

# 120 - Human Rights Commission

## A002 Civil Rights Complaint Resolutions

The mission of the Human Rights Commission is to enforce Washington State laws against discrimination. The commission works to eliminate and prevent discrimination throughout the state in employment, real estate transactions, credit and insurance transactions, and in places of public accommodation based on race, creed, color, national origin, sex, sexual orientation, gender identity, marital status, familial status, disability, and honorably discharged veterans or military status. Administrative support provides the infrastructure to ensure that the core work of the agency can be done effectively and effectively. The five Human Rights Commission members, appointed by the Governor, review and make final determinations on all complaints investigated by the staff. The Commissioners also hear and vote on requests for appeals.

| Account                  | FY 2010            | FY 2011            | Biennial Total     |
|--------------------------|--------------------|--------------------|--------------------|
| FTE                      | 34.7               | 39.6               | 37.2               |
| <b>001 General Fund</b>  |                    |                    |                    |
| 001-1 State              | \$2,489,000        | \$2,373,000        | \$4,862,000        |
| 001-2 Federal            | \$633,000          | \$886,000          | \$1,519,000        |
| <b>001 Account Total</b> | <b>\$3,122,000</b> | <b>\$3,259,000</b> | <b>\$6,381,000</b> |

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Improve workplace safety and fairness**

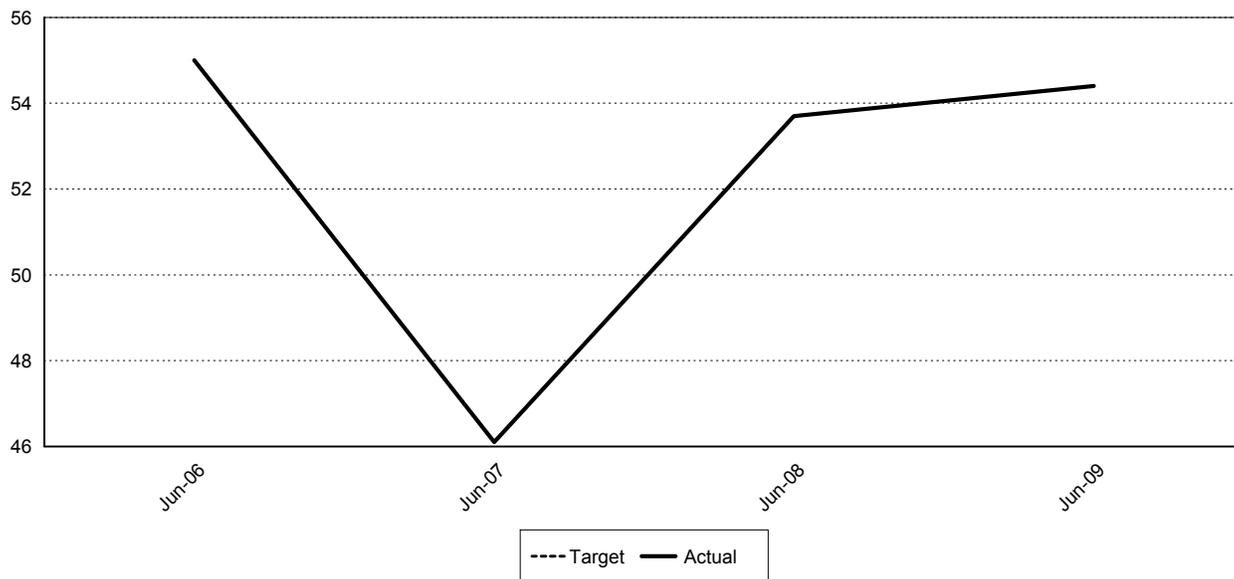
### Expected Results

Increase the percentage of cases resolved within 180 days of filing.

*Appropriation Period: 2009-11 Activity Version: 2D - 2010 Supplemental Enacted Recast Sort By: Activity*

| <b>000328 Number of Human Rights Commission cases closed through early resolution.</b> |               |               |               |
|--|---------------|---------------|---------------|
| <b>Biennium</b>  | <b>Period</b> | <b>Actual</b> | <b>Target</b> |
| 2009-11  | Q8            |               |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            |               |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2007-09  | Q8            | 54.4%         |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 53.7%         |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2005-07  | Q8            | 46.1%         |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 55%           |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |

Percent 000328 - Percentage of cases closures completed within 180 days filed after July 1, 2005



