

Iowa Civil Rights Commission

PERFORMANCE REPORT

Performance Results Achieved for
Fiscal Year 2006

TABLE OF CONTENTS

<i>SECTION</i>	<i>PAGE</i>
INTRODUCTION.....	i
AGENCY OVERVIEW.....	1
STRATEGIC PLAN RESULTS.....	5
Goal 1 – People receive timely, quality resolutions	5
Measure 1	5
Measure 2	7
Goal 2 – People are knowledgeable about civil rights	8
Measure 1	8
Goal 3 – ICRC is recognized as a leader in civil rights	9
Measure 1	9
Measure 2	10
PERFORMANCE PLAN RESULTS/CORE FUNCTIONS	11
SPA 1 - Screening	12
SPA 2 - Mediation	13
SPA 3 - Investigation	14
AGENCY CONTACTS	15
Appendix	16

INTRODUCTION

I am honored to present the Iowa Civil Rights Commission's performance report for fiscal year 2006 (July 1, 2005-June 30, 2006). This report tells our story to Iowans, informs Iowans about the role and responsibility of the Commission, and invites Iowans to partner with the Commission to achieve our mission.

Accomplishments for the year must be put in the context of limited financial resources. Our successful celebration of our 40th anniversary was accomplished in the face of reduced resources. And despite a staffing level comparable to 20 years ago, ICRC reduced its case backlog. To increase consumer satisfaction and greater agency credibility and to prevent future instances of discrimination, ICRC will continue its strong education, training, and outreach efforts. To stretch resources, ICRC has partnered with volunteer lawyer programs, Drake Law School, and various college internship programs.

In addition, the Commission assisted the Iowa Department of Economic Development in meeting its federal block grant requirements to reduce impediments to fair housing.

The Commission, despite major cuts in budgets and staff, maintained or increased FY05 performance levels. In FY 06 we closed 2331 cases, more than 300 cases than we closed in FY 05. Our intake department handled over 6000 calls, over 3200 of which fell within our jurisdiction. Our education and outreach programs reached 9448 people, with over 80% positive evaluations, and distributed over 25,000 materials.

Key strategic challenges the agency is working to address are: a limited budget; the lack of understanding of our role and responsibilities; and the gap in understanding of the future benefits of a diverse and welcoming Iowa. Other challenges identified by our customers include: reduced case processing time; increasing the profile of civil rights enforcement; and the importance of explaining that the need is as great today for civil rights work, as it was in the 1950's and 1960's. The 40th anniversary of the Iowa Civil Rights Act was both a celebration of past successes and a reminder of the work that remains to be done to end discrimination.

ICRC invites all stakeholders to work with us to better streamline our process, to assist in reducing case delays, and to raise the profile of Civil Rights.

Sincerely,

Ralph Rosenberg
Director

AGENCY OVERVIEW

In FY 2006, the Iowa Civil Rights Commission completed its celebration of its 40th anniversary. It is a state administrative agency, enforcing the Iowa Civil Rights Act (“Chapter 216,” Iowa Code). Under contracts with the federal government, we are required to assist in enforcement of housing and employment discrimination laws. The Act prohibits discrimination in the areas of employment, housing, credit, public accommodations, and education. Discrimination is prohibited based on the personal characteristics of race, color, creed, national origin, religion, sex, pregnancy, physical disability, mental disability (in all areas but credit), age (in employment and credit only), familial status (in housing and credit only), and marital status (in credit only).

The **purpose** of the Iowa Civil Rights Commission is:

“To provide access to opportunities for all Iowans in the areas of employment, education, housing, credit, and public accommodations through the promotion and enforcement of Iowa civil rights law.”

The **vision** of the Iowa Civil Rights Commission is:

“Freedom from discrimination.”

The **mission** is:

“Guaranteeing civil rights through enforcement, mediation, advocacy, and education.”

To accomplish the mission, the values the Iowa Civil Rights Commission holds most important are:

- Diversity
- Respect for all
- Collaboration
- Being champions of civil rights
- Customer focus
- Process improvement
- Empowerment
- Enhancing results
- Recognition and rewards for work well done

The Iowa Civil Rights Commission provides three main products:

- 1) Removal of barriers to opportunities for all Iowans in the areas of employment, housing, credit, education, and public accommodations
- 2) Working to create an environment that values and promotes diversity
- 3) Supporting a climate of freedom from discrimination and a sense of security and human dignity

The mechanisms the Iowa Civil Rights Commission uses to provide these products are:

- 1) Law enforcement and case resolution through intake, screening, mediation, investigation, conciliation, and hearings.
- 2) Education and training of business, community, governmental, and stakeholder groups
- 3) Networking links and collaborative activities
- 4) Commissioner advocacy

