



Suzanne LaFrance,
Mayor

Municipality of Anchorage

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Anchorage Equal Rights Commission

To: Anchorage Equal Rights Commissioners
From: Jennifer Booz, Executive Director
Date: August 19, 2025
Subject: Executive Director's Monthly Report August 2025

Executive Summary

Strategic Objectives

1. **Cases.** 100% of case determinations within 240 days after filing of the complaint, unless good cause is shown.
2. **Finances.** Develop financial oversight plan by August 31, 2025.
3. **Records.** Maintain up-to-date information and record keeping by August 31, 2025.
4. **Outreach.** Develop an Outreach and Education plan by November 30, 2025.
5. **Procedures.** Develop a policy and procedure manual by November 30, 2025.

I. Cases

1. AERC Case Management KPIs – Monthly and YTD 2025

KPI Category	Jan	Feb	March	April	May	June	July	(YTD)	Notes
Inquiries Received	39	24	25	34	29	33	24	208	Includes all initial contacts
24-hour response	94.87%	95.83%	96%	100%	100%	100%	100%	98.1%	Response in 24 hours
Complaints Filed	4	4	6	8	9	4	5	40	Formal complaints initiated
Perfected Percentage	10%	16%	24%	23%	31%	12%	20%	19%	(Complaints ÷ Inquiries) × 100
Open Cases	---	---	---	---	---	---	---	44	Active investigations in progress
Closed Cases	2	1	2	4	0	2	5	16	Cases resolved or dismissed
Cases Over 240 Days	---	---	---	---	---	---	---	6	Requires documented good cause



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2. Cases Open More Than 240 Days

Case Name Assigned Investigator Days Open Documented Good Cause

Case A	Investigator Griffin	395	Rollover from low staff
Case B	Investigator Harley	395	" "
Case C	Investigator Harley	324	" "
Case D	Investigator Harley	254	" "
Case E	Investigator Harley	243	" "
Case F	Investigator Harley	240	" "

3. Case Management Plan attached.

II. Finances

1. ERC Operating Funds KPI

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

Non-Labor	13,175.00	5,935.77	45.05
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2. Monthly Expenditures

Item	Amount (\$)	Description	Category
Item 1	250.00	IAOHRA Annual Dues	Subscriptions
Item 2	279.78	Printer Toner	Office Supplies
Item 3	12.89	PPE Safety Equipment	Safety Supplies
Item 4	280.96	Office Cellular Phone Bill	Other Professional Services

3. Financial Management Plan attached.

III. Records

1. Meeting scheduled with IT for *Time Matters* legal software upgrade.
2. Record Plan



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IV. Outreach

1. Key Performance Indicators

Number of Outreach and Education events	YTD 21
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2. Outreach and Education

A. Executive Director Highlights:

1. *Municipality Outreach*: Municipal Manager, Mayor, Mayor's Office-Chiefs of Staff, Ombudsman's Office, Procurement, Legislative Services (Assembly), Human Resources, Legal Affairs
2. *Community Outreach*: Covenant House, Neighborhood Community Health Center, Police and Community Relations Task Force, University of Alaska, Anchorage, Alaska State Commission on Human Rights, United States Commission on Civil Rights-Alaska Task Force

B. 50th Anniversary AERC-as published:

**"Thursday, October 16 – Anchorage Equal Rights Commission
50th Anniversary Commission Meeting and Celebration
6:00 – 8:00pm at City Hall**

The Anchorage Equal Rights Commission turns 50 in 2025! Come learn about the AERC, attend the monthly Commission meeting, and celebrate the AERC and MOA! This event is free and open to the public."

What would the Commission like to do? Showcase meeting followed by.... Open House? Cake cutting? Other?

V. Procedures

- I. Collecting policies and procedures for Administrative Procedure Manual.

VI. Additional Items for Commission Consideration

- I. Commission Retreat
- II. Commission Strategic Plan (expires 2025)