Iowa Office of Civil Rights
FY27 OPERATIONAL PLAN

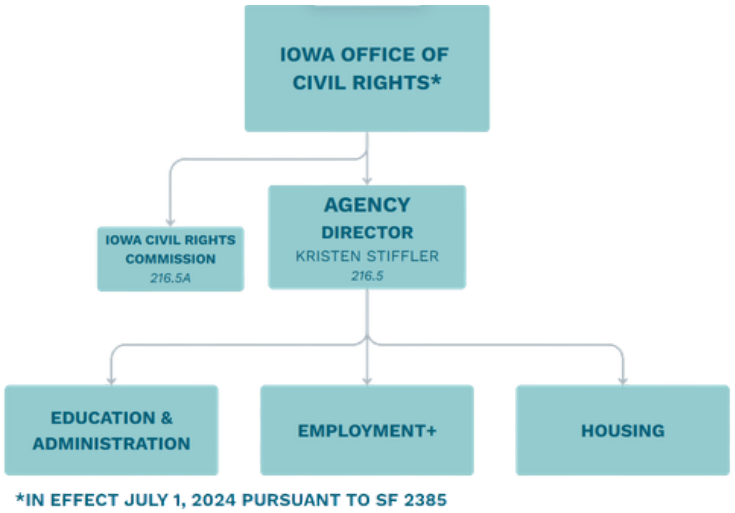
OUR MISSION

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.

OUR VISION

The Iowa Office of Civil Rights is dedicated to upholding justice throughout the civil rights administrative process.

IOWA OFFICE OF CIVIL RIGHTS ORGANIZATIONAL CHART



*IN EFFECT JULY 1, 2024 PURSUANT TO SF 2385

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 laws.

Action Item	Metric	Target
Complete intake processing of complaints filed	Complete intake processing time within statutory requirements (state and federal)	90%
Education and Outreach Events	Number of high-quality education and outreach events	26

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.

Action Item	Metric	Target
Complete EEOC cross-filed investigations	Number of investigations completed	950
Complete Tier One investigations	Tier One investigations completed within 9 months	80%
Complete Tier Two investigations	Tier Two investigations completed within 2 years	90%

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.

Action Item	Metric	Target
Complete HUD cross-filed investigations	Number of investigations completed	150
Process intake of housing complaints	Number of days to complete draft complaint after initial interview	45 days
Investigative report submissions to ALJ	IOCR legal analysis upheld by ALJ	100%