

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of education and outreach activities	N/A	N/A	111	147	172	160	165
¹ Inquiries received	8,968	9,671	9,832	1,745	2,090	2,200	2,350
Complaints received for processing	726	740	686	743	1,064	1,300	1,400
Number of complaints closed							
Employment complaints closed	644	563	616	537	630	680	700
Housing complaints closed	51	76	96	91	95	110	120
Public accommodations cases closed	69	72	65	54	48	60	70
Average number of days to process a case							
Employment	213	179	193	196	223	210	185
Housing	163	118	131	164	89	85	80
Public Accommodations	507	516	475	138	217	200	180

NOTES

¹ Data for fiscal year 2016 and forward excludes email or phone inquiries that did not explicitly pertain to alleged acts of discrimination. Fiscal year 2015 and prior year data includes such inquiries.