

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 | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Act. | 2019 Est. | 2020 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of education and outreach activities | N/A | 111 | 147 | 172 | 160 | 172 | 172 |
| ¹ Inquiries received | 9,671 | 9,832 | 1,745 | 2,090 | 1,851 | 2,200 | 2,500 |
| Complaints received for processing | 740 | 686 | 743 | 1,064 | 775 | 875 | 950 |
| Number of complaints closed | | | | | | | |
| Employment complaints closed | 563 | 616 | 537 | 630 | 610 | 650 | 675 |
| Housing complaints closed | 76 | 96 | 91 | 95 | 109 | 120 | 125 |
| Public accommodations cases closed | 72 | 65 | 54 | 48 | 83 | 90 | 110 |
| Average number of days to process a case | | | | | | | |
| Employment | 179 | 193 | 196 | 223 | 231 | 215 | 185 |
| Housing | 118 | 131 | 164 | 89 | 96 | 90 | 85 |
| Public Accommodations | 516 | 475 | 138 | 217 | 232 | 220 | 200 |

NOTES

¹ Data for fiscal year 2016 and after 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.