Cedar Rapids Civil Rights Commission Performance Standards and Case Report - FY17

August 11, 2016

Agency Outreach Performance

Performance Indicators: *50% of participants rating presentations & events as satisfactory or better*

15% of increased knowledge in participants after trainings

	July	August	September	October	November	December	January	February	March	April	May	June	YTD Average
% of participants rating presentations & events as satisfactory or better	N/A												0
% of increased knowledge in participants after trainings	N/A												0

*N/A: No feedback was received in that month

Agency Customer Service Performance

Performance Indicators: *Average customer service rating of 2.5 or higher on a 5 point scale*

	July	August	September	October	November	December	January	February	March	April	May	June	YTD Average
Average Intakes customer service rating	5												5.00
Average Investigations customer service rating	N/A												0
Average Outreach customer service rating	N/A												0

*N/A: No feedback was received in that month

Agency Case Investigation Performance

Performance Indicators: *85% of non-housing cases investigated in 300 days or less*

50% of housing cases investigated in 100 days or less

	July	August	September	October	November	December	January	February	March	April	May	June	YTD Total/Average
Cases closed - Housing	-												0
Number of Housing cases closed on time (100 Days)	-												0
% of Housing cases closed on time (100 Days)	-												0
Cases closed - Non-Housing	3												3
Number of Non-Housing cases closed on time (300 Days)	3												3
% of Non-Housing cases closed on time (300 Days)	100%												100%

Case Report

	July	August	September	October	November	December	January	February	March	April	May	June	YTD Total
Cases filed	1												1
Cases closed - Housing	-												0
- no probable cause detemination	-												0
- probable cause determination	-												0
- administrative closure	-												0
- settlement	-												0
- public hearing	-												0
Cases closed - Non-Housing	3												3
- no probable cause detemination	1												1
- probable cause determination	-												0
- administrative closure	2												2
- settlement	-												0
- public hearing	-												0

Average Age of Open Cases

	August 11, 2016
Including Post PC Finding (i.e. Conciliation, Public Hearing)	123
Not including Post PC Finding	91

Additional Case Status

	August 11, 2016
Conciliations in Progress	5
Currently Out with Commissioners	0
Currently in Public Hearing Phase	0
Intakes in Progress	1
	1 Emp

Investigator Caseload

	July	August	September	October	November	December	January	February	March	April	May	June	July
Janet Abejo	4												
	3 Emp, 1 Hsg												
Judy Goldberg	5												
	3 Emp, 2 Hsg												
Bernie Walther	3												
	3 Emp												