and the Office of Community Relations, Casa de Maryland, Norberto Martinez, and the Langley Park Community Center.
- Participated in the Prince Georges County Community Connections Radio Show to discuss the County's Language Access Compliance Program.
- Participation in multiple Facebook Live information session events on El Tiempo Latino platform to promote the language access program and OHR services.

33. Does the Investigative Division continue the "Know Your Rights" and "Know Your Responsibilities" trainings?

Yes, the OHR's Investigation Division continues to provide "Know Your Rights" and "Know Your Responsibilities".

- a. Is the amount of attendance recorded for these trainings? If so, how many individuals were a part of the trainings in FY 2022 and FY 2023.

During FY 2022 and FY 2023, the Investigation Division/Training Team provided training on how to investigate discrimination complaints to a law enforcement agency and a specific division, and provided video recording training to the entire law enforcement agency. Additionally, the Investigation Division provided training to a non-profit organization and the individuals they serve, specifically providing training for the Immigrant and Refugee Outreach Center (IROC), and their Afghani membership. The training presentation was simultaneously translated into Dari and Pashto.

34. Does the Office plan to make any organizational changes or modifications in FY 2023 and/or in FY 2024? If so, identify the specific planned changes; the goals, objectives, and rationale for the planned changes; an assessment of the impact that the planned changes are anticipated to have on the Office's operations; and the short-term and long-term fiscal implications for the Office and the County.

The OHR does not plan to make any organizational changes in FY 2023 or FY 2024.

35. What are the Office's most important FY 2024 program goals and objectives, in order of priority?

Investigation of Discrimination complaints - To meet the EEOC contractual obligations and to continue to investigate civil rights violations.

Language Access - To continue with the implementation and begin enforcement of the Language Access for Public Services Act.

Public Outreach - To build this Division and to continue engaging the public with outreach programing, building community among Prince Georgians, while reducing incidents of hate, bias, and violence.

Human Trafficking- To build this Division and to continue to provide the coordinated response to labor and sex trafficking.

36. What workload challenges do you foresee for FY 2024?

The OHR expects to continue implementation of CB-97-2021, which changed the county's anti-discrimination law directly related to housing and residential real estate discrimination complaints. Currently, the OHR is awaiting the U.S. Department of Housing and Urban Development's (HUD) decision on the submission of the "substantially equivalency" legislation submitted to the Office of General Counsel (OGC). The acceptance of the legislation as being "substantially equivalent" begins the certification process to becoming a HUD Fair Housing Assistance Program (FHAP).

37. Please identify and quantify any known or anticipated operational or fiscal impacts that the proposed Maryland State Budget, or other action taken or being considered by the Maryland General Assembly, may have on the Office's programs and operations?

There are none known at this time.

INFORMATION TECHNOLOGY

38. Please complete the chart below and identify the Office’s key IT initiatives, including the project name, summary for the purposes and benefits associated with each project, initiation year, estimated completion date, total project cost, amount of funding spent to date, and proposed FY 2024 funding amount.

Not applicable.

EQUIPMENT

39. Please complete the chart below regarding the Office’s FY 2023 estimated equipment purchases and FY 2024 proposed equipment budget.

OHR expects to purchase a computer/laptop/docking station for a new hire in FY 2023.

	Description (Type and quantity of equipment purchase)	FY 2023 Equipment Cost (Purchased to date)	FY 2023 Equipment Cost (Planned to be purchased)	FY 2024 Equipment Cost (Proposed to be purchased)	Purpose for Request
1	Computer/Laptop	\$ -	\$ 2,250	\$ -	For vacant Investigator
	Total	\$ -	\$ 2,250	\$ -	

FACILITIES

40. Has the Office acquired new facilities, relocated facilities in FY 2023 or does it have plans to acquire new facilities or relocate in FY 2024? If so, please identify the reason for the changes and provide details on all contractual and operating costs related to the change.

The OHR has not acquired new facilities or relocated to new facilities in FY2023.