

# 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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of education and outreach activities	N/A	N/A	N/A	111	147	150	150
<sup>1</sup> Inquiries received	6,306	8,968	9,671	9,832	1,745	1,900	2,150
Complaints received for processing	721	726	740	686	743	775	800
Number of complaints closed							
Employment complaints closed	581	644	563	616	537	510	550
Housing complaints closed	74	51	76	96	91	100	120
Public accommodations cases closed	66	69	72	65	54	60	65
Average number of days to process a case							
Employment	278	213	179	193	196	190	180
Housing	142	163	118	131	164	140	110
Public Accommodations	357	507	516	475	138	130	125

## NOTES

<sup>1</sup> Fiscal year 2016 data excludes email or phone inquiries that did not explicitly pertain to alleged acts of discrimination. Fiscal year 2015 and prior year data includes such inquiries.