

# CIVIL RIGHTS

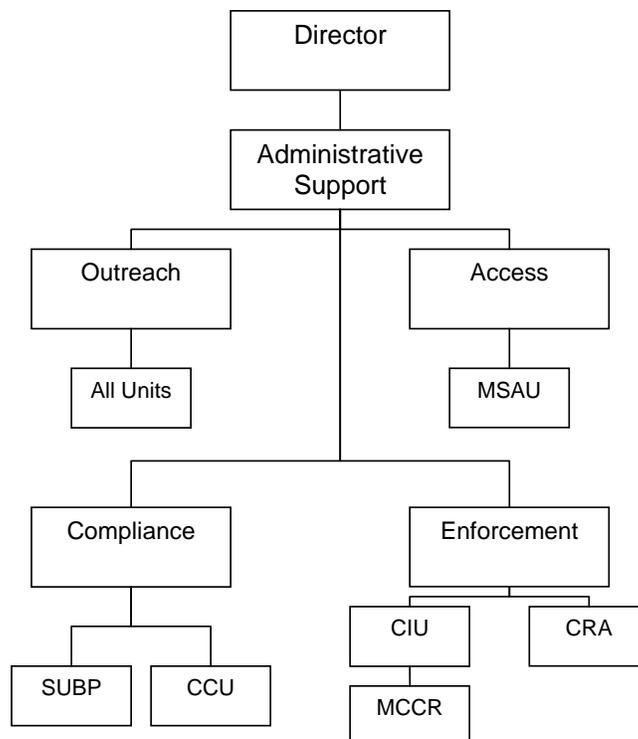
## MISSION

Strives to eliminate unlawful discriminatory practices through vigorous enforcement of the federal, state and local civil rights laws, as well as education, mediation and conciliation, thereby promoting the health, economic stability, access, welfare, peace, and safety of the community.

## BUSINESS LINES

- **Outreach:** All units promote the services of the department to the residents and visitors of the City by facilitating public forums and presentations. The purpose is to educate the community about civil rights, anti-discrimination laws, and police misconduct.
- **Access:** The Multicultural Services and Community Access Unit (MSAU) facilitates access for all LEP (Limited English Proficiency) and deaf/hard of hearing communities in accordance with Title VI of the 1964 Civil Rights Act.
- **Compliance:** The Small and Underutilized Business Program (SUBP) sets project goals for small, women and minority businesses in the awarding of City contracts in construction and development; provisions of goods and services; and requests for proposals; and the Contract Compliance Unit (CCU) monitors, investigates, and adjudicates construction employment and training goals, prevailing wage payments, affirmative action plans and the equal benefits.
- **Enforcement:** The Complaint Investigations Unit (CIU) investigates, conciliates and adjudicates complaints of discrimination; and the Civilian Review Authority (CRA) investigates, mediates and adjudicates allegations of police misconduct; and the Minneapolis Commission on Civil Rights (MCCR), while not an operational entity within the department, plays a crucial part in the department's work.

## ORGANIZATION CHART



**FIVE – YEAR DEPARTMENTAL GOALS, OBJECTIVES, AND PERFORMANCE MEASURES (ALIGNED WITH CITY GOALS AND STRATEGIC DIRECTIONS)**

