

Embrace Diversity. End Discrimination.



Annual Report FY2017

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Executive Director's Summary



Dear Citizens, Visitors and Friends of Prince George's County,

FY2017, which ended on June 30, 2017, had our staff and Commission busier than ever. Our normal operations resulted in nine (9) Cause Cases and four (4) trials against individuals and companies found to have violated the civil rights of residents. The five (5) remaining Cause cases were resolved at the Conciliation stage with resulting in many instances monetary payouts to Complainants and changes to policies and procedures by the alleged violators. In addition, we continue to lay the ground work for adding staff and increasing our work load through consistent and effective community outreach and development of the agency website to be more informational and useful for those that may have claims of discrimination. We were able to hire one investigator David Ruiz and recruit and train a new paralegal, Kyla Hanington, to take on the responsibility of the Clerk to the Commission.

FY17 also marked a turning point for Ban the Box legislation, as we started to see more complaints and questions from employers on the rights of those seeking employment as it relates to questions about an applicant's criminal background. Many of the complaints taken stemmed from employers not removing the questions from on-line or website job applications. These cases are becoming more prevalent and we hope that citizens with issues in their past will continue to be given opportunities to interview and be hired for jobs in the county, to enable them to take care of themselves and their families.

Commission Chair Merrill Smith continued to serve as treasurer of the Commission's professional association, the International Association of Official Human Rights Agencies (IAOHRA), where he has done a great job of helping that organization stay financially viable and able to pay all bills as they come due. Commissioner Smith has worked to improve accounting and to expand the membership base by getting dues invoices out early and in an orderly fashion. Our office has provided managerial support to him as he carries out this vital function. IAOHRA's Annual Conference is scheduled for late September 2017 in Seattle, Washington. Several commissioners and staff are scheduled to attend on behalf of the Human Relations Commission. It has been noted that we are one of the largest contingents registered for the conference.

As we look forward to another successful year, we are hoping for decreased in incidences of discrimination and hate crimes in Prince George's County, however events over the past year give us no real glimmers of hope. We still have work to do in our County and our nation and it is clear to us that our mission is as vital as ever. In FY18, the HRC will be busy working to bridge cultural gaps that exists between neighbors in communities in transition, managing immigration and language services for our immigrant population, expanding the County's anti-human trafficking efforts by contracting with the UMD SAFE Center for victim case management, first responder training and public outreach. On the topic of our anti-human trafficking effort, we



wish to thank LMD, a County-based advertising company, for helping the Prince George's County Human Trafficking Task Force create a new anti-trafficking website and develop new training materials. Additionally, hotels and motels in our County can now take the mandatory anti-human trafficking training free of charge, which we developed with the help of local firm, Tecknomic. The training link is posted on the HRC website. Lastly, we appreciate the support for the County Executive Rushern L. Baker III, the entire County Council, the Commissioners and all the many County agencies we work with every day to secure the rights of residents and visitors to be free of discrimination.

Sincerely,

D. Michael Lyles

D. Michael Lyles, Esquire Executive Director



Chair Smith, then acting-Clerk Powell, and the Executive Director at a recent Commission meeting



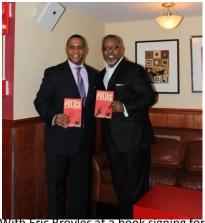
HRC's 45th Anniversary Celebration, July 2017



HRC's 45th Anniversary Celebration, July 2017



HRC at the 2015 Prince George's County Housing Fair



With Eric Broyles at a book signing for Encounters With Police: A Black Man's Guide to Survival.



HRC's 45th Anniversary Celebration, July 2017



Letter from Commission Chairperson



Dear Citizens of Prince George's County,

Let me begin by thanking Commissioners Nora Eidelman, Eric Jackson, Janelle Johnson, Eugene Langbehn, Katrina Burson, Gerald Folsom and Troy Lowe for their continue commitment to serving the citizens of Prince George's County. The Commissioners of the Commission serve truly on a volunteer basis with a commitment of 100% and I am very thankful to each of them.

I would also like to thank County Executive Baker and the County Council for their continue support of our Commission and their commitment to ensuring the Human and Civil Rights of all in Prince George's County are protected. As the County's official Civil and Human Rights Agency, we are one of our nation's most revered local civil rights investigatory and quasi-judicial bodies. That authority means that the County continues to remain committed to being a county where each citizen is free to grow and prosper in an environment free of discrimination, bigotry and other unlawful practices.

FY2016-2017 was another busy one for the Human Relations Commission. We are celebrating 45 years as a Commission and look forward to continuing the important work that began when the Commission was created. In conjunction with the J Franklyn Bourne Bar Association, we also celebrated our 45 years of service to the community. Some of you might also be aware that Judge Bourne played a role in the creation of the Commission.

As in year's past and with constantly changing Civil Rights landscape, we are consistently doing outreach to individuals and groups in our diverse county. We have worked and will continue to work with our partners in law enforcement, the LGBTQ community, the Muslim community, the political community, those with disabilities, and many others in our commitment to create the best county in the land.

As I have stated prior, we, the citizens, must remain mindful that each one of us, regardless of race, color, sex, economic status, ideology, national origin, disability, etc. are created equal and the sum of all of us is always better. We are blessed with life and while we are all here we should strive to leave it a better place than it was yesterday. We must always stand for justice, stand for human rights, stand for civil rights, and stand for love of each other.

Please visit our webpage, (http://www.princegeorgescountymd.gov/1528/Human-Relations), on the county's website to learn more about the Commission. In closing, please feel free to contact the Commission if you have any questions, suggestions or concerns through the website or by calling us at 301-883-6170.

Sincerely,

Merrill Smith Ir.



