



# Office of Community Relations FY 2027 Budget Overview

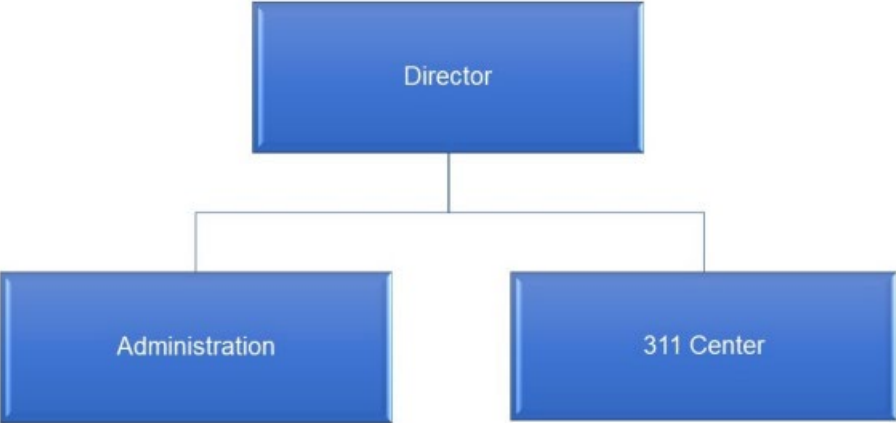
Budget & Policy Analysis Division

David Noto, Policy Analyst

April 16, 2026

# Office of Community Relations

**Chanel Dickerson: Director**



## Core Services

Provide access to government services and information for all County residents and businesses

Conduct community outreach to inform individuals, businesses, constituency groups and non-profit service providers about the activities of County government as well as their rights, responsibilities and opportunities to participate in improving the quality of life in the County

Offer mediation and alternative dispute resolution (through the Alternative Dispute Resolution Program), with a special emphasis on Common Ownership Communities and adopting the Administrative Hearing Process

## Mission

- Ensures that County residents connect with government resources, agencies, and personnel.
- Serves as a bridge between the government and the people, using data driven analysis and input received from constituents.
- Dedicated to a world-class service delivery model and ensuring Prince George’s County residents know that they can count on the County to be highly visible, accessible, and accountable.

# Strategic Focus FY 2027

**Increase efficiency and responsiveness to County residents**

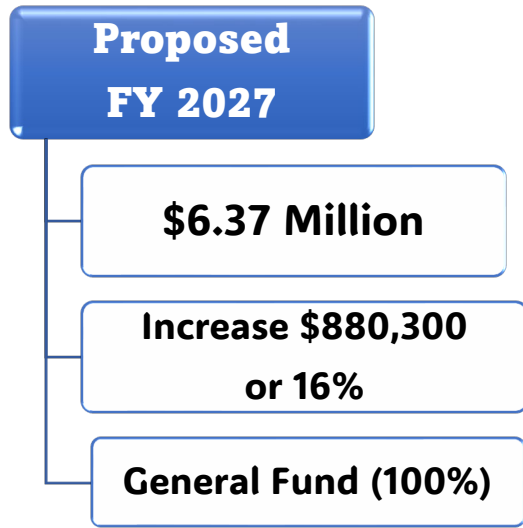
**Maintain and sustain the new PGC311 monitoring system**

**Expand resource services to all residents via 311 on the Go! Program to include interagency collaboration**

**Expand the basic needs distribution program**

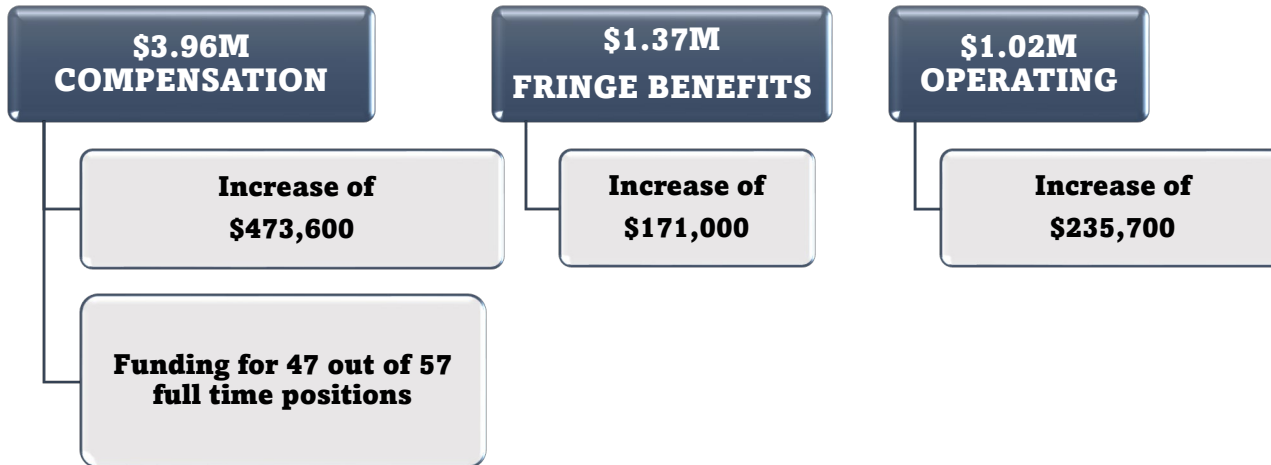
**Improve quality of life in County neighborhoods that have significant economic, health, public safety and educational challenges**

