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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 and education 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
	2008	2009	2010	2011	2012	2013
Percentage of Inquiries Returned Within 24 Hours	53.7%	68.9%	96%	94%	90%	92%

<b>Measure #2: Percentage of cases over 240 days old:</b>
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						YTD
	2008	2009	2010	2011	2012	2013
Percentage of Cases Over 240 Days Old	14%	22.2%	32.2%	61.4%	45%	17.2%

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

	YTD			
	Fed. FY 2010	Fed. FY 2011	Fed. FY 2012	Fed. FY 2013
Percentage of Cases With Substantial Weight Review	10.1%	37.3%	33.3%	38.9%
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					
	2008	2009	2010	2011	2012	2013
Percentage of Events Using Volunteers or Technology	4.7%	10.5%	22.5%	23.8%	50.1%	61.2%

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**Performance Measure Methodology Sheet**  
**Equal Rights Commission**

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<b>Measure #1: Percentage of inquiries responded to within 24 hours.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Respond to inquiries in a timely manner.

**Definition**

Measure the percentage of inquiries from members of the public seeking the Commission's services that are responded to within one business day. (Goal: Respond to 95% of inquiries within 24 hours.)

**Data Collection Method**

Each inquiry will be recorded in the AERC Access Database, including the date of the initial inquiry and whether the inquiry was responded to within 24 hours.

**Frequency**

The information will be recorded as each inquiry is received. The information will be evaluated on a monthly basis.

**Measured By**

Monthly reports will be prepared by an AERC investigator, who will retrieve the inquiry information from the previous month from the Access database.

**Reporting**

The AERC Executive Director will create and maintain monthly and annual reports. The information will be displayed numerically.

**Used By**

The AERC Executive Director will use the information to evaluate overall agency and individual investigator customer service efforts to respond timely to members of the public seeking the Commission's services. The overall agency information will be presented monthly to the Municipal Manager, periodically to the AERC Commissioners, and annually to the public via the Municipal website.

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**Performance Measure Methodology Sheet**  
**Anchorage Equal Rights Commission**

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<b>Measure #2: Percentage of cases over 240 days old.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Respond to complaints and timely investigate allegations of discrimination to increase timeliness of case closures.

**Definition**

Measures the percentage of case investigations completed within 240 days or less. (Goal: Complete 80% of cases within 240 days or less; complete 100% of cases within 400 days or less.)

**Data Collection Method**

Each case will be entered in the AERC Access Database, including the filing date and the determination or case closure date; the case age in days will be calculated by the database as the difference between those two dates.

**Frequency**

The age of each case will be calculated automatically by the database. The information will be evaluated on a semi-monthly and monthly basis.

**Measured By**

Semi-monthly and monthly reports will be prepared by the AERC Docket Clerk, who will retrieve the data from the AERC Access Database.

**Reporting**

The AERC Investigators will report semi-monthly to the Executive Director on the status of assigned cases over 100 days old and the progress towards closure. The AERC Executive Director will create and maintain monthly agency reports regarding cases over 240 and 400 days old. The information will be displayed numerically.

**Used By**

The AERC Executive Director and Commission will use the information to evaluate overall agency and individual investigator case production goals. The overall agency information will be presented monthly to the Municipal Manager, periodically to the AERC Commissioners, and annually to the public via the Municipal website.

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**Performance Measure Methodology Sheet**  
**Equal Rights Commission**

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<b>Measure #3: Percentage of cases accepted by the federal EEOC under work sharing agreement.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Respond to complaints and complete case investigations impartially.

**Definition**

Measure the quality of complaint investigations as determined by cases accepted by the federal EEOC under worksharing agreement, which will result in revenue to the Municipality. (Goal: 100% of cases completed will be accepted by the EEOC under the worksharing agreement.)

**Data Collection Method**

Each completed co-filed case closure will be transmitted to the federal EEOC through the EEOC's IMS Database and the data will also be recorded in the AERC Access Database. The EEOC will submit periodic reports regarding acceptance of case closures. Prior to transmittal, the AERC Staff Attorney will review all cases to ensure the investigation follows local, state and federal legal precedent, as well as follows the EEOC Compliance Manual.

**Frequency**

The EEOC will submit periodic reports regarding acceptance of case closures.

**Measured By**

Periodic reports will be received from the EEOC and will be audited by the AERC Docket Clerk, to ensure all cases are accepted for contract credit.

**Reporting**

The AERC Executive Director will create and maintain periodic reports regarding the EEOC case closures. The information will be displayed numerically.

**Used By**

The AERC Executive Director and Commission will use the information to evaluate the quality of overall agency and individual case investigations. The overall agency information will be presented monthly to the Municipal Manager, quarterly or more frequently to the AERC Commissioners, and annually to the public via the Municipal website.

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**Performance Measure Methodology Sheet**  
**Equal Rights Commission**

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<b>Measure #4: Percentage of education and outreach events using volunteer AERC Commissioners or using technology.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Eliminate discriminatory practices by providing outreach and education on the laws prohibiting discrimination to increase compliance with the law.

**Definition**

Measures efficiency by using volunteers or technology to conduct outreach and education programs or training by leveraging the staff's ability to educate more of the public about the laws prohibiting discrimination; also measures customer service because technology driven training is accessible 24/7, rather than 8-5. (Goal: Conduct 15% of total outreach and education programs or training with volunteer Commissioners or through technology.)

**Data Collection Method**

Each outreach and education program or training will be recorded on the Municipality's G:drive, including evaluations. Each on-line training program will be linked to the AERC's website, with evaluations.

**Frequency**

The information for live outreach and education programs or training will be recorded as each program or training is scheduled, and will be updated with evaluations after completion. The information for technology driven programs will be automatically recorded as it is accessed by users on the AERC website, and will include evaluations. The information will be evaluated on a monthly basis.

**Measured By**

Monthly reports will be prepared for the previous month by the AERC Executive Director, who will retrieve the live program or training information; an AERC Investigator will retrieve the on-line information from the AERC website.

**Reporting**

The AERC Executive Director will create and maintain monthly and annual reports regarding outreach and education programs and training. The information will be displayed in text and numerically.

**Used By**

The AERC Executive Director will use the information to evaluate overall agency goals to educate the public about the laws and to increase compliance with the law. The overall agency information will be presented monthly to the Municipal Manager, periodically to the AERC Commissioners, and annually to the public via the Municipal website.