

OFFICE OF COMMUNITY RELATIONS - 113

MISSION AND SERVICES

Mission - The Office of Community Relations (OCR) provides constituent and mediation services along with conducting community outreach and investigations of allegations of unlawful discrimination in order to promote an active, informed, engaged and vibrant civic culture as well as to foster a strong connection between all those who live, work and play in the County.

Core Services -

- Provide access to government services and information for all County residents and businesses
- Mediation and alternative dispute resolution, with a special emphasis on diverting minor civil matters and domestic disputes from the court system
- 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
- Investigation and administrative resolution of complaints of unlawful discrimination in the areas of employment, housing, real estate transactions, financial lending, education, law enforcement and public accommodations

Strategic Focus in FY 2018 -

- Increase the percentage of 3-1-1 calls answered within targeted goals by equipping employees with improved technology and access to information
- Increase the percentage of disputes that are resolved through mediation by utilizing an internal case management system to assist in the administration of the dispute resolution program
- Increase the number of citizens and residents provided information on government programs and services by developing targeted communications for non-English speaking families and parents
- Increase the number of discrimination cases resolved through community education and aggressive and timely enforcement of the County's anti-discrimination laws and pursuit of relief for victims and payment of fines and assessments

FY 2018 BUDGET SUMMARY

The FY 2018 approved budget for the Office of Community Relations is \$4,716,300, a decrease of \$482,200 or 9.3% under the FY 2017 approved budget.

GENERAL FUNDS

The FY 2018 approved General Fund budget for the Office of Community Relations is \$4,656,300, an increase of \$135,500 or 3.0% over the FY 2017 approved budget.

Budgetary Changes -

FY 2017 APPROVED BUDGET	\$4,520,800
Increase Cost: Compensation - Mandated Salary Requirements - net change includes funding for vacancies and attrition	\$72,500
Add: Operating - Coordination of the Language Access Initiative	\$50,000
Add: Operating - Additional laptops for the 3-1-1 Center	\$31,200
Increase Cost: Operating - Support related to the Human Trafficking Initiative advertisement and wireless service for investigators	\$14,900
Increase Cost: Operating - Training for the Equal Employment and Opportunity Commission, Human Trafficking Campaign and professional development for the 3-1-1 Center staff	\$8,200
Decrease Cost: Fringe Benefits - Decrease in fringe benefit rate from 32.6% to 30.6%	(\$41,300)
FY 2018 APPROVED BUDGET	\$4,656,300

GRANT FUNDS

The FY 2018 approved grant budget for the Office of Community Relations is \$60,000, a decrease of \$617,700 or 91.1% under the FY 2017 approved budget. Major source of funds in the FY 2018 approved budget include:

- U.S. Equal Employment Opportunity Commission (EEOC) Worksharing Agreement

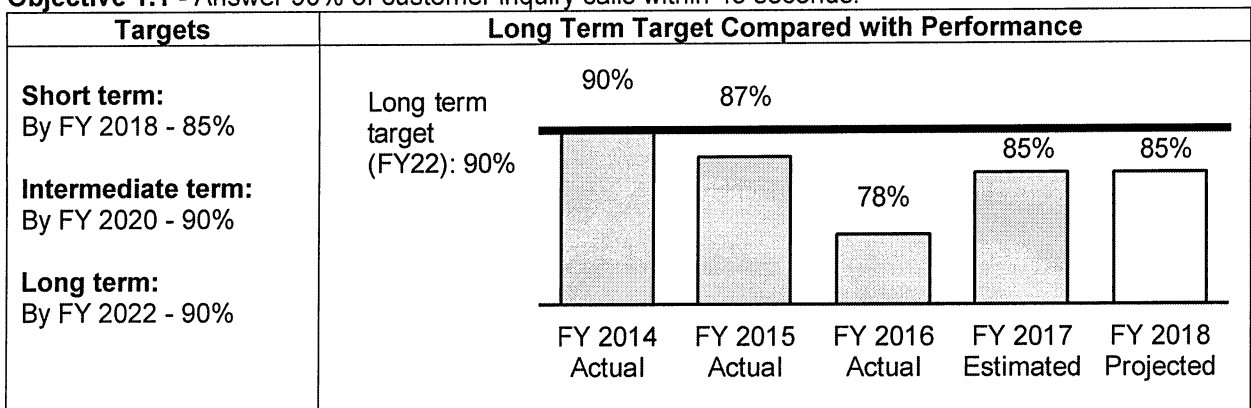
Budgetary Changes -

FY 2017 APPROVED BUDGET	\$677,700
Remove: Prior Year Appropriation - Comprehensive Services for Victims of All Forms of Human Trafficking Program	(\$617,700)
FY 2018 APPROVED BUDGET	\$60,000

SERVICE DELIVERY PLAN AND PERFORMANCE

GOAL 1 - To provide constituent services to residents and businesses in order to resolve complaints, questions and community concerns.

