

Anchorage Equal Rights Commission

Anchorage: Performance. Value. Results.

Mission

The Anchorage Equal Rights Commission strives to eliminate discrimination against all citizens and visitors to Anchorage through its enforcement of and educational efforts about municipal and other anti-discrimination laws.

Core Services

- Enforce the law impartially by investigating individual complaints of discrimination.
- Educate the public by providing information and training about the laws prohibiting discrimination.
- Provide referral services to the public and to government agencies who contact our office.

Accomplishment Goals

- Respond to inquiries in a timely manner.
- Respond to filed complaints with timely investigations and increased timeliness of case closures.
- Respond to complaints and complete case investigations impartially.
- Eliminate discriminatory practices by providing outreach and education in our community to improve compliance with the law.

Performance Measures

Progress in achieving goals shall be measured by:

Measure 1: Percentage of inquiries responded to within 24 hours

						YTD
	2019	2020	2021	2022	2023	2024
Inquiries Responded to within 24 Hours	99.8%	99.3%	99.5%	100%	98.5%	90.73%

Measure 2: Number of cases

					YTD			
	2020	2021	2022	2023	2024 Q1	2024 Q2	2024 Q3	2024 Q4
New Cases	82	72	73	60	11	14	13	49
Closed Cases	83	97	71	85	27	26	9	78
Cases Over 240 Days	56	38	38	28	4	2	1	1

Measure 3: Percentage of Education and outreach events* completed with a goal of 200 per year

	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Number of Events	23	54	79	42
% of Target Reached 50 events per quarter	46%	100%	100%	84%

*Education and outreach events include school classes visited, community events attended/sponsored, partnerships with civil rights organizations, businesses, and other agencies such as first responders and victim advocacy organizations.

**2022-2024 have had the primary focus of catching up on back logged cases, it is estimated by June 2024 all cases will be caught up and focus will shift to outreach.

Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

