Anchorage Equal Rights Commission

Anchorage: Performance. Value. Results.

Mission

The Anchorage Equal Rights Commission strives to eliminate discrimination against all citizens and visitors to Anchorage through its enforcement of and educational efforts about municipal and other anti-discrimination laws.

Core Services

- Enforce the law impartially by investigating individual complaints of discrimination.
- Educate the public by providing information and training about the laws prohibiting discrimination.
- Provide referral services to the public and to government agencies who contact our office.

Accomplishment Goals

- Respond to inquiries in a timely manner.
- Respond to filed complaints with timely investigations and increased timeliness of case closures.
- Respond to complaints and complete case investigations impartially.
- Eliminate discriminatory practices by providing outreach and education in our community to improve compliance with the law.

Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: Percentage of inquiries responded to within 24 hours:

	2015	2016	2018	2018	2019	YTD 2020
Percentage of Inquiries Returned Within 24 Hours	98.21%	98.42%	99.04%	99.00%	99.81%	98.36%

Measure #2: Percentage of cases over 240 days old:

	2015	2016	2017	2018	2019	YTD 2020
Percentage of Cases Over 240 Days Old	27.5%	11.43%	16.25%	25.35%	24.21%	42.70%

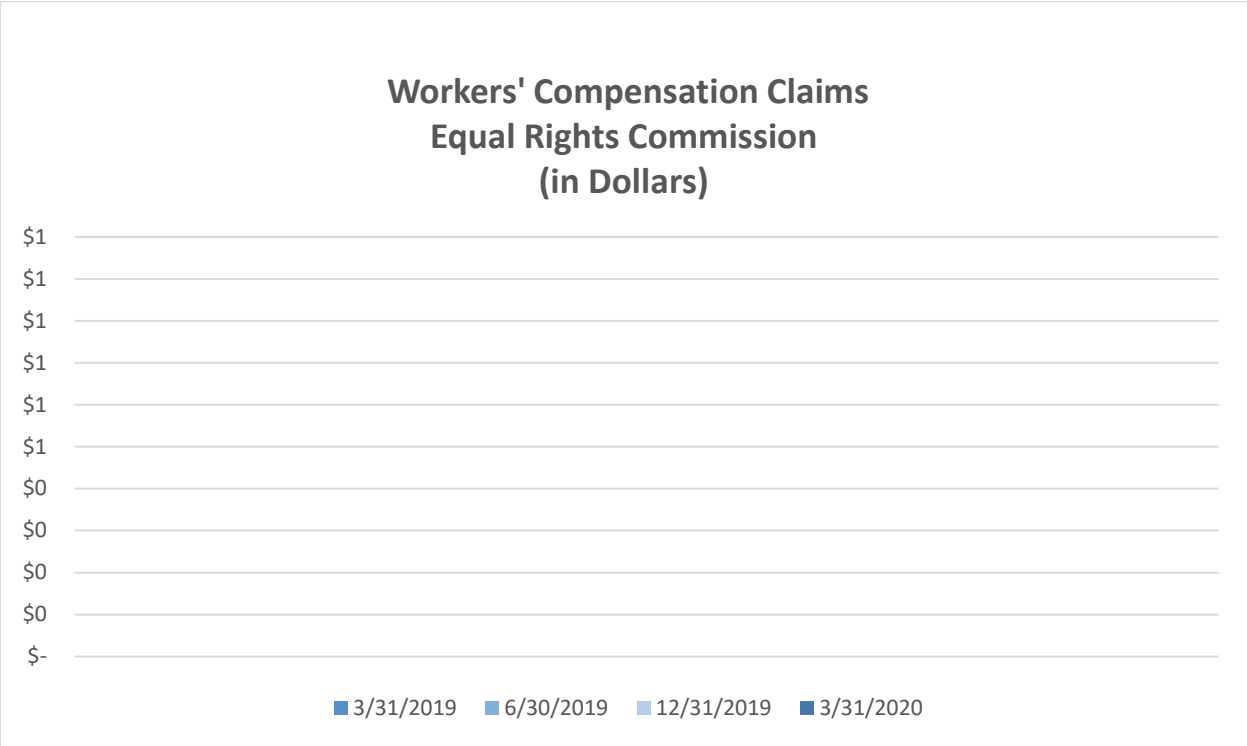
Measure #3: **Percentage of cases accepted by the federal EEOC under our work sharing agreement:**

				YTD
	Fed. FY 2017	Fed. FY 2018	Fed. FY 2019	Fed. FY 2020
Percentage of Cases With Substantial Weight Review	39.6%	41.4%	47.80%	46.20%
Percentage of Cases Accepted by the federal EEOC	100%	100%	100%	100%

Measure #4: **Percentage of education and outreach events using volunteer AERC Commissioners or using technology.**

						YTD
	2015	2016	2017	2018	2019	2020
Percentage of Events Using Volunteers or Technology	51.2%	55.6%	63.4%	62.4%	58.7%	67.0%

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.