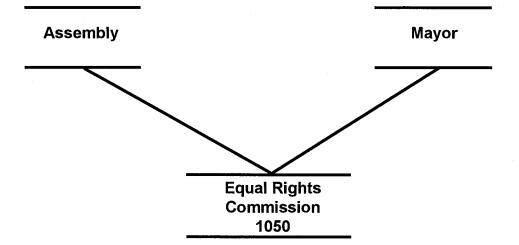
EQUAL RIGHTS COMMISSION

EQUAL RIGHTS COMMISSION



Anchorage Equal Rights Commission

Strategic Framework

Customers Served: Complainants, Respondents, and the General Public

Mission: To enforce municipal anti-discrimination laws and prevent, through education and outreach, illegal discrimination in Anchorage.

Goal 1:

□ To be a municipal resource for the readdress of illegal discrimination in Anchorage.

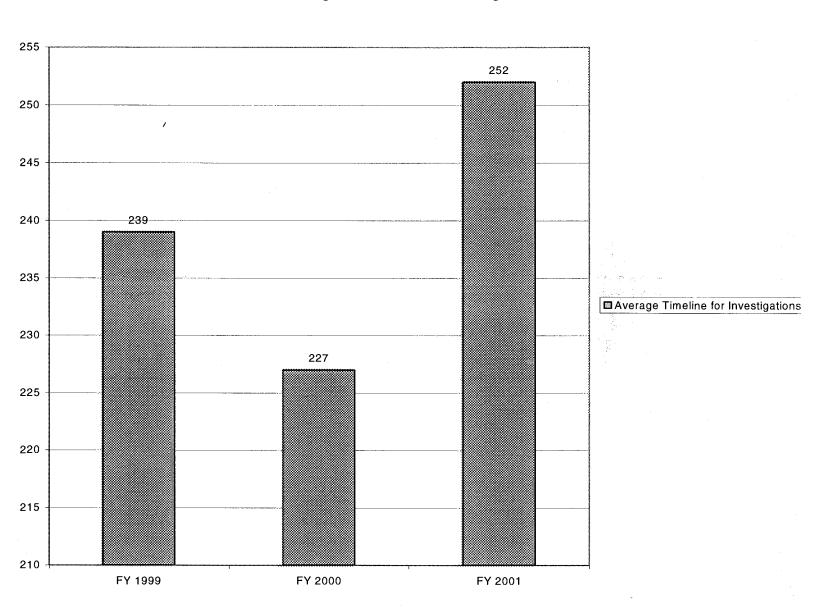
Objective:

In accordance with Title V of the Anchorage Municipal Code, the AERC will conduct and complete 90% of investigations within 240 days.

Performance Measures:

According to Title 5 of the Anchorage Municipal Code (Section 5.30.020), the Anchorage Equal Rights Commission is required to issue a finding of fact within 240 days from the date that the case is opened. In the past year, the AERC has experienced staff turnover and a reorganization of AERC's investigation policies and procedures that have delayed its ability to meet 240-day objectives. Therefore, the AERC anticipates an increase in FY 2001 in the number of days needed to conduct and complete investigations.

Average Timeline for Investigations



Measures:

Average Investigation Completion (in days)

Years	Average Timeline for Investigations
1999	239 days
2000	227 days
2001 (As of 8/01)	252 days

Goal 2:

□ Prevent, through community education and outreach, illegal discrimination in Anchorage.

Objectives:

□ The AERC will expand civil rights education and outreach activities.

Performance Measures:

In 1998, the AERC Commission directed staff to come up with strategies to expand its community outreach and education activities. The AERC also used technology to track discrimination inquiries and complaints. **Discrimination inquiries** are the initial contact received by the AERC. They can range from information requests to allegations of discrimination.

Examples of **Community Education and Outreach Programs** include the following activities. In 2001, the AERC was involved in the development of the Mayor's Kitchen Cabinet/Racism Task Force. The Racism Task Force will make recommendations to the Mayor and the Anchorage Assembly on strategies to reduce racism in Anchorage. The Anchorage Equal Rights Commission sponsored and organized a statewide fair housing conference in Anchorage in April 2001. The AERC provides technical and administrative support to the Minority Community Police Relations Task Force (MCPRTF). The MCPRTF serves as a liaison between members of Anchorage's minority community and local law enforcement agencies and investigates and mediates allegations of police harassment.

Measures:

 Community Education and Outreach Activities (FY 1999 – FY 2001)

Year	Inquiries	Civil Rights Education and Outreach Activities and Presentations
1999	670	36
2000	1241	50
2001 (to date)	1148	80

Services Provided:

Direct Services:

- Investigative allegations of employment, housing, public accommodations, financial institutions, educational institutions, municipal programs and service discrimination in the Anchorage area.
- Educate the general public on discrimination issues based on race, gender, marital status, national origin, color, religion, physical and mental disability and retaliation.

Performance Measures Dictionary

Department: Anchorage Equal Rights Commission

Measure Title: Conduct and complete investigations with 240 days

Type: Effectiveness

Goal Supported: In compliance with Title V (AMC 5.30.020) of the Anchorage Municipal Code, to conduct and complete investigations of discrimination within 240 days.