Our Guiding Principles

MISSION

It shall be the mission of the Prince George's County Human Relations Commission, as the county's civil rights education and enforcement agency, to:

- Provide residents, businesses and visitors an efficient and cost-effective administrative alternative for investigating, mediating and adjudicating complaints of unlawful discrimination in the areas of housing, employment, law enforcement, education, public accommodations and real estate transactions;
- Be professional, competent and fair to all those we serve;
- Value staff for their skill, dedication and creativity—in turn, the Commission will provide a positive work environment based on mutual respect and dignity, where personal and professional development is encouraged;
- Always seek ways to improve our systems and processes in the interest of producing more thorough investigations while resolving cases in a timely manner;
- Work to ensure that our services are equally accessible to those of various abilities and of limited English proficiency.

VISION

The Prince George's County Human Relations Commission is committed to the development of Prince George's county as a great place to live, work and play: where all are free to pursue their talents and dreams unhindered by bias, misunderstanding and conflict based on race, religion, national origin, age, occupation, marital status, political opinion, personal appearance, sexual orientation, disability, or familial status.

CORE VALUES

Public Service: We are committed to serving and educating the public in a professional, impartial and efficient manner. Quality investigations, alternative dispute resolution and adjudications will be accomplished by utilizing skilled and motivated employees who are responsive to the needs of those who interface with the Commission.

Dedication: We will demonstrate our commitment to public service by being responsible, dependable and proactive professionals who will exhibit pride and excellence in fulfilling our mission.

Teamwork: We will empower our employees to achieve a quality work product and harmonious work environment through open communication, positive interaction and the spirit of cooperation.

Respect: We respect the diversity, talents and ideas of all Commission Staff, our most valued resource. We honor the right of every member of our team and the public to contribute, to be heard and to be treated with dignity.

Integrity: We pledge to fulfill our duties and responsibilities without bias and the aim of producing the right result in the public interest.



Legislative Initiatives

Ban the Box Update

Since last fiscal year, the Human Relations Commission has continued to enforce equal opportunity laws under Division 12 of the Prince George's County Code. With the inclusion of the County's Ban the Box ordinance (CB-78-2014), as introduced by Councilmember Obie Patterson, the Commission continues to ensure that County residents with a negative criminal history are granted the opportunity to at least be interviewed and considered for a position before any inquiry is made into criminal system involvement. Over the last year that the legislation has been in place, the Commission has seen several Ban the Box cases moving forward.

Housing Legislation

The Commission is again preparing to move forward with new housing legislation, the Prince George's County Fair Housing Act, which is intended to repeal and replace provisions related to discrimination in housing. Such provisions include, but are not limited to promoting equal access to housing, guaranteeing equal opportunity in the sale, rental, loaning and financing of housing, and prohibiting other discriminatory practices as related to housing and residential real estate. The enforcement of such legislation can award preventive relief, monetary damages, and civil penalties against the Respondent for violations under this Act.

Human Trafficking Initiatives and Legislation

During FY17, the Prince George's County Human Trafficking Task Force conducted many trainings and awareness events for government, the faith-based community, and other community-based stakeholders in the identification and intervention of human trafficking indicators and behaviors. The following trainings have been conducted by the First Responders committee of the PGCHTTF during FY17: Municipal Police Chiefs Training; Human Trafficking in the Medical Field (Prince George's County Hospital Medical Staff, including domestic violence unit, primary care physicians, obstetrics/gynecology, and registered nurses); Social Worker Training; Prince George's County 9-1-1 and 3-1-1 dispatchers; Human Trafficking Training for Law Enforcement (statewide training in collaboration with the Governor's Office of Crime Control and Prevention); Prince George's County Fire/EMS workers; Prince George's County Department of Social Service workers (case managers, child protective services, foster care, and homelessness outreach), the Town of Capitol Heights Police Department, and the State's Attorney's Office Technical Assistance Training. Ten PGCHTTF members from the Public Awareness and Outreach Committee participated in a Train-the-Trainer advocacy training



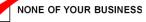
▲ DIVISION 12

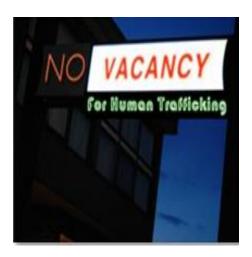
HUMAN TRAFFICKING INITIATIVES AND BAN THE BOX

APPLICATION FOR EMPLOYMENT

Q1) Have you ever been convicted of or plead guilty to a criminal offense?

YES







hosted by The Samaritan Women, a national organization providing restorative care and advocacy to survivors of domestic sex trafficking.

In addition to training, the PGCHTTF has initiated a Public Awareness and Outreach campaign, focusing on trafficking identification and aimed at informing the public about sex and labor trafficking and making victims aware of available resources. The Task Force has successfully implemented various anti-trafficking community-based events, prevention programming, and the most recent human trafficking ad campaign targeting youth, young adults, and the general public. The ad campaign includes flyers, posters, banners and digitized images (each in English and Spanish) aimed at sex and labor trafficking of both adults and minors. Public awareness efforts have also included presentations to the South Community Roundtable, Law Enforcement groups, as well as to the staff of the Mexican Consulate in Washington, D.C.

In January 2017, under the direction of the Susan Esserman and Laura Ardito of the UMD-SAFE Center, the PGCHTTF developed a crisis intervention protocol for government and non-government organizations to aide County trafficking victims in crisis. Collaboratively, this working group of stakeholders identified the top three most critical unmet needs for trafficking victims in the county: (1) lack of a 24/7 emergency victim service response to support law enforcement operations, (2) lack of emergency shelter for trafficking victims, and (3) under-resourced law enforcement units. Ongoing efforts will support a partnership between the SAFE Center and FAIR Girls (but managed and directed by the PGCHTTF) to provide 24/7 victim service crisis response and emergency shelter for trafficking victims in Prince George's County.

Finally, and as directed by the Prince George's County, MD Code of Ordinances, Division 7, Section 5-171.01, the Prince George's County Human Relations Commission is required to provide a training video in collaboration with the Prince George's County Police Department to ensure that each new employee of a hotel, rooming house, motel, or any other form of public lodging within the County shall complete a human trafficking training course. The PGCHTTF has created an online training module on Human Trafficking for Lodging Establishment Employees that will cover content on human trafficking indicators, human trafficking referrals, and other pertinent information related to the County's human trafficking initiative. Additionally, this module enables all lodging establishment employees to complete an assessment or user evaluation to document course success and a basic understanding of the material.



