



# STATE OF IOWA

TERRY BRANSTAD, GOVERNOR  
KIM REYNOLDS, LT. GOVERNOR  
DIRECTOR

IOWA CIVIL RIGHTS COMMISSION  
DON GROVE, ACTING EXECUTIVE

## 2015 BUDGET SUBCOMMITTEE QUESTIONS Iowa Civil Rights Commission

### PROGRAM PERFORMANCE

- a. Do you have defined outcomes or measurements for your program(s)?

Yes. See our "Agency Performance Plan FY 2015,"

[https://icrc.iowa.gov/sites/files/civil\\_rights/documents/FY15-Action-Performance-Plan.pdf](https://icrc.iowa.gov/sites/files/civil_rights/documents/FY15-Action-Performance-Plan.pdf).

What are they and are these measures listed somewhere so the public can see them?

"Outcome Targets" include:

- 85% of all non-housing complaints processed through investigations within 300 days
- 85% of all complaints screened within 120 days
- 85% of all complaints investigated within 60 days of assignment
- 50% of non-housing complaints investigated within 180 days

- b. What data is available to show Iowans that your program(s) are an effective investment of taxpayer dollars?

FY 2014 Annual Report and "Monthly Work Production" reports.

Where can Iowans find this data?

The FY 2014 Annual Report can be found on our website,

[https://icrc.iowa.gov/sites/files/civil\\_rights/documents/Annual%20Report%20FY14%20final.pdf](https://icrc.iowa.gov/sites/files/civil_rights/documents/Annual%20Report%20FY14%20final.pdf).

Monthly Work Production reports can also be found on our website,

<https://icrc.iowa.gov/document/monthly-work-production-december-2014>.

- c. Can you provide the committee with performance data for your programs over the last 5 or 10 years?

Yes. Annual Reports back to FY 1999 and Monthly Work Production reports back to FY 2011 can be found on our website.

## PROGRAM EFFICIENCY

- a. Have you examined what other states are doing to improve performance and reduce costs?  
My former director, Beth Townsend, has had numerous conversations with other state and city human/civil rights agencies, as well as federal agencies – EEOC, HUD, and Office for Civil Rights (U.S. Department of Education). Her conversations often were aimed at gathering information from other agencies about their processing and staffing levels in an effort to gain ideas about improving our process, in becoming more effective and efficient.
- b. Can you share with the committee what other states are doing?  
Ms. Townsend modified almost every step in our complaint process, from intake to public hearing. The changes she made worked to eliminate the backlog and significantly reduce overall case processing time.
- c. Which of these ideas are you considering for implementation here in Iowa?  
Right now, I do not see changes that need to be made. But, as time goes by, I am sure the new director will strive to make even greater improvements, all in an effort to maximize resources in the fight against discrimination.
- d. Are there websites or organizations we could go to obtain more information on what other states' programs are doing to provide more efficient services?  
Begin by visiting the websites of the Minnesota Department of Human Rights, <http://mn.gov/mdhr/>, and Missouri Commission on Human Rights, <http://labor.mo.gov/mohumanrights>. Also visit the websites of our federal counterparts, EEOC and HUD, <http://www.eeoc.gov/> and <http://portal.hud.gov/hudportal/HUD>.
- e. Do you have an email address or a comment section on your website where lowans can suggest improvements to your program or agency?  
Yes, see the "Contact Us" page on our website, <https://icrc.iowa.gov/contact-us>.

## PROGRAM DUPLICATION

- a. Are there any other programs that are providing the same or similar services?  
No other Iowa governmental agency enforces an anti-discrimination law covering the entire state. There are 20+ local government agencies that enforce their own human rights ordinances. Each of those ordinances prohibits discrimination within city limits. EEOC and HUD enforce federal anti-discrimination laws throughout the nation, but those laws do not provide the same coverage or protections against discrimination.
- b. Is there a reason why we need more than one program providing the same or similar service?  
There is no agency within the state that provides the same or similar service.

- c. Have you had any discussions with the other agencies or programs to find ways to maximize the use of the taxpayer dollars?

See answer to Question “a” in the “Program Efficiency” section.

- d. Are there any laws or administrative rules that would limit your ability to work with the other programs or departments?

No.

- e. Are there any laws or administrative rules that could be changed to make your program or agency work better?

Over the years, from time to time, we have sought a change in our law to permit us to subpoena testimony during the investigation of non-housing cases, without success. Such a change would improve our investigative efficiency.

## **OTHER**

- a. Would it be a burden to your agency to ask that your presentation be delivered to the Legislative Service Agency 48 hours in advance of your appearance before the committee?

No.

- b. If you are required to reduce your budget by 1%, 5%, or 10%, where would you suggest we focus our attention?

Any significant reduction, without a countervailing increase in federal funds, would likely affect staffing levels which would certainly delay case processing. Last year, due to our increased productivity in resolving cases under our federal contracts, Ms. Townsend was able to request (and she did receive) a 10% reduction to our state-appropriated funds.