

# HUD Discrimination Cases Filed Human Relations Commission



KPI Owner: **Rotonia Sanford**

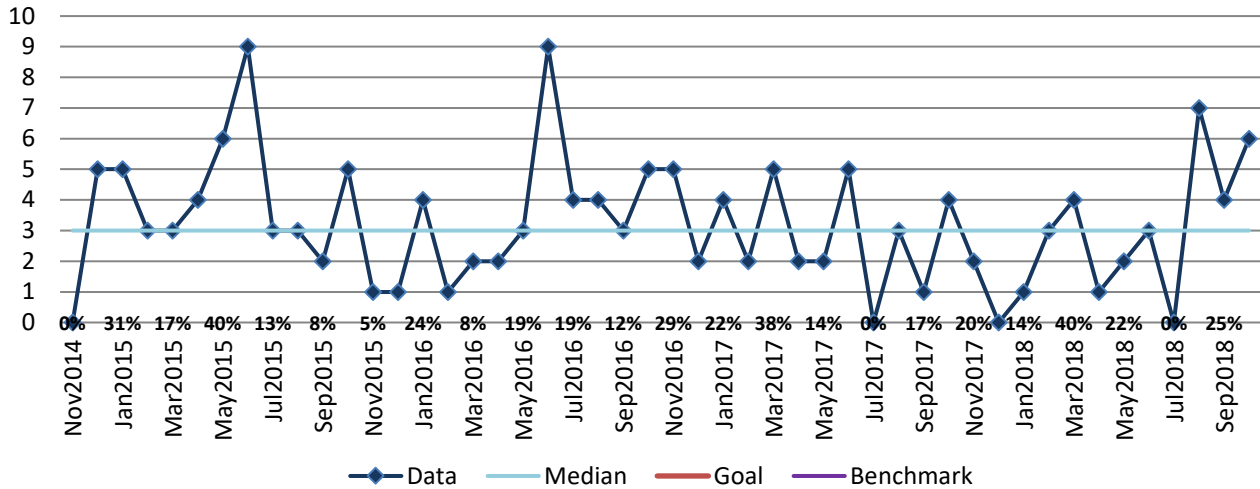
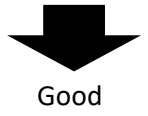
Process: **Enforcement & Investigation of Discrimination**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Goal:  Benchmark: TBD	Data Source: HEMS  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Count of discrimination cases filed by month.  Why Measure: HUD requires information regarding status of cases. Next Improvement Step: TBD

### How Are We Doing?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
TBD	33		TBD	6	
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.