The Iowa Civil Rights Commission has one location at the Grimes Building, 400 East 14th Street, in Des Moines. This agency employs 23 individuals; one assistant attorney general is also assigned to and located in the office. The Iowa Civil Rights Commission has five divisions:

- Administration/budget
- Educational Resources
- Mediation
- Housing investigations, intake, and screening
- All other investigations (employment, public accommodations, credit, and education)

There are six members on an informal management team: the executive director; the supervisor of non-housing investigators, the manager of education and outreach, the supervisor of the administrative staff; the supervisor for intake, screening, and housing investigations; and the administrative law judge. There are 4 supervisory positions, 16 professional positions, and 3 administrative support positions. All but four of the professional positions are represented by the Iowa United Professionals. Two of the three administrative support positions are represented by the American Federation of State, County and Municipal Employees Union. The educational level of the staff varies from high school diplomas to law degrees.

The laws that affect most businesses also affect the Iowa Civil Rights Commission. However, there are some additional regulations that impact how the agency does business. The Iowa Civil Rights Commission is subject to open meetings and open records laws. The department is subject to “Chapter 68B” of the Iowa Code, pertaining to conflicts of interest. The agency is bound by the rules and regulations of other state entities such as the Iowa Department of Administrative Services, the Iowa Communication Network, the Iowa Department of Justice, and the Iowa Department of Inspections and Appeals. In addition, the section of the Iowa Code that the department enforces, as well as the agency’s administrative rules and federal contracts, place additional restrictions on how functions are performed.

The Iowa Civil Rights Commission serves all the people of Iowa, including the parties to complaints and stakeholder, constituency groups. Often these customers have competing interests. However, there are key expectations that these customers hold in common. These include:

- Due process
- Fairness and equity
- Accurate information
- Timeliness
- Accessibility to staff and the process

- Thorough job knowledge and performance of our duties
- Flexibility
- Clear and direct communication

The Iowa Civil Rights Commission's major partners are:

- The federal Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development, with whom the agency partners to process cases, receive training, and share information. The Iowa Civil Rights Commission receives funding from the Equal Employment Opportunity Commission via a case-processing contract. The Commission also receives funding from the U. S. Department of Housing and Urban Development in the form of a case-processing contract and grants.
- Local human and civil rights commissions, with whom the agency partners to process cases, sponsor training, share information, and provide office space. Each community in Iowa with at least 29,000 inhabitants is required by law to have a local human or civil rights commission. The Iowa Civil Rights Commission works cooperatively with these local commissions and has case-processing contracts with ten of the twenty-seven local commissions.
- Iowa Civil Rights Commissioners, who are appointed by the Governor and with whom the agency partners to advocate on behalf of civil rights efforts and to make decisions in cases that have gone to public hearing.
- Iowa Department of Justice, with whom the agency partners to provide legal representation of the Commission's interests at public hearings or in court.
- Friends of Iowa Civil Rights, Inc., with whom the agency partners to sponsor special events, including the annual *I'll Make Me a World in Iowa* celebration of African American arts and culture and *Iowa's Mosaic*, statewide diversity conference.
- Iowa Department of Economic Development, with whom the agency partners in meeting its federal block grant requirements to reduce impediments to fair housing.
- Iowa Department of Human Rights, with whom the agency partners on a number of collaborative projects

The main mechanisms the Iowa Civil Rights Commission uses to communicate with partners and the main suppliers are the telephone, e-mail, mail, fax, newsletters, the Communicator, press releases, the agency website, publications, and presentations.

The biggest challenge the agency faces is society's perception that civil rights in Iowa is no longer an urgent, nor compelling issue, because "the problem" is getting better, resolved, or non-existent. For some, civil rights initiatives are viewed as hassles versus good work for Iowa. This resulted in a four-year slide in funding for the agency (approximately a 1/3 reduction in state funding) which was reversed by action of the 05 and 06 legislature and the Governor's office. The Iowa Civil Rights Commission faces other strategic challenges as well. Our role and responsibility can be misunderstood. From 2000 - 2003, the agency suffered a 34% cut in general funding and a subsequent loss of 10 of its 34 staff positions. The lack of funding has stretched resources to train and retain quality staff and to upgrade the agency's computer system to one that performs adequately. The agency secured an Iowa Access grant to begin to improve case tracking and management and to provide web-based, public access to information

and work of the Commission. Additional funds will be requested to upgrade hardware, to correct problems with the new system, and to expand the system, allowing for greater public interaction with our agency. Because of reductions in general funding, the agency has had to increase dependence on federal funding that is unstable and uncertain. Approximately sixty per cent (50%) of the Iowa Civil Rights Commission's budget is dependent upon the contracting relationship with the Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development. These contracts impose time constraints, required numbers of case resolutions, training requirements, and case file format requirements. As the agency looks to the future, changing demographics foreshadow an increase in case filings, while federal budgetary conditions will most likely result in reduced federal funding for the agency. The adverse impact of staff shortages will be compounded with increased caseloads and demands for services.