City Goals & Strategies	Department Goal	Objective	Measure
<b>Complaint Investigations Unit (CIU)</b>			
<p><b>A safe place to call home:</b> B. Crime reduction</p> <p><b>One Minneapolis:</b> C. Equitable City services</p>	<p>Enforce the Minneapolis Civil Rights Ordinance prohibiting discriminatory practices</p>	<ul style="list-style-type: none"> <li>• Thoroughly and objectively investigate allegations of discrimination in a timely manner</li> <li>• Eliminate backlog of CIU Complaints</li> </ul>	<ul style="list-style-type: none"> <li>• # of new complaints filed with CIU</li> <li>• % of CIU cases resolved through mediation/conciliation</li> <li>• Average CIU investigation completion time</li> <li>• # of files with PC determinations involving EEOC employers</li> </ul>
<b>Civilian Police Review Authority (CRA)</b>			
<p><b>A safe to call home:</b> B. Crime reduction</p> <p><b>One Minneapolis:</b> A. Close race &amp; class gaps</p>	<p>Investigations under Title 9, Chapter 172 of the Minneapolis Civilian Police Authority Ordinance</p>	<ul style="list-style-type: none"> <li>• Thoroughly and objectively investigate allegations of police misconduct in a timely manner</li> <li>• Improving upon the CRA Process (decreasing investigation time, increase relationship with police department)</li> </ul>	<ul style="list-style-type: none"> <li>• # of CRA complaints filed</li> <li>• Average time for completion of CRA investigations</li> <li>• # of CRA Board hearings held</li> <li>• % of cases resolved through mediation</li> <li>• % of excessive force complaints that resulted in sustained determinations</li> </ul>
<b>Contract Compliance Unit (CCU)</b>			
<p><b>One Minneapolis:</b> A. Close race &amp; class gaps</p>	<p>Proactively support workforce diversity in the City by establishing and monitoring employment hiring goals</p>	<ul style="list-style-type: none"> <li>• Correct historical underutilization of women and minority owned businesses and under-employment of protected classes within the City</li> </ul>	<ul style="list-style-type: none"> <li>• % increase of women and minority employee participants on construction/ building projects funded with City dollars</li> <li>• # of women and minority business certified to do business with the City</li> <li>• # of partnerships developed to support the above measures.</li> </ul>
<b>Multicultural Services and Access Unit (MSAU)</b>			
<p><b>A safe to call home:</b> B. Crime reduction</p> <p><b>One Minneapolis:</b> A. Close race &amp; class gaps</p>	<p>Insure equal and timely access to City services, decision-making processes and resource opportunities for all customers</p>	<ul style="list-style-type: none"> <li>• Facilitate processes to better inform, engage and educate diverse communities in public policy debate and decision-making processes</li> </ul>	<ul style="list-style-type: none"> <li>• # of City department that have fully implemented their LEP plans and trained staff document translation by City departments</li> <li>• # of access, translation, and interpreting requests</li> <li>• Developing measures to track implantations of City departments' LEP plans</li> <li>• % of access, translation, and interpreting requests handled in-house</li> </ul>

## MEASURES, DATA AND TARGETS TABLE

Measure Name	2004 Data	2005 Data	2006 Data	2007 Data	2008 Target	2011 Target
# of new complaints filed with CIU (including files transferred from the EEOC)	116	181	226	166	157	157
% of CIU cases resolved thru mediation/conciliation	18.7%	12.8%	17.8%	23%	25%	25%
# of new complaints filed with the CRA	128	85	89	87	100	80
% of CRA cases resolved thru mediation	10%	4%	17%	20%	24%	30%
% of excessive force complaints that resulted in sustained determinations	19%	14%	20%	0 (YTD)	N/A	N/A

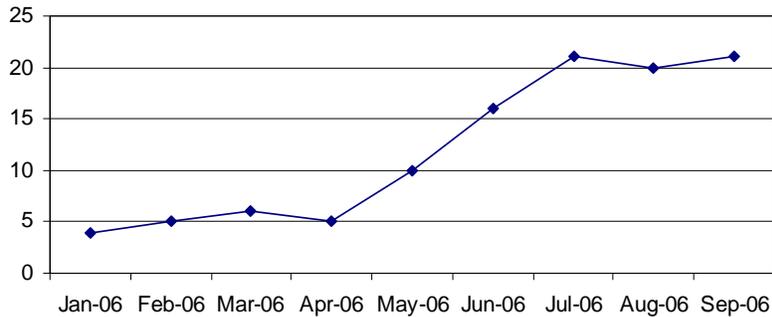
### ***What key trends and challenges does the department face and how will each be addressed?***

**Evaluation of the contract compliance unit's responsibilities, workloads and outcomes:** The MDCR commissioned an independent review of the contract compliance unit's responsibilities, workloads and outcomes, because of the Unit's lack of quantifiable data regarding outcomes in women and minority participation (and certification) as it relates to City projects funded with City dollars. The study was completed in May of 2007. A work plan will need to be developed to address issues with the unit's policies and procedures to determine proper and productive use of resources, protocols and administrative actions.