Outreach & Education

The practice of connecting the Community to information, services, education and opportunity is defined as **outreach and education**. For The Prince George's County Human Relations Commission, this practice is a performance cornerstone. For this reporting period, the Commission has continued to improve and expand on its existing outreach and education initiatives while engaging the Community through a variety of outreach opportunities.

OUTREACH AND COMMUNITY ENGAGEMENT ACTIVITIES FOR THIS REPORTING PERIOD INCLUDE:

- February 4, 2017 Chair Smith attended a March on Washington dramatic presentation at the Beltsville branch of the Prince George's County Memorial Library System.
- February 7, 2017 Chair Smith and the Executive Director represented a Know Your Rights Community Forum in District Heights; the Executive Director was on the panel discussion.
- March 2, 2017 The Executive Director, Chair Smith, Paralegal Hanington, and Investigators Villegas, Glenn, and Floyd attended MAHRA Human Rights Day in Annapolis.
- March 2, 2017 The Executive Director spoke at a televised City of District Heights Commission meeting
- March 16, 2017 Commissioners Johnson and Folsom attended the Annual Women's History Luncheon hosted by the County Executive's Office
- March 18, 2017 Commissioner Johnson attended the MOMENTUM Men's Conference
- April 19, 2017 Chair Smith, the Executive Director, and Investigator Clay presented at a City of Bowie Diversity Committee meeting.
- June 3, 2017 The Executive Director and Investigator Clay presented at a Town of Eagle Harbor monthly meeting.
- June 7, 2017 Paralegal Hanington and Investigators Ruiz and Clay represented the agency at Councilmember Lehman's Annual Town Hall at the Laurel Beltsville Senior Center.
- June 10, 2017 Chair Smith, Commissioner Eidelman, and Investigators Villegas, Floyd, Clay, and Glenn participated in the Prince George's County Housing Fair.
- June 17, 2017 Chair Smith attended the annual Juneteenth event at Walker Mill Regional Park.



CIVIL RIGHTS FELLOWSHIP PROGRAM

The Prince George's County Human Relations Commission continues to seek committed attorneys and other professionals for participation in its annual Civil Rights Fellowship Program. Under the program, persons with a committed interest in civil rights law will serve as Fellows to the Human Relations Commission, serving at the pleasure of the Executive Director. Fellows are taught about the agency and its mission, performing assignments alongside staff and are encouraged to take part in monthly Commission meetings and Public Hearings as well as participate in Outreach activities. The monthly Commission meetings and hearings before the Commission offer a candidate a first-hand opportunity to witness and assist with the Commission's processes and to observe how the rights of those discriminated against are championed by this independent government entity.

This fiscal year the Commission's two fellows, Ebony Turner and Asya Giles, actively participated in efforts to execute the vision and purpose of the Commission.



Fellow - Ebony Turner

Miss Ebony Turner is a Junior, Criminal Justice Major on the Pre-Law track at Hampton University. Ebony will be pursuing a career in criminal law, with hopes of becoming a federal U.S attorney. During her time at the Prince Georges County Human Relations Commissions, she had the opportunity to work alongside investigators and the Executive Director to learn and assist with the protection of civil rights of citizens in her community. She assisted with cases, interviews, and investigative reports. After her tenure at Hampton University, Ebony plans to attend law school.



Fellow – Asya Giles

Miss Asya Giles is a Senior, Criminal Justice Major at Hampton University. Asya is interested in pursuing a career in criminal law, with hopes of eventually becoming a federal judge. While interning at the Prince George's Human Relations Commission, Asya learned all about the Agency, she also helped with investigations, participated in interviews, and aided with the creation of investigative reports. Asya is planning on going to law school after she graduates in May.



Meet Our Commissioners



Chairperson Merrill Smith Jr.:

Born and raised in Milner, Georgia, Merrill Smith, Jr. was elected treasurer of IAOHRA at its 2015 annual conference in Birmingham, Alabama. Smith's introduction to civil rights began at a very young age when his family took part in a Civil Rights March in Zebulon, GA after the assassination of Dr. Martin Luther King, Jr in 1968. That experience is what Smith credits with shaping his commitment to Civil Rights through activism, volunteering and participation.

Mr. Smith has served on the Prince George's County Human Relations Commission since 2008. Since joining the commission, he has served in various capacities including Vice-Chair, Interim Chair and was appointed Chairman by Prince George's County Executive Rushern Baker III. In his role as Chairman, he leads one of the most significant quasi-judicial agencies of its type. The Prince George's County Human Relations Commission has been enforcing Civil Rights for the past 45 years.

Smith is the owner of 1st Class Enterprise, a home services company, which he founded after leaving the corporate sector after 25 years. During those 25 years, Smith served in various roles including Vice-President of Training and Store Operations (Atlanta, Ga), Regional Vice-President-Chief Operating Officer ProEx (Chicago, IL., Minneapolis, MN.) where he oversaw 2000 employees and a budget of some 100 million dollars, and Regional Manager (Beltsville, MD).

Smith believes that volunteerism is a responsibility of each citizen and is a key component of serving the public good. That sense of responsibility is a driving factor for his commitment to commitment to social, economic and human justice.

Chair Smith is a 1983 graduate and alumni of The Ohio State University in Columbus, Ohio. He also holds a Lean Six Sigma Certification from Villanova University and has attended and participated in numerous conferences and training ranging programs related to civil rights, process management, social inclusion.

Additional, Smith is a life member of The Ohio State University Alumni Association, The Association of the Study of African American Life and History (ASALH), the NAACP, the Woodmore Civic Association amongst others. Perhaps most importantly for Smith is a motto of volunteering more, doing more and giving more of oneself for the benefit of others, both known and unknown to you!





