

Jackson County, Missouri

Commissioners
Howard Lotven, Chairman
Roger Davis
Mary Shannon
Keith Curnutt
Jacquelyn Eidson
Davin Gordon



Jackson County Courthouse
415 E. 12th Street
Kansas City, Missouri 64106
(816)881-3670

Ethics, Human Relations, and Citizen Complaints Commission

<p>Meeting Minutes Thursday, July 20, 2023, 5:15 p.m. Seventh Regular Meeting</p>

1. Call to Order

Howard Lotven, Chairman, called the seventh regular meeting of the Ethics, Human Relations, and Citizen Complaints Commission to order.

2. Roll Call

Present 6 – Howard Lotven, Mary Shannon, Jacquelyn Eidson, Roger Davis, Keith Curnutt

Absent 1 – Davin Gordon

Excused NONE

3. Introduction of OEHRCC Staff and Guests

Present – Director Chris Crawford, Complaint Officer Anita Mackerel

Absent – Administrative Assistant Alexandra Gold-Barnes

4. Approval of Minutes

A motion was made by Roger Davis, seconded by Keith Curnutt, to approve the June 2023 meeting minutes. The motion passed with a voice vote.

5. Director's Report

The property valuation appeal process is ongoing in the assessment department. There have been a lot of appeals and many people waiting in line to be seen. At one point, the

assessment department had to begin turning citizens away as lines became too long. Citizens who were turned away were directed to schedule an appeal appointment online, however, online scheduling was discontinued, and the website directed citizens to call a call center operated by contractor Tyler Technologies. When calling the call center, if no call takers were available, the system would tell the caller to try again later and hang up on them, without taking a message or allowing them to wait on hold. Once county administration became aware of this problem, they took over handling the calls directly and stopped outsourcing the call center to the contractor to address the issue.

The Board of Equalization extended their appeal deadline to the end of July. Citizens who apply for an appeal by July 31 are guaranteed a formal appeal with the board even without an informal hearing or an appeal appointment scheduled.

Chief Deputy County Counselor Jay Haden retired. Whitney Miller, previously the Director of Collections, took over the position of Chief Deputy County Counselor. Deputy Director of Collections Anthony Mitts will act as interim director of collections until the position is permanently filled. Miriam Hennosy in the county executive's office also retired.

Director Crawford met with County Administrator Troy Schulte and Chief Administrative Officer Sylvia Stevenson to discuss the progress of the OEHRCC over the past year and steps to be taken in the future. Discussion included revising and modernizing the county's code of ethics, beginning a system of gathering employee feedback county-wide, and improving community engagement to intercept small problems before they become larger issues.

Chapter 74 in the county code allows for the OEHRCC to reject complaints based on certain criteria. Director Crawford proposed changes to the code that would allow the OEHRCC to reject complaints from complainants behaving in a threatening, hostile, extremely rude, or harassing way. Additionally, Director Crawford proposed a change that would allow the OEHRCC to reject complaints that come from those who do not reside or pay taxes in the county.

6. Approval of Case Summaries

Anita Mackerel presented case summaries #83-86 received in June 2023.

CASE #83

Reviewed, no questions

CASE #84

Reviewed, no questions

CASE #85

Reviewed, no questions

CASE #86

Reviewed, no questions

CASE #87

Reviewed, no questions

CASE #88

Reviewed, no questions

CASE #89

Reviewed, no questions

CASE #90

Reviewed, no questions

CASE #91

Reviewed, no questions

A motion was made by Keith Curnutt, seconded by Roger Davis to approve the director's report with the case summaries. The motion passed with a voice vote.

7. New Business

On behalf of the administration, Director Crawford emailed commissioners asking for feedback on his job performance. Commissioners were asked to email their responses to Sylvia Stevenson. Responses will be submitted to Director Crawford's personnel file for potential future performance review use.

8. Unfinished Business

NONE

9. Public Comments

NONE

10. Adjournment

A motion to adjourn was made by Keith Curnutt, seconded by Roger Davis. The motion passed by a voice vote and the meeting was adjourned at 6:17p.m.