# FY 2027 Budget Summary



Expenditures by Category - General Fund

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Compensation	\$3,171,012	\$3,490,800	\$3,720,400	\$3,964,400	\$473,600	13.6%
Fringe Benefits	1,046,068	1,204,600	1,283,500	1,375,600	171,000	14.2%
Operating	1,038,841	791,600	838,900	1,027,300	235,700	29.8%
Capital Outlay	—	—	—	—	—	—
<b>SubTotal</b>	<b>\$5,255,921</b>	<b>\$5,487,000</b>	<b>\$5,842,800</b>	<b>\$6,367,300</b>	<b>\$880,300</b>	<b>16.0%</b>
Recoveries	—	—	—	—	—	—
<b>Total</b>	<b>\$5,255,921</b>	<b>\$5,487,000</b>	<b>\$5,842,800</b>	<b>\$6,367,300</b>	<b>\$880,300</b>	<b>16.0%</b>



# STAFFING

General 57 Full-Time

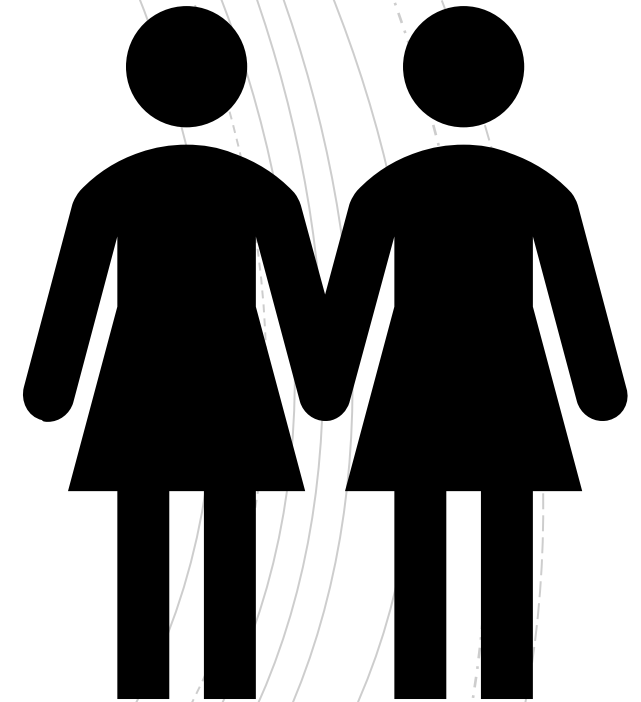
Fund

Authorized Staffing - All Classifications					
	FY 2025 Approved	FY 2026 Budget	FY 2027 Proposed	Change Amount	% Change
General Fund	56	56	57	1	1.8%
Limited Term	0	0	0	0	
<b>Total</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>1</b>	<b>1.8%</b>

## VACANCY

As of March 9, 2026, the Office reported 12 vacant full-time positions

Ten (10) vacant positions are proposed to be unfunded in FY 2027

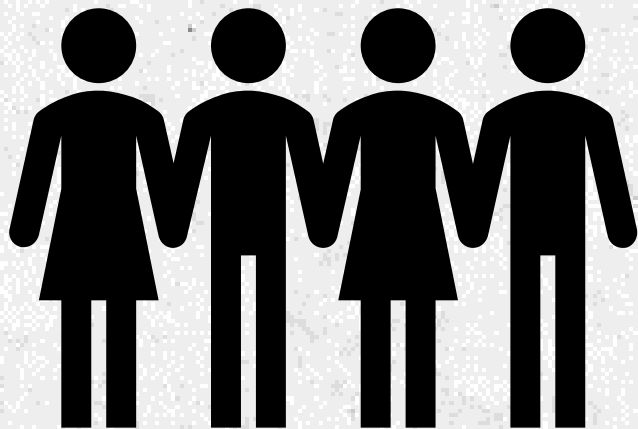


# Challenges

The key factor that has contributed to the current attrition levels is the high workload

There is the need for more Spanish-speaking Call Representatives






# THANK YOU

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 David Noto

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