

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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of education and outreach activities	111	147	172	160	133	150	155
¹ Inquiries received	9,832	1,745	2,090	1,851	1,637	1,900	2,100
Complaints received for processing	686	743	1,064	775	716	775	825
Number of complaints closed							
Employment complaints closed	616	537	630	610	707	750	800
Housing complaints closed	96	91	95	109	112	120	130
Public accommodations cases closed	65	54	48	83	67	75	90
Average number of days to process a case							
Employment	193	196	223	231	237	210	200
Housing	131	164	89	96	103	95	90
Public Accommodations	475	138	217	232	241	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.