

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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total number of education and outreach activities	150	145	173	100	200	250	313
Virtual	N/A	N/A	N/A	17	104	150	185
In Person	N/A	N/A	N/A	83	96	100	128
Inquiries received	1,291	1,458	1,900	2,297	1,890	2,300	2,600
Complaints received for processing	741	875	661	966	825	1,000	1,300
Number of complaints closed							
Employment complaints closed	520	545	599	534	478	728	820
Housing complaints closed	128	108	159	211	218	325	400
Public accommodations cases closed	10	12	40	40	45	60	70
State Contracts	N/A	N/A	N/A	N/A	0	1	2
Health Services	N/A	N/A	N/A	N/A	3	8	10
Commercial Leasing Contracts	N/A	N/A	N/A	N/A	1	2	3
Average number of days to process a case							
Employment	364	443	385	350	531	375	300
Housing	200	226	306	331	329	300	275
Public Accommodations	365	583	383	448	380	250	200
State Contracts	N/A	N/A	N/A	N/A	0	250	200
Health Services	N/A	N/A	N/A	N/A	304	250	200
Commercial Leasing Contracts	N/A	N/A	N/A	N/A	118	180	180
Total monetary relief recovered	N/A	N/A	\$1,083,732	\$1,353,436	\$2,199,665	\$1,276,000	\$1,808,000

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Obj. 1.2 Ensure timely processing of cases and eliminate case backlogs.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Overall Count of unassigned cases							
Employment	N/A	N/A	N/A	314	572	375	200
Housing	N/A	N/A	N/A	0	0	0	0
Public Accommodations	N/A	N/A	N/A	17	0	0	0
State Contracts	N/A	N/A	N/A	N/A	0	0	0
Health Services	N/A	N/A	N/A	N/A	0	0	0
Commercial Leasing Contracts	N/A	N/A	N/A	N/A	0	0	0
Number of presently open and pending cases classified by type							
Employment	N/A	N/A	N/A	363	368	488	518
Housing	N/A	N/A	N/A	212	248	325	350
Public Accommodations	N/A	N/A	N/A	25	17	15	25
State Contracts	N/A	N/A	N/A	N/A	0	1	2
Health Services	N/A	N/A	N/A	N/A	5	7	9
Commercial Leasing Contracts	N/A	N/A	N/A	N/A	1	2	3
Count of cases exceeding one year							
Employment	N/A	N/A	N/A	319	436	346	256
Housing	N/A	N/A	N/A	68	70	80	90
Public Accommodations	N/A	N/A	N/A	5	7	15	25
State Contracts	N/A	N/A	N/A	N/A	0	0	0
Health Services	N/A	N/A	N/A	N/A	3	2	1
Commercial Leasing Contracts	N/A	N/A	N/A	N/A	0	0	0