At the enterprise level, the Iowa Civil Rights Commission is active in the Accountable Government Act Initiative, the Enterprise Planning Team, Iowa Excellence Initiative, and the ResultsIowa Initiative. From an individual agency perspective, the Iowa Civil Rights Commission has a diverse workforce committed to civil rights and the enforcement of civil rights laws. We systematically address performance issues by first identifying places for improvement. We do this by asking stakeholder groups, staff, and partners for their input; we continue to review work product on an individual basis and with evaluations and surveys; we identify trends; and we remain open to evaluating unsolicited input. Once performance issues are identified, they are addressed through several mechanisms. First and foremost, the executive director sets the tone that the agency needs to raise its profile and that improvement can always be made. Group and individual problem solving techniques are used to study the issues and determine proper courses of action. These are then communicated at the individual or group level depending on the particular issue being addressed. Receiving and giving training are seen as essential components in continuously improving performance.

STRATEGIC PLAN RESULTS

Key Strategic Challenges and Opportunities:

For FY 2006 the Iowa Civil Rights Commission faced strategic challenges regarding being able to produce timely, quality resolutions, ensuring that people in Iowa are knowledgeable about civil rights laws and issues, and being recognized as a leader in promoting civil rights. As a result, the Iowa Civil Rights Commission set the following strategic goals and measures:

Goal #1: People involved in civil rights complaints receive timely, quality resolutions.

Strategy 1:

- Reduce the number of days to complete various stages of the process.

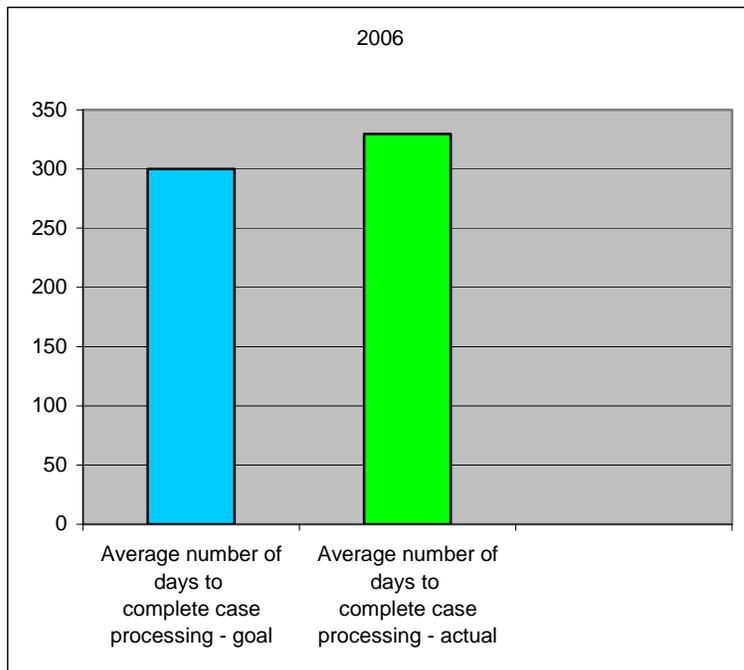
Measures/Results

Performance Measure:

Average number of days to complete case processing – 300 days

Data Sources:

Iowa Civil Rights Commission case closure reports



Data Reliability: The data is maintained by the staff person at the Iowa Civil Rights Commission responsible for case closures. Number of days to process each case is calculated by a computer program.

What was achieved: The data for FY 2006 indicated that the Iowa Civil Rights Commission averaged 329.5 days to process a case from date of filing to closure, less than a year but greater than our goal.

Analysis of results: The goal for this measure for FY 2006 was 300.

Link(s) to Performance Plan: Same as Measure 1 for Core Functions 1 and 4.

Links(s) to Enterprise Plan: Transforming the Iowa Economy, Continuous Improvement of Education, Expanding Access to Health Care and Other Vital Services, and Safe Communities.

