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OFFICE OF EQUAL OPPORTUNITY CLEAR BACKLOG OF CASES DATING BACK TO 2003
Restructured city agency sends message to Marion County that it is open for business

INDIANAPOLIS – Mayor Greg Ballard, joined by Deputy Mayor Olgen Williams, Maxine Russell, Director of the Office of Equal Opportunity (OEO), as well as clients served by the OEO announced today that the newly-restructured Office has succeeded in clearing a backlog of more than 240 cases, some dating back to 2003.

In addition, a streamlined adjudication process designed to operate efficiently and equitably for all parties involved in disputes means the OEO now has the capacity to screen, accept, and process more cases than it was able to accommodate in the past.

“Through diligent work and a complete overhaul of the Office of Equal Opportunity, we have cleared a backlog cases and developed a case management process that guarantees fair, efficient adjudication of new claims,” said Mayor Ballard. “This is a city agency designed to serve anyone who believes they have been discriminated against in Marion County, and I hope those who have a need for this service will bring their cases to us. Our doors are open for business.”

Challenges with the Equal Opportunity adjudication process were identified through the City’s IndyStat program, a management tool developed to improve operations within City-County departments and agencies. The adjudication process lacked structure at the outset, and this problem was compounded by an inadequate investment in Equal Opportunity case management. In addition, lack of screening of complaints resulted in processing cases that did not involve discrimination at all.

The overhaul of the Equal Opportunity Division began with restructuring and moving the Division to the Office of Corporation Counsel, where city attorneys and paralegals were available to judiciously and methodically address each claim of discrimination.

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A full-time staff of three individuals is now devoted entirely to the complaint adjudication process with the ability to expand within the Office of Corporation Counsel on an as-needed basis. Staff have implemented a case management program to ensure no case is allowed to remain dormant, and a screening process is now in place to ensure the complaints are properly filed.


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