



Civil Rights Division Report





Investigation Process Overview

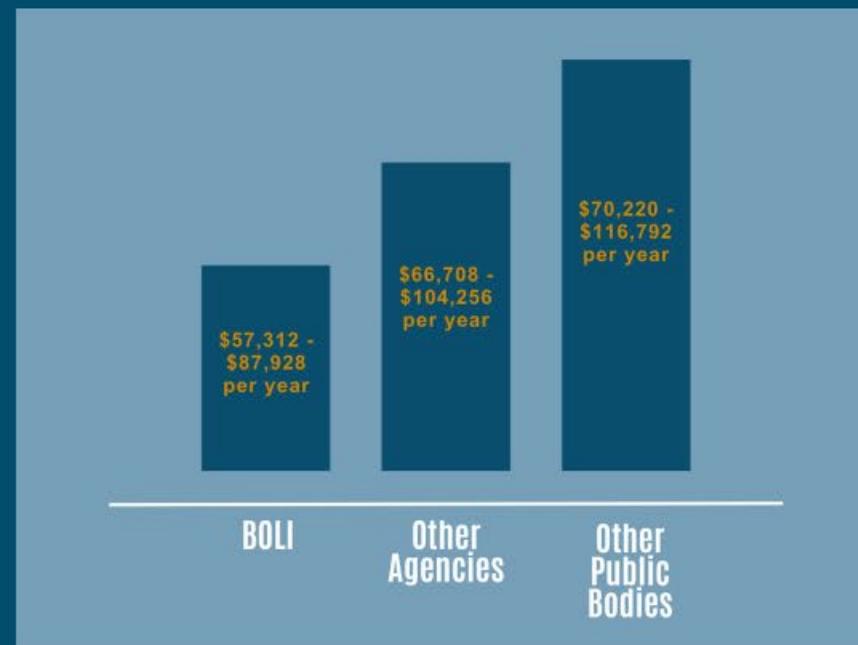


Recruitment and Retention Difficulties

Civil Rights Investigator 1 (Intake)

- Many organizations offer wages **16%-63% higher** than BOLI's classification to perform work with lower caseloads and less complex bodies of law.
- Civil Rights Investigator 1 (Intake) are a salary level 21 (**\$45,480-\$69,252**)
- Failed Recruitments due to a lack of qualified candidates
- Errors slow down claims process

Civil Rights Investigator 2 (Investigator)



Labor Hours

Figure 1: Investigation

Fiscal Year	Cases Closed	Investigators	Avg. Hours per Case (2000/year)	Hours less than a “complete” investigation for each case
2018	1786	17	19	21
2019	1850	17	18	22
2020	1355	18	26.5	13.5
2021	1755	17	19	21
2022	1732	19	22	18
2023	2069	23	22	18



Steps Taken to Address the Backlog

- Updated Complaint Portal
- Warning Letters
- Outside Consultant
- Engagement with DAS Class and Compensation



Questions?