**The elimination of aging civil rights complaints:** Last year's business plan identified a number of challenges for CIU, including productivity, training, investigative techniques, writing, the increasing age of unresolved civil rights complaints, and the increasing complexity of civil rights laws and investigations. Last year, the CIU focused on the need to train and re-train investigative staff. Additionally, the CIU significantly changed work processes and procedures to address the deficiencies identified by the independent CIU report. This has significantly improved the writing, legal analysis and overall quality of CIU's work product.

The plan to eliminate the backlog consists of two phases: in phase I, all complaints over 31 months old are completed; in phase II all complaints that are 12-31 months old are completed. At the current rate of completion, it will take approximately 12 months to reach this goal; this is dependent, however, on the CIU operating at full personnel capacity, including usage of law student interns and adherence to previously established productivity performance standards. The long-term goal, should productivity continue at its current rate, is to reduce the average investigation completion time down to six (6) months. Additionally, increased productivity has allowed the Unit in the last two cycles to exceed EEOC work share from 77 cases to midterm increase of 87 cases in 2006, and 67 cases to a potential midterm increase to 100 cases in 2007.

**Complaint Investigations Unit Signed Decisions,  
January-September 2006\***



\*Including dismissals, withdrawals, settlement and file review by CAO

**Increased number of complaints filed with the CRA:** The success in improving the CRA process has resulted in a rise in filed complaints. This, in turn, increases the caseloads of the investigators, which then increases the length of time, required to complete each investigation. In order to keep up with the growing caseloads, the investigators will be limited in their ability to participate in outreach activities and training activities that are required by City ordinance, thereby necessitating a community outreach advocate position and/or additional investigators.

**Collaboration with the MPD on new police initiatives:** The CRA will continue to improve the lines of communication between the CRA, MDCR and MPD. This will be accomplished through the CRA's and MDCR's participation on the police accountability coordinating committee (PACC) in order to develop specific policy recommendations and evaluate patterns of complaints that may relate to or suggest new police initiatives. Additionally, the CRA will coordinate with the MPD and other law enforcement agencies for additional training opportunities. CRA staff is currently mandated to provide cultural-awareness training to MPD sworn officers.

**Complexity of probable cause complaints with the commission:** There is an increase in the number and complexity of probable cause cases transferred to the commission for resolution. This increase has resulted in concerns over resources. This concern raised by the lawyers on the commission, who must act as presiding officers on the three-member panels that hear the complaints. This is of particular concern because it affects the timeliness of the enforcement agency's administrative processes. The commission workload continues to grow, and the department will explore the use of administrative law judges to handle these cases, in addition to maximizing the attorney-commissioner positions with the commission.

**Disparity study:** Enterprise program goals regarding the participation of woman and minority business owners in projects funded with city and/or federal dollars is an important part of the department's responsibility to address past disparities and execute its obligations under Minneapolis Code of Ordinances 423. In 2005, the City awarded less than 1% of contract/subcontracts to women and minorities. The City continues to extend the expiration of the SUBP program date without the benefit of a disparity study. This study is essential in determining the need for women and minority-owned business participation on City-funded contracts in order to address past disparities. Currently, the MDCR is working with other governmental entities to share in the cost of the study.

However, the department intends to initiate this study in 3<sup>rd</sup> quarter 2007, and have it completed by 4<sup>th</sup> quarter 2008.

**What actions will the department take to meet its five-year financial direction?**

This department has no five-year financial direction reduction.

**FINANCIAL ANALYSIS**

**EXPENDITURE**

The civil rights department's 2008 budget of \$2.8 million is a 0.83% increase (\$23,000) over the total 2007. The department's CDBG allocation has remained the same for 2008.

**REVENUE**

The department's revenue from EEOC (Equal Opportunities Employment Commission) work share agreement is projected in 2008 at \$54,000. This remains the same from 2007.

**FUND ALLOCATION**

The department is funded by the general fund (92%) and CDBG funds (8%).

