

METRO HUMAN RELATIONS COMMISSION

Mission Statement

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

1. **By 2012, employers and employees working in the Nashville community will experience a fair and comprehensive alternative dispute resolution process as evidenced by:**
 - Percent of customers who say the conciliation/mediation process was fair and comprehensive
2. **By 2012, the Nashville community will experience an appreciation and understanding of cultural diversity as evidenced by:**
 - Percent of training participants who say the training was informative and equipped them to better interact with various cultures
 - Percent increase in Metropolitan Government of Nashville Title VI Program participants
 - Percent of Metro Title VI Coordinators who report understanding of the Title VI annual reporting requirements
 - Percent increase in community partnerships
3. **By 2012, the Nashville community will recognize the brand and services provided by the Metro Human Relations Commission as evidenced by:**
 - Percent of customers who say they are familiar with the Commission
 - Percent increase in community partnerships
 - Percent increase in referrals
 - Percent increase in public speaking engagements
 - Percent of Davidson County business owners who say they have received useful information from the Metro Human Relations Commission
4. **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:**
 - Convening public forums to hear citizen's concerns regarding potential violations of civil and human rights in the general services district
 - Percent increase in community surveys to analyze the local impact of discriminatory practices
 - Percent increase in community surveys for indicators to assess human relations progress within the general services district
 - Percent increase in community participation in surveys

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Education Line of Business

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.

Multicultural Education Program

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

Result Measure

- Percentage of consumers who say they have received education to increase awareness of and encourage appreciation for Nashville's increasing diversity

Output Measures

- Number of educational sessions delivered
- Number of participants to whom educational sessions delivered

Demand Measures

- Number of educational sessions demanded
- Number of participants of whom educational sessions demanded

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Compliance Line of Business

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.

Civil Rights Compliance

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.

Result Measures

- Percentage of customers who say their problem was resolved in an appropriate manner
- Percentage of formal/informal claims resolved in mediation:
- Percentage of formal/informal claims resolved in conciliation

Output Measure

- Number of complaint responses delivered

Demand Measure

- Number of complaint responses demanded