Definition: Measures the ability of the AERC to comply with Title 5 of the Anchorage Municipal Code.

Method: Once a complaint has been signed and an investigation has been opened, investigators will meet with the staff attorney on a bi-monthly basis to track case status to ensure the quality of the investigation process. In addition, the cases running close to 240 day deadline (for example, at day 180) will be monitored by both the executive director and the staff attorney to ensure that the cases are completed in 240 days. The Executive Director will report to the AERC on cases over 240 days and the reasons for it (e.g. staff turnover, difficult or reluctant parties, etc...). The AERC will try and keep the number of cases over 240 days to 10% of total caseload.

Frequency: The staff attorney will meet with the investigative staff on a bi-monthly basis to track case status on cases near the 240 day deadline to ensure the quality of the investigation process.

Measured By: The staff attorney and the executive director will monitor all cases, including cases running on or over 240 days.

Reporting: The administrative assistant will track on a daily basis the status of all cases, including cases on or over 240 days. She will provide weekly reports for all staff to review at bi-monthly case staff meetings.

Department: Anchorage Equal Rights Commission

Measure Title: Civil Rights Outreach and Education

Type: Effectiveness

Goal Supported: Prevent, through civil rights education and outreach, illegal discrimination in Anchorage.

Definition: Measure the effectiveness of civil rights education and outreach activities and projects by identifying the number of civil rights outreach and education activities and compare to the number of AERC Inquiries.

Method: Inquiries and complaints will be collected daily and will be collected from staff and tabulated into a Microsoft Excel spreadsheet on a weekly basis.

Frequency: Discrimination Inquiries are to be tracked and totaled on a weekly basis and consolidated for the AERC's annual report to the public. In addition, civil rights education and outreach activities are tabulated on a monthly basis for presentation in a monthly report.

Measured By: AERC management staff (Executive Director). Data will be stored and compiled in an Excel spreadsheet by the administrative staff (Administrative Assistant and Executive Director) and reviewed by the Executive Director on a weekly basis.

Reporting: The AERC administrative staff will post, on a quarterly basis, inquiry and intake information by protected class (race, sex, marital status, religion, national origin, color, physical disability, mental disability, etc...) and inquiry area (employment, housing, public accommodation, financial institutions, educational institutions, programs and services provided by the Municipality of Anchorage), on the AERC web site.

Used By: The executive director will use the information to measure discrimination inquiries and complaints. Resources will be reviewed and reallocated to those investigative areas of highest need. The report will be part of the AERC's annual report to the public on an annual basis.

2002 Resource Plan

Department: Equal Rights Commission

	Financial	Summary	Personnel Summary								
	2001	2002		01 R	evise	d	2002 Proposed				
Division	Revised	Proposed	FT	FT PT		PT Temp		FT	PT	Temp	Total
Equal Rights Commission	464,300	453,880		6			6		6		6
Operating Cost	464,300	453,880		6	0	0	6		6	0) 6
Add Debt Service	0	0									
Direct Organization Cost	464,300	453,880									
Charges From/(To) Others	78,180	112,450									
Function Cost	542,480	566,330									
Less Program Revenues	(46,000)	(36,500)									
Net Program Cost	496,480	529,830									
Grant Resources	15,000	20,000					0			1	1

2002 Resource Costs by Category

	Personal		Other	Capital	Total
Division	Services	Supplies	Services	Outlay	Direct Cost
Equal Rights Commission	438,920	1,300	31,860		472,080
Operating Cost	438,920	1,300	31,860	(472,080
Less Vacancy Factor Add Debt Service	(18,200)		£		(18,200) 0
Total Direct Organization Cost	420,720	1,300	31,860	(453,880

RECONCILIATION FROM 2001 REVISED BUDGET TO 2002 PROPOSED BUDGET

DEPARTMENT: EQUAL RIGHTS COMMISSION

	DIRECT COSTS			_ POSITIONS		
			FT	PT	T	
2001 REVISED BUDGET:	\$	464,300	6			
2001 ONE-TIME REQUIREMENTS:						
- Appropriation of reimbursement-Fair Housing Conf		(9,500)				
CHANGES FOR CONTINUATION OF EXISTING PROGRAMS IN 2002:						
 Salaries and benefits adjustment for continuing employees 		20,030				
- Non-rep wage increase		15,010				
TRANSFERS (TO)/FROM OTHER AGENCIES: - None						
MISCELLANEOUS INCREASES (DECREASES): - None						
2002 PROGRAMMATIC BUDGET CHANGES:						
 Adjust projected salaries savings based on historical experience 		(18,200)				
 Decrease funds for travel, contractual costs for interpreters, outside legal services, public hearings, and other miscellaneous costs 		(17,760)				
2002 PROPOSED BUDGET:	\$	453,880	6	0	0	

2002 PROGRAM PLAN

DEPARTMENT: EQUAL RIGHTS COMMISSION DIVISION: PROGRAM: Agency Operations/Code Enforcement/Legal