Objective 1.1 - Answer 90% of customer inquiry calls within 45 seconds.



Trend and Analysis -

The Office receives, responds to and coordinates the resolution of customer complaints and questions using the County Click 3-1-1 Web and phone portal for government information and non-emergency services. It is critical that call representatives answer calls and process service requests in a timely and accurate manner. It is anticipated that the number of inquiry letters received and closed will decrease as more citizens are utilizing the internet to relay concerns.

Performance Measures -

Measure Name	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected
Resources (input)					
Number of citizen service specialists	17	18	18	20	22
Workload, Demand and Production (output)					
Number of customer inquiry calls received via 3-1-1	228,011	233,404	280,830	270,000	270,000
Number of customer inquiry walk-ins	255	151	260	265	260
Number of customer inquiry e-mails	16,163	23,013	16,500	17,000	16,500
Number of customer inquiry letters received	74	121	80	75	80
Total number of calls, walk-ins, emails, letters	244,503	256,689	297,670	287,340	286,840
Efficiency					
Average time for a 3-1-1 call to be picked up by a call taker	:59	1:00	3:25	:45	:45
Average call duration	2:53	3:01	3:09	3:00	3:00
Percent of abandoned calls	8%	9%	15%	1%	6%
Number of service requests generated via CountyClick 3-1-1	211,272	215,399	230,015	250,000	250,000
Quality					
Percentage of calls answered within 45 seconds	90%	87%	78%	85%	85%

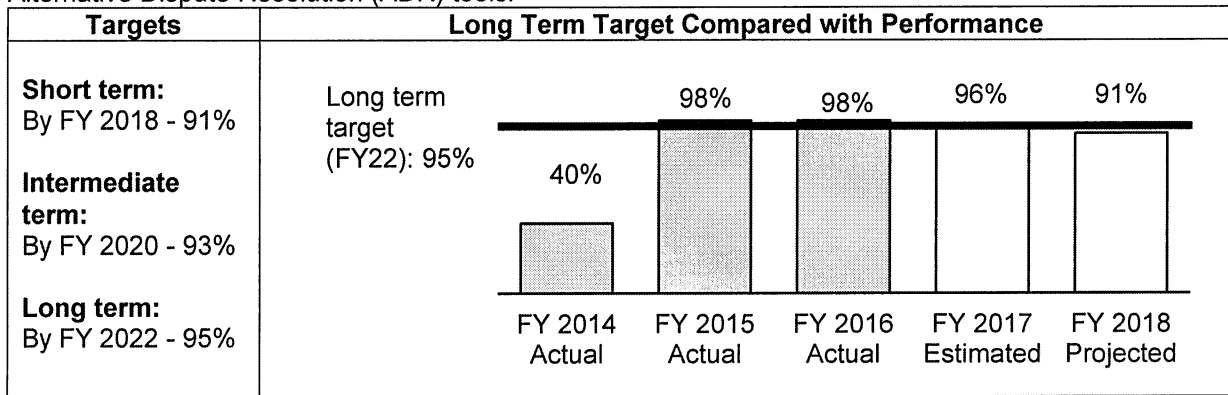
FY15 Actual figure updated.

Strategies to Accomplish the Objective -

- **Strategy 1.1.1** - Provide employees with improved technology and internal resources to expedite resolutions
- **Strategy 1.1.2** - Provide employees access to proper information and resource availability
- **Strategy 1.1.3** - Coordinate the efforts needed to complete requests in collaboration with external agencies

GOAL 2 - To provide mediation services to County residents and businesses in order to facilitate resolution of community disputes and civil rights discrimination complaints.

Objective 2.1 - Increase the percentage of community mediation cases reaching settlement through Alternative Dispute Resolution (ADR) tools.



Trend and Analysis -

Mediation is a process in which trained volunteer mediators help citizens and residents find win-win solutions to their conflict. Mediation referrals come from courts, police, community organizations, civic groups, religious institutions, government agencies, community leaders and individuals. A closed mediation means a case was successfully resolved using mediation. The number of referrals and cases mediated decreased since the agency no longer mediates the courts' parent plan cases. Through community education and outreach, increases in referrals and mediations are expected in FY 2018.

Performance Measures -

Measure Name	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected
Resources (input)					
Number of volunteer mediators	75	67	74	74	74
Workload, Demand and Production (output)					
Number of mediation referrals	454	314	163	90	100
Number of cases mediated	333	159	109	50	55
Number of mediation cases closed	132	156	107	48	50
Efficiency					
Average number of cases mediated per volunteer	4.4	2.4	1.5	0.7	0.7
Quality					
Percent of mediation participants rating "agree" or "strongly agree" with overall mediation satisfaction	95%	98%	98%	98%	98%
Impact (outcome)					
Percent of cases mediated that reached an agreement	40%	98%	98%	96%	91%

Strategies to Accomplish the Objective -

- **Strategy 2.1.1** - Utilize an internal case management system to assist in the administration of the dispute resolution program
- **Strategy 2.1.2** - Provide intensive and skills-based training, apprenticeships, continuing education and ongoing evaluation of volunteer mediators to ensure mediators possess the needed skills, knowledge and resources
- **Strategy 2.1.3** - Educate the community members about conflict resolution and mediation

Objective 2.2 - Increase the percentage of civil rights/discrimination complaints resolved as a result of the effective use of ADR techniques.