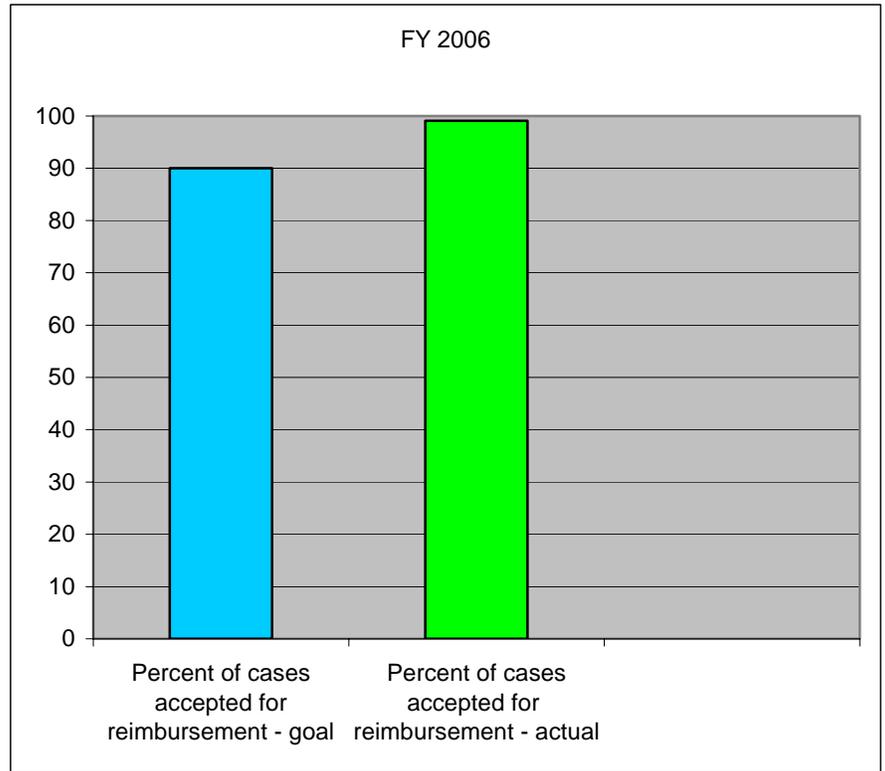
Strategy 2:

- Consistently meet the quality standards set out by the federal agencies that contract with the Iowa Civil Rights Commission to process cases.

Measures/Results

Performance Measure:
Percent of cases accepted for reimbursement by federal agencies

Data Sources:
Payment data from the Equal Employment Opportunity Commission and HUD



Data Reliability: The data is received from the federal Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development. The data is crosschecked against our records of transmittals to these contracting agencies.

What was achieved: The data displays that the Iowa Civil Rights Commission far exceeded the 90% goal, with a 99.1% acceptance rate.

Analysis of results: Federal contracting agencies find the work of the Iowa Civil Rights Commission consistently meets their quality standards.

Link(s) to Performance Plan: Same as Measure 2 for Core Functions 1 and 4.

Links(s) to Enterprise Plan: Transforming the Iowa Economy, Continuous Improvement of Education, Expanding Access to Health Care and Other Vital Services, and Safe Communities.

Strategic Goal #2: People are knowledgeable about civil rights laws and issues.

Strategy:

- Providing satisfactory educational services.

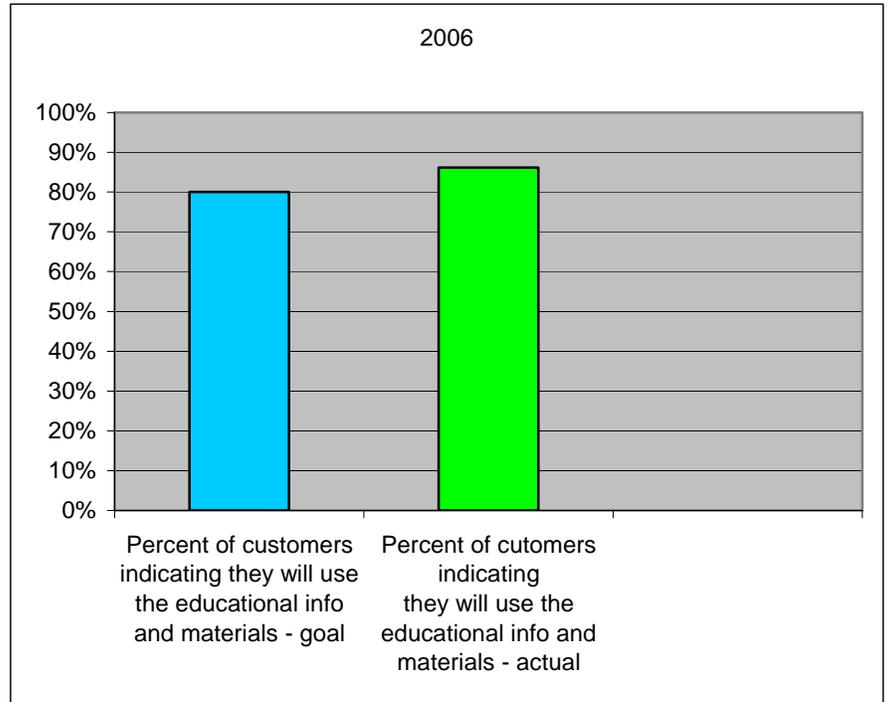
Measures/Results

Performance Measure:

Percent of customers indicating satisfaction with educational services – 80%

Data Sources:

Iowa Civil Rights Commission survey data of participants at educational workshops conducted by ICRC staff



Data Reliability: The data is obtained via survey of participants at Iowa Civil Rights Commission educational sessions. These surveys are then entered into a computer program that compiles and averages data regarding educational services during the fiscal year.

