

# 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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Total number of education and outreach activities	121	150	145	173	100	175	200
Virtual	N/A	N/A	N/A	N/A	17	90	115
In Person	N/A	N/A	N/A	N/A	83	85	85
Number of complaints closed	1,650	1,291	1,458	1,900	2,297	2,500	2,700
Complaints received for processing	775	741	875	661	966	1,100	1,200
Number of complaints closed							
Employment complaints closed	567	520	545	599	534	550	565
Housing complaints closed	123	128	108	159	211	225	250
Public accommodations cases closed	50	10	12	40	40	55	65
Average number of days to process a case							
Employment	264	364	443	385	350	385	410
Housing	109	200	226	306	331	355	370
Public Accommodations	291	365	583	383	448	470	485
Total monetary relief recovered	N/A	N/A	N/A	\$1,083,732	\$1,353,436	\$1,500,000	\$1,750,000

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Obj. 2.1 Ensure timely processing of cases and eliminate case backlogs.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Overall Count of unassigned cases							
Employment	N/A	N/A	N/A	N/A	314	450	540
Housing	N/A	N/A	N/A	N/A	0	0	0
Public Accommodations	N/A	N/A	N/A	N/A	17	30	40
Number of presently open and pending cases classified by type							
Employment	N/A	N/A	N/A	N/A	363	425	510
Housing	N/A	N/A	N/A	N/A	212	240	275
Public Accommodations	N/A	N/A	N/A	N/A	25	50	75
Count of cases exceeding one year							
Employment	N/A	N/A	N/A	N/A	319	350	380
Housing	N/A	N/A	N/A	N/A	68	85	97
Public Accommodations	N/A	N/A	N/A	N/A	5	10	15