Targets	Long Term Target Compared with Performance																		
<p>Short term: By FY 2018 - 50%</p> <p>Intermediate term: By FY 2020 - 52%</p> <p>Long term: By FY 2022 - 55%</p>	<p>Long term target (FY22): 55%</p> <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Performance (%)</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>FY 2014</td> <td>62%</td> <td>Actual</td> </tr> <tr> <td>FY 2015</td> <td>51%</td> <td>Actual</td> </tr> <tr> <td>FY 2016</td> <td>50%</td> <td>Actual</td> </tr> <tr> <td>FY 2017</td> <td>46%</td> <td>Estimated</td> </tr> <tr> <td>FY 2018</td> <td>50%</td> <td>Projected</td> </tr> </tbody> </table>	Fiscal Year	Performance (%)	Status	FY 2014	62%	Actual	FY 2015	51%	Actual	FY 2016	50%	Actual	FY 2017	46%	Estimated	FY 2018	50%	Projected
Fiscal Year	Performance (%)	Status																	
FY 2014	62%	Actual																	
FY 2015	51%	Actual																	
FY 2016	50%	Actual																	
FY 2017	46%	Estimated																	
FY 2018	50%	Projected																	

Trend and Analysis -

The ADR team provides mediation and conciliation services for complainants. Mediation is voluntary, while conciliation is mandatory. OCR anticipates increasing information about ADR by allowing other trained staff to assist in providing written documentation about ADR during intake. This will allow the complainants and respondents to see the benefits of mediation at the intake interview as the agency moves to increase expedited scheduling and coordination of mediation sessions. If successful, this will help to drive up case closures and eliminate case overload. ADR staff remains effective at resolving cases through mediation and conciliation when presented with the opportunity. The trend of resolutions at or above previous performance levels is expected to continue.

Performance Measures -

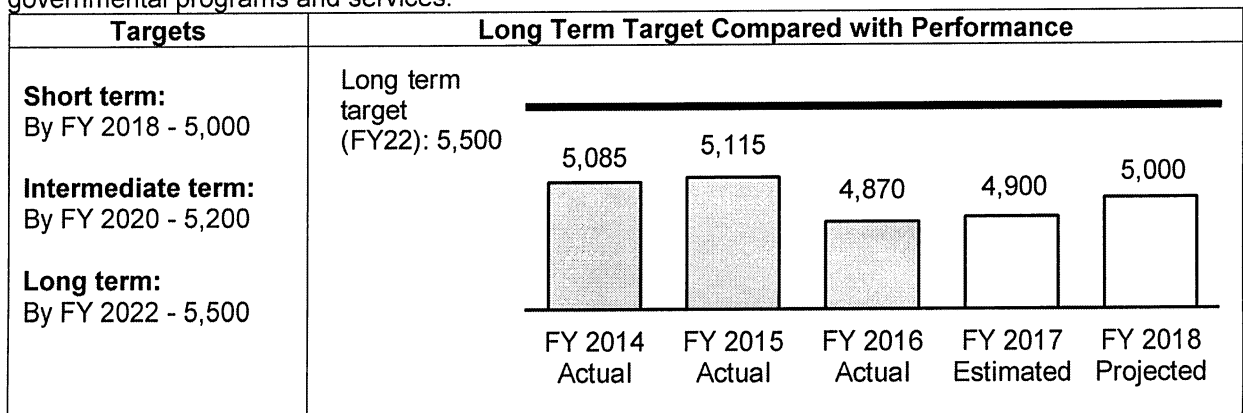
Measure Name	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected
Resources (input)					
Number of commission mediators	2	2	1	1	1
Workload, Demand and Production (output)					
Number of mediations scheduled	24	54	60	30	20
Number of conciliations scheduled	6	6	6	6	4
Number of mediations conducted	17	36	40	20	10
Number of conciliations conducted	4	3	4	6	4
Number of mediations closed with settlement	10	17	20	10	10
Number of cases that reached a resolution through conciliation	3	3	0	2	2
Efficiency					
Number of ADR sessions per mediator	10.5	19.5	20.0	26.0	10.0
Quality					
Percentage of mediated cases that reached an agreement	59%	49%	59%	50%	50%
Percentage of cases that reached a resolution through conciliation	75%	100%	0%	33%	50%
Percentage of customers satisfied with mediation services	100%	100%	100%	100%	100%
Impact (outcome)					
Percentage of discrimination cases that reached an agreement through ADR	62%	51%	50%	46%	50%

Strategies to Accomplish the Objective -

- **Strategy 2.2.1** - Ensure printed mediation material is provided and an ADR consult is completed for each complainant
- **Strategy 2.2.2** - Conduct at least three ADR conferences per month
- **Strategy 2.2.3** - Ensure mediators receive 40 hours of external expert ADR training

GOAL 3 - To provide community outreach to individuals, businesses, constituency groups and non-profit service providers in order to communicate information about County programs and services to the public.

