

# Office of Human Rights FY2020

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2020

Mission The mission of the DC Office of Human Rights (OHR) is to eradicate discrimination, increase equal opportunity, and protect human rights in the city.

## Strategic Objectives

Objective Number	Strategic Objective
1	Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement.
2	Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service.
3	Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies.
4	Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.
5	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Measures)</b>					
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of initial internal screening	Up is Better	45%	45.7%	34.5%	80%
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	92.8%	100%	99.8%	80%
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days of unsuccessful mediation.	Up is Better	77.1%	32.3%	12.1%	80%
Percent of settlement agreements executed within 15 business days after completion of mediation session	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service. (2 Measures)</b>					
Percent of Commission on Human Rights cases pending over 15 months	Down is Better	24.4%	16.8%	37.8%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (3 Measures)</b>					
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Up is Better	100%	100%	100%	80%
Percent of language access cases which receive initial intervention within 30 days	Up is Better	100%	100%	95%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	100%	100%	100%	80%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)</b>					
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Up is Better	95.7%	0%	86.5%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	95.6%	0%	100%	80%

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	90%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	Not Available
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management - Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Activities)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
INVESTIGATIONS	Investigate	The Human Rights Officer (HRO) in the Investigation Unit will review an assigned Charge of Discrimination docketed and investigate the claims asserted in the Charge. The HRO will interview relevant witnesses and recommend a finding as to whether there is probable cause to believe discrimination may have occurred.	Daily Service
INTAKE	Intake	The Intake Officer will review inquiries (known as Complaint Questionnaire) filed with the Office of Human Rights and determine jurisdiction. If the Office has jurisdiction, the inquiry will be schedule for an intake interview. The Intake Officer will review the information provided during the interview and docket the inquiry as a Charge of Discrimination or dismiss the matter as appropriate.	Daily Service
MEDIATION	Mediation	Once an inquiry is docketed as a Charge of Discrimination, the Mediation Unit will schedule a mandatory mediation date. If the matter is resolved at mediation, the case will be closed. If the matter is not resolved, Mediation will forward the case for full investigation.	Daily Service
LEGAL SERVICES	Legal Review	Once a Human Rights Officer makes a probable cause determination as to whether discrimination may have occurred, the Legal Unit will review the determine for legal sufficiency and forward the matter for the Director's review.	Daily Service
<b>2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service. (2 Activities)</b>			
HUMAN RIGHTS COMMISSION	Hold Final Hearings	When the case has completed discovery, the Commission will schedule and hold a final hearing on the merits of the case.	Daily Service
HUMAN RIGHTS COMMISSION	Convene and Support Commission Meetings	The Chief Administrative Law Judge and their team organizes the Commission meetings, which occur on a bi-monthly basis. The Administrative Law Judges will record minutes of the meeting.	Daily Service
<b>3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (6 Activities)</b>			
RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide certification and ongoing training and technical assistance to EEO Counselors and Officers.	Daily Service
BULLYING PREVENTION OVERSIGHT	Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training and informal interventions.	Daily Service
LANGUAGE ACCESS OVERSIGHT	Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service
LANGUAGE ACCESS OVERSIGHT	Enforcement	Assist with identifying pre-investigation intervention solution; Investigate docketed cases of language access complaints; Issue written findings after investigation is completed; Assist non-compliant agencies with systemic corrective actions.	Daily Service
LANGUAGE ACCESS OVERSIGHT	Compliance Monitoring and Technical Assistance	Review and monitor each major public contact agency's two-year LA compliance plan; Provide technical assistance such as one-on-one consultations, Language Access Coordinator meetings, and implementing corrective actions.	Daily Service
BULLYING PREVENTION OVERSIGHT	School Climate Data and Youth Bullying Prevention Project	As a result of a four-year grant from National Institute of Justice (NIJ), in partnership with Child Trends and Office of the State Superintendent for Education (OSSE), the Youth Bullying Prevention Program will collect school climate data, evaluate prevention strategies in schools, and support their efforts to implement evidence based programs to prevent bullying and improve school safety. The grant ends on December 31, 2019.	Key Project
<b>4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Activities)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
PUBLIC EDUCATION	Provide education/training and perform outreach	The Communications & Community Engagement team schedules and conducts training for the public and business community. To ensure awareness and compliance, the Communications & Community Engagement team conducts outreach regarding newly enacted laws or regarding laws under which the Office has seen a rise in claims. Outreach may be provided in the form of targeted trainings, participation at community events and meetings, and educational campaigns.	Daily Service
PUBLIC EDUCATION	Issue reports and publications	The Communications & Community Engagement team is responsible for preparing annual reports and publications required by the various statutes that the Office enforces.	Daily Service

