

# 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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Total number of education and outreach activities	133	121	150	145	173	160	160
Virtual	N/A	N/A	N/A	N/A	N/A	90	90
In Person	N/A	N/A	N/A	N/A	N/A	70	70
Number of complaints closed	1,637	1,650	1,291	1,458	1,900	2,050	2,175
Complaints received for processing	716	775	741	875	661	825	900
Number of complaints closed							
Employment complaints closed	707	567	520	545	599	620	650
Average number of days to process a case							
Public accommodations cases closed	67	50	10	12	40	50	60
Average number of days to process a case							
Employment	237	264	364	443	385	310	275
Housing	103	109	200	226	306	245	200
Public Accommodations	241	291	365	583	383	330	290
Total monetary relief recovered	N/A	N/A	N/A	N/A	\$1,083,732	\$1,200,000	\$1,300,000