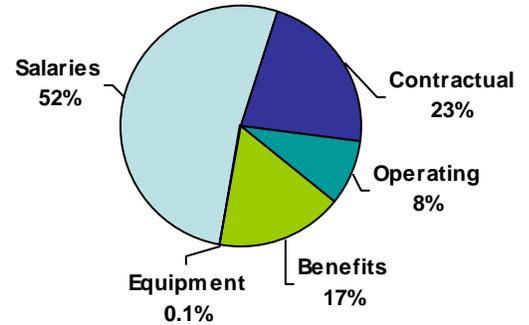
**MAYOR'S RECOMMENDED BUDGET**

The Mayor recommends a reduction of \$50,000 in the department's budget, a reduction not anticipated in the 2008 financial direction.

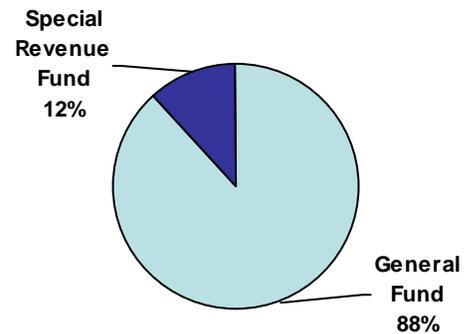
**COUNCIL ADOPTED BUDGET**

The Council adopted the Mayor's recommendations.

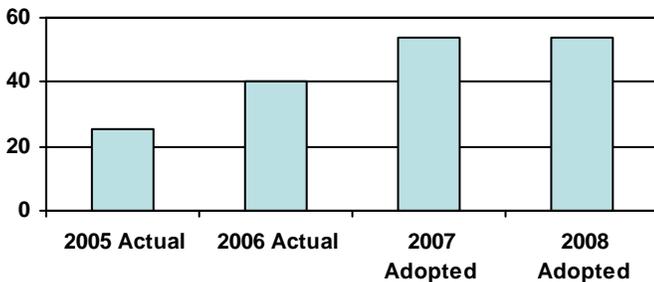
**Expenditures by Type (\$2.8 million)**



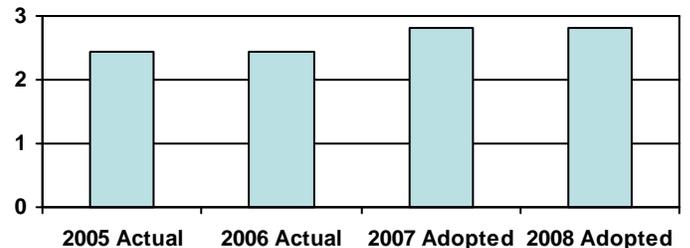
**Expenditures by Fund (\$2.8 million)**