Objective 3.1 - Increase the number of citizens, residents and businesses provided information on governmental programs and services.



Trend and Analysis -

Reaching the intermediate term target of 5,200 citizens served by community outreach will improve the communication between citizens and government. The community outreach staff participates in homeowner association workshops, community parades, health fairs and other local events occurring throughout the County. The agency is committed to have an outreach specialist available for every event.

Performance Measures -

Measure Name	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Estimated	FY 2018 Projected
Resources (input)					
Number of community outreach employees	6	5	4	5	5
Workload, Demand and Production (output)					
Number of community events attended	232	284	225	245	250
Efficiency					
Average number of events attended per employee	38.7	56.8	56.3	49.0	50.0
Quality					
Percent of requested events attended	75%	79%	62%	71%	73%
Impact (outcome)					
Number of citizens and residents provided information by community outreach services	5,085	5,115	4,870	4,900	5,000

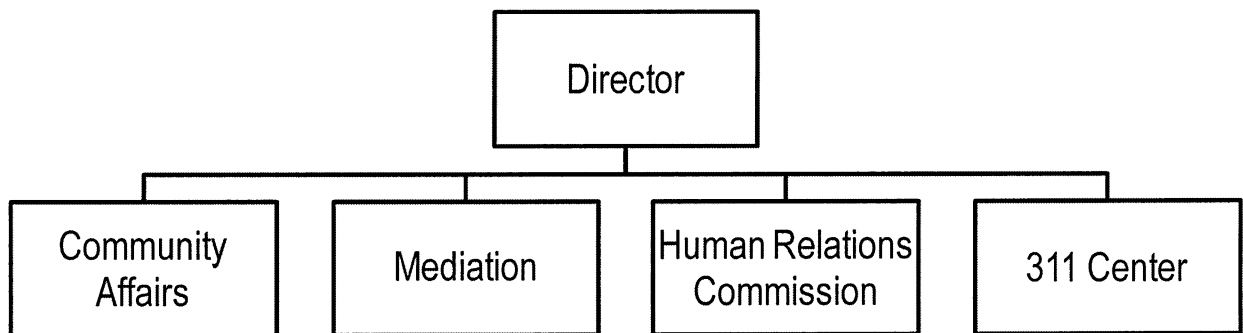
Strategies to Accomplish the Objective -

- **Strategy 3.1.1** - Develop targeted communications for non-English speaking families
- **Strategy 3.1.2** - Establish partnerships with community-based organizations
- **Strategy 3.1.3** - Coordinate special events that connect the community to the resources of County government

FY 2017 KEY ACCOMPLISHMENTS

- Implemented a new Common Ownership Communities Website that lists all county recognized Homeowner Associations and management companies and accepts registration fees electronically.
- Coordinated with the Office of the State's Attorney on the County's World Elder Abuse Day and the Senior Picnic.
- Created a 3-1-1 Governance Board which includes leadership from DPW&T, DPIE and DOE.
- Implemented a new Call Monitoring System.
- Co-hosted with Maryland Commission for Civil Rights a Community-wide Sex Harassment Training.
- Led the Prince George's County Human Trafficking Task Force in developing the State of Maryland's first true Victim Services Protocol for agencies and non-profit service providers.

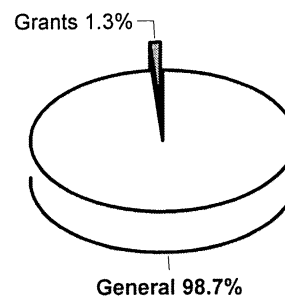
ORGANIZATIONAL CHART



	FY2016 ACTUAL	FY2017 BUDGET	FY2017 ESTIMATED	FY2018 APPROVED	CHANGE FY17-FY18
TOTAL EXPENDITURES	\$ 3,869,698	\$ 5,198,500	\$ 4,243,300	\$ 4,716,300	-9.3%
EXPENDITURE DETAIL					
Administration	1,223,767	1,457,900	1,340,700	1,467,400	0.7%
Human Relations Commission	839,834	1,003,800	927,000	1,154,000	15%
311 Center	1,774,814	2,059,100	1,939,200	2,034,900	-1.2%
Grants	31,283	677,700	36,400	60,000	-91.1%
Recoveries	0	0	0	0	0%
TOTAL	\$ 3,869,698	\$ 5,198,500	\$ 4,243,300	\$ 4,716,300	-9.3%
SOURCES OF FUNDS					
General Fund	\$ 3,838,415	\$ 4,520,800	\$ 4,206,900	\$ 4,656,300	3%
Other County Operating Funds:					
Grants	31,283	677,700	36,400	60,000	-91.1%
TOTAL	\$ 3,869,698	\$ 5,198,500	\$ 4,243,300	\$ 4,716,300	-9.3%

