

AGENCY PERFORMANCE PLAN FY 2023

Name of Agency: Iowa Civil Rights Commission					
Agency Mission: Neutral civil law enforcement agency that investigates complaints of discrimination in five define areas.					
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure	
CF: Adjudication/dispute resolution/enforcement/investigation	1. Average number of days to complete cases closed by ICRC	80% of all non-housing complaints processed through investigations in less than 300 days/case	85.56%	Goal #1: Parties appearing before ICRC receive timely, quality resolutions	
	2. Percent of cases accepted for reimbursements by federal agencies	98% of cases submitted to federal agencies for reimbursement are accepted*	100% of HUD cases. *Pending EEOC data	Goal #2: Eliminate investigative backlog which should increase number of cases accepted for reimbursement by federal agencies	
Desired Outcome(s): People involved in civil rights complaints receive timely, quality resolutions.					
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions	
1. Responding to/resolving complaints of discrimination through enforcement, mediation and investigation					
A. Screening for non-housing cases	Percent of cases screened in less than 120 days from date of filing	80%	90.83%	Goal: Maintain consistency in preliminary screening production to keep consistent numbers of transmittals to EEOC in compliance with funding requirements	
B. Mediation	Percent of cases mediated in less than 45 days from date screened-in	80%	73.3%	See Action Plan	
C. Investigation-180 days	Percent of screened-in, non-housing cases are investigated within 180 days of filing	50%	42.71%	See Action Plan	
D. Investigation-60 days	Percent of housing cases investigated in less than 60 days from date of assignment to investigator	80%	55.14%	See Action Plan	

Action Plan A

Strategic Goal or Performance: Parties appearing before ICRC receive timely, quality resolutions-Non-housing cases are screened in less than 120 days after filing.

Performance Measure: At least 80% of cases screened in less than 120 days of filing.

Strategy/Recommended Action: Completion of screening process in less than 120 days from date of filing.

Division/Work Unit Responsible: Screening Team **Other Unities Involved:** Intake, Administrative Support

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
If screening cases become 120-140 days old, assign additional staff to reduce to 120 days	Screening team or other staff	Immediately and ongoing	Current Staff	Completed/ongoing
Complete 18 investigations per month	Screeener	Immediately and ongoing	Current staff	Completed/ongoing
Use intern program to assist with screening	Screeener Team, Director	Immediately and ongoing	Interns	Completed/ongoing

Action Plan B

Strategic Goal or Performance: Parties appearing before ICRC receive timely, quality resolutions-Percent of cases mediated in less than 45 days from date of screen-in decision.

Performance Measure: At least 80% of cases mediated in less than 45 days from date screened-in.

Strategy/Recommended Action: Coordination of mediation services available to parties.

Division/Work Unit Responsible: Mediation Coordinator Other Unties Involved: Compliance

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
Input data in database and send out mediation letters within 5 days of receipt of case in mediation unit	Mediation Coordinator	Immediately and ongoing	Current Coordinator	Completed/ongoing
After 7 days of sending letters, mediation coordinator will call both parties (R or R rep first) to determine interest	Mediation Coordinator	Immediately and ongoing	Current Coordinator	Completed/ongoing
If either part is not interested, let other part know. If can't reach C, send letter. Case moves to investigation unit within 2 days	Mediation Coordinator	Immediately and ongoing	Current Coordinator	Completed/ongoing
If both parties interested in mediation, coordinate date, assign mediator and mediate within 30 days	Mediation Coordinator	Immediately and ongoing	Current Coordinator	Completed/ongoing
If case is settled, close case within 30 days of mediation	Mediation Coordinator	Ongoing	Current Coordinator	Completed/ongoing
If needed, compliance monitoring for period set by agreement	Mediation Coordinator	Ongoing	Current Coordinator	Completed/ongoing

Action Plan C

Strategic Goal or Performance: Parties appearing before ICRC receive timely, quality resolutions -Screened-in, non-housing cases are investigated within 180 days of filing.

Performance Measure: 50% of Percent of screened-in, non-housing cases are investigated within 180 days of filing.

Strategy/Recommended Action: Completion of investigation in less than 60 days from the date of assignment to an investigator.

Division/Work Unit Responsible: Non-Housing Investigation Team *Other Unties Involved:* None

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
Investigate cases to avoid backlog	Investigator/ICRC management	Immediately and ongoing	Current staff	Completed/ongoing
50% of investigations within 180 days of filing.	Investigative Team	Immediately and ongoing	Current staff	Completed/ongoing
Complete four investigations per month	Investigator	Immediately and ongoing	Current staff	Completed/ongoing

Action Plan D

Strategic Goal or Performance: Parties appearing before ICRC receive timely, quality resolutions-Housing cases investigated in less than 60 days from date assigned to investigator.

Performance Measure: 80% of housing cases investigated in less than 60 days from date of assignment to investigator

Strategy/Recommended Action: Completion of investigation in less than 60 days from the date of assignment to an investigator.

Division/Work Unit Responsible: Housing Investigation Team *Other Units Involved:* None

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
Contact parties within two days from date of assignment. Allow two weeks for document requests and then use subpoena	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
Inquire if parties interested in settlement	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
Complete three investigations per month	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
After 60-day mark for investigation, provide director and housing coordinator with plan to complete investigation in 30 days	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
Provide additional training opportunities for investigators	Director	Ongoing	Current Coordinator	Completed/ongoing
If needed, compliance monitoring for period set by agreement	Mediation Coordinator	Ongoing	Current staff	Completed/ongoing

Core Function	Outcome Measure(s)	Outcome Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: Resource Management	Number of audit exceptions	No more than 2	No significant findings	All Goals
Desired Outcome(s)		No more than 2		
Desired Outcome(s): People involved in civil rights complaints receive timely, quality resolutions.				
Iowa Civil Rights Commission manages the resources of the agency in an efficient, effective manner				
Services, Products, Activities	Performance Measures	Performance Target		Strategies/Recommended Actions
E. Payment of Claims Org# 2000,2200 and 2500	Percent of claims in substantial compliance with Finance rules and regulations	98%		See Action Plan

Action Plan E

Strategic Goal or Performance: ICRC manages the resources of the agency in an efficient, effective manner.

Performance Measure: Percent of claims in substantial compliance with Finance rules and regulations.

Strategy/Recommended Action: 98% of all claims are in substantial compliance.

Division/Work Unit Responsible: Administrative Division **Other Utilities Involved:** Others as needed

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Use on-line accounting manual from original data entry through third level of approval.	Financial Manager	Immediately and ongoing	Current staff	Completed/ongoing
2. 3. Keep current with changes in procedures when occur.	Financial Manager	Immediately and ongoing	Current staff	Completed/ongoing