What was achieved: This year the goal was for 80% of the participants at educational presentations to indicate they felt the educational information and materials were useful. Actual performance exceeded our goal and was 86.2%.

Analysis of results: Actual performance exceeded, but was very close to desired results.

Link(s) to Performance Plan: Same as Measure 1 for Core Function 3.

Links(s) to Enterprise Plan: Transforming the Iowa Economy, Continuous Improvement of Education, Expanding Access to Health Care and Other Vital Services, and Safe Communities.

Strategic Goal #3: The Iowa Civil Rights Commission is recognized as a leader in promoting civil rights.

Strategy 1:

- Get people to perceive the Iowa Civil Rights Commission as a leader in civil rights, as indicated by their willingness to recommend the Iowa Civil Rights Commission to others.

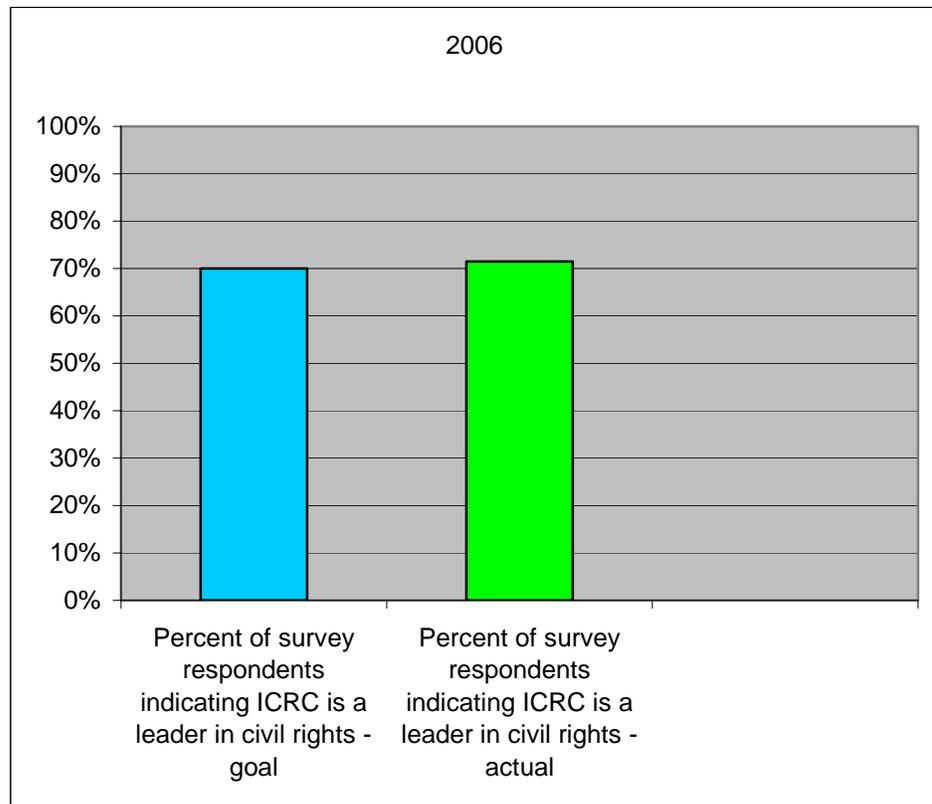
Measures/Results

Performance Measure:

Percent of survey respondents indicating the Iowa Civil Rights Commission is a leader in civil rights

Data Sources:

Iowa Civil Rights Commission survey data sent to all parties and their counsels for all cases closed during the fiscal year



Data Reliability: The data is obtained from survey responses to surveys sent to all parties and their counsels on cases closed during the fiscal year.

What was achieved: This year the goal was for 70%; but actual performance was 71.5%.

Analysis of results: Actual performance exceeded our goal, even though we increased our goal from 50% last year to 70% this year.

Link(s) to Performance Plan: Same as Measure 1 for Core Function 2.

Links(s) to Enterprise Plan: Transforming the Iowa Economy, Continuous Improvement of Education, Expanding Access to Health Care and Other Vital Services, and Safe Communities.

Strategy 2:

- To be active in a number of important civil rights projects.