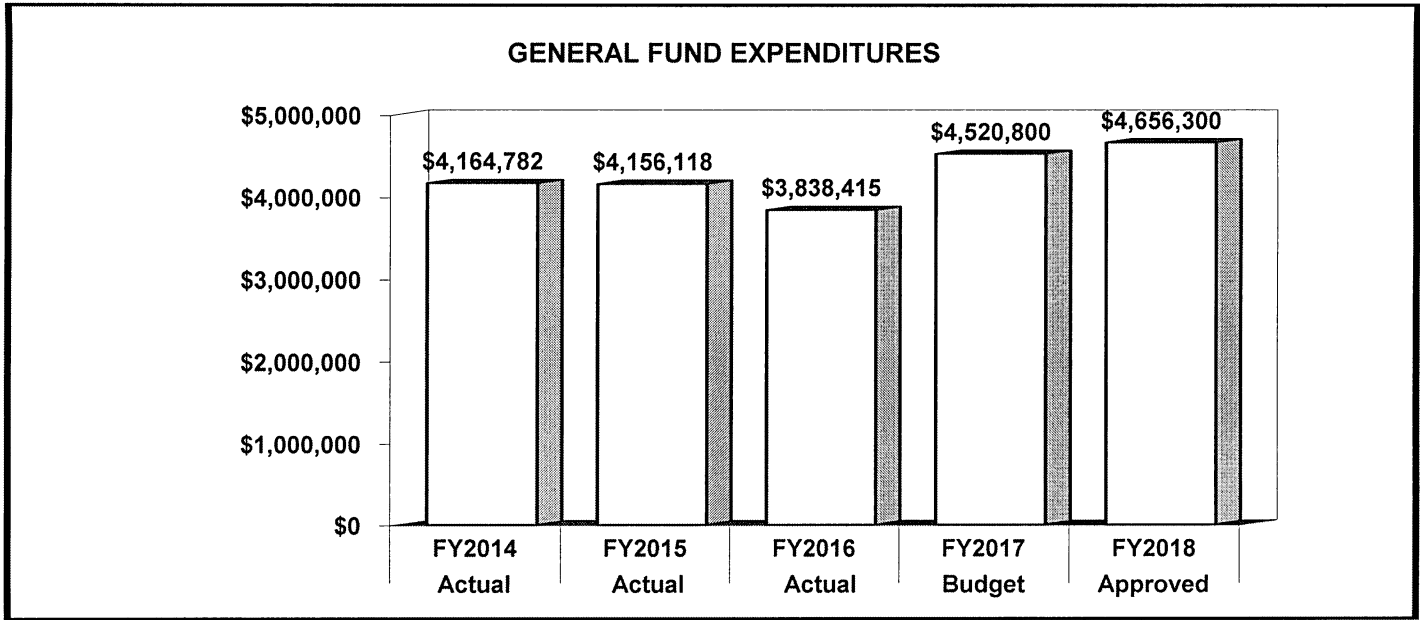
FY2018 SOURCES OF FUNDS

This agency is supported by the two funding sources: General Fund and Grants. Major grant program includes the U.S. Equal Employment Opportunity Commission (EEOC) Worksharing Agreement.

