

# IOWA OPERATIONAL PLAN 2026

Iowa Office of  
Civil Rights

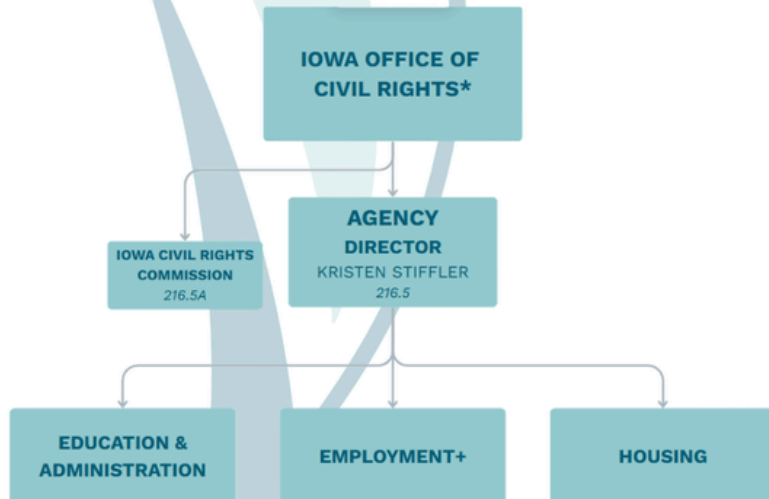
## OUR MISSION

To provide impartial, efficient, and fact-driven investigative analyses of discrimination complaints filed in Iowa and promote Civil Rights outreach and education opportunities throughout the state.

The Iowa Office of Civil Rights (IOCR) seeks to eliminate illegal discrimination within the State of Iowa.

## OUR VISION

### IOWA OFFICE OF CIVIL RIGHTS ORGANIZATIONAL CHART



\*IN EFFECT JULY 1, 2024 PURSUANT TO SF 2385

**FY26 ENTERPRISE PRIORITY:  
GOVERNMENT EFFICIENCY**

#### Education and Administration

The Education & Administration Program educates Iowans about the rights and protections by the Iowa Civil Rights Act. This program identifies training opportunities and represents the agency at outreach events across the state. The program also serves as the main resource point for general questions from customers about the state's civil rights law.

##### Education and Administration Program FY26 Metrics

- Complete intake processing time within statutory requirements **Target: 90%**
- Provide high-quality education and outreach events annually **Target: 25**

#### Employment+

The Employment+ Program provides efficient, neutral investigations to Iowans and covered individuals that have filed complaints under the Iowa Civil Rights Act. This program is administered with attention to providing responsive customer service, maximizing services provided by state and federal tax dollars.

##### Employment+ Program FY26 Metrics

- The number of completed EEOC cross-filed investigations in FY26 **Target: 950**
- Tier One investigation completed within 180 days of complaint received **Target: 80%**
- IOCR legal analysis determinations upheld by administrative law judge **Target: 100%**

#### Housing

The Housing Program provides efficient, neutral investigations to Iowans and covered individuals that have filed complaints under the Iowa Civil Rights Act and federal Fair Housing Act. This program is administered with attention to providing responsive customer service, maximizing services provided by state and federal tax dollars.

##### Housing Program FY26 Metrics

- The number of completed HUD cross-filed investigations in FY26 **Target: 150**
- Complete intake process within 45 days of initial interview **Target: 85%**
- IOCR legal analysis determinations upheld by administrative law judge **Target: 100%**