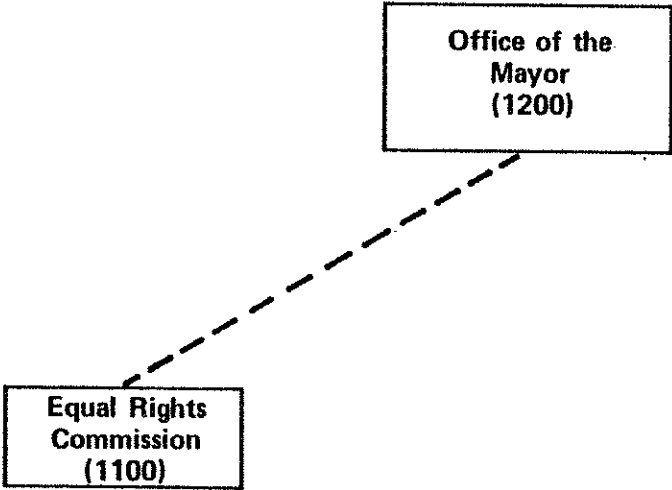


ORGANIZATION CHART

Equal Rights Commission



DEPT.	Unit No.	DIV.	Unit No.	SEC.	Unit No.	
Equal Rights Commission	1100					
PERFORMANCE INDICATORS						
OBJECTIVES	DESCRIPTION	Work-load	Efficiency	Effectiveness	1977	1978
1. Improve the effectiveness of the staff by developing and conducting a training program. 2. Reach finding of fact on all complaints within 180 days and final disposition of 75% within 90 days. 3. Increase public awareness by conducting a public information campaign.	Develop training program	X				1
	# of hours in training	X				TBD
	% of complaints disposed within 90 days			X		75%
	% of complaints disposed within 180 days			X		100%
	# of pamphlets, newsletters distributed	X				TBD
# of seminars conducted	X				TBD	
# of public service announcements broadcast	X				TBD	

EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:

- 1-2. Of 115 cases in 1976, 57 were referred to another agency and four (4) were administratively closed primarily because a finding had not been reached within the required 180 days.
- 3. a. Majority of 1976 cases (79 of 115) were referred from the State Human Rights Commission.
- b. Call-ins often think the Equal Rights Commission is Alaska State Human Rights Commission.
- c. Public needs to clearly understand services provided by Equal Rights Commission.

CHANGES FROM CURRENT OPERATIONS:

To add an attorney to staff to expedite legal processing of complaints. Redirect Human Relations efforts from School District and Federal Agencies to educating private industry and general public of their rights and responsibilities as outlined by Civil Rights Laws, with emphasis on employment discrimination. Publish quarterly Equal Rights Commission newsletter, appear on radio and TV programs, revise pamphlets and provide seminars for private industry and general public.

SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:

- 1. Develop procedures and logs; assign intake officer; implement system for monitoring complaint progress.
- 2. Provide EEOC instructor to conduct case processing which will improve job performance of Investigators; cross-train the Human Relations-Officer to assist with complaints and administrative tasks; improve procedures in processing of complaints (i.e Resolution-Conferences to be held prior to investigation to expedite process); periodically evaluate the investigative process and make necessary changes.
- 3. By the end of the first quarter: ERC pamphlets will have been distributed to the general public; Public service announcements will be broadcast through the media; Throughout 1978 seminars will be held to provide training to private industry/businesses, tenants/landlords, on the subjects of employment, housing, public accommodations, financial institutions and educational institutions.