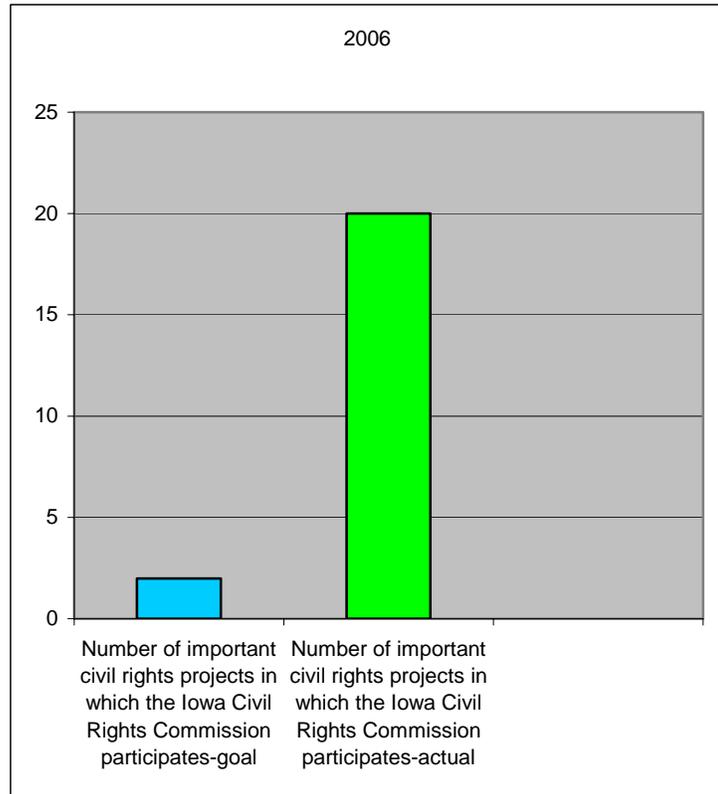
Measures/Results

Performance Measure:

Number of important civil rights projects in which the Iowa Civil Rights Commission participates/collaborates

Data Sources:

Written records of projects in which the Iowa Civil Rights Commission participates



Data Reliability: The data via written records (articles, meeting minutes, budget data) regarding projects in which the Iowa Civil Rights Commission participated.

What was achieved: The goal for this past fiscal year was 2; but actual performance was 20.

Analysis of results: Actual performance greatly exceeded expectations.

Link(s) to Performance Plan: Same as Measure 1 for SPA 1 for Core Function 2.

Links(s) to Enterprise Plan: Transforming the Iowa Economy, Continuous Improvement of Education, Expanding Access to Health Care and Other Vital Services, and Safe Communities.

PERFORMANCE PLAN RESULTS

CORE FUNCTIONS

Name: Iowa Civil Rights Commission

List of Core Functions:

1. Adjudication/dispute resolution
2. Advocacy
3. Education, training, and outreach
4. Investigation

Core Function Goals/Measures/Results: The Iowa Civil Rights Commission integrates its strategic goals and core functions. Measures which are most important for strategic goals are mirrored in the most important core functions and have been addressed in the previous section.

PERFORMANCE PLAN RESULTS

SERVICES/ PRODUCTS/ ACTIVITIES

Name: Screening (Investigation core function)

Description: Cases should be screened within 120 days from date of filing.

Why we are doing this: What we're doing to achieve results: Statute requires that cases be screened within 120 days. We assign staff, as needed, to achieve this result.

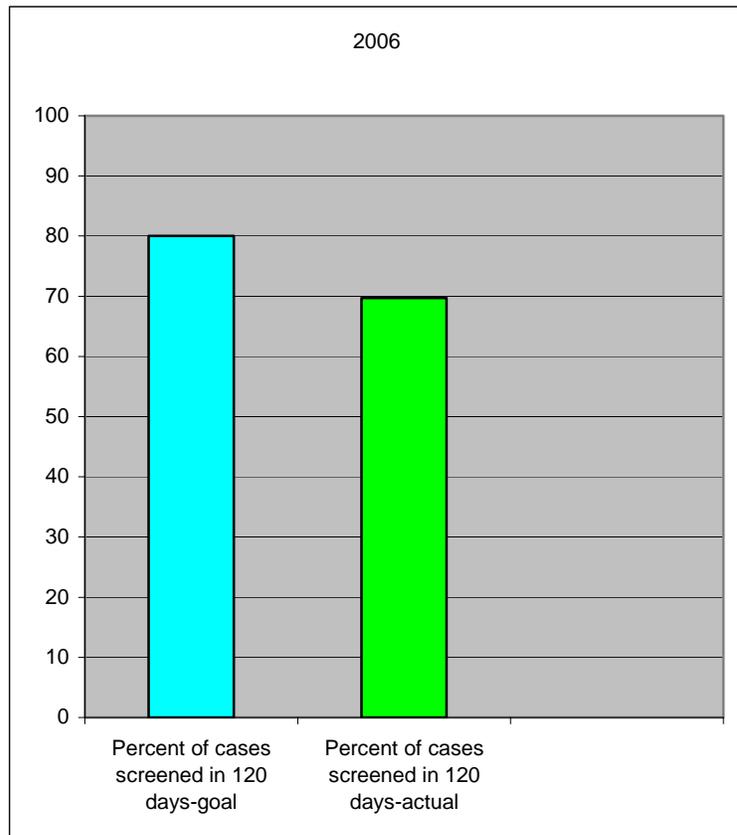
Results

Performance Measure:

