

## AGENCY PERFORMANCE PLAN FY 2022

<b>Name of Agency:</b> Iowa Civil Rights Commission				
<b>Agency Mission:</b> The mission of the Iowa Civil Rights Commission is to end discrimination in the State of Iowa through enforcement of the Iowa Civil Rights Act.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: Adjudication/dispute resolution/enforcement/investigations	1. Average number of days to complete cases closed by ICRC	1. 80% of all non-housing complaints processed through investigations in less than 300 days/case		Goal #1: Parties appearing before the ICRC receive timely, quality resolutions.
	2. Percent of cases accepted for reimbursement by federal agencies	2. 98% of the cases submitted to federal agencies for reimbursement are accepted		Goal #2: Eliminate non-housing investigative backlog thereby increasing number of cases accepted for reimbursement by federal agencies
<b>Desired Outcome(s):</b> People involved in civil rights complaints receive timely, quality resolutions.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
<b>1. Responding to/resolving complaints of discrimination through enforcement, mediation, and investigation</b> Unit# 2000, 2200, 2500				
A Screening	Percent of cases screened in less than 120 days from date of filing.	80%	87.3%	Goal: Maintain consistency in preliminary screening production to keep consistent numbers of transmittals to EEOC in compliance with funding requirements
B Mediation	Percentage of cases mediated in less than 45 days from date of screen- in decision.	80%	61%	See Action Plan
C Investigation – 60 days	Percent of housing cases investigated in less than 60 days from date of assignment to investigator.	80%	28%	See Action Plan
D Investigation – 180 days	Insure non-housing investigative cases are investigated within 180 days of filing.	50%	34.1%	See Action Plan

## ACTION PLAN

**Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - Cases screened are screened in less than 120 days after filing**

**Performance Measure: Percent of cases screened in less than 120 days from date of filing is 80% or greater**

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

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

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
If screening cases get between 120-140 days old, assign additional staff to help reduce to 120 days	Screening Team, other staff	Immediately and ongoing	Current staff	Completed/ongoing
Reestablish volunteer and intern programs to assist with screening	Screening Team, Director	Immediately and ongoing	Volunteers	Completed/ongoing

## ACTION PLAN

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

**Performance Measure: Percent of cases mediated in less than 45 days from date of screen in decision is 80% or greater**

**Strategy/Recommended Action Coordination of mediation services available to parties**

**Division/Work Unit Responsible: Mediation Coordinator Other Units Involved: Compliance**

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Input data in database and send out mediation letters within 5 days of receipt of case in the mediation unit	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
2. After 7 days of sending letters, mediation coordinator will call both parties (R or Rep first) to determine interest.	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
3. If either party not interested, call other party. If can't reach C, send letter. Case will move to investigative unit within 2 days.	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
4. If both parties are interested in mediation, coordinate date with parties and find volunteer mediator to be held within next 30 days	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
5. If an agreement is reached, case closed within 30 days of date of mediation.	Mediation Coordinator	Ongoing	Current coordinator	Completed/ongoing
6. If needed, compliance monitored for time period established by agreement.	Mediation Coordinator	Ongoing	Current coordinator	Completed/ongoing

## ACTION PLAN

**Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - All cases investigated are investigated in less than 60 days from date of assignment to an investigator**

**Performance Measure: Percent of cases investigated in 60 days or less from date of assignment to an investigator is 80% or greater**

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

***Division/Work Unit Responsible: Investigation Team***

***Other Units Involved:***

<b>Action Steps</b>	<b>Person/Unit Responsible</b>	<b>Timeline</b>	<b>Resources</b>	<b>Date Completed</b>
1. Contact parties within two days from the date of assignment. Allow 2 weeks for document requests. After that time, use subpoena.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
2. Inquire if both parties whether there is interest in settlement.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
3. Complete four investigations per month.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
4. If investigation cases pass 60-day mark, provide director with investigative plan for completing investigation within 30 days	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
5. Provide additional training opportunities to Investigators	Director	Immediately and ongoing	Current staff	Completed/ongoing

## ACTION PLAN

***Strategic Goal or Performance Target:*** Parties appearing before the ICRC receive timely, quality resolutions - Insure 50% of non-housing investigative cases are investigated by ICRC within 180 days of date filed.

**Performance Measure:** Insure no backlog is created for non-housing cases in FY21

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

**Division/Work Unit Responsible:** Investigation Team      **Other Units Involved:**

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Manage investigations to ensure minimum backlog created	Investigative/ICRC management	Immediately and ongoing	Current staff	Ongoing
2. 80% of investigations completed within 60 days of assignment to investigator	Investigative Team	Immediately and ongoing	Current staff	Ongoing

**AGENCY PERFORMANCE PLAN  
FY 2022**

<b>Name of Agency: Iowa Civil Rights Commission</b>			
<b>Agency Mission: The mission of the Iowa Civil Rights Commission is to end discrimination in the State of Iowa through enforcement of the Iowa Civil Rights Act.</b>			
<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<i>CF: Resource Management</i>	Number of audit exceptions contained in annual audit	No more than 2	All goals
<b>Desired Outcome(s):</b>		No more than 2	
The Iowa Civil Rights Commission manages the resources of the agency in an efficient, effective manner.			
<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
Payment of claims Org# 2000, 2200 and 2500	1. Percent of claims in substantial compliance with Finance rules and regulations	1. 98%	See Action Plan

## ACTION PLAN

***Strategic Goal or Performance Target:*** The Iowa Civil Rights Commission 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 Units 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. Keep current with changes in procedures as they occur.	Financial Manager	Immediately and ongoing	Current staff	Completed/ongoing