

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of education and outreach activities	172	160	133	121	150	160	160
Inquiries received	2,090	1,851	1,637	1,650	1,291	1,303	1,326
Complaints received for processing	1,064	775	716	775	741	748	755
Number of complaints closed							
Employment complaints closed	630	610	707	567	520	620	640
Housing complaints closed	95	109	112	123	128	140	154
Public accommodations cases closed	48	83	67	50	10	44	48
Average number of days to process a case							
Employment	223	231	237	264	364	300	270
Housing	89	96	103	109	200	175	158
Public Accommodations	217	232	241	291	365	365	329