Number of cases screened within 120 days of filing

Performance Target: 80%

Data Sources: Iowa Civil Rights Commission records of number of days from date of filing until screening decision is made.



Data reliability: Data is kept by individual staff for each case screened.

Why we are using this measure: It is required by statute and it assists the agency in meeting the larger goal of reducing the time to process cases.

What was achieved: 69.7% of cases were screened in less than 120 days.

Analysis of results: Although we did not achieve our goal, we improved by 21.7% over last year's 48%.

Factors affecting results: Reassignment of staff has meant an improvement in this area; however we are still short of our goal of screening cases in less than 120 days.

Resources used: At least one additional staff person is needed in this area.

Name: Mediation (Adjudication/dispute resolution core function)

Description: Cases should be mediated within 90 days from date of assignment.

Why we are doing this: What we're doing to achieve results: Mediation is more successful if accomplished early in the process. Cases should not languish in mediation.

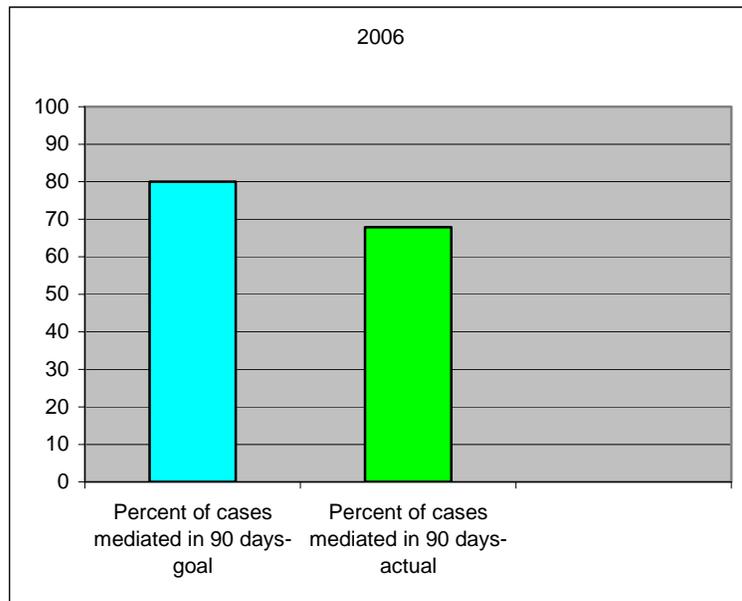
Results

Performance Measure:

Number of cases mediated within 90 days of assignment

Performance Target: 80%

Data Sources: Iowa Civil Rights Commission records of number of days from date of assignment until date mediation is completed.



Data reliability: Data is kept by individual staff for each case mediated.

Why we are using this measure: It assists the agency in meeting the larger goal of reducing the time to process cases.

What was achieved: 67.9 % of cases were mediated within 90 days of date of assignment. This was less than our performance of 82.3% last year.

Analysis of results: Although volunteer mediators are being used, there is only one staff person working as a full-time mediator.

Factors affecting results: Lack of staff has meant not being able to achieve this goal in less than 90 days.

Resources used: One additional staff is needed in this area.

Name: Investigation (Investigation core function)

Description: Cases should be investigated within 9 months from date of assignment.

Why we are doing this: What we're doing to achieve results: Investigation of civil rights cases must be completed in a timely fashion.

