

HUMAN RELATIONS COMMISSION

MISSION AND SERVICES

Mission - The Human Relations Commission provides human rights services to county residents and those conducting business in the County in order to eliminate discrimination.

The Commission's mission supports accomplishing the countywide vision by:

- Working for safe communities
- Working for economic vibrancy

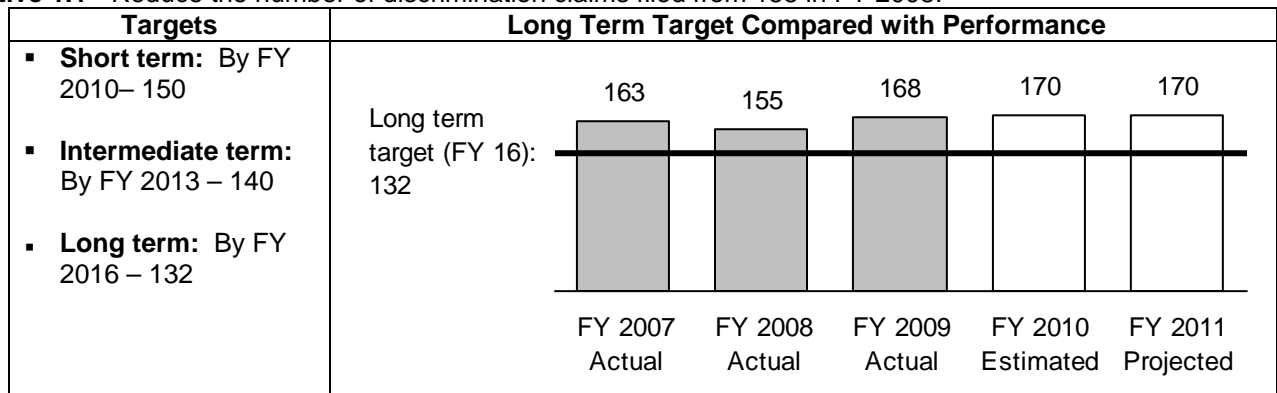
Core Services -

- Human rights services includes investigations, alternative dispute resolutions and mediation of alleged discrimination practices, ensuring fair housing and the facilitation of community outreach and training initiatives that address civil liberties, cultural sensitivity, conflict resolution and tolerance in the workplace and schools.

SERVICE DELIVERY PLAN AND PERFORMANCE

GOAL 1 - To provide human rights services to county citizens, residents and those conducting business in the County in order to eliminate discrimination and the infringement of human rights in all facets including employment, housing, public accommodations, education and commercial real estate.

Objective 1.1 - Reduce the number of discrimination claims filed from 155 in FY 2008.



Performance Measures –

Measure Name	FY 2007 Actual	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimated	FY 2011 Projected
<i>Workload, Demand and Production (output)</i>					
Number of complaints investigated	122	81	188	170	170
Number of complaints mediated	89	12	30	50	50
<i>Efficiency and Quality</i>					
Average number of complaints per investigator	13.6	20.3	47.0	18.9	21.3
Percent of customers satisfied with services		65%	72%	78%	78%
Percent of cases appealed	22%	12%	12%	10%	20%
<i>Impact (outcome)</i>					
Number of claims filed	163	155	168	170	170

Performance Measures Explanation – Data is not available for FY 2007 for the percent of customers indicating satisfaction on their survey.

Strategies to Accomplish the Objectives –

- **Strategy 1.1.1** – Investigate complaints

- **Strategy 1.1.2** – Conduct the agency’s alternative dispute resolution program inclusive of mediation, fact finding, conciliation and public hearings
- **Strategy 1.1.3** – Conduct outreach and education
- **Strategy 1.1.4** – Train all new investigators
- **Strategy 1.1.5** – Conduct every five years a housing assessment to impediments study
- **Strategy 1.1.6** – Obtain fair housing training certifications for investigators
- **Strategy 1.1.7** – Establish partnerships with non-profit housing organizations