### A003 Civil Rights Education and Outreach

The five Human Rights Commission members and staff work to prevent discrimination in employment, real estate, credit and insurance transactions, and in places of public accommodations through education, training, community forums, and respond to and help resolve controversial and sensitive human rights problems around the state.

| Account                  | FY 2010          | FY 2011          | Biennial Total   |
|--------------------------|------------------|------------------|------------------|
| <b>FTE</b>               | 2.0              | 2.0              | 2.0              |
| <b>001 General Fund</b>  |                  |                  |                  |
| 001-1 State              | \$149,000        | \$138,000        | \$287,000        |
| 001-2 Federal            | \$35,000         | \$30,000         | \$65,000         |
| <b>001 Account Total</b> | <b>\$184,000</b> | <b>\$168,000</b> | <b>\$352,000</b> |

**Statewide Result Area: Improve the economic vitality of businesses and individuals**  
**Statewide Strategy: Improve workplace safety and fairness**

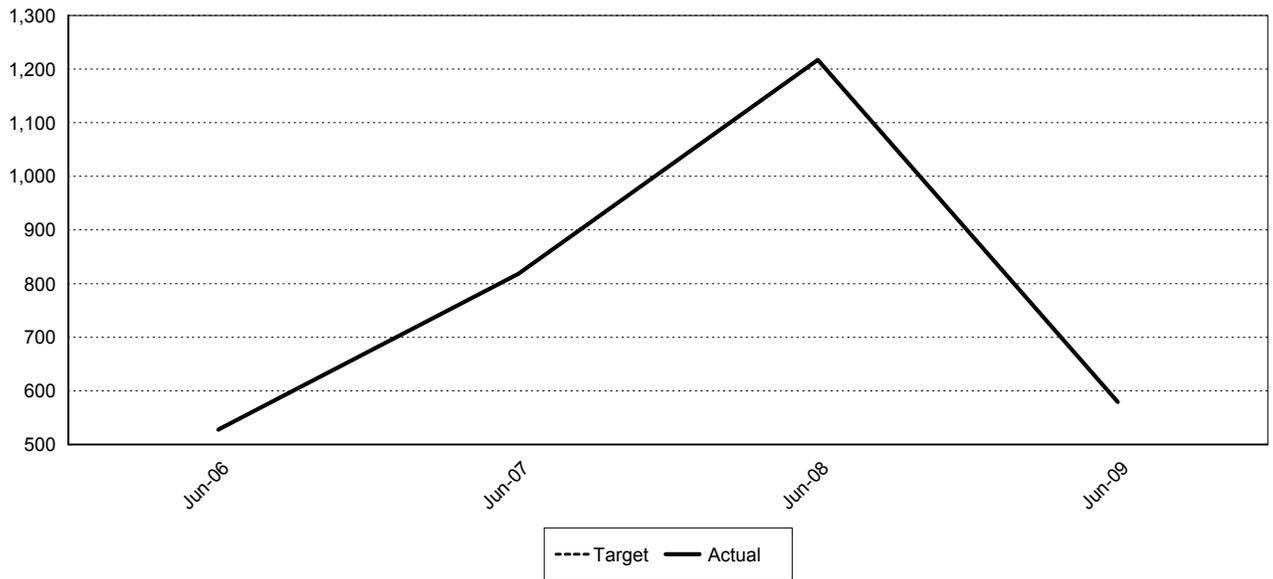
#### Expected Results

Increase the number of employers, businesses, housing providers, managers, realtors, insurance providers, and financial institutions on how to comply with the law.

*Appropriation Period: 2009-11 Activity Version: 2D - 2010 Supplemental Enacted Recast Sort By: Activity*

| <b>000384 Employees trained by the Human Rights Commission. (accumulative total)</b> |               |               |               |
|--|---------------|---------------|---------------|
| <b>Biennium</b>  | <b>Period</b> | <b>Actual</b> | <b>Target</b> |
| 2009-11  | Q8            |               |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            |               |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2007-09  | Q8            | 579           |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 1,217         |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2005-07  | Q8            | 818           |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 528           |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |

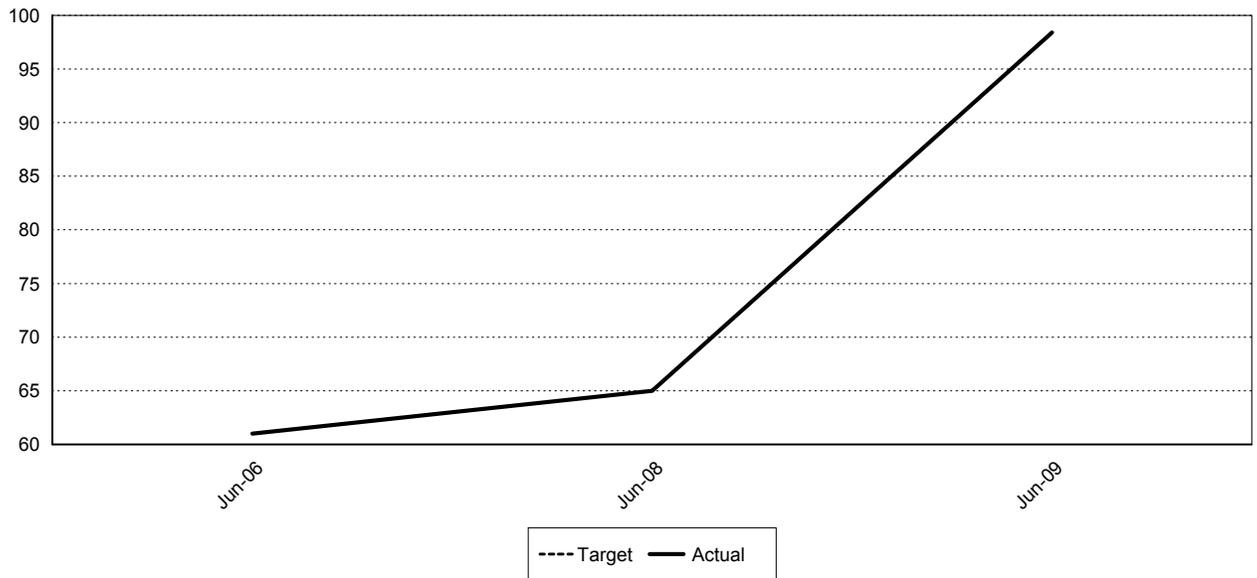
**Number**                      **000384 - Number of employees trained on the Law Against Discrimination**



Appropriation Period: 2009-11 Activity Version: 2D - 2010 Supplemental Enacted Recast Sort By: Activity

| <b>000420 Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.</b> |               |               |               |
|--|---------------|---------------|---------------|
| <b>Biennium</b>  | <b>Period</b> | <b>Actual</b> | <b>Target</b> |
| 2009-11  | Q8            |               |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            |               |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2007-09  | Q8            | 98.4%         |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 65%           |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |
| 2005-07  | Q8            |               |               |
|  | Q7            |               |               |
|  | Q6            |               |               |
|  | Q5            |               |               |
|  | Q4            | 61%           |               |
|  | Q3            |               |               |
|  | Q2            |               |               |
|  | Q1            |               |               |

**Percent 000420 - Percentage of Customers who give high marks (4 or 5) on an Overall Customer Satisfaction question**



**Grand Total**

|              | FY 2010            | FY 2011            | Biennial Total     |
|--------------|--------------------|--------------------|--------------------|
| FTE's        | 36.7               | 41.6               | 39.2               |
| GFS          | \$2,638,000        | \$2,511,000        | \$5,149,000        |
| Other        | \$668,000          | \$916,000          | \$1,584,000        |
| <b>Total</b> | <b>\$3,306,000</b> | <b>\$3,427,000</b> | <b>\$6,733,000</b> |

| <b><u>Parameter</u></b>       | <b><u>Entered As</u></b>        |
|-------------------------------|---------------------------------|
| Budget Period                 | 2009-11                         |
| Agency                        | 120                             |
| Version                       | 2D                              |
| Result Area                   | All Result Areas                |
| Activity                      | All Activities                  |
| Program                       | All Programs                    |
| Sub Program                   | All Sub Programs                |
| Account                       | All Accounts                    |
| Expenditure Authority Type    | All Expenditure Authority Types |
| Theme                         | All                             |
| Sort By                       | Activity                        |
| Display All Account Types     | Yes                             |
| Include Policy Level          | Yes                             |
| Include Activity Description  | Yes                             |
| Include Statewide Result Area | Yes                             |
| Include Statewide Strategy    | Yes                             |
| Include Expected Results Text | Yes                             |
| Include Charts                | Yes                             |
| Chart Type                    | Line                            |
| Include Parameter Selections  | Yes                             |
| Version Source                | OFM                             |