**Revenues 2005-2008 (in thousands)**



**Expenditures 2005-2008 (in millions)**

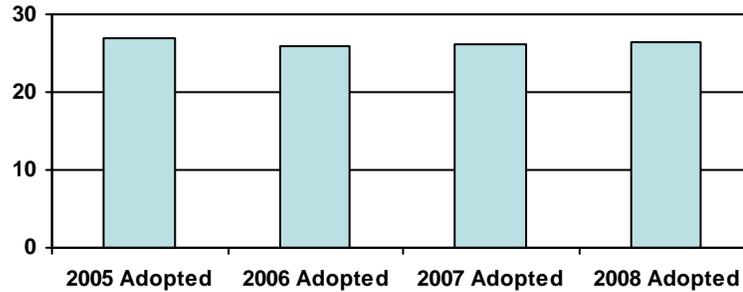


# CIVIL RIGHTS

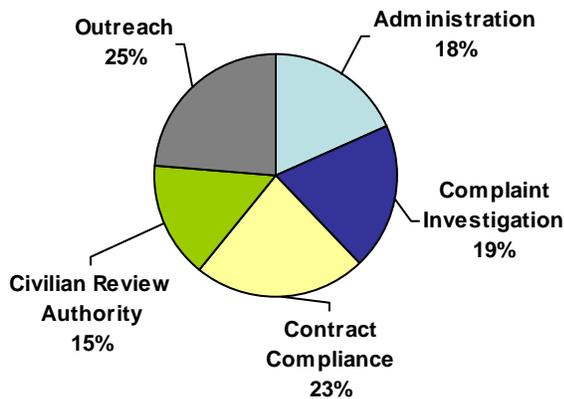
## Staffing Information

	2005 Adopted Budget	2006 Adopted Budget	2007 Adopted Budget	2008 Adopted Budget	Percent Change	Change
<b>FTE's by Division</b>						
Administration	7.00	5.00	4.75	5.00	5.26%	0.25
Complaint Investigation	6.00	5.00	5.25	5.00	-4.76%	(0.25)
Contract Compliance	5.00	6.00	6.00	6.00	0.00%	-
Civilian Review Authority	4.00	4.00	4.00	4.00	0.00%	-
Outreach	5.00	5.80	6.10	6.10	0.00%	-
<b>Total FTE's</b>	<b>27.00</b>	<b>25.80</b>	<b>26.10</b>	<b>26.10</b>	<b>0.00%</b>	<b>-</b>

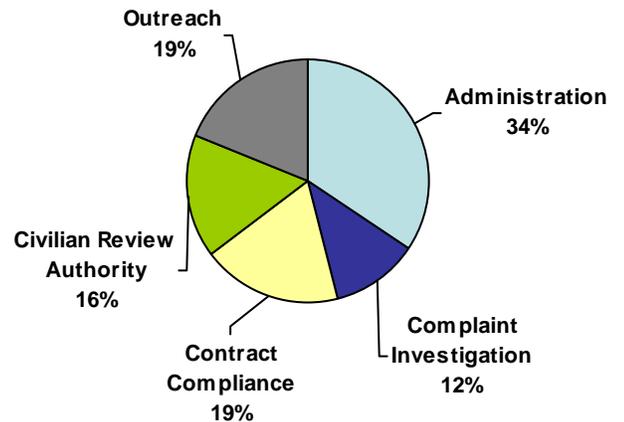
Staffing Summary 2005-2008



Staffing by Division



Expenditure by Division



**CIVIL RIGHTS  
EXPENDITURE AND REVENUE INFORMATION**

	2005	2006	2007	2008	Percent	Change
	Actual	Actual	Adopted	Adopted	Change	Change
<b>Total Expenditures - All Funds</b>	2,446,836	2,422,427	2,798,739	2,822,000	0.83%	23,261
<b>Total Revenues - All Funds</b>	25,243	40,200	54,000	54,000	0.00%	0
<b>General Fund - City</b>						
Salaries and Wages	1,139,930	982,171	1,285,226	1,295,961	0.84%	10,735
Contractual Services	603,292	673,984	542,171	532,635	-1.76%	(9,536)
Operating Costs	78,610	132,420	228,371	233,166	2.10%	4,795
Fringe Benefits	288,199	236,916	398,547	423,680	6.31%	25,133
Equipment	0	0	3,212	3,279	2.09%	67
Capital Outlay	18	0	3,212	3,279	2.09%	67
<b>Total Expenditures</b>	<b>2,110,049</b>	<b>2,025,491</b>	<b>2,460,739</b>	<b>2,492,000</b>	<b>1.27%</b>	<b>31,261</b>
Charges for Service	368	40,100	0	0	0.00%	0
Other Misc Revenues		-1,100	0	0	0.00%	0
<b>Total Revenues</b>	<b>368</b>	<b>39,000</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
<b>Special Revenue Funds</b>						
Salaries and Wages	241,887	271,841	178,090	178,216	0.07%	126
Contractual Services	34,189	47,585	100,389	88,682	-11.66%	(11,707)
Operating Costs	592	711	8,393	8,570	2.11%	177
Fringe Benefits	60,120	76,798	51,128	54,532	6.66%	3,404
<b>Total Expenditures</b>	<b>336,787</b>	<b>396,936</b>	<b>338,000</b>	<b>330,000</b>	<b>-2.37%</b>	<b>(8,000)</b>
Federal Government	24,500	1,200	54,000	54,000	0.00%	0
Contributions	375	0	0	0	0.00%	0
<b>Total Revenues</b>	<b>24,875</b>	<b>1,200</b>	<b>54,000</b>	<b>54,000</b>	<b>0.00%</b>	<b>0</b>