



Suzanne LaFrance,  
Mayor

# Municipality of Anchorage

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<http://www.muni.org/aerc>



## Anchorage Equal Rights Commission

To: Anchorage Equal Rights Commissioners  
From: Jennifer Booz, Executive Director  
Date: April 21, 2026  
Subject: Executive Director's Monthly Report covering March 2026

### Key Highlights

- March-Women's History Month
- Monday Moments-weekly or biweekly Monday e-mail to share updates and opportunities.
- Time Matters (record management software)-procured and in testing phase with IT.
- Assembly-Audit Committee Review Meeting March 25
- Anchorage Society for Human Resources Management (ASHRM) Legal Update
- New Fair Housing Handout (attached)

### I. Cases

#### 1. AERC Case Management KPIs – Monthly and YTD 2026

KPI Category	Jan	Feb	March	April	May	June	July	Aug	(YTD)	Notes
Inquiries Received	39	71	41						151	Includes all initial contacts
24-hour response	100%	99%	100%						99.67%	Response in 24 hours
Complaints Filed	3	8	7						18	Formal complaints initiated
Perfected Percentage	7.69%	11.27%	17.07%						11.92%	(Complaints ÷ Inquiries) × 100
Open Cases	34	40	43						43	Active investigations in progress
Closed Cases	8	5	4						17	Cases resolved or dismissed
Cases Over 240 Days	6	6	6							Requires documented good cause



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### 2. Cases Open More Than 240 Days- 6

#### Case Name Days Open

Case A	771
Case B	568
Case C	477
Case D	450
Case E	335
Case F	315

### 3. YTD Settlement Dollars- \$22,170

#### II. Finances

##### 1. ERC Operating Funds KPI

#### Category Current Budget (\$) Actuals (\$) Percentage Utilization (%)

Non-Labor	70,213.00	8,569.28	12.20 through the year (under budget)
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##### 2. Monthly Expenditures

Item	Amount (\$)	Description	Category
Item 1	412	ASL Interpreters	Non-Labor, Commissions
Item 2	274	Outreach	Non-Labor, Registrations
Item 3	135.38	Office Supplies	Non-Labor, Supplies
Total	821.38	Total	

#### III. Outreach

##### 1. Key Performance Indicators

Number of Outreach and Education events and social media	YTD 40
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## **Anchorage Equal Rights Commission**

### 2. Outreach and Education

- Four Housing Resource Fairs!
- AK Bar Association-ADA Presentation
- MOA Director's Meeting-AERC Presentation
- Women's History and International Women's Day Events

### **VI. Additional Items for Commission Consideration**

- I. Staffing
- II. Employee onboarding
- III. Case load
- IV. Time Matters upgrade
- V. Commissioner Vacancies/Recruitment

