

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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Number of education and outreach activities	147	172	160	133	121	160	200
Inquiries received	1,745	2,090	1,851	1,637	1,650	1,800	1,900
Complaints received for processing	743	1,064	775	716	775	825	845
Number of complaints closed							
Employment complaints closed	537	630	610	707	567	600	650
Housing complaints closed	91	95	109	112	123	130	140
Public accommodations cases closed	54	48	83	67	50	65	80
Average number of days to process a case							
Employment	196	223	231	237	264	235	210
Housing	164	89	96	103	109	100	95
Public Accommodations	138	217	232	241	291	275	260