

Office of Human Rights FY2022

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
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 Measures)					
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of assignment to an intake officer.	Up is Better	34.5%	74.2%	81.4%	75%
Percent of cases with letters of determination submitted to Manager for review within 180 of assignment	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
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)					
Percent of Commission on Human Rights cases pending over 15 months	Down is Better	37.8%	47%	48.7%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Up is Better	New in 2020	91.7%	100%	80%
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)					
Percent of language access cases which receive initial intervention within 30 days	Up is Better	95%	100%	100%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	100%	No Applicable Incidents	100%	80%
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Up is Better	100%	94%	84.8%	80%
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)					
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Up is Better	86.5%	87%	91.3%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	100%	Not Available	No Applicable Incidents	80%

Operations

Operations Title	Operations Description	Type of Operations
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. (5 Activities)		
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	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	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 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
Agency Reorganization	Complete reorganization of enforcement units.	Daily Service
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)		
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
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
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)		
Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service

Operations Title	Operations Description	Type of Operations
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
EEO Counselors and Officers Training	Provide certification and ongoing training and technical assistance to EEO Counselors and Officers.	Daily Service
Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training and informal interventions.	Daily Service
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
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
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (3 Activities)		
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
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
LGBTQ Seniors and Seniors with HIV	provide education awareness for LGBTQ seniors and seniors with HIV.	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Intake (3 Measures)			
Number of cases processed at intake	New in 2022	New in 2022	New in 2022
Number of Inquiries Received	1590	1209	972
Number of Intakes Conducted	735	618	314
1 - Investigate (1 Measure)			
Number of New Docketed Cases	490	457	341
1 - Legal Review (6 Measures)			
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	New in 2020	40	91
Number of Compliance Reviews Completed	New in 2020	7	9
Number of FOIA Requests Reviewed	New in 2020	80	86
Number of Hearing Examiner Cases Reviewed	New in 2020	4	3
Number of Case Presentations - Commission	New in 2020	5	17
Number of Case Representations - Court	New in 2020	17	13
2 - Convene and Support Commission Meetings (1 Measure)			
Number of Commission Meetings Per Year	6	5	5
2 - Hold Final Hearings (2 Measures)			
Number of Pre-Hearing Settlement Conferences Held	New in 2020	0	5
Number of Final Hearings Held	2	3	2
3 - Bullying Prevention Policy Oversight (2 Measures)			
Number of Covered Entities under Youth Bullying Prevention Act	301	244	247
Number of Youth Bullying Prevention Outreach and Education Activities	4	2	1
3 - Community Engagement (2 Measures)			
Number of Community Education/Outreach Activities	14	43	41
Number of Meetings with Consultative Agencies	6	11	2
3 - Compliance Monitoring and Technical Assistance (3 Measures)			
Number of LA Trainings to Covered Entities	34	36	88
Number of Covered Entities under the Language Access Act	62	61	64
Number of Language Access Coordinator Meetings Held	6	7	11
3 - EEO Counselors and Officers Training (4 Measures)			
Number DC Government Employees Completing EEO Training	New in 2022	New in 2022	New in 2022
Number of Affirmative Action Review Requests	1300	850	905
Number of active certified EEO Counselors and Officers in the District	75	78	83
Number of EEO Trainings Held	11	6	6

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
3 - Enforcement (2 Measures)			
Number of Language Access cases resolved	4	3	4
Number of LA Inquiries Received	9	12	29
4 - Provide education/training and perform outreach (5 Measures)			
Number of Human Rights Liaisons Trained	101	83	47
Number of Overall Outreach Activities	200	20	41
Number of Fair Housing Outreach Activities	95	20	39
Number of FCRSA/FCRSHA Outreach Activities	New in 2020	17	22
Number of Business Training Series	20	3	0

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Reorganization (2 Strategic Initiatives)		
Enforcement Unit Reorganization & Other Agency Reporting Structure Assessment	OHR will complete the reorganization of the Enforcement unity and closely assess the current reporting structures to increase agency accountability and efficiency.	09-30-2022
Case Backlog Reduction Program	OHR will create a special backlog team and a fact-finding conference team who will focus solely on aged cases. OHR will significantly reduce its case backlog by the end of FY22.	09-30-2022
Investigate (1 Strategic Initiative)		
Industry Standard Study	OHR will award an outside vendor a contract to successful begin work on the independent assessment study project. OHR will work closely with vendor to assess the progress of the independent assessment study and report to the OCA.	09-30-2022
Issue reports and publications (1 Strategic Initiative)		
Outreach and Engagement	OHR will engage in five to ten outreach events (virtual or in-person based on the District's operating status) to increase public awareness of the agency and the services it provides. This effort will include educating both individuals and the business community.	09-30-2022
LGBTQ Seniors and Seniors with HIV (1 Strategic Initiative)		
Seniors	OHR will recruit a program specialist who will develop and execute the requirements under the Care for LGBTQ Seniors provision of the Act.	09-30-2022
Provide education/training and perform outreach (2 Strategic initiatives)		
Racial Equity	OHR will create multi-use, educational resource guides to serve, in its primary purpose, as key learning, takeaway materials for the Office of Racial Equity's government-facing training series. The resource guides will cover Inclusive Language: Race v. Ethnicity, and additional best practice guides related to anti-racism against people that identify as part of the African diaspora, Asian and Pacific Islander, Latin American and Middle Eastern communities. The materials will be published on OHR's website and used as agency-owned resources to be distributed to the public at community outreach events and public bias reduction workshops in which the agency facilitates.	09-30-2022
Tipped Wage Worker Program	OHR will facilitate the sexual harassment training by certifying a competent trainer, and develop an online platform for covered entities to file required documentation and information on sexual harassment complaints	09-30-2022

American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
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. (1 Measure)									
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	6.01	Oversight, Accountability and Efficiency	Accountability	Human Rights Caseload Support	99.8%	100%	92.5%	80%

American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Investigate (1 Measure)							
Number of pending cases	6.01	Oversight, Accountability and Efficiency	Accountability	Human Rights Caseload Support	503	531	521
1 - Legal Review (1 Measure)							
Number of Letters of Determination Reviewed	6.01	Oversight, Accountability and Efficiency	Accountability	Human Rights Caseload Support	69	70	76
1 - Mediation (1 Measure)							
Number of Cases Mediated	6.01	Oversight, Accountability and Efficiency	Accountability	Human Rights Caseload Support	502	379	390