

Performance Measures

Rhode Island Commission for Human Rights

Central Management

Outreach Activities

The figures below represent the number of outreach activities conducted by agency staff in compliance with the statutory mandate of RIGL § 28-5-14. A higher number indicates greater compliance with the statute.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2022	2023	2024	2025	2026
Target	54	53	52	52	52
Actual	50	46	52	--	--

Cases Processed

The figures below represent the number of cases achieving a final disposition (e.g., settlement, No Probable Cause ruling, administrative closure, Decision & Order), as well as cases in which a ruling of Probable Cause has been rendered. Although Probable Cause rulings do not constitute closures, they are recorded in order to present an accurate record of casework completed by staff and Commissioners. A higher number indicates greater case production.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2022	2023	2024	2025	2026
Target	381	359	327	327	360
Actual	304	297	383	--	--

Average Case Age at Closure

The figures below represent the average age, in days, of a case at final disposition. A lower number reflects the more expeditious processing of cases.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2022	2023	2024	2025	2026
Target	365	365	365	365	365
Actual	439	332	345	--	--

Website Visits

The figures below represent the number of unique visits to the agency website by members of the public. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2022	2023	2024	2025	2026
Target	--	--	7,200	7,200	8,000
Actual	--	7,365	13,608	--	--