Secretary Nora Eidelman:

Commissioner Nora Eidelman was born in Asunción, Paraguay and currently resides in College Park, MD. A graduate of the University of Maryland University College, she is currently employed with Community Legal Services of Prince George's County, Inc., where she serves as Deputy Director. Commissioner Eidelman has served on several boards including those of the Prince George's County Child Resource Center and the Family Crisis Center. She was the co-chair of the Hispanic Community Task Force, a member of the Prince George's County Circuit Court Latino Task Force, a founding member of the Prince George's Hispanic Chamber of Commerce and a founding member of the Maryland Latino Coalition for Justice. She is currently serving as a Commissioner for the Ethics Commission for the City of College Park.



Commissioner Katrina Burson:

Commissioner Burson has been a professional registered nurse for 20 years. She is currently employed as a Clinical Research Specialist for a non-profit international organization located in Rockville, Maryland. Commissioner Burson has spent her career caring for and advocating on behalf of, vulnerable populations. She is a passionate supporter and activist for LGBTQ equality and works to build relationships for and with the LGBTQ community. Commissioner Burson is proud to be living in a state that recognizes marriage equality and actively seeks to unite communities and reduce discriminatory practices in public domains.





Commissioner Reverend Dr. Gerald Folsom:

Gerald Folsom, son of Mary Nell and late George Thomas Folsom, is originally from Quitman, Georgia and is employed by the U.S. Department of Transportation as a Senior Transportation Specialist in Washington, D.C. On Friday, April 22, 2016, Gerald was appointed as the 20th Pastor of Wayman Memorial AME Church at the Washington Annual AME Conference. He previously served on the ministerial staff of Community of Hope AME church under the direction of Rev. Tony Lee in Hillcrest Heights, MD. He served as ministry leader of Community of Hope's Social Justice and Public Service Ministry and Men's Ministry Leader. Gerald was ordained an itinerant deacon in 2012 and an itinerant elder in 2014 during the Washington Annual Conference of the AME Church.

He attended Clark College (now Clark-Atlanta University) in Atlanta, GA. He holds the following academic degrees: Ph.D. in Communication and Culture from Howard University in Washington, D.C.; Master of Divinity from Howard University; M.A. in Organizational Communication from Bowie State University in Bowie, MD; and B.S. in Liberal Arts from Excelsior College in Albany, NY. Initiated on November 20, 1982, at Beta Psi Chapter, he is a life member of Omega Psi Phi Fraternity, Inc. and recently served as the Second District Chaplain, overseeing the spiritual needs of Omega men in Maryland, New York, New Jersey, Delaware, and Pennsylvania and is also an active member of Gamma Pi Chapter in Prince George's County, MD.

Gerald served as the Co-Chairman of the Public Engagement Committee on the Transition Team for the Honorable Rushern L. Baker III, County Executive, Prince George's County, MD. On November 7, 2012, he was appointed by the Prince George's County Executive as a Commissioner on the County's Human Relations Commission (County's Civil Rights Agency). He is married to Joyce Folsom and they reside in Upper Marlboro, MD.



Commissioner Eric Jackson, Esquire:

Commissioner Jackson is a partner with The Sack Law Firm P.C., a full service law firm based in McLean, Virginia. He has a diverse law practice which includes representation of individuals, law firms, associations and emerging and large companies in business litigation, employment and intellectual property cases. Commissioner Jackson also assists families and children with special needs in navigating the educational and legal labyrinths necessary to obtain special education services. Prior to joining The Sack Law Firm P.C.,



Commissioner Jackson was a partner at Jenner & Block LLP and Robins, Kaplan, Miller & Ciresi L.L.P. in Washington, D.C. Commissioner Jackson earned an A.B., Values, Technology, Science and Society from Stanford University and a J.D. from the University of Wisconsin Law School. Commissioner Jackson is active in the community. On November 7, 2012, he was sworn in as a Commissioner of the Prince George's County Human Relations Commission. He previously served as Vice Chair of the D.C. Bar Pro Bono Committee. A father of three active children, Commissioner Jackson resides in Fort Washington, Maryland.



Commissioner Reverend Janelle Johnson:

A native of Hampton, Virginia, Commissioner Janelle Johnson attended the University of Illinois with a full scholarship in track and field. She competed in the 1995 Olympic Festival and qualified for the 1996 Olympic Trials. Commissioner Johnson transferred to George Mason University graduating with a degree in Broadcast Journalism, later receiving her Master's Degree in Business from Johns Hopkins University, after relocating to the Washington D.C. area in 1998. Recently, she has completed the Princeton Theological Seminary's Certificate in Theology and Ministry Program. She has held positions in various technology companies, including Sprint and Lockheed Martin, where she served as a consultant and a corporate Diversity Manager, respectively. Her current work assignment is with the United States Department of Transportation (DOT) in the Office of the Secretary. She is also an ordained minister on the ministerial staff of Reid Temple AME Church in Glendale, MD. Commissioner Johnson believes her greatest commitment is to serve God, people, and the community.



Commissioner Eugene Langbehn:

Commissioner Langbehn is a retired career and vocational rehabilitation counselor with a Master's Degree in Counseling and Personnel Services with specialization in counseling individuals who have disabilities. Commissioner Langbehn has an AA degree in Paralegal Studies. Previously, Commissioner Langbehn was employed in administrative positions with the State of Maryland, including legal assistant to the State Appeals Officer for the Department of Human Resources. He founded and chairs Maryland United for Peace and Justice, a statewide non-profit, advocacy and education coalition. Commissioner Langbehn serves on boards of non-profits, including Pax Christi Metro DC and Baltimore, and Progressive Maryland. Previously, he was an elected



member of the Democratic State Central Committee of Maryland and Political Action Chair of the AFSCME State Employees Council 92. As a Chief Steward with AFSCME, he handled employee grievances. After becoming disabled, with conditions including multiple chemical sensitivity and toxic encephalopathy, Commissioner Langbehn served on the Governor's Committee for Employment of People with Disabilities and The Advisory Board of the ADA Information Center for the Mid- Atlantic Region.

