

**DEPARTMENT OF HUMAN RIGHTS
CASE MANAGEMENT SUMMARY REPORT**

Report Period: July 1, 2002—December 31, 2002

| CASE ACTIVITY | July 1, 2002— December 31, 2002 | January 1, 2002— June 30, 2002 | Change (Percent) |
|--|------------------------------------|-----------------------------------|---------------------|
| New Charges Filed | 837 charges | 787 charges | +6% |
| % of, above, pending determination | 81% | 98% | -17% |
| Total # Cases Closed/Disposition % | 750 cases | 823 cases | -9% |
| Dismissed: Lack of Merit | 34% | 33% | +3% |
| Dismissed: other, incl. Lack of cooperation | 16% | 15% | +7% |
| Withdrawn (<i>excludes</i> settled cases) | 3% | 3% | 0% |
| Closed after Probable Cause (PC) | 8% | 8% | 0% |
| Closed after No Probable Cause (NPC) | 32% | 33% | -3% |
| Closed after split (PC/NPC) determination | 0% | 1% | -100% |
| Pre-determination Resolution* | 6% | 6% | 0% |
| ADR-resolved (settled/withdrawn) | 2% | 1% | +100% |
| Avg. # days to issue PROBABLE CAUSE determination/Number issued | 338 days (39 cases) | 327 days (67 cases) | + 3% (-42%) |
| Avg. # days to issue NO PROBABLE CAUSE determination/Number issued | 280 days (241 cases) | 329 days (236 cases) | -15% (+2%) |
| Avg. # days to issue PC/NPC (split) determination/Number issued | 324 days (9 cases) | 364 days (6 cases) | -11% (+50%) |
| Avg. # days to issue dismissal | 134 days | 131 days | +2% |
| % of DWR Dismissals within 6 months | 92% | 87% | +6% |
| Avg. # Cases per fte Enforcement Officer | 25 cases | 25 cases | 0% |

* Includes predetermination settlements and non-ADR withdrawals due to satisfactory resolution.

| INVENTORY: Cases Pending, as of: | <u>December 31, 2002</u> | <u>June 30, 2002</u> |
|---|---------------------------------------|---------------------------------------|
| Cases needing initial determination: | 956 | 856 |
| Probable Cause cases in conciliation or litigation status with Attorney General | 76 | 80 |
| Administrative review of Department determination requested by party | 6 cases pending (82 requests made) | 7 cases pending (91 requests made) |

Inventory, by Case Age (days from filing, less tolling), as of December 31, 2002

Case count and percentage of pre-determination inventory:

| | | |
|-------------------|------------------|---------------|
| 1 – 90 days: | 383 cases | (40%) |
| 91 – 180 days: | 290 cases | (30%) |
| 181 – 270 days: | 158 cases | (17%) |
| 271 – 365 days: | 118 cases | (12%) |
| 366 or more days: | 7 cases | (1%) |
| Total: | 956 cases | (100%) |

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Entire Inventory, by Case Status, as of December 31, 2002

Pre-determination cases:

| | |
|--------------------|------------|
| Initial Inquiry: | 470 |
| Case Screening: | 132 |
| Investigation: | 273 |
| Supervisor Review: | 53 |
| PDS Pending: | 20 |
| ADR: | 8 |
| Total: | 956 |

Post-determination cases:

| | |
|----------------------------|------------|
| NPC appeal period: | 18 |
| Appeal/Reopen pending: | 6 |
| Attorney General's Office: | 76 |
| Remand Investigation: | 1 |
| Remand Review: | 6 |
| Total: | 107 |

DEPARTMENT OF HUMAN RIGHTS
ALTERNATIVE DISPUTE RESOLUTION (ADR) PROJECT

Report Period: July 1, 2002—December 31, 2002

ADR case **activity** during the report period:

Cases **referred** to ADR Project: 66 cases (This is 8% of the *number* of charges filed during report period.)

16 of the cases referred (24% of total number referred) were actually *filed* during the July 1, 2002, through December 31, 2002, report period. (This is 2% of all charges filed during the period.)

Cases are typically sent directly to ADR after the answer and rebuttal are received and the case has been screened for merit. However, if the parties are interested, cases under investigation also may be referred to mediation.

Cases **returned** by ADR Project: 63 cases (avg. time at ADR: 56 days)

Outcomes:

| | |
|--|--|
| Mediation opportunity declined : | 33 cases (avg. time at ADR : 28 days) |
| Mediation held; settlement/withdrawal : | 14 cases (avg. time at ADR : 85 days) |
| Mediation held; no agreement : | 16 cases (avg. time at ADR : 87 days) |

ADR case **inventory**, as of December 31, 2002: 9 cases

| | |
|------------------------------------|---------|
| Mediated; awaiting withdrawal: | 0 cases |
| Mediation in progress: | 0 cases |
| Mediation being scheduled: | 7 cases |
| Mediation being considered: | 2 cases |
| Returned; assign to investigation: | 0 cases |

| | |
|--|--------------------|
| Avg. case-age (less tolling); entire ADR project inventory: | 152 days (9 cases) |
| Avg. case-age (less tolling; <i>unsettled</i> ADR cases, only): | 152 days (9 cases) |

