

Iowa Civil Rights Commission  
Case Management – Public Access  
Implementation Paper  
Presented January 10, 2007

Project Sponsor: *Ralph Rosenberg*

Project Points-of-Contact:

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**Goal:**

The Iowa Civil Rights Case Management – Public Access project will take an existing application that has been created for the Iowa Civil Rights Commission and enhance it to provide the following added functionality:

- Provide citizens, businesses, lawmakers, public officials and stakeholder groups convenient and reliable access to information on the work and case handling of the Iowa Civil Rights Commission (ICRC).
- Ensure the availability of data regarding the Commission's work including annual reports, trend data and other demographics as well as the status of discrimination in Iowa.
- Facilitate sharing of information to prevent violations of our civil rights laws.
- Allow those filing a complaint, and their attorneys, a user-friendly means to file on-line.
- Allow the complainants, respondents and their attorneys the ability to review the information related to the case as well as its status.
- Ability to access current case status.
- Improve the efficiency of ICRC employees, allowing them to spend more time performing duties more beneficial to a wider range of recipients.
- Complainants will be able to electronically complete and submit complaint forms online.
- Questionnaires used to gather information from the complainant and respondents regarding the complaint will be able to be completed on line. Rapid completion of the questionnaires significantly improves the timeliness of the process.

**Project Purpose:**

The project will provide the Iowa Civil Rights Commission with a streamlined process for processing discrimination complaints. The public will be able to file a complaint, complete documentation, review case status and receive reports in a timely and efficient manner. This will, in turn, improve agency efficiency and provide additional time for ICRC employees to review cases and provide additional support to all parties.

**Background:**

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The Iowa Civil Rights Commission migrated their original application from an AS400 environment to a web-based system. Phase 1 of this project, previously funded by IOWAccess, upgraded this web-based system to provide additional functionality and to lay the foundation for making this functionality available to the public. This proposal covers the second, and final, phase of the process. The Planning effort for this phase was included in the Implementation funding provided by the Council for the earlier phase.

**Request:**

The request is for \$97,140 to cover the Implementation Phase as well as first year hosting charges broken out as follows:

Implementation/Testing – \$90,000  
First Year Hosting - \$ 7,140

**Cost Avoidance:**

This application will result in significant savings to citizens, private companies and their counsel. While it is very difficult to place an exact monetary amount on the savings an approximation of about \$160,000 is estimated. That figure is based on:

- One (1) hour saved per transaction.
- At least half of the inquiries coming from attorneys.
- An average rate for attorneys of \$150 per hour.
- A value of \$10 per hour for a citizen's personal time.
- Yielding an expected savings of \$80 per transaction.
- Estimating 2000 online transactions annually.

In addition to the savings to the public users, the application will greatly reduce the amount of time ICRC employees are required to perform the same functions manually.

**Interested Parties:**

Citizens of the State of Iowa  
State Legislators  
Iowa Civil Rights Commission Employees  
Attorneys  
Civil Rights Commissions located throughout the State of Iowa  
Federal Civil Rights Commission  
Equal Employment Opportunity Commission  
Governor's Office  
Parties to complaints and their counsel  
Business groups  
Advocacy groups  
Housing and Urban Development (HUD)

**Some of the Recipients of this Service:**

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See above Interested Parties.

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