

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 education and outreach and efficient case processing activities and reduce, eliminate or resolve instances of unlawful discrimination.

Obj. 1.1 Each year, increase the number of complaints filed for processing and the number of citizens made aware of Maryland's antidiscrimination laws through education and outreach efforts and maintain the average time to process complaints below the Federal processing time standard.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of education and outreach activities	160	133	121	150	145	150	150
Inquiries received	1,851	1,637	1,650	1,291	1,458	1,650	1,875
Complaints received for processing	775	716	775	741	875	940	980
Number of complaints closed							
Employment complaints closed	610	707	567	520	545	620	675
Housing complaints closed	109	112	123	128	108	125	150
Public accommodations cases closed	83	67	50	10	12	35	50
Average number of days to process a case							
Employment	231	237	264	364	443	400	375
Housing	96	103	109	200	226	175	145
Public Accommodations	232	241	291	365	583	500	275