PURPOSE:

The AERC enforces Title 5 in employment, housing, public accommodation, education and financialinstitutions and Municipal programs and services. Complaints can be filed in regards to race, color, sex, religion, national origin, marital status, age, or physical or mental disability.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000) REVI	SED	2001	REVI	SED	2002	BUD	GET
	FT	PT	Τ	FT	PT	Τ	FT	PT	Τ
PERSONNEL:	6	0	0	6	0	0	6	0	0
PERSONAL SERVICES SUPPLIES OTHER SERVICES	\$		410 500 850	\$		640 500 160	\$		720 300 860
TOTAL DIRECT COST:	\$	458,	760	\$	464,	300	\$	453,	880
PROGRAM REVENUES:	\$	36,	500	\$	46,	000	\$	36,	500
WORK MEASURES: See Strategic Framework			0			0			0

² SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS: 1, 2

EQUAL RIGHTS COMMISSION

OPERATING GRANT FUNDED PROGRAMS

	FY (Grants begi	FY 2002 (Grants beginning in 2001)				LATEST GRANT			
GRANT PROGRAM	 Amount	FT	PT	<u> </u>	Amount	_FT	PT	<u>Ť</u>	PERIOD
GRANT FUNDING	\$ 15,000	0	0	0 \$	20,000	0	1	0	
EQUAL RIGHTS COMMISSION GENERAL GOVERNMENT OPERATING BUDGET	\$ 	6	0	0 \$	453,880	6	0	0	
	\$ 479,300	6	0	0 \$	473,880	6	1	0	
GRANT FUNDING REPRESENTED GRANT FUNDING WILL REPRESENT									TING BUDGET.
ANCHORAGE FAIR HOUSING EDUCATION GRANT	\$ 15,000			\$	20,000	0	1	0	1/1/02 - 12/31/2002
 Monies will be used to assist in compiling information and providing educational information to the public regarding fair housing rights. 									
Total	\$ 15,000	0	0	0 \$	20,000	0	1	0	

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M U N I C I P A L I T Y O F A N C H O R A G E 2002 DEPARTMENT RANKING

DEPT: 02 -EQUAL RIGHTS COMMISSION

DEPT BUDGET UNIT/ SL SVC RANK PROGRAM CODE LVL

- 1 1050-EQUAL RIGHTS COMMISSION 0032-Agency Operations/Code En SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT
- 2 Increase Department's vacancy factor
 OF to more closely reflect actual savings
- 3 of personal services dollars in recent

years.

PEI	RSONN	EL	PERSONAL		OTHER		DEBT	CAPITAL		
FT	PT	Т	SERVICE	SUPPLIES	SERVICES		SERVICE	OUTLAY	TOTAL	
0	0	0	10,390-	. 0	0		0	0	10,390-	
2	0032 SOUR TA	-Agen CE OF X SUP	AL RIGHTS COM acy Operation FUNDS, THIS PORT REVENUES	s/Code En	СВ	1 OF 3	laws. Monito inquire screening discrimina public heasupport for Police Research	itor Federal ies; conduct . Conduct invation allegaterings. Provi or the Minorilations Task	i-discrimination contract. Respond complaint intake vestigations into tions. Conduct ide administrative ity Community Force. Provide nine member	
PEI	RSONN	EL	PERSONAL		OTHER		DEBT	CAPITAL		
FT	PT	Т	SERVICE	SUPPLIES	SERVICES		SERVICE	OUTLAY	TOTAL	
6	0	0	431,110	1,300	31,860		0	0	464,270	
SUBT	OTAL	OF FL	JNDED SERVICE	LEVELS, EQ	UAL RIGHTS	COM	IMISSION		. ,	
PE	RSONN	EL	PERSONAL		OTHER		DEBT	CAPITAL		
FT	PT		SERVICE	SUPPLIES	SERVICES		SERVICE	OUTLAY	TOTAL	
6	0	0	420,720	1,300	31,860		0	001271	453,880	
			,	-,	22,300		-	-		

- 3 1050-EQUAL RIGHTS COMMISSION 0032-Agency Operations/Code En SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT
- 3 Provide additional services through OF contracts for outreach and investiga-
- 3 tions regarding discrimination in housing, employment and other services.

PEF	RSONNE	EL	PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	. 0	1,300	16,460	0	0	17,760

----- DEPARTMENT OF EQUAL RIGHTS COMMISSION FUNDING LINE -------

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MUNICIPALITY OF ANCHORAGE

2002 DEPARTMENT RANKING

DEPT: 02 -EQUAL RIGHTS COMMISSION

DEPT BUDGET UNIT/ RANK PROGRAM

SVC SL CODE LVL

TOTALS FOR DEPARTMENT OF EQUAL RIGHTS COMMISSION , FUNDED AND UNFUNDED

PEF	PERSONNEL PE		PERSONAL		OTHER	DEBT	CAPITAL	
FT	PΤ	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
6	0	0	420,720	2,600	48,320	0	0	471,640