

# Iowa Civil Rights Commission

## Strategic Plan 2005-2006

### **I. Assessment**

#### **A. Internal Assessment:**

The Iowa Civil Rights Commission completed its second internal assessment associated with the Iowa Excellence process in the fall of 2004. The assessment emphasized our need for current and accurate data. The agency will be working with the Iowa Department of Management, in collaboration with Information Technology, on an agency performance improvement plan to address this area.

#### **B. External Assessment:**

The Iowa Civil Rights Commission serves all residents of the state of Iowa. Census data is an important tool in determining possible trends and areas for resource allocation. Customer satisfaction survey data also provides a direct vehicle for determining how well we are meeting the needs of the public. The Iowa Civil Rights Commission routinely measures customer satisfaction with evaluations of our services. Evaluations are sent with all case resolutions and are distributed at all educational presentations. The evaluations continue to stress the importance of timely case processing, as well as the importance of our educational presentations providing materials and information that can be used in people's lives.

### **II. Vision Statement**

Our vision is a state free of discrimination.

### **III. Mission Statement**

Our mission is enforcing civil rights laws through compliance, mediation, advocacy, and education.

### **IV. Guiding Principles**

- Diversity
- Respect for all
- Collaboration
- Champions of civil rights
- Customer focus

- Process improvement
- Empowerment
- Enhancing results
- Recognition and rewards

## **V. Goals and Measures (by Core Function)**

### **A. Responding to/resolving complaints of discrimination**

1. Goals:
  - a. To reduce case processing time
  - b. To continuously improve quality of case processing and meeting customers' needs
2. Measures:
  - a. Input:
    - 1) Cost for this function
    - 2) Time spent on this function
  - b. Output:
 

Total resolutions
  - c. Efficiency:
    - 1) Cost/resolution
    - 2) Time/resolution
  - d. Quality:
 

Evaluation scores regarding complaint process
  - e. Outcome:
 

Percent of cases resolved in less than 300 days

### **B. Educating the public**

1. Goals:
  - a. To provide the information people need and want
  - b. To increase awareness of
    - 1) the law
    - 2) the importance of diversity
    - 3) the services available from Resource Services
  - c. To provide excellent customer service
  - d. To seek grant opportunities
2. Measures:
  - a. Input:
 

Costs to perform this function
  - b. Output:
    - 1) Number of people served
    - 2) Number of presentations
    - 3) Number of materials distributed
    - 4) Number of grants submitted
  - c. Efficiency:
    - 1) Cost/person served

- 2) Cost/presentation
- d. Quality:
  - 1) Instructor satisfaction score from evaluations
  - 2) Overall satisfaction score from evaluations
- e. Outcome:
  - 1) Percent of people who plan to use materials
  - 2) Percent of people who plan to use skills they have learned
  - 3) Percent of grants requests that are funded

### **C. Advocacy**

- 1. Goals:
  - a. Continue to expand visibility
  - b. Promote civil rights
- 2. Measures:
  - a. Input:
    - 1) Number of people involved
    - 2) Number of hours commissioners and staff spend on outside presentations and volunteer work associated with civil rights
  - b. Output:
    - Number of events or meetings
  - c. Efficiency:
    - Number of hours/event
  - d. Quality:
    - Recognition received
  - e. Outcome:
    - All changes or lack thereof