He was appointed to the Prince George's County Human Relations Commission in 2012 and also serves on the Prince George's County Commission for Individuals with Disabilities. Working with the Prince George's County Council and the Commission for Individuals with Disabilities, Commissioner Langbehn advocated for and drafted clauses in the 2016 County Taxicab Bill that establishes a county fleet of wheelchair accessible taxicabs, and that stipulates that there shall be no discrimination on the basis of disability in county taxicab services.



Commissioner Troy Lowe, Esquire:

Commissioner Lowe is a product of Prince George's County. He matriculated through St. John's Catholic school, then Surrattsville Senior High School, both in Clinton, Maryland. He was a four year letterman in football at Surrattsville. After receiving his bachelor's degree from Johnson C. Smith University, Commissioner Lowe went on to pursue his juris doctorate in 2005 at The Thomas M. Cooley Law School in Lansing, Michigan. Commissioner Lowe was admitted to the Maryland bar in 2009 and began practicing law as a contract attorney with the United States Department of Justice. In 2011, Commissioner Lowe opened his private practice in Upper Marlboro, Maryland where he focuses on personal injury litigation and family law matters. Commissioner Lowe prides himself on the level of service and attention he provides to each client. His top priority is to ensure each client is confident that their best legal interests are represented. In 2014, Commissioner Lowe was appointed as a Commissioner of the Human Relations Commission where he serves to protect the civil rights of the residents of Prince George's County.

COMMISSION PERFORMANCE MEASURES (Addendum 1)

Proposed Changes 2.2	Objective	Measure Name Resources (input)	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated
2.2	2.2			2	2	2
	2.2	Workload, Demand and Production (output)	2			
	2.2	Number of mediations scheduled	54	60	13	13
	2.2	Number of conciliations scheduled	6	6	5	8
	2.2	Number of mediations conducted	36	40	15	18
	2.2	Number of conciliations conducted	3	4	5	6
	2.2	Number of mediations closed with settlement	17	20	7	8
	2.2	Number of cases that reached a resolution through conciliation	3	0	3	5
	2.2	Efficiency				
	2.2	Number of ADR sessions conducted per mediator	19.0	20.0	13	10
	2.2	Quality	ı			
	2.2	Percentage of mediated cases that reached an agreement	49%	59%	53%	50%
	2.2	Percentage of cases that reached a resolution through conciliation	100%	0%	60%	63%
	2.2	Percentage of customers satisfied with mediation services	100%	100%	100%	100%
	2.2	2.2 Impact (outcome)				
	2.2	Percentage of discrimination cases that reached an agreement through ADR	53%	50%	46%	57%
	Resources (input)					
	4.1	Number of Investigators	6	6	6	7
		Workload, Demand and Production (output)				
	4.1	Number of intake interviews conducted	139	144	155	150
	4.1	Number of Cases opened as result of intakes conducted	62	90	76	102
	4.1	Number of investigated complaints with "cause" findings	0	6	9	12



Proposed Changes	Objective	Measure Name	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated
	4.1	Number of investigated complaints with "no cause" findings	71	60	60	78
	4.1	Number of administrative closures and voluntary withdrawals	22	22	23	12
	4.1	Number of investigated cases closed w/I 180 days	22	22	50	80
	4.1	Number of closed investigations subject to quality audit	30	30	40	27
	4.1	Number of "no cause" findings appealed to the Commission	13	7	10	6
	4.1	Number of subpoenas served by investigators	4	25	1	1
	4.1	Number of MPIA requests processed by staff	5	11	9	12
		Efficiency				
	4.1	Average number of cases investigated per investigator	11	11	6	5
	4.1	Average number of open cases per month	69	62	38	35
		Quality				
	4.1	Average case age in days	255	268	154	180
	4.1	Percentage of cases closed within 180 days	39%	33%	50%	75%
	4.1	Audit Score of closed audited cases (out of 10)	9.00	9.00	9.00	8.5
Impact (outcom		Impact (outcome)				
	4.1 Percentage of appeals of findings sustained by the		99%	95%	97%	95%
	4.1	Percentage of "no-cause" findings reversed or remanded by the Commission		5%	3%	3%
	4.2 Number of commissioners		12	11	10	12
4.2 Number of cases certified for hearing		Number of cases certified for public hearing	3	5	7	7



Proposed Changes	Objective	Measure Name	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	
	4.2	Number of hearings held	0	4	4	5	
	4.2	Number of decisions issued	of decisions issued 0 3 3		3	4	
	4.2	Number of decisions issued within 180 days Number of decisions appealed to Circuit Court		3	3	4	
	4.2			1	0	0	
	4.2	Number of decisions overturned on appeal	0	0	0	0	
	4.2	Number of Outreach Events attended	7	7	12	15	
	4.2	Efficiency Percentage of decisions issued within 180 days	100%	90%	100%	100%	
		Quality					
	4.2	Percentage of decisions overturned on appeal	0%	0%	0	0	
	4.2	Average number of days decisions are issued after a hearing	180	200	180	180	
	4.1	Impact (outcome)					
	4.2	Number of decisions issued in favor of Complainant	0	4	N/A	3	
	4.2	Number of decisions overturned on appeal	0	0	0	0	

THE PRINCE GEORGE'S COUNTY HUMAN RELATIONS COMMISSION DUTIES OF A COMMISSIONER

<u>DUTIES</u>: The Commission, along with its Executive Director, is the agency empowered to enforce the civil rights laws of Prince George's County. Primary duties of the 13 member commission are to: 1) conduct administrative hearings involving claims of unlawful discrimination. 2) Serve as the civil rights policy arm of county government; and 3) perform community outreach activities aimed at providing education and information on cultural diversity issues and civil rights enforcement.

