

# HUD Discrimination Cases Filed Human Relations Commission



KPI Owner: Rotonia Sanford

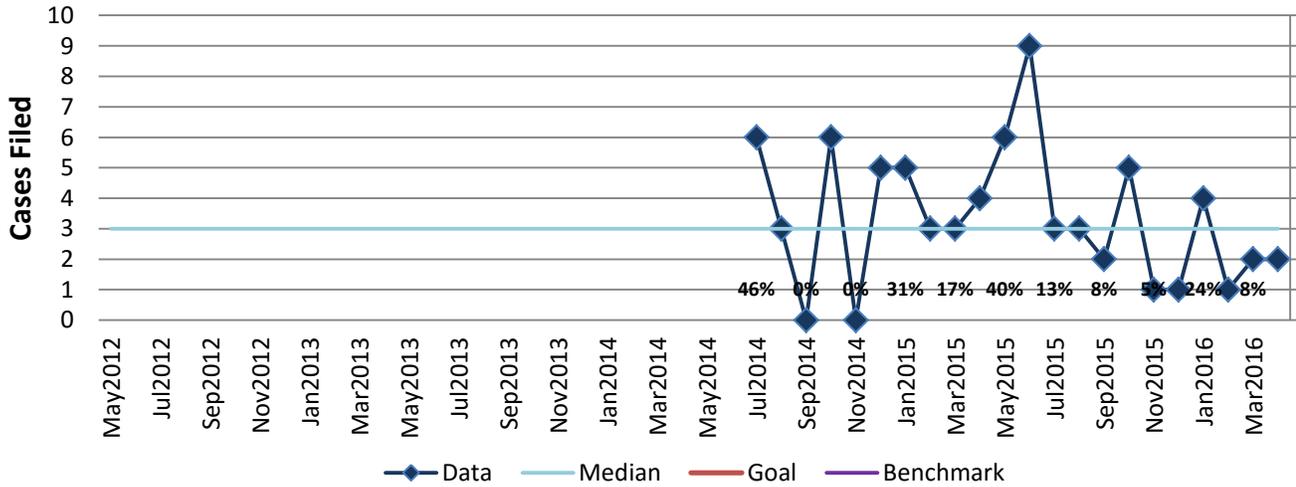
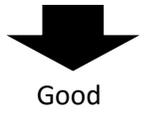
Process: Enforcement & Investigation of Discrimination

| Baseline, Goal, & Benchmark                          | Source Summary   | Continuous Improvement Summary   |
|--|--|--|
| Baseline: TBD<br>Goal: TBD<br><br><br>Benchmark: TBD | Data Source: HEMS & TEAPOTS<br><br>Goal Source: TBD<br><br>Benchmark Source: TBD | N/A - Input Measure<br><br>Measurement Method: Count of discrimination cases filed by month.<br><br>Why Measure: HUD requires information regarding status of cases.<br>Next Improvement Step: TBD |

### How Are We Doing?

| May2015-Apr2016<br>12 Month Goal | May2015-Apr2016<br>12 Month Actual |  | Apr2016 Goal | Apr2016 Actual |  |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| TBD                              | 39                                 |  | TBD          | 2              |  |
| Cases Filed                      | Cases Filed                        |  | Cases Filed  | Cases Filed    |  |

## HUD Discrimination Cases Filed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.