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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 of and educational 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:

### Measure #1: Percentage of inquiries responded to within 24 hours:

|  |       |        |        |        |        | YTD     |
|--|-------|--------|--------|--------|--------|---------|
|  | 2014  | 2015   | 2016   | 2017   | 2018   | 2019    |
| Percentage of Inquiries Returned Within 24 Hours | 96.5% | 98.21% | 98.42% | 99.04% | 99.00% | 100.00% |

### Measure #2: Percentage of cases over 240 days old:

|                                       |       |       |        |        |        | YTD    |
|---------------------------------------|-------|-------|--------|--------|--------|--------|
|                                       | 2014  | 2015  | 2016   | 2017   | 2018   | 2019   |
| Percentage of Cases Over 240 Days Old | 39.4% | 27.5% | 11.43% | 16.25% | 25.35% | 26.76% |

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

|  | Fed.<br>FY<br>2016 | Fed.<br>FY<br>2017 | Fed.<br>FY<br>2018 | YTD<br>Fed.<br>FY<br>2019 |
|--|--------------------|--------------------|--------------------|---------------------------|
| Percentage of Cases With Substantial Weight Review | 36.3%*             | 39.6%              | 41.4%**            | 44.90%                    |
| Percentage of Cases Accepted by the federal EEOC   | 100%               | 100%               | 100%*              | 100%                      |

\*These totals reflect data through the 3<sup>rd</sup> Quarter of 2016. Due to EEOC staffing coverage/workload, data for the 4<sup>th</sup> Quarter (October 2016 - December 2016) was not processed until the 2<sup>nd</sup> Quarter (January 2017 – March 2017).

**Measure #4: Percentage of education and outreach events using volunteer AERC Commissioners or using technology.**

|   | 2014  | 2015  | 2016  | 2017  | 2018  | YTD<br>2019 |
|---|-------|-------|-------|-------|-------|-------------|
| Percentage of Events Using Volunteers or Technology | 53.5% | 51.2% | 55.6% | 63.4% | 62.4% | 57.8%       |

**PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