<u>TIME COMMITMENT</u>: Attendance at monthly commission meetings held on the 4th Monday of the each month at 6:30 p.m. is required. At the meetings, the Commission manages administrative details related to hearings, case closures, policy pronouncements and advocacy, research and community outreach. Some preparation time prior to the meeting may be necessary depending on the agenda items established by the Executive Director and the Commission Chairperson. Meetings typically last no more than 2 hours.

<u>HEARINGS</u>: Public Hearings are held at the discretion of the Commission, usually after a recommendation by the Executive Director, who is authorized to bring charges against a person or entity alleging a civil rights violation(s). The hearings are scheduled at the pleasure of the Commission and are held usually on Tuesday and Thursday evenings. Written decisions are required after each public hearing and are considered timely if produced within 180 days of any hearing.

<u>PANELS</u>: Commissioners hear cases in panels of three or four members, divided by subject area (Housing, Public Accommodations, Employment, Education, Real Estate, Financial Lending, Law Enforcement). A panel chair is designated prior to any hearing by the Commission Chairperson. The Panel chair presides over any hearings or related meetings referred to it. The Commission has the authority to award money damages, levy fines, issue cease and desist orders, order injunctive relief and sanctions directed at penalizing or stopping discriminatory conduct.

TERM: Three years, depending on year of appointment.

<u>BENEFITS</u>: The position is voluntary and non-stipend, but funding is provided for travel and training in connection with civil rights conferences and meetings throughout the year. Reimbursement for certain expenses related to the performance of Commission duties is also permitted.







Prince George's County Human Relations Commission FY2017 Case Audit Report

The Audit program is an internal quality control program that looks at quality, timeliness, and thoroughness of investigations using a review model developed in-house to examine closed cases. Done annually, the Audit is performed by a team of senior and junior investigators and includes interviews with investigators on how and why they did certain tasks. At the end, it helps to make corrections in investigative techniques and to aid in decision-making about whether to maintain certain standards or processes.

With Control standards developed by the Executive Director and a team of investigators, the Audit was created to assist staff in preventing case closure issues with which there had been challenges in the past, mostly centered on lateness and quality of the investigative process.

While usually the case sample is 20%, this year we increased the sample to 30% of closed cases in order to determine if, by increasing the sample size, the scores would be markedly different from previous years. Additionally, reviewing a greater number of cases gets us closer to a more representative sample of closed cases.

Definitions:

- Case Jacket: A case jacket is the folder where documentation and correspondence obtained throughout an investigation is stored for review and future retrieval. Case jackets need to be kept in the best possible condition to protect what has been attained, but to also show that care was placed into the presentation and image that the Human Relations Commission (hereafter referred to as the 'Commission') conveys to the public.
- Strength: The level of effort and care put into an investigation from start to finish which can be reflected by reviewing a case jacket and its contents. To obtain a higher end score in the area of Strength during the case audit, the case jacket should have all required forms and documents relevant to the investigation in its correct place. The investigation was complete and thorough, with the important questions answered. To obtain a lower score, the case jacket is missing several forms and documents that are required to be in a closed case. The investigation was poor and could have been much better in quality.
- **Timeliness**: The amount of time that it took to complete an investigation. Cases transferred from the Equal Employment Opportunity Commission office to the Human Relations Commission, are scored based on the amount of time the Investigator had the case, not based on its actual age. Grading in the Timeliness category is based on the below time-based scoring system:

Days	180 and less	181-360	361-540	541-720	721 and older
Score	4	3	2	1	0

• **Organization**: This category is scored on how well the case jacket being reviewed is kept during and after the investigation. To achieve a higher score, the case jacket should show minimal signs of damage. Documents are crisp, neat and in their correct place. The table of contents is detailed and lists exactly where the relevant documents are located for easy review. To achieve a lower score, the case jacket is torn, beat up and falling apart. Documents inside the case jacket are not hole-punched and are ripped or unreadable. There is no table of contents available to inform reviewers where specific relevant documents are.



Objective: To review and grade cases closed from the time period of June 1, 2016 through May 31, 2017.

Purpose: The purpose of the case audit is to review closed cases to discover ways to improve the Commission's investigation process and case jacket presentation for the future. This task is undertaken on a yearly basis by reviewing previous work that has been completed, it provides the Commission with an opportunity to create new ideas or enhance old procedures, figure out trouble areas, and streamline processes, which can advance overall case investigations. The case audit process also gives those outside of the Commission a chance to better understand what exactly they do and what goes into the work.

2017 Case Audit Conducted by: Charles Floyd (Investigator) and Ebony Turner (Summer Collegiate Intern).

Overall Grade: A (3.93)

In June 2017, thirty (30) cases that were closed from June 1, 2016 through May 31, 2017, were randomly chosen from an available pool of eighty-two (82) cases and graded by the Human Relations Commission's summer collegiate intern, Ebony Turner. Ms. Turner has no prior investigative experience and reviewed the cases as a neutral layperson. The 2017 case audit followed the same grading system created in 2016 that consisted of three (3) categories in which to score the cases. The three (3) categories used to review the thirty (30) selected cases were: Strength, Timeliness, and Organization. Cases were scored on a scale of one (1) to four (4), with one (1) being the lowest score and four (4) being the highest possible score. After reviewing all thirty (30) case jackets, each one was scored and an overall average was calculated based on the scores of each individual category and translated into a letter grade for easier review. The overall letter grade of the 2017 case audit was an "A" with an overall average score of 3.93.

Strength: A (3.93)

The Investigative Team continues to move forward with the strength of their investigations and the quality of the case jackets as the score has increased from the 2016 audit score of 3.8. The Investigators in the majority of the cases made sure each relevant case jacket had a Report of Investigation, which laid out their entire investigative process for anyone to pick up, read and understand case progression from beginning to end. The case jackets also had the proper documents and information required in each investigation based on its specific needs. In addition, there were no documented complaints against the Investigators in the case files. Furthermore, all cases that were appealed by the Complainant were upheld by the Commissioners, which speak to the strength and effort the Investigative Team puts into their quality of work.

