

2003-05 Performance Progress Report

For Quarter Ending 6/30/2005

Agency 120

Human Rights Commission

Mission

The mission of the Human Rights Commission is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships with the community.

Goal Continue to improve investigation and case processing practices.

Performance Measure % of customers (complainants) who give high marks (4 or 5) on an "overall satisfaction" question.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				45%				50%
Actual				53.7%				58%
Date Measured				6/30/2004				6/30/2005

Goal Improve Public Awareness

Performance Measure Number of Employers trained on the Law Against Discrimination. (accumulative total)

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				648				1300
Actual				568				1134
Date Measured				6/30/2004				6/30/2005

Goal Continue to improve case processing practices.

Performance Measure Percentage of case closures completed within 180 days.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				40%				45%
Actual				41.8%				42.4%
Date Measured				6/30/2004				6/30/2005