



MITCHELL E. DANIELS, JR., *Governor*

JAMAL L. SMITH, *Executive Director*

Agency Overview: 258 Civil Rights Commission

Please find the 2014-2015 Agency Overview—Indiana Civil Rights Commission

Agency Functions:

The Indiana Civil Rights Commission (ICRC) enforces the civil rights laws and provides quality education and services to the public in an effort to ensure equal opportunity for all Hoosiers and visitors to the State of Indiana. The civil rights statutes, IC 22-9-1 et. seq. and IC 22-9-5-1 et seq., prohibit discrimination in the areas of employment, real estate (commercial property and residential housing), education, public accommodations and credit on the basis of race, religion, color, sex, disability, national origin, ancestry and, with regard to housing, familial status.

In order to fulfill these functions, the ICRC is comprised of the following units:

- Office of the Executive Director
- Office of the Deputy Director
- Office of the Administrative Law Judge
- Legal Counsel
- Operations/Finance
- Alternative Dispute Resolution
- Education and Public Outreach
- Intake/Case Management
- Employment, Real Estate, Public Accommodation, Credit and Education

Additionally, under HEA 1002, which went into effect on July 1, 2012, the Indiana Civil Rights Commission provides administrative support and oversees staffing decisions for the:

- Dr. Martin Luther King, Jr. Indiana Holiday Commission (MLKIHC)
- Indiana Commission for Women (ICW)
- Indiana Commission on the Social Status of Black Males (ICSSBM)
- Indiana Commission on Hispanic/Latino Affairs (ICHLA)
- Native American/Indian Affairs Commission (NAIAC)

Agency Programs:

As previously stated the Indiana Civil Rights Commission (ICRC) is charged with two major functions: (1) enforcing civil rights laws and (2) providing education and services to the public. The first function involves each of the units listed above (with the





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exception of the education and public outreach unit). These units work together collectively to accurately resolve civil rights complaints in a timely manner and meet obligations of federal contracts with the U.S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC).

The second agency function is led by the Education and Public Outreach unit and involves providing education and training to the public. Other agency units provide support when needed with this function. Major programs for the Education and Public Outreach unit are the Power of Diversity™ Statewide Series and the Statewide Continuing Legal Education™ Series. These two programs provide comprehensive training to both service providers and legal professionals. Additionally, public meetings, attending resources fairs, coordinating grassroots training efforts and the use of advertising and earned media, provides better awareness to the general public of the services the ICRC provides.

Indiana Civil Rights Commission

- U.S. Department of Housing and Urban Development (HUD) contract
- Equal Employment Opportunity Commission (EEOC) contract
- Education and Public Outreach
 - Power of Diversity™ Statewide Series
 - Statewide Continuing Legal Education™ Series

Accomplishments/Challenges over the last two years:

In Fiscal Years (FY) 2012-13 the ICRC achieved several notable accomplishments as outlined in their Strategic Plan:

- Developed strong community partners statewide
 - Developed more than 40 community partners spanning each of the state's nine geographic regions utilized by the agency
- Increased the agency's statewide brand recognition
 - Developed a new logo, training materials and streamlined the agency's website
 - Implemented the use social media platforms and various surveying techniques
 - Compiled a list serve of constituents
 - Integrated earned and paid media into the agency's outreach efforts
 - Developed radio, print and television public service announcements (PSA's)
 - Expanded outreach programs (Power of Diversity™ Statewide Series and the Statewide Continuing Legal Education™ Series) statewide





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- Developed a statewide perception survey and collected over 1,800 responses
- Improved agency efficiency and measurable customer service
 - Developed measures to accurately gauge agency performance
 - Refined metrics determining individual and unit performance
 - Created a Monthly Agency Report that tracks overall agency performance
 - Instituted annual customer service and leadership training for all ICRC staff

Over the course of this reporting period the ICRC has achieved several notable accomplishments (listed above). However, challenges still remain. These challenges include:

- Working more collaboratively and collectively with local human relations commissions and the Indiana Consortium of State and Local Human Rights Agencies
- Developing increased public awareness of the services available at the ICRC

Objectives for the next biennium:

As outlined in the ICRC's 2013-16 Strategic Plan, objectives for the next biennium are:

- Implementation of a statewide Tester Program
- Maintain an agency aged case percentage of less than 15%
- Improve resource sharing between each of the state's cultural commissions (as supported by HEA 1002)
- Develop a formal agreement with the Indiana Consortium of State and Local Human Rights Agencies

Key Performance Indicators/Program Measures:

Key Performance Indicators (KPI's) and Program Measures (PM's) are attached. These were updated in September 2012 to more accurately reflect agency performance. 2012 Fourth Quarter and Annual metrics will all appear in the green and yellow categories where the performance of the agency has consistently been over the course of the reporting period.

Organizational Chart:

An organizational chart is attached.





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Program reduction/changes:

As stated above, the establishment of HEA 1002 requires ICRC staff to provide administrative support and staffing decisions for the following agencies as of July 1, 2012:

- Dr. Martin Luther King, Jr. Indiana Holiday Commission (MLKIHC)
- Indiana Commission for Women (ICW)
- Indiana Commission on the Social Status of Black Males (ICSSBM)
- Indiana Commission on Hispanic/Latino Affairs (ICHLA)
- Native American/Indian Affairs Commission (NAIAC)

A thorough assessment of these agencies resulted in the reduction of administrative support staff positions with the ICSSBM and the ICW. Furthermore, travel expenses and efforts outlined in the marketing and communications plans for each respective agency will be coordinated in an effort to cut costs and create better collaboration and synergy between the state's cultural commissions. As listed as an objective in the ICRC's 2013-16 Strategic Plan, sharing resources between each of the state's cultural commissions will allow us to more efficiently and effectively serve Hoosiers statewide.

Reallocation of funds:

There are no reallocations of funds requested.