Timeliness: A (3.93)

Only two (2) reviewed case investigations took over one hundred-eighty (180) days to complete. Out the thirty (30) reviewed cases, twenty-eight (28) were closed in one hundred-eighty (180) days or less, a vast improvement from twenty (20) cases in 2016.

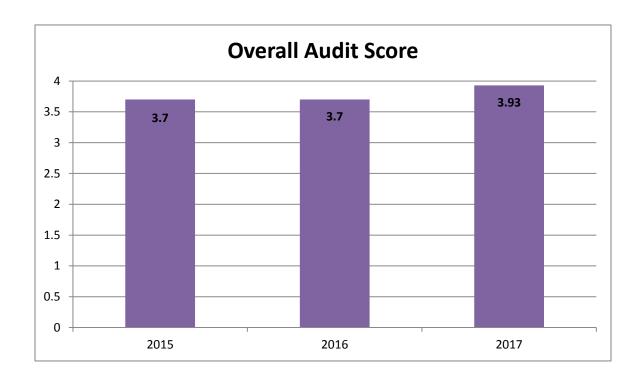
Organization: A (3.93)

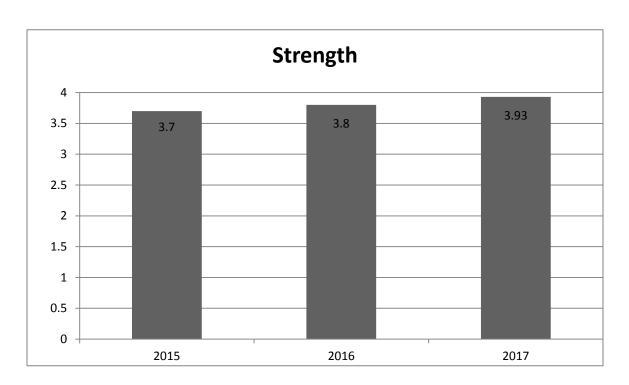
This category increased from 3.7 during last year's review to 3.93, which shows that high case jacket quality is becoming second nature to the staff. Investigators know the importance of maintaining and presenting to the Commissioners and others a well-organized case jacket. Out of the thirty (30) cases reviewed during this audit, twenty-eight (28) scored a four (4) out of four (4).

In conclusion, the consistency and progress shown since the 2016 audit is very impressive as it shows that the three (3) Junior Investigators are producing work with the quality of Senior Investigators. As the staff evolves, they continue to improve on all facets of case investigations. High quality effort is consistent and surely will continue as we move forward towards the future of investigations.

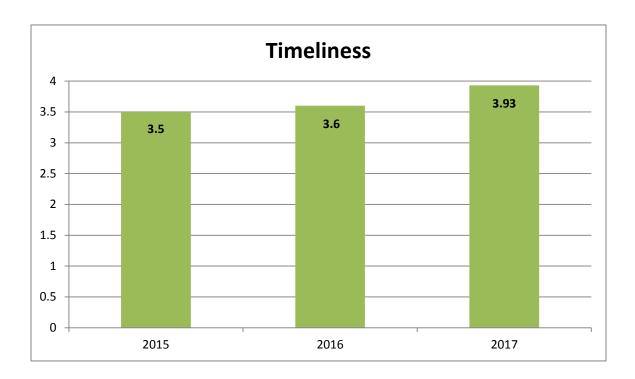


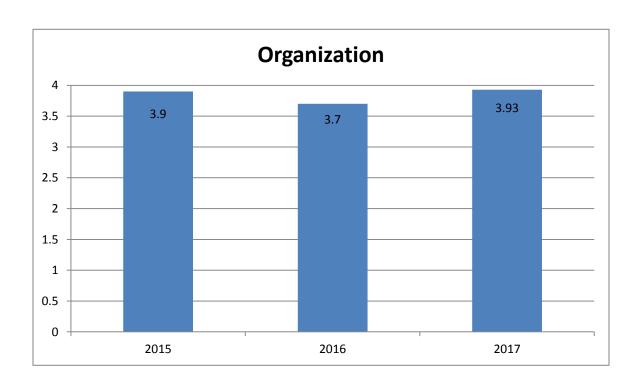
Please see the attached quantitative data below which further shows the breakdown of the thirty (30) cases reviewed during the 2017 case audit:



