

DEPARTMENT NAME	Human Relations Commission
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DEPARTMENT MISSION	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
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STRATEGIC GOALS

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| Goal One | <p>By 2012, employers and employees working in the Nashville community will experience a fair and comprehensive alternative dispute resolution process as evidenced by:</p> <ul style="list-style-type: none">• % of customers who say the conciliation/mediation process was fair and comprehensive. |
| Goal Two | <p>By 2012, the Nashville community will experience an appreciation and understanding of cultural diversity as evidenced by:</p> <ul style="list-style-type: none">• % 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 | <p>By 2012, the Nashville community will recognize the brand and services provided by the Metro Human Relations Commission as evidenced by:</p> <ul style="list-style-type: none">• % 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 |
| Goal Four | <p>By 2012 the Community will recognize MHRC's work to propose and/or support existing policies, legislation and ordinances addressing human and civil rights in the general services district as evidenced by:</p> <ul style="list-style-type: none">• Convening public forums to hear citizen's concerns regarding potential violations of civil and human rights in the general services district.• % Increase in community surveys to analyze the local impact of discriminatory practices.• % Increase in community surveys for indicators to assess human relations progress within the general services district.• % Increase in community participation in surveys. |

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