

### **Civil Rights Director Work Plan 2003**

- I. **Mission:** *“To eliminate discriminatory practices which have an adverse affect on the health, welfare, economic well-being, peace and safety of the citizens of Minneapolis.” [To investigate allegations of police misconduct.]*

**Vision:** *“To have an effective network of community stakeholders collaborating with MDCR in the provision of programs and services that make Minneapolis an inclusive city – The People Place.”*

#### **Values/Guiding Principles**

- *Effective utilization of staff talent and skills.*
- *The Management Team will be an active participant in designing MDCR’s organizational structure and strategic business plan.*
- *MDCR staff will perform tasks with the highest degree of professionalism and customer service.*
- *MDCR staff will engage the community in the planning and presentation of programs that serve their needs.*

### **II. Primary Businesses:**

MDCR has two primary businesses:

1. **Leadership**
  - through Community Outreach, Education, and Advocacy, and
  - through effective administration and support of the Commission on Civil Rights.
2. **Regulatory Enforcement**
  - Complaint Investigations
  - Contract Compliance/ Davis Bacon/ Prevailing Wage
  - Small and Underutilized Business Program [SUBP]
  - Commission on Civil Rights
  - Civilian Police Review

### **III. Major Initiatives for 2003 Tied to Proposed City Goals**

#### **A. Implement Civilian Review Authority as unit of Civil Rights Department [City Goals 1,3,7,8]**

Objectives:

- Timely and smooth transition from former CRA to the redesigned CRA
- Build citizens’ accessibility and trust in CRA through enhanced education and community relations.
- Assist police in effecting change in improper police conduct.
- Enhance police accountability by tracking complaints and issuing reports to the public.

Performance Measures:

- Implementation of City Council approved Civilian Review Redesign plan within timelines.

- Number of complaints received and processed within 90 days.
- Quarterly reports disseminated to Civilian Review stakeholders.
- Number of community educational outreach activities
- Feedback from customer service evaluations.

**B. Expand and strengthen community outreach program. [City goals 1, 3, 4, 7, 8 ]**

Objectives:

- Increase opportunities among citizens for dialogue about their expectations of Minneapolis City Government.
- Increase residents' knowledge of City services and City goals by involving other City departments in disseminating information to the community.
- Increase confidence in public safety through reporting outcomes of civil rights and civilian review complaints and related trends.
- Maximize employment opportunities for women and minorities on projects monitored by our Department through community outreach initiatives.
- Incorporate community outreach positions from Health & Family Support into the Civil Rights Department. [Project Coordinator, Natie American Advocate, Bilingual Program Aide]
- Strengthen and maintain relationships with racial and ethnic communities through outreach initiatives [includes. MUID, Community Summits,]
- Increase attendance at local celebrations and citywide community events.

Performance Measures:

- Number of Community Summits held; recommendations made and referred.
- Number of City and community partnerships involved in programs and services of MDCR.
- Development of web site
- Utilization of cable and broadcast media to communicate to diverse racial and ESL community.
- Involvement of MCCR in outreach initiatives.

**C. Enhance participation of protected classes in City-funded projects. [City goals 1,3,4,7,8]**

Objectives:

- Each City Department will have a liaison assigned to SUBP
- Engage community and construction industry in recruiting minorities and women to the building and construction trades. [eg. Partner with Summit Academy OIC on their 100 Hard Hat Campaign]
- Establish and monitor hiring and participation goals for City-sponsored projects/contracts so that protected classes have an equal opportunity to benefit through employment and business activities.

- To encourage, foster, and improve the economic development and expertise of certified small business enterprises, including those owned and operated by women and minorities [e.g. seminars for S/W/MBE's.
- To improve access and opportunities of S/W/MBEs to City contracts for construction, goods, and professional services.[e.g, explore provision of clearinghouse for S/W/MBE's]

Performance Measures;

Small and Underutilized Business Program

- Solicit Prime Contractors to sponsor S/W/MBE networking event.
- \$ of City contracts awarded to small and underutilized businesses [includes MBE's and WBE's]. Note: 2000 Actual = \$16,839,893; 2001 Actual = \$355,089,141; and 2002 Estimated = \$500,000.
- Number/percentage of City-sponsored projects meeting SUBP participation goals
- Number of certified businesses enrolled in the SUPB program.
- Number of procurement fairs, pre-bid meetings, etc. related to City goals for SUBP
- Percentage of City department's assigning a liaison to SUBP
- Number of educational seminars for certified businesses

Contract Compliance [includes Davis Bacon and Prevailing Wage]

- Number of minorities and women recruited to public and private projects as a result of partnering with SAOIC, contractors and construction industry organizations and unions..
- Number of construction and development projects.[includes \$ value of project]
- Number of meetings to review good faith efforts of contractor in achieving goals set by MDCR
- Number of Affirmative Action plans reviewed and approved
- Davis Bacon and federal prevailing wage compliance data [includes restitution]
- Report on goal attainment

**D. Maintain and enhance administration and operation of the Civil Rights Department. [City goals 1,3,7,8]**

Objectives:

- Implement Strategic Business Plan and Workforce Development Plan e.g. listed below.
  - Enhance the professional development of staff through training and professional development activities.
  - Establish Work/Development Plans for MDCR managers.
  - Complete Performance Appraisals for all employees
  - Continue to operate within budget
- Identify office space for expanded Civil Rights Department.
- To review Minneapolis Code of Ordinances re Civil Rights (includes SUBP) and the Civilian Police Review Authority.

Performance Measures:

- Number and diversity of training and development opportunities for staff.
- Office space plan developed and implemented.
- Percentage of performance appraisals completed.
- Percentage of Managers completing work//development/action plans
- Evaluation of implementation of Workforce Development Plan and Strategic Business Plan.

**E. Reduce discriminatory practices in the City of Minneapolis [City goals 1,3,7,8]**

Objectives:

- Partner/coordinate with community organizations/agencies in expanding Community Intake sites for filing civil rights complaints.
- Complete 70% of civil rights complaints within 180 days. [Number of complaints filed rose from 201 in 2001 to an estimated 300 in 2002.]
- Actively pursue voluntary mediation in at least 50% of all charges filed.
- Enhance the professional development of staff through training includes EEOC, City-sponsored, etc.].
- Present recommendations from the Community Summits to the Mayor and City Council for action.

Performance Measures:

- Establishment of 4 community sites to include Glenwood Lyndale Center, Brian Coyle Center, the Minneapolis Urban League, and a fourth site to be determined.
- Percentage of Investigations completed with 180 days of filing.
- Percentage of mediations held.
- Number of staff receiving training

**F. Maintain an active and involved Commission on Civil Rights [City goals 1,3,7,8]**

Objectives:

- Engage the Commission to support MDCR in their community outreach, education, and advocacy strategies.
- Maintain a full compliment of Commissioners.
- Ensure orientation and training of new Commissioners

Performance Measures:

- Number of Commissioners participating in outreach activities with the Department.
- Number of vacancies if any.
- Report and feedback on training and orientation program.