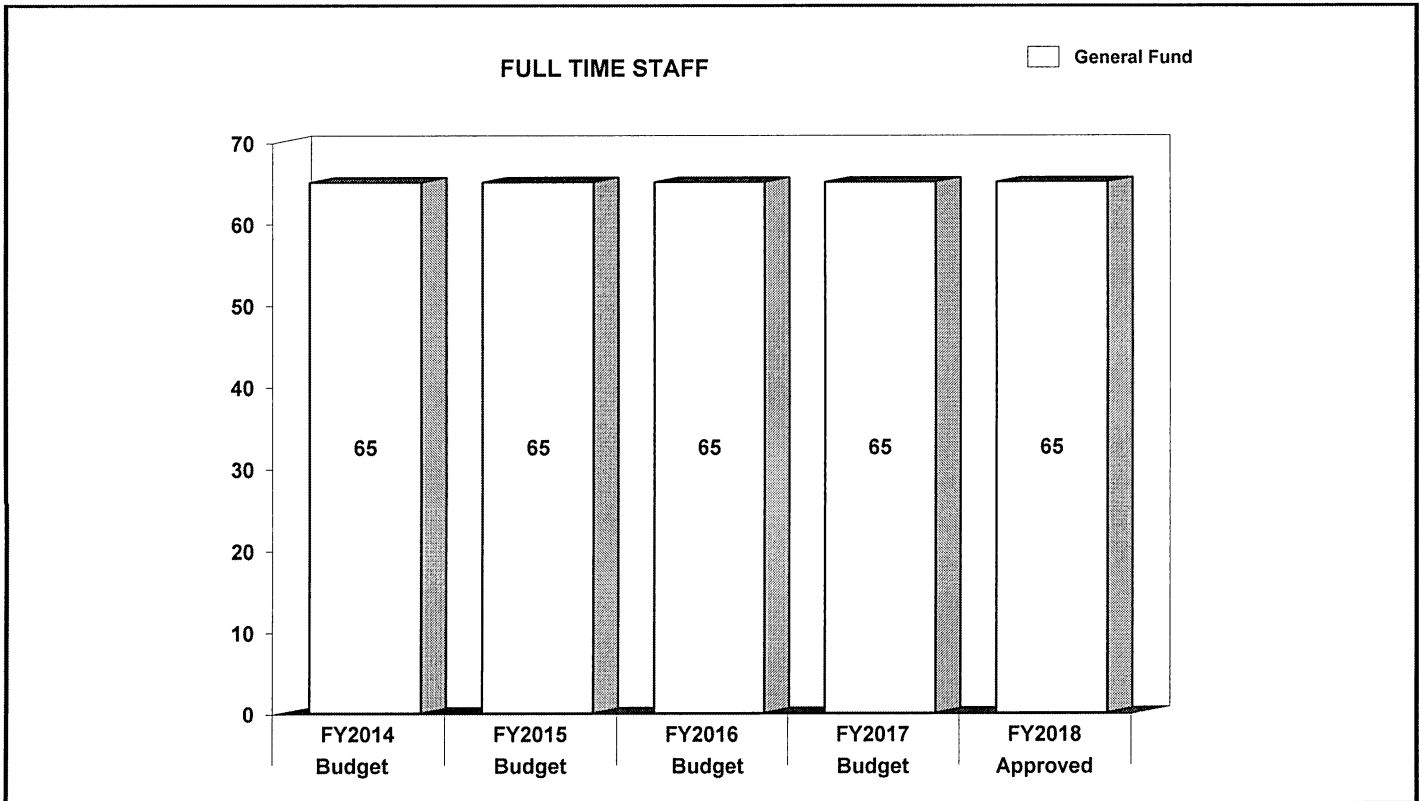


	FY2016 BUDGET	FY2017 BUDGET	FY2018 APPROVED	CHANGE FY17-FY18
GENERAL FUND STAFF				
Full Time - Civilian	65	65	65	0
Full Time - Sworn	0	0	0	0
Part Time	0	0	0	0
Limited Term	0	0	0	0
OTHER STAFF				
Full Time - Civilian	0	0	0	0
Full Time - Sworn	0	0	0	0
Part Time	0	0	0	0
Limited Term Grant Funded	4	2	0	-2
TOTAL				
Full Time - Civilian	65	65	65	0
Full Time - Sworn	0	0	0	0
Part Time	0	0	0	0
Limited Term	4	2	0	-2

POSITIONS BY CATEGORY	FULL TIME	PART TIME	LIMITED TERM
Executive Director	1	0	0
Citizen Services Specialists	4	0	0
Public Service Aide	1	0	0
Administrative Aide	3	0	0
Deputy Director	1	0	0
Administrative Assistant	4	0	0
Community Developers	10	0	0
Investigators	8	0	0
Customer Service Representatives	26	0	0
Community Developer Assistant	1	0	0
Call Center Supervisors	3	0	0
Paralegal Assistant	1	0	0
Director	1	0	0
Administrative Specialist	1	0	0
TOTAL	65	0	0



The agency's expenditures decreased 7.8% from FY 2014 to FY 2016. This decrease was primarily driven by the compensation spending controls and a reduction in office automation charges. The FY 2018 approved budget is 3.0% over the FY 2017 budget.



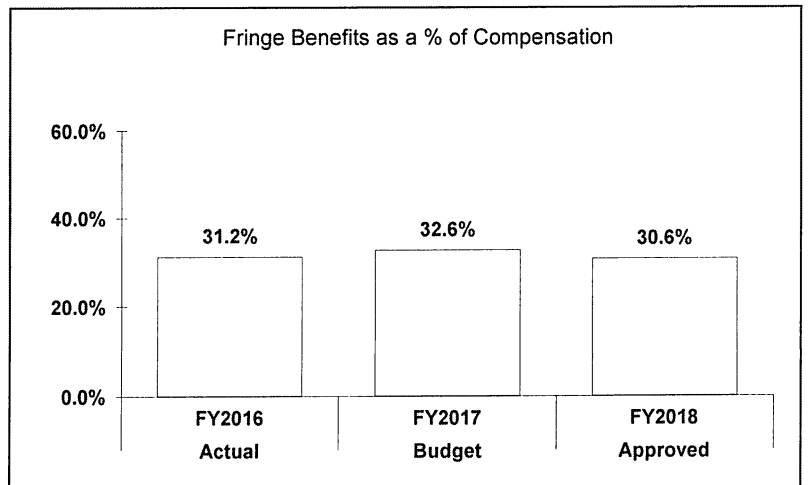
The agency's authorized staffing complement remains unchanged from FY 2014 to FY 2017. The FY 2018 staffing total remains unchanged from the FY 2017 level.

