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Mission Moment Case Processing Project Update

Cedar Rapids Civil Rights Commission
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Background

In order to safeguard timely and quality investigations for our community, the CRCRC adopted the following performance standards on November 19, 2014:


- 85% of non-housing investigations closed within 300 days from date of filing as of July 1, 2015.
- 50% of all housing investigations closed within 100 days from date of filing, effective immediately.



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Mission / Vision

- **How does the project connect with the Commission’s Mission?**
 - **Mission:** “To secure for all individuals within the City of Cedar Rapids freedom from discrimination ... ”
 - This project creates the infrastructure needed to have timely and quality investigation of discrimination.
- **How does the project connect with the City’s Vision?**
 - **Vision:** “. . . invested in building a greater community.”
 - This project connects to the City’s Vision by supporting its desire to build a greater community. By acting on discrimination complaints, the CRCRC helps individuals feel more welcome and valued.



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Expected Key Outcomes

- Generate additional Standard Operating Procedures:
 - Appeal Process
 - Administrative Closure Process
 - Public Hearing Process
 - Auditing Process
- Create and execute new Knowledge Management System
- Implement new and robust Case Processing System
- Achieve performance standards as adopted by the Commission



Project Management

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| Investigation Performance Standards | | | | Report Date: 01/12/15 | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------|
| Project | Project | Initial | Final | Function Score 1 | Function Score 2 | Function Score 3 |
| Sponsor: Lashela Yates | Project: Financial | Initial: ES | Final: ES | Score: 75 | Score: 75 | Score: 75 |
| Project Level: State | Project: Financial | Initial: ES | Final: ES | Score: 75 | Score: 75 | Score: 75 |
| Project Start: 11/10/14 | Status: Rating: Deliberate | Initial: ES | Final: ES | Score: 75 | Score: 75 | Score: 75 |
| Project Schedule: 07/01/15 | Status: Rating: Financial | Initial: ES | Final: ES | Score: 75 | Score: 75 | Score: 75 |
| Client: [Redacted] | | | | Summary: Investigators and Intake Specialist have reviewed SOPs and provided feedback to Project Lead. In process of updating SOPs and creating new SOPs as needed. Meeting held with Commissioners Wiggins to discuss input. Meeting held with IT to discuss findings. Meeting held with Knowledge Management professional. | | |
| Objective - what will be accomplished | | Scope - what is not included | | Key Deliverables | | |
| 85% of non-hearing investigations closed within 100 days from date of filing as of July 1, 2015. (* cases filed after 7/1/15) | | Mediations and non-judicial inquiries are not included. | | 1. Completion of research that support recommendations. | | |
| 85% of all hearing investigations closed within 100 days from date of filing, effective immediately. | | The "Check starts" for non-hearing cases upon receipt of signed charge from Complainant and steps when the Commissioner has agreed with the findings of the investigator. | | 2. Recommendations approved by the Commission. | | |
| The "Check starts" for hearing cases upon final filing status from HUD and steps when the Commissioner has agreed with the findings of the investigator. | | | | 3. Evaluation of Investigation process conducted. | | |
| Value Proposition - why is this important | | | | 4. | | |
| To ensure quality investigations and good customer service to our community. | | | | 5. | | |
| Key Milestones - what are the next major tasks to be completed | | | | 6. | | |
| Milestone: Review and discuss performance goals with staff | | Start Date: 11/10/14 | End Date: 11/12/14 | 7. | | |
| Milestone: Share final recommendations with Commissioners | | Start Date: 11/19/14 | End Date: 11/19/14 | 8. | | |
| Milestone: Work towards closure of aged cases | | Start Date: 12/01/14 | End Date: In process | 9. | | |
| Milestone: Evaluate current investigation process | | Start Date: 12/30/14 | End Date: 01/13/15 | 10. | | |
| Milestone: Contact Commissioner Wiggins for assistance in project. | | Start Date: 01/15/15 | End Date: 02/10/15 | 11. | | |
| Milestone: Met with Knowledge Management Professional | | Start Date: 02/03/15 | End Date: 02/03/15 | 12. | | |
| Milestone: Develop investigation tools, template, training plan | | Start Date: 02/01/15 | End Date: 04/30/15 | 13. | | |
| Milestone: Revise current process as necessary | | Start Date: 02/01/15 | End Date: 04/30/15 | 14. | | |
| Milestone: Met with IT regarding development of K-M system | | Start Date: 02/20/15 | End Date: 02/20/25 | 15. | | |
| Milestone: Meeting with Keith Wiggins, scheduled | | Start Date: 03/05/15 | End Date: 03/05/15 | 16. | | |
| Milestone: Staff meeting to discuss KM needs | | Start Date: 03/05/15 | End Date: 03/05/15 | 17. | | |
| Milestone: Meeting of Energov Pilot with IT | | Start Date: 04/02/15 | End Date: 04/02/15 | 18. | | |
| Milestone: Review/Develop templates for use in Energov system | | Start Date: 04/01/15 | End Date: 05/01/15 | 19. | | |
| Milestone: Testing and evaluation of tools, templates, and any revised processes | | Start Date: 05/01/15 | End Date: 06/01/15 | 20. | | |
| Milestone: Finalization of evaluation of tools, templates, and any revised processes | | Start Date: 06/01/15 | End Date: 07/01/15 | 21. | | |
| Milestone: Implement evaluation of tools, templates, and any revised processes | | Start Date: 07/01/15 | End Date: 07/01/15 | 22. | | |
| Metric: How are we measuring it? | | | | Performance | | |
| 1. Average days for non-hearing cases | | | | Target: 85% at < 100 | Actual: Average days 335 | Delta: - |
| 2. Average days for hearing cases | | | | Target: 50% at < 100 | Actual: 50% at < 100 | Delta: - |

* See packet for handout



Work Plan and Next Steps

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| Action Items | Start Date | End Date |
|---------------------------------------------------------------------------|------------|------------|
| Propose and discuss performance goals with staff | 11/10/14 | 11/14/14 |
| Share final recommendations with Commissioners/received approval | 11/19/14 | 11/19/14 |
| Work towards closure of aged cases | 12/01/14 | In process |
| Evaluate current investigation process | 12/30/14 | 01/13/15 |
| Contact Commissioner Wiggins for assistance in project. | 01/15/15 | 02/10/15 |
| Develop investigation tools, template, training plan | 02/01/15 | 04/30/15 |
| Revise current process as necessary | 02/01/15 | 04/30/15 |
| Met with Knowledge Management (KM) Professional | 02/03/15 | 02/03/15 |
| Met with IT regarding development of Knowledge Management System | 02/20/15 | 02/20/25 |
| Staff meeting to discuss KM needs | 03/05/15 | 03/05/15 |
| Meeting with Commissioner Keith Wiggins | 03/10/15 | 03/10/15 |
| Second meeting with IT to develop KM system (scheduled) | 03/26/15 | |
| Review of Energov Pilot with IT | 04/02/15 | |
| Review/Develop templates for use in Energov system | 04/01/15 | 05/01/15 |
| Testing and evaluation of tools, templates, and any revised processes | 05/01/15 | |
| Finalization of evaluation of tools, templates, and any revised processes | 06/01/15 | |
| Implement evaluation of tools, templates, and any revised processes | 07/01/15 | |



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Questions?