

<b>DEPARTMENT NAME</b>	Human Relations Commission
------------------------	----------------------------

<b>DEPARTMENT MISSION</b>	The mission of the Metro Human Relations Commission is to provide diversity education and compliance resolution products to individuals and business in Nashville & Davidson County so that each individual can exercise their right to live and work with equal dignity .
---------------------------	---

## STRATEGIC GOALS

### Goal One

By 2012, employers and employees working in the Nashville community will experience a fair and comprehensive alternative dispute resolution process as evidenced by:

- % of customers who say the conciliation/mediation process was fair and comprehensive.

### Goal Two

By 2012, the Nashville community will experience an appreciation and understanding of cultural diversity as evidenced by:

- % of training participants who say the training was informative and equipped them to better interact with various cultures,
- % increase in Metropolitan Government of Nashville Title VI Program participants
- % of Metro Title VI Coordinators who report understanding of the Title VI annual reporting requirements.
- % increase in community partnerships.

### Goal Three

By 2012, the Nashville community will recognize the brand and services provided by the Metro Human Relations Commission as evidenced by:

- % of customers who say they are familiar with the Commission
- % increase in community partnerships
- % increase in referrals
- % increase in public speaking engagements.
- % of Davidson County business owners who say they have received useful information from the Metro Human Relations Commission

**LINES OF BUSINESS****Line of Business One – Purpose Statement**

The purpose of the Multicultural Education line of business is to provide information, training, and facilitation products to Metro Government and the Nashville community so they can develop an awareness and appreciation for Nashville’s increasing diversity.

**LOB One – Key Results**

Percentage of consumers who say they are aware and appreciate Nashville’s increasing diversity.

**Line of Business Two – Purpose Statement**

The purpose of the Civil Rights Compliance line of business is to provide complaint resolution products to Metro Government and the Nashville community so they can have their problems resolved in an appropriate manner.

**LOB Two – Key Results**

Percentage of customers who say their problem was resolved in an appropriate manner.

Percentage of formal/informal claims resolved in mediation.

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Education line of business is to provide information, training, and facilitation products to Metro Government and the Nashville community so they can develop an awareness and appreciation for Nashville's increasing diversity.

**Program Name**

Multicultural Education

**Program Purpose Statement**

The purpose of the Multicultural Education Program is to provide information, training, and facilitation products to Metro Government and the Nashville community so they can develop an awareness and appreciation for Nashville's increasing diversity.

**Family of Measures: Result  
Measure(s)**

Percentage of consumers who say they are aware and appreciate Nashville's increasing diversity.

**Family of Measures: Output  
Measure(s)**

Number of educational sessions delivered

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of educational sessions demanded

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

Educational sessions

- Diversity Training workshops
- Public forums on Community Concern issues

Multicultural Education materials  
Cultural Awareness Information sessions  
Community Concern Reports  
Diversity in Dialogue groups  
Multicultural education program referrals

**PROGRAM**

**Line of Business Purpose Statement**

The purpose of the Compliance line of business is to provide complaint resolution products to Metro Government and the Nashville community so they can have their problems resolved in an appropriate manner.

**Program Name**

Civil Rights Compliance

**Program Purpose Statement**

The purpose of the Civil Rights Compliance Program is to provide complaint resolution products to Metro Government and the Nashville community so they can have their formal or informal claims resolved in an appropriate manner.

**Family of Measures: Result Measure(s)**

Percentage of customers who say their problem was resolved in an appropriate manner (**Key Result**)  
  
Percentage of formal/informal claims resolved in mediation.

**Family of Measures: Output Measure(s)**

Number of complaint responses delivered

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand Measure(s)**

Number of complaint responses demanded

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

Alleged Discrimination Investigations  
Complaint responses  
Inquiry responses (referral, draft complaint)  
Compliance Activity reports  
Inquiry/Complaint Resolution Mediations  
Discrimination Complaint Intake meetings  
Civil Rights/Advocacy agency referrals