

**State of Nevada
Department of Employment, Training and Rehabilitation**

NEVADA EQUAL RIGHTS COMMISSION

**STRATEGIC PLAN
Year 2003 to 2010**

VISION

To be perceived by and valued by our customers as an agency that provides responsive, quality, and effective service.

MISSION STATEMENT

To foster the rights of all persons to seek, obtain, and maintain employment and to access services in places of public accommodation without discrimination, distinction, exclusion or restriction because of race, religion, creed, color, age, sex (gender and/or orientation), disability, national origin, or ancestry.

PHILOSOPHY

The Commission's philosophy is to be open, accessible, and flexible in serving both the employer and employee communities. The Commission will continue to foster the equal opportunity rights of all persons as they relate to their race, religion, creed, color, age, sex, sexual orientation, disability, national origin, or ancestry. In addition, the Commission seeks to give excellent service by providing a prompt, accurate and unbiased resolution to Charges of Discrimination, while preserving the right of confidentiality to both the employers and the employees.

EXTERNAL/INTERNAL ASSESSMENT

The tremendous growth and diversity in the population of the state of Nevada has resulted in an increase in the number of complaints of discrimination filed with the Commission. The Commission will continue its effort to help train employers and employee groups in matters of equal employment opportunity to help them resolve problems before they become complaints. In addition, the Commission will increase its efforts to inform the general public of the services available to them through our offices.

GOALS, OBJECTIVES, AND PERFORMANCE MEASUREMENTS

State Goal #6: Maintain lean but appropriate state staffing levels and provide state employees with a good work environment and paying competitive wages.

DETR Goal #4: Provide DETR employees with a good working environment.

NERC Goal #1: Make efficient use of staff by continuing to reduce case processing timelines.

Objective: Streamline activities and reduce caseloads to maximize staff effectiveness.

Outcomes:

1. *Cases will be perfected within an average of 15 working days of receipt of the signed and notarized complaint intake form. (P.I. #1)*
2. *Case processing time reduced to 270 days. (P.I. #2)*

Strategies:

1. Utilize charge prioritization techniques to reduce backlog of cases and streamline processing of new cases (pending approval of legislature).
2. Pursue opportunities to present, train, and/or provide outreach to the community regarding discrimination and NERC services.

NERC Goal #2: Provide staff with professional training necessary to support current and future programs and technology.

Maintain and support the DETR continuous improvement program by adopting initiatives that ensure all NERC staff have the knowledge tools they need to maximize their productivity.

Outcome: *NERC will have a training environment that encourages employee tenure by providing an*

average of 40 hours of training per employee per year. (P.I. #3)

Strategy:

Improve professional skills through training.

State Goal #7: Maximize the use of the Internet and other technology to make government more accessible and more economical.

DETR Goal #5: *Provide easy access to DETR services via Internet and other technology wherever possible.*

NERC Goal #3: Provide faster, more efficient, and accessible services through the use of the Internet and other technology.

Objective: Provide more responsive and efficient services through the use of technology.

Outcome: *Use of the Internet as a method of completing the Intake Inquiry form for services will increase and improvements in inquiry access will occur. (P.I. #4)*

Strategies:

1. Promote use of the Internet as one method of accessing NERC services.
2. Maintain web site to reflect current information.
3. Develop web pages in Spanish.