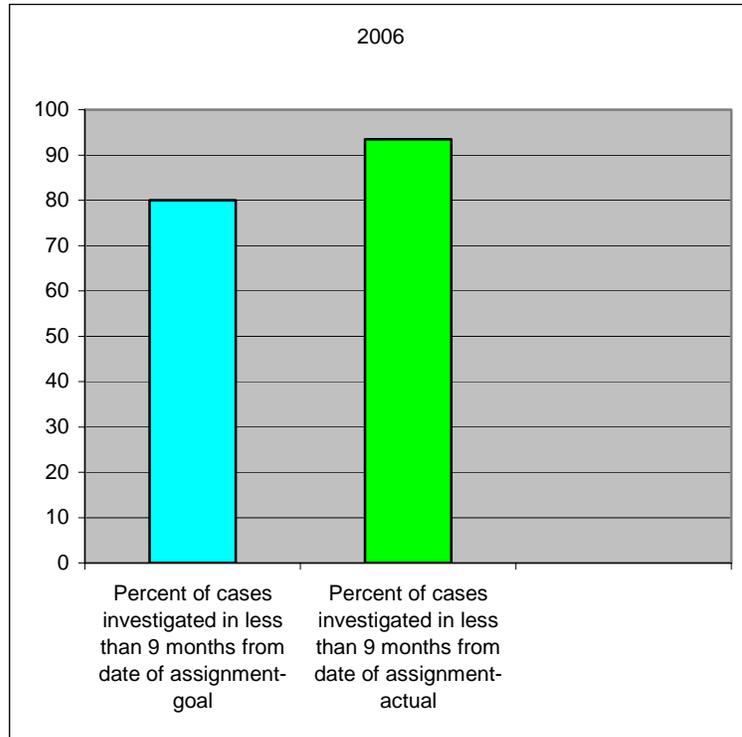
Results

Performance Measure:

Number of cases investigated within 9 months of assignment

Performance Target: 80%

Data Sources: Iowa Civil Rights Commission records of number of days from date of assignment until date investigation is completed.



Data reliability: Data is kept by the manager of the investigative unit.

Why we are using this measure: It assists the agency in meeting the larger goal of reducing the time to process cases.

What was achieved: 93.5% of the cases investigated were investigated within 9 months from date of assignment.

Analysis of results: We exceeded our goal in this area.

Factors affecting results: Although the goal has been met for this measure, a large inventory of investigations remains to be assigned.

Resources used: Two additional staff are needed in this area.

AGENCY CONTACTS

Copies of the Iowa Civil Rights Commission's Performance Report are available on the ICRC website www.state.ia.us/government/crc

Copies of the report can also be obtained by contacting the Iowa Civil Rights Commission at 1-800-457-4416.

Iowa Civil Rights Commission
Grimes Building, First Floor
400 E. 14th Street
Des Moines, IA 50319

(515) 281-4121 or 800-457-4416

www.state.ia.us/government/crc

Appendix

The preceding report has highlighted the Iowa Civil Rights Commission's Key Measures for FY 2006. The following page contains all the goals, measures and actual performance for the measures for all strategic goals, core functions, and SPA's for the Iowa Civil Rights Commission for fiscal year 2006.

Iowa Civil Rights Commission:
Strategic Goals, Core Functions, and SPA's

		Goal	Performance
	Strategic Goal 1 - People involved in civil rights complaints receive timely, quality resolutions		
	Measure 1: Number of days to complete various stages of the process	300	329.5
	Measure 2: Percent of cases accepted for reimbursement by federal agencies	90%	99.1%
	Strategic Goal 2 – Providing satisfactory educational services		
	Measure 1: Percent of customers rating the service satisfactory or better	80%	86.2%
	Strategic Goal 3: The Iowa Civil Rights Commission is recognized as a leader in promoting civil rights		
	Measure 1: Percent of survey respondents indicating ICRC is a leader in civil rights	70%	71.5%
	Measure 2: Number of civil rights projects ICRC participates/collaborates in	2	20
	Core Function 1: Adjudication and Dispute Resolution		
167_01_001	Measure 1: Number of days to complete various stages of the process	300	329.5
167_01_002	Measure 2: Percent of cases accepted for reimbursement by federal agencies	90%	99.1%
	SPA 1: Screening		
167_01100_001	Measure 1: Percent of cases screened in less than 120 days	80%	67.9%
	SPA 2: Mediation		
167_01100_002	Measure 1: Percent of cases mediated in less than 90 days from assignment	80%	69.7%
	SPA 3: Investigation		
167_01100_003	Measure 1: Percent of cases investigated in less than 9 months from date of assignment	80%	100%
	Core Function 2: Advocacy		
167_04_001	Measure 1: Percent of survey respondents indicating ICRC is a leader in promoting civil rights - would recommend ICRC	7%	71.5%
	SPA 1: Participation		
167_04100_001	Measure 1: Number of civil rights projects ICRC participates/collaborates in	2	20
	SPA 2: Commissioner hours		
167_04100_002	Measure 2: Number of hours/month commissioners spend on civil rights	8	12
	Core Function 3: Education		
167_25_001	Measure 1: Percent of Customers indicating they will use educational info	80%	84.4%
	SPA 1: Timeliness		
167_25100_001	Measure 1: Number of complaints regarding timeliness of requests	0	0
	SPA 2: Education satisfaction		
167_25100_002	Measure 1: Percent of customers rating service satisfactory or better	80%	86.2%
	Core Function 4: Investigation see Core Function 1 – Adjudication and Dispute Resolution		