	FY2016 ACTUAL	FY2017 BUDGET	FY2017 ESTIMATED	FY2018 APPROVED	CHANGE FY17-FY18
EXPENDITURE SUMMARY					
Compensation	\$ 2,762,388	\$ 3,120,700	\$ 2,929,200	\$ 3,193,200	2.3%
Fringe Benefits	860,661	1,018,400	881,500	977,100	-4.1%
Operating Expenses	215,366	381,700	396,200	486,000	27.3%
Capital Outlay	0	0	0	0	0%
	\$ 3,838,415	\$ 4,520,800	\$ 4,206,900	\$ 4,656,300	3%
Recoveries	0	0	0	0	0%
TOTAL	\$ 3,838,415	\$ 4,520,800	\$ 4,206,900	\$ 4,656,300	3%
STAFF					
Full Time - Civilian	-	65	-	65	0%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	0	-	0	0%
Limited Term	-	0	-	0	0%

In FY 2018, compensation expenditures increase 2.3% over the 2017 budget due to anticipated cost of living and merit adjustments as well as funding for vacancies. Compensation costs include funding for 54 out of 65 full-time positions. Fringe benefit expenditures decreased 4.1% under the FY 2017 budget. This is due to the anticipated actual costs.

Operating expenditures increase 27.3% over the FY 2017 budget due to an increase in training, additional laptops for enhanced service delivery and wireless service provision. Operating expenses reflect funding for office automation, general and administrative contracts and language access services.

MAJOR OPERATING EXPENDITURES FY2018	
Office Automation	\$ 200,700
General and Administrative	\$ 149,000
Contracts	
Advertising	\$ 41,500
Telephones	\$ 31,100
Operating and Office Supplies	\$ 23,000



ADMINISTRATION - 01

The Administration Division provides the agency's constituent services, community mediation and community outreach.

Divisional Summary:

In FY 2018, compensation expenditures increase 1.6% over the FY 2017 budget due to anticipated cost of living and merit adjustments in addition to funding vacancies. Fringe benefit expenditures decrease 1.7% under the FY 2017 budget due to the reduction in the fringe benefit rate.

Operating expenses decrease 1.5% under the FY 2017 budget to reflect lower advertising and training costs.

	FY2016 ACTUAL	FY2017 BUDGET	FY2017 ESTIMATED	FY2018 APPROVED	CHANGE FY17-FY18
EXPENDITURE SUMMARY					
Compensation	\$ 900,789	\$ 1,037,500	\$ 950,200	\$ 1,054,000	1.6%
Fringe Benefits	244,136	328,100	298,200	322,500	-1.7%
Operating Expenses	78,842	92,300	92,300	90,900	-1.5%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 1,223,767	\$ 1,457,900	\$ 1,340,700	\$ 1,467,400	0.7%
Recoveries	0	0	0	0	0%
TOTAL	\$ 1,223,767	\$ 1,457,900	\$ 1,340,700	\$ 1,467,400	0.7%
STAFF					
Full Time - Civilian	-	23	-	23	0%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	0	-	0	0%
Limited Term	-	0	-	0	0%

HUMAN RELATIONS COMMISSION - 02

The Human Relations Commission Division provides the agency's human rights services that address discrimination through investigation, adjudication, mediation and community outreach.

Divisional Summary:

In FY 2018, compensation expenditures increase 12.4% over the FY 2017 budget due to anticipated cost of living adjustments, merits and funded vacancies. Fringe benefit expenditures increase 4.7% over the FY 2017 budget due to actual costs.

Operating expenses increase 31.6% over the FY 2017 budget to reflect anticipated costs for language access services, wireless service and legal contracts to support the Commission.

	FY2016 ACTUAL	FY2017 BUDGET	FY2017 ESTIMATED	FY2018 APPROVED	CHANGE FY17-FY18
EXPENDITURE SUMMARY					
Compensation	\$ 580,992	\$ 594,700	\$ 539,700	\$ 668,200	12.4%
Fringe Benefits	184,533	195,400	159,100	204,500	4.7%
Operating Expenses	74,309	213,700	228,200	281,300	31.6%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 839,834	\$ 1,003,800	\$ 927,000	\$ 1,154,000	15%
Recoveries	0	0	0	0	0%
TOTAL	\$ 839,834	\$ 1,003,800	\$ 927,000	\$ 1,154,000	15%
STAFF					
Full Time - Civilian	-	11	-	11	0%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	0	-	0	0%
Limited Term	-	0	-	0	0%

311 CENTER - 03

The 3-1-1 Center provides the public with a single three-digit number (3-1-1) to call for County information and services and provides the County with an advanced ability to count, track, and respond to resident requests in order to enhance the quality of service delivery and accountability.

