

ETHICS, HUMAN RELATIONS & CITIZEN COMPLAINTS DEPARTMENT

Mission Statement

To promote confidence in Jackson County Government by responding to citizen's complaints in an impartial and efficient manner. Also, to contribute to the improved operations of County Government by making recommendations based upon the results of complaint investigations.

Goals

To support the citizens of Jackson County with a means to request assistance with County issues and resources in the community.

Objectives

1. To provide information regarding County services.
2. To make referrals to agencies in Jackson County.
3. Offer mediation services.
4. Investigate allegations of ethics violations.
5. Investigate complaints.

Performance Measures

In addition to tracking complaints, EHRCC maintains data on information regarding referrals made to outside agencies and connecting citizens to assistance that are the responsibility of Jackson County.

Achievements

1. EHRCC assisted more than 792 citizens with a wide variety of social service and behavioral health needs.
2. Participated in community health fairs.
3. Works with community stakeholders e.g. Board of Police Commissioner's Office of Community Complaints, Art Tech, The Black Health Care Coalition and the Legal Aid's Tenant Help Clinic.

Ethics, Human Relations & Citizen Complaints

FTE (Full Time Equivalent) by Home Department

Position	2018 Adopted FTEs	2019 Recommended FTEs
Director	1.0	1.0
Administrative Assistant	1.0	1.0
Complaint Officer	1.0	1.0
	3.0	3.0

BUDGET OVERVIEW EHRCC

<u>Account Type</u>	2017 Actual	2018 Adopted	Exp. as of 11/15/2018	2019 Rec.
Salaries	107,082	187,925	101,146	198,260
Contractual Services	9,471	10,897	4,839	1,297
Supplies	246	251	113	251
Capital Outlay	1,035	-	-	-
	<u>\$ 117,835</u>	<u>\$ 199,073</u>	<u>\$ 106,098</u>	<u>\$ 199,808</u>
<u>Department</u>				
Human Relats and Ctzn Complain	117,835	199,073	106,098	199,808
	<u>\$ 117,835</u>	<u>\$ 199,073</u>	<u>\$ 106,098</u>	<u>\$ 199,808</u>
<u>Fund</u>				
General Fund	<u>\$ 117,835</u>	<u>\$ 199,073</u>	<u>\$ 106,098</u>	<u>\$ 199,808</u>

**Human Relats and Ctzn Complain
4501**

	Previous Year		Current Year		Budget Year	
	2017 Actual	2018 Adopted	Exp. as of 12/31/2018	2019 Request	2019 Rec.	
General Fund						
Line Item Description						
5010 Regular Salaries	\$ 82,638	\$ 135,170	\$ 71,831	\$ 135,170	\$ 135,170	
5027 Board/Commission Salaries	-	-	2,000	9,600	9,600	
5040 FICA Taxes	5,962	10,340	5,381	11,075	11,075	
5050 Pension Contributions	7,514	12,164	10,137	12,164	12,164	
5060 Insurance Benefits	10,968	30,251	11,799	30,251	30,251	
5061 Insurance Fixed Cost and Dental	-	-	-	-	-	
5063 Insurance Admin Fee	-	-	-	-	-	
Total Salaries	107,082	187,925	101,146	198,260	198,260	
6110 Postage	426	175	357	175	175	
6120 Car Allowance & Mileage	206	112	30	112	112	
6140 Travel Expense	-	-	-	-	-	
6160 Meeting Expense	-	-	-	-	-	
6230 Printing	314	320	140	320	320	
6641 Copier Rental/Maintenance	924	690	612	690	690	
6710 Dues & Memberships	-	-	-	-	-	
6850 Boards & Commissions	7,600	9,600	3,700	-	-	
Total Contractual Services	9,471	10,897	4,839	1,297	1,297	
7010 Office Supplies	246	251	113	251	251	
Total Supplies	246	251	113	251	251	
8171 Personal Computer/Accessories	1,035	-	-	-	-	
Total Capital Outlay	1,035	-	-	-	-	
Total General Fund	\$ 117,835	\$ 199,073	\$ 106,098	\$ 199,808	\$ 199,808	
Total Human Relats and Ctzn Complain	\$ 117,835	\$ 199,073	\$ 106,098	\$ 199,808	\$ 199,808	