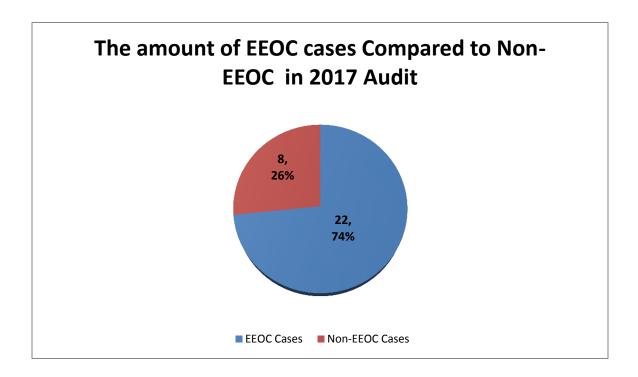


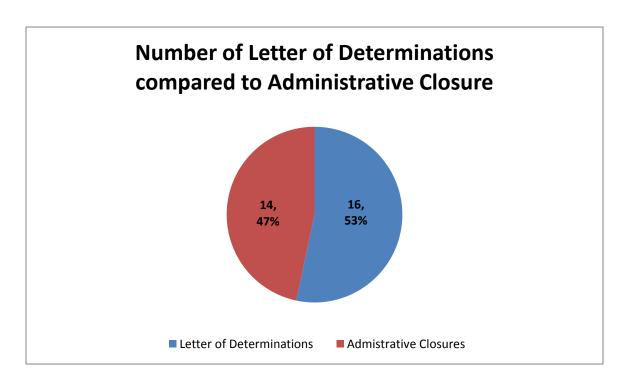




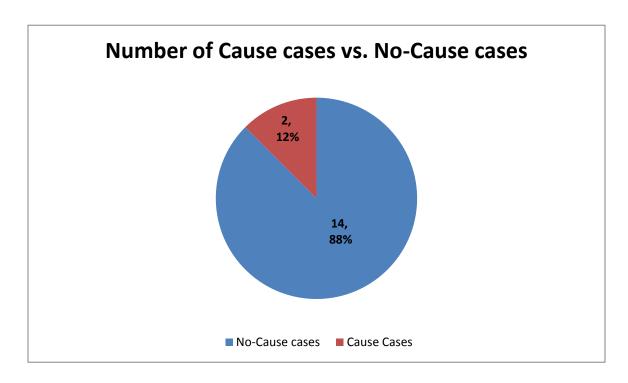


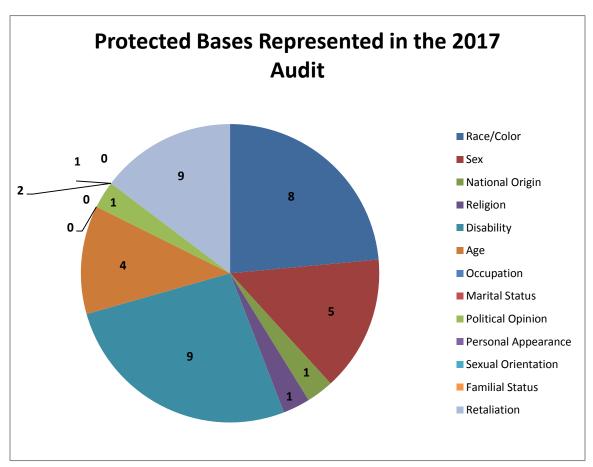




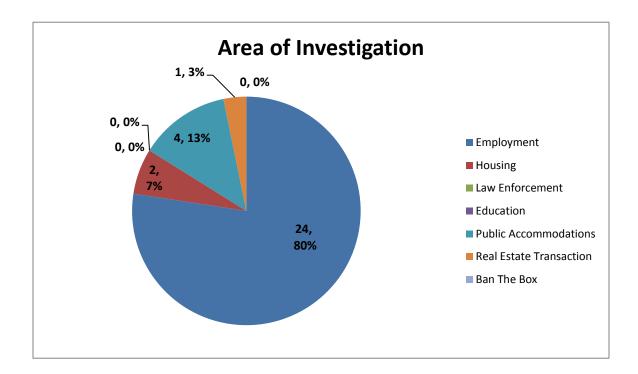
















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LLAMA AL 888-373-7888 • ENVÍA **UN MENSAJE DE TEXTO AL 233733**

Si estás fuera del Condado de Prince George. Linea directa del Centro Nacional de Recursos contra la Trata de Personas. Llama 24/7

LLAMA AL 911

Si tienes una emergencia o estás en peligro inmediato.

Conoce los hechos y reconoce las señales: HumanTraffickingHotline.org





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CALL 888-373-7888 or TEXT 233733

If you're outside of Prince George's County. National Human Trafficking Hotline, Call 24/7

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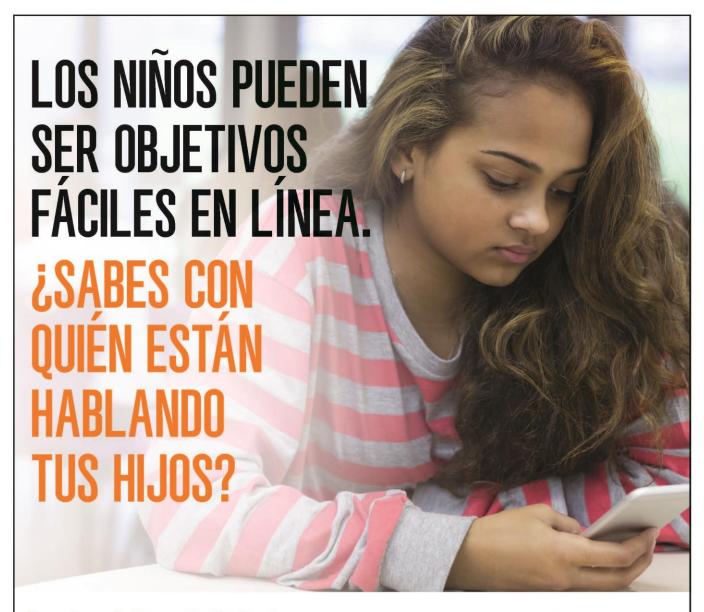


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Línea Directa del Centro Nacional de Recursos contra la Trata de Personas (National Human Trafficking Hotline [NHTH])

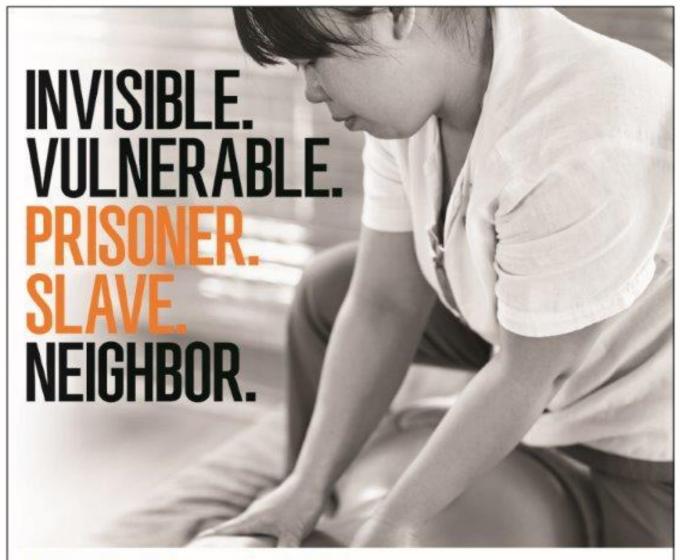
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