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## Anchorage Equal Rights Commission

*Anchorage: Performance. Value. Results.*

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### 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:

<b>Measure #1: Percentage of inquiries responded to within 24 hours:</b>
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						YTD
	2016	2017	2018	2019	2020	2021
Percentage of Inquiries Returned Within 24 Hours	98.42%	99.04%	99.00%	99.81%	99.26%	99.32%

<b>Measure #2: Percentage of cases over 240 days old:</b>
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						YTD
	2016	2017	2018	2019	2020	2021
Percentage of Cases Over 240 Days Old	11.43%	16.25%	25.35%	24.21%	60.00%	59.49%

**Measure #3: Percentage of cases co-filed with the federal EEOC under our work sharing agreement and of those cases, closures detailed by type:**

	Fed. FY 2019	Fed. FY 2020	Fed. FY 2021	YTD Fed. FY 2022
Percentage of Perfected Complaints Co-Filed With the EEOC	87.50%	72.64%	66.66%	67.65%
Percentage of EEOC Cases Closed with a No Cause Finding	53.00%	50.00%	61.42%	53.57%
Percentage of EEOC Cases Closed with a Cause Finding	2.11%	1.09%	1.42%	0%
Percentage of EEOC Cases Closed by Settlement, Withdrawal, or Other Administrative Reason	42.10%	48.91%	37.14%	25.00%

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

	2016	2017	2018	2019	2020	YTD 2021
Percentage of Events Using Volunteers or Technology	55.6%	63.4%	62.4%	58.7%	84.9%	97.96%

### **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.

