

Maryland Commission on Civil Rights

MISSION

The mission of the Maryland Commission on Civil Rights is to ensure equal opportunity and promote better Civil Rights for all who work in, live in, or visit Maryland.

VISION

Our vision is a State free of any traces of unlawful discrimination.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Improve equal opportunity in Maryland through the use of effective, creative and efficient case processing activities and reduce, eliminate or resolve instances of unlawful discrimination.

Obj. 1.1 Each year increase number of complaints filed for processing through education and outreach efforts and maintain the average time to process complaints below the Federal processing time standard.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of education and outreach activities	N/A	N/A	N/A	N/A	111	125	140
Inquiries received	7,237	6,306	8,968	9,671	9,832	10,000	10,250
Complaints received for processing	589	721	726	740	686	720	750
Number of complaints closed							
Employment complaints closed	589	581	644	563	616	650	675
Housing complaints closed	83	74	51	76	96	125	140
Public accommodations cases closed	55	66	69	72	65	75	85
Average number of days to process a case							
Employment	318	278	213	179	193	175	160
Housing	180	142	163	118	131	120	100
Public Accommodations	420	357	507	516	475	325	250