

120 - Human Rights Commission

A002 Civil Rights Complaint Resolutions

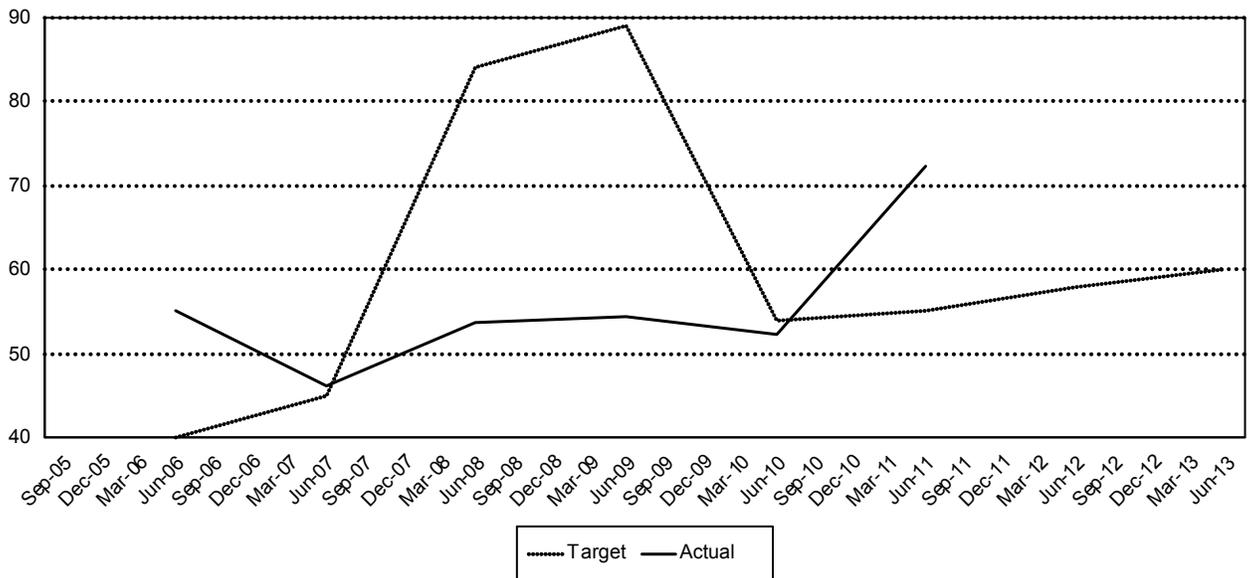
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Improve workplace safety and fairness

Expected Results

Complete 50% of complaints within 180 days of filing, while utilizing more efficient processes such as alternative dispute resolution for early complaint resolution and case prioritization and handling system.

000328 - Number of Human Rights Commission cases closed through early resolution.			
Biennium	Period	Actual	Target
2011-13	Q8		60%
2011-13	Q4		58%
2009-11	Q8	72.3%	55%
2009-11	Q4	52.2%	54%
2007-09	Q8	54.4%	89%
2007-09	Q4	53.7%	84%

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



A003 Civil Rights Education and Outreach

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

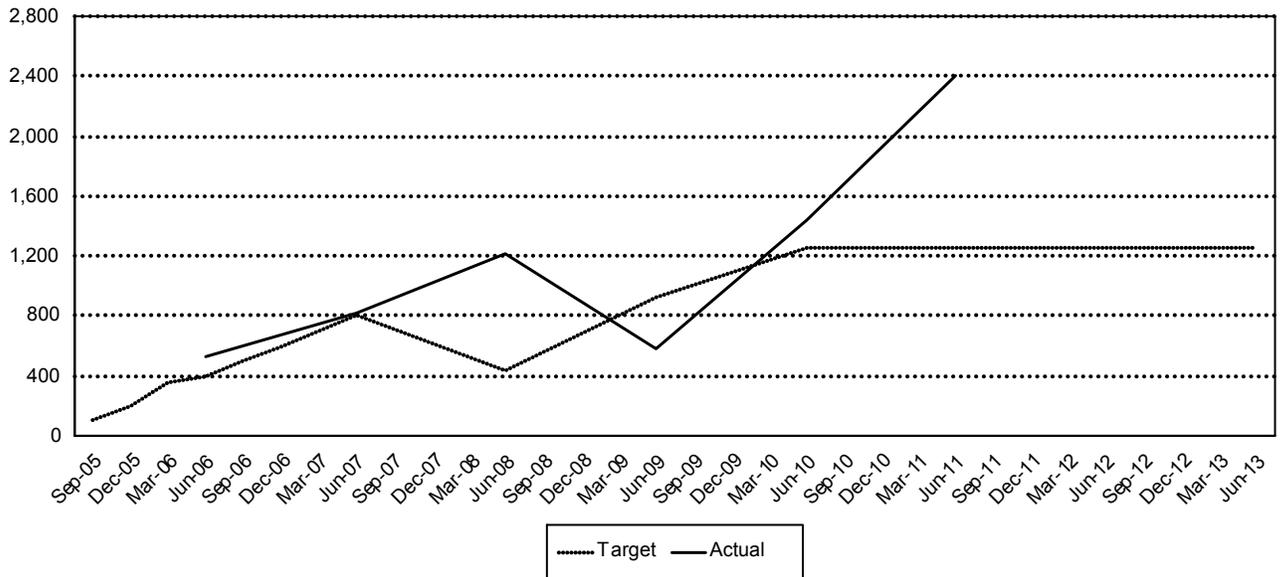
As of 9/3/2013

Expected Results

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

000384 - Employees trained by the Human Rights Commission. (accumulative total)			
Biennium	Period	Actual	Target
2011-13	Q8		1,250
2011-13	Q4		1,250
2009-11	Q8	2,402	1,250
2009-11	Q4	1,434	1,250
2007-09	Q8	579	920
2007-09	Q4	1,217	440

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



As of 9/3/2013

000420 - Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.			
Biennium	Period	Actual	Target
2011-13	Q8		68%
2011-13	Q4		68%
2009-11	Q8	94%	67%
2009-11	Q4	100%	66%
2007-09	Q8	98.4%	90%
2007-09	Q4	65%	80%

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

