

As of 5/27/2009

## 120 - Human Rights Commission

### A002 Civil Rights Complaint Resolutions

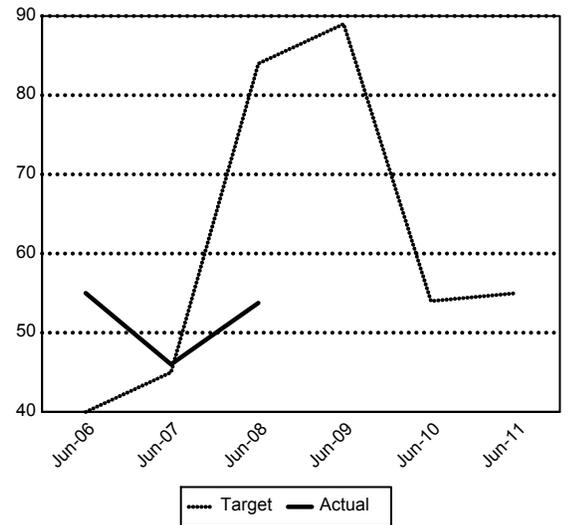
**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Improve workplace safety and fairness

**Expected Results**

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

Number of Human Rights Commission cases closed through early resolution.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	89%		
	4th Qtr	84%	53.7%	(30.3)%
2005-07	8th Qtr	45%	46.1%	1.1%
	4th Qtr	40%	55%	15%

*Baseline was 42.4% of cases closed within 180 days of filing during FY2003-05. This activity will show statewide results in strengthening government's ability to achieve results.*



### A003 Civil Rights Education and Outreach

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

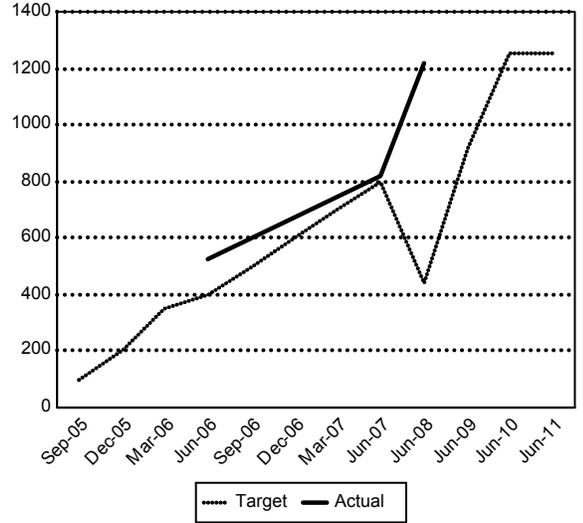
**Expected Results**

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

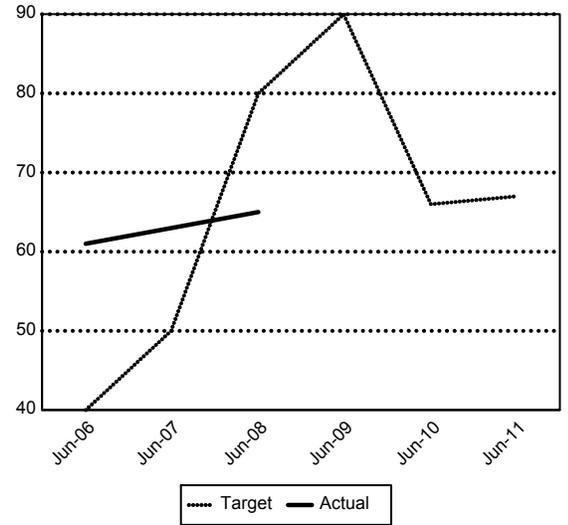
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Employers trained by the Human Rights Commission. (accumulative total)				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	920		
	4th Qtr	440	1,217	777
2005-07	8th Qtr	800	818	18
	7th Qtr	700		
	6th Qtr	600		
	5th Qtr	500		
	4th Qtr	400	528	128
	3rd Qtr	350		
	2nd Qtr	200		
	1st Qtr	100		

*Baseline is based on 1134 persons trained during FY2003-05. This activity will indicate statewide results in strengthening government's ability to achieve results.*



Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%		
	4th Qtr	80%	65%	(15)%
2005-07	8th Qtr	50%		
	4th Qtr	40%	61%	21%



**A004 Commission Activity**

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

**Expected Results**

Provide leadership in human rights law across the state.

**A001 Administrative Activity**

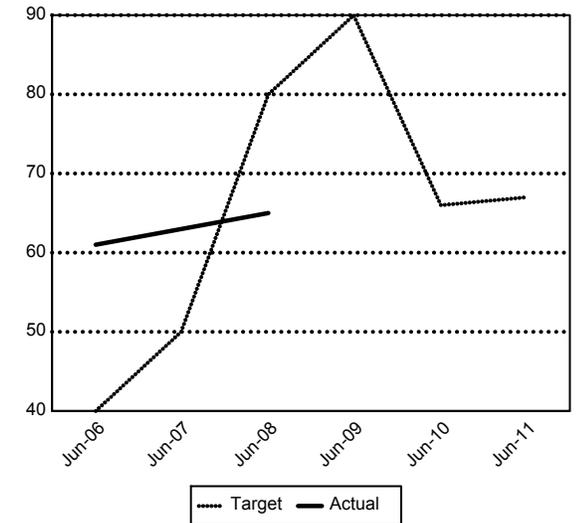
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**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Improve workplace safety and fairness

**Expected Results**

Realize efficiencies within the organization by exerting strong managerial leadership.

Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%		
	4th Qtr	80%	65%	(15)%
2005-07	8th Qtr	50%		
	4th Qtr	40%	61%	21%



Reduce the number of aging cases over 180 days old and successfully resolve those that remain.

**ZZZX Other Statewide Adjustments**

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