Divisional Summary:

In FY 2018, compensation expenditures decrease 1.2% under the FY 2017 budget to reflect the salary requirements for the staffing complement. Fringe benefit expenditures decrease 9.1% under the FY 2017 budget due to anticipated costs.

Operating expenses increase 50.3% over the FY 2017 budget due to the purchase of laptops, professional staff development needs and office automation charges.

	FY2016 ACTUAL	FY2017 BUDGET	FY2017 ESTIMATED	FY2018 APPROVED	CHANGE FY17-FY18
EXPENDITURE SUMMARY					
Compensation	\$ 1,280,607	\$ 1,488,500	\$ 1,439,300	\$ 1,471,000	-1.2%
Fringe Benefits	431,992	494,900	424,200	450,100	-9.1%
Operating Expenses	62,215	75,700	75,700	113,800	50.3%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 1,774,814	\$ 2,059,100	\$ 1,939,200	\$ 2,034,900	-1.2%
Recoveries	0	0	0	0	0%
TOTAL	\$ 1,774,814	\$ 2,059,100	\$ 1,939,200	\$ 2,034,900	-1.2%
STAFF					
Full Time - Civilian	-	31	-	31	0%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	0	-	0	0%
Limited Term	-	0	-	0	0%

	FY 2016 ACTUAL	FY 2017 BUDGET	FY 2017 ESTIMATED	FY 2018 APPROVED	CHANGE FY17-FY18
EXPENDITURE SUMMARY					
Compensation	\$ 7,381	\$ 53,500	\$ -	\$ -	-100.0%
Fringe Benefits	566	7,700	-	-	-100.0%
Operating Expenses	23,336	616,500	36,400	60,000	-90.3%
Capital Outlay	-	-	-	-	0.0%
TOTAL	\$ 31,283	\$ 677,700	\$ 36,400	\$ 60,000	-91.1%

The FY 2018 approved grant budget is \$60,000, a decrease of 91.1% from the FY 2017 budget. This decrease is largely driven by the removal of the prior year appropriation for the Comprehensive Services for Victims of All Forms of Human Trafficking Grant which was not awarded. The agency anticipates funding for the U.S. Equal Employment Opportunity Commission (EEOC) Worksharing Agreement.

STAFF SUMMARY BY DIVISION & GRANT PROGRAM	FY 2017			FY 2018		
	FT	PT	LTGF	FT	PT	LTGF
<u>Human Relations Commission</u>						
EEOC-Work Sharing Agreement	0	0	2	0	0	0
Sub-Total	0	0	2	0	0	0
TOTAL	0	0	2	0	0	0

In FY 2018, the staffing level decrease of two limited term grant funded (LTGF) positions reflects the agency decision to redirect EEOC funds received to operational support rather than staffing.

GRANTS BY DIVISION	FY 2016 ACTUAL	FY 2017 BUDGET	FY 2017 ESTIMATED	FY 2018 APPROVED	\$ CHANGE FY17 - FY18	% CHANGE FY17 - FY18
<u>Administration</u>						
MACRO-Community Mediation	\$ (653)	\$ -	\$ -	\$ -	\$ -	0.0%
Train and Sustain	8,600	-	-	-	-	0.0%
Sub-Total	\$ 7,947	\$ -	\$ -	\$ -	\$ -	0.0%
<u>Human Relations Commission</u>						
EEOC-Work Sharing Agreement	\$ 23,336	\$ 70,000	\$ 36,400	\$ 60,000	\$ (10,000)	-14.3%
Comprehensive Services for Victims of All Forms of Human Trafficking	-	607,700	-	-	(607,700)	-100.0%
Sub-Total	\$ 23,336	\$ 677,700	\$ 36,400	\$ 60,000	\$ (617,700)	-91.1%
OCR Total Grants - Outside Sources	\$ 31,283	\$ 677,700	\$ 36,400	\$ 60,000	\$ (617,700)	-91.1%
Total Transfer from General Fund - (County Contribution/Cash Match)	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
Total Grant Expenditures	\$ 31,283	\$ 677,700	\$ 36,400	\$ 60,000	\$ (617,700)	-91.1%

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) WORKSHARING AGREEMENT -- \$60,000

The U.S. Equal Employment Opportunity Commission (EEOC) provides financial assistance through a worksharing agreement. These funds are provided as a result of investigations conducted by the Commission with regard to allegations of discrimination on the basis of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information that occur in Prince George's County. EEOC reimburses the Commission a fixed amount per case.