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - Intake (2 Measures)</b>			
Number of Inquiries Received	1951	1483	1590
Number of Intakes Conducted	New in 2018	563	735
<b>1 - Investigate (2 Measures)</b>			
Number of New Docketed Cases	707	355	490
Number of pending cases	585	577	503
<b>1 - Legal Review (7 Measures)</b>			
Number of Letters of Determination Reviewed	109	164	69
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	107	247	63
Number of Hearing Examiner Cases Reviewed	New in 2020	New in 2020	New in 2020
Number of Compliance Reviews Completed	New in 2020	New in 2020	New in 2020
Number of FOIA Requests Reviewed	New in 2020	New in 2020	New in 2020
Number of Case Representations - Court	New in 2020	New in 2020	New in 2020
Number of Case Presentations - Commission	New in 2020	New in 2020	New in 2020
<b>1 - Mediation (1 Measure)</b>			
Number of Cases Mediated	685	521	502
<b>2 - Convene and Support Commission Meetings (1 Measure)</b>			
Number of Commission Meetings Per Year	6	6	6
<b>2 - Hold Final Hearings (2 Measures)</b>			
Number of Final Hearings Held	8	16	2
Number of Pre-Hearing Settlement Conferences Held	New in 2020	New in 2020	New in 2020
<b>3 - Bullying Prevention Policy Oversight (2 Measures)</b>			
Number of Covered Entities under Youth Bullying Prevention Act	321	324	301
Number of Youth Bullying Prevention Outreach and Education Activities	New in 2018	37	4

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>3 - Community Engagement (2 Measures)</b>			
Number of Community Education/Outreach Activities	76	48	14
Number of Meetings with Consultative Agencies	8	10	6
<b>3 - Compliance Monitoring and Technical Assistance (3 Measures)</b>			
Number of Language Access Coordinator Meetings Held	6	6	6
Number of LA Trainings to Covered Entities	298	33	34
Number of Covered Entities under the Language Access Act	63	63	62
<b>3 - EEO Counselors and Officers Training (3 Measures)</b>			
Number of active certified EEO Counselors and Officers in the District	116	111	75
Number of EEO Trainings Held	14	8	11
Number of Affirmative Action Review Requests	New in 2018	717	1300
<b>3 - Enforcement (2 Measures)</b>			
Number of LA Inquiries Received	37	20	9
Number of Language Access cases resolved	New in 2018	16	4
<b>4 - Provide education/training and perform outreach (5 Measures)</b>			
Number of Business Training Series	9	27	20
Number of Human Rights Liaisons Trained	87	22	101
Number of Overall Outreach Activities	244	91	200
Number of Fair Housing Outreach Activities	146	54	95
Number of FCRSA/FCRSHA Outreach Activities	New in 2020	New in 2020	New in 2020

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Bullying Prevention Policy Oversight (1 Strategic Initiative)</b>		
Social Media Lesson Training	In FY20, the Office of Human Rights will partner with the State Board of Education to conduct train the trainer workshops in schools and at youth-serving agencies on the healthy relationship/social media lesson plans that were developed and piloted in FY19.	09-30-2020
<b>Community Engagement (1 Strategic Initiative)</b>		
Conduct a City-Wide Language Access Meeting with Agency Partners	In FY 20, the Language Access (LA) program will strength its community outreach efforts by partnering with the three Mayor Constituencies' offices (Mayor's Office on Latino Affairs, Mayor's Office on Asian and Pacific Islander Affairs, Mayor's Office on African Affairs) and with agencies with Major Public contact to hold a city-wide Language Access meeting which will target LEP/NEP community members.	09-30-2020
<b>Compliance Monitoring and Technical Assistance (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ANC Omnibus Amendment Act Technical Support	In FY20, pursuant to the Office of Human Right's implementation of the ANC Omnibus Amendment Act of 2016, the Language Access program will create a system to reimburse ANC's for translation of documents, interpretation of meetings, and purchase or rental of assistive listening systems and will train ANC commissioners on reimbursement procedures.	09-30-2020
<b>Convene and Support Commission Meetings (1 Strategic Initiative)</b>		
Regulatory Review and Revision	In FY20, the Rules Committee of the Commission on Human Rights and the Office of Human Rights will review Chapter 4 Regulations and propose revisions that will complement the DC Human Rights Act and provide better clarity to parties appearing before the Commission on Human Rights.	09-30-2019
<b>EEO Counselors and Officers Training (1 Strategic Initiative)</b>		
Webinars and Train the Trainer Course	In FY20, OHR will conduct quarterly refresher webinars with certified EEO Counselors and Officers and will provide EEO Officers with "Train the Trainer" course on workplace discrimination laws.	09-30-2020
<b>Hold Final Hearings (1 Strategic Initiative)</b>		
Hearing Tribunals	In FY20, the Commission will focus on convening hearing tribunals within 60 days of a proposed decision and order to increase the efficiency of the adjudication process.	09-30-2020
<b>Investigate (1 Strategic Initiative)</b>		
Case Organization Tiers	In FY20, the Investigation Unit will organize its cases into three tiers – Tiers I - III – where Tier I identifies the most complicated cases. The investigation of Tier II and III cases will be streamlined, which will allow Investigators to spend more time on the more complicated, Tier I cases.	09-30-2019
<b>Legal Review (1 Strategic Initiative)</b>		
OHR Enforcement Guidance	To assist the public with compliance, in FY20, the Office of Human Rights will produce three guidance for publication by the end of the fiscal year covering: (1) Intake Procedures, (2) Breastfeeding Guidance, and (3)DC Family Medical Leave Act.	09-30-2020
<b>Provide education/training and perform outreach (1 Strategic Initiative)</b>		
Wards 7 and 8 Education and Outreach	In FY20, the Communications & Community Engagement team will conduct quarterly Know Your Rights and Human Rights Liaison workshops in Wards 7 and 8 focused on returning citizens' rights in housing and employment, street harassment, hate crimes, and source of income discrimination.	09-30-2020