

# GOALS & STRATEGIES

## Department of Human Rights

Jean Kelleher, Director

Program & Headline Indicators	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	TARGET
<b>Enforcement Program</b>					
Percent of filed cases that are resolved at the City agency level (favorable trend: ▲)	96%	— 96%	— 96%	▲ 98%	<b>98%</b>
Percent of filed cases resolved within statutory time guidelines (favorable trend: ▲)	85%	▲ 90%	— 90%	— 90%	<b>95%</b>
Number of discrimination cases worked (favorable trend: ▲)	280	▼ 260	▼ 224	▲ 275	<b>300</b>
Number of community members and City government employees who receive compliance guidance from Human Rights (favorable trend: ▲)	2,917	▲ 4,340	▼ 4,011	▼ 3,600	<b>3,600</b>
Percent of cases in which alternative dispute resolution (ADR) is achieved (favorable trend: ▲)	30%	▲ 35%	▲ 40%	▼ 35%	<b>35%</b>

<b>Community Inclusiveness &amp; Awareness Program</b>					
Number of collaborative meetings held with Commissions, City departments and community groups (favorable trend: ▲)	-	-	66	▲ 70	<b>72</b>

**Key:**

▲ Favorable trend in year-to-year performance	▲ Unfavorable trend in year-to-year performance	▲ Year-to-year performance (no favorable trend)	— Performance trend is the same year-to-year
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