



Office of Human Rights OHR (HMO)

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.

SUMMARY OF SERVICES

The DC OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, pursuant to the D C Human Rights Act of 1977 and other numerous local and federal laws. OHR also prevents discrimination by providing training and educating DC government employees, private employers, workers, and the community at-large of their rights and responsibilities under the law. OHR monitors compliance with the Language Access Act of 2004 and investigates allegations of non-compliance with this Act by DC government agencies. The agency also investigates complaints and conditions causing community tension and conflict that can lead to breaches of the peace. The Commission on Human Rights is the adjudicatory body that decides private sector cases after OHR has found “probable cause” of discrimination.

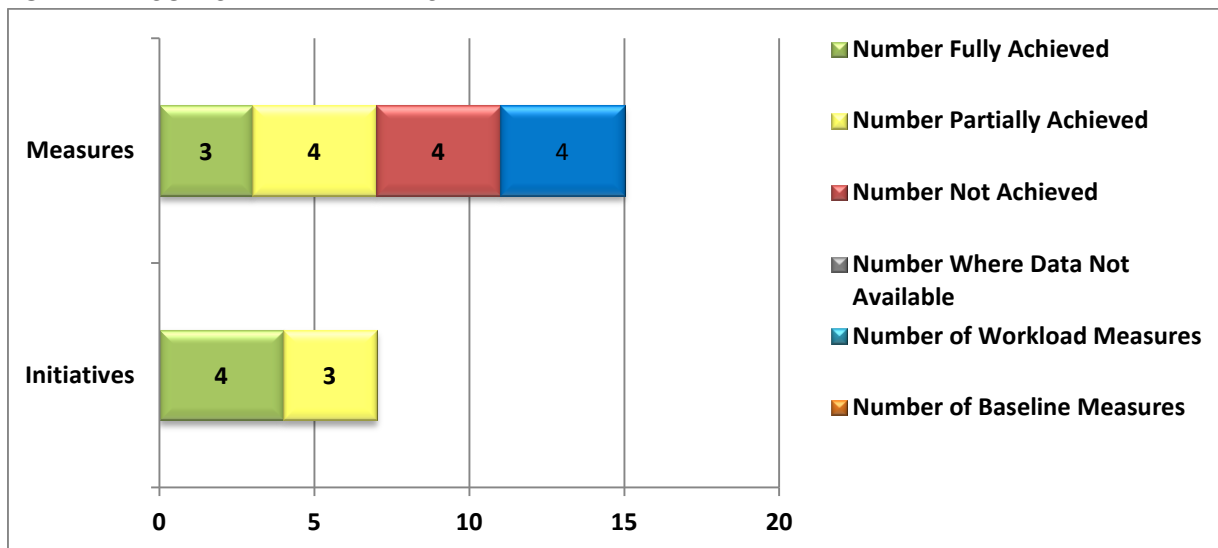
ACCOMPLISHMENTS

- ✓ Increased outreach by 115% due to enhanced community partnerships and engagement initiative.
- ✓ Completed LA agency website translations project and 10 year anniversary events.
- ✓ Closed oldest cases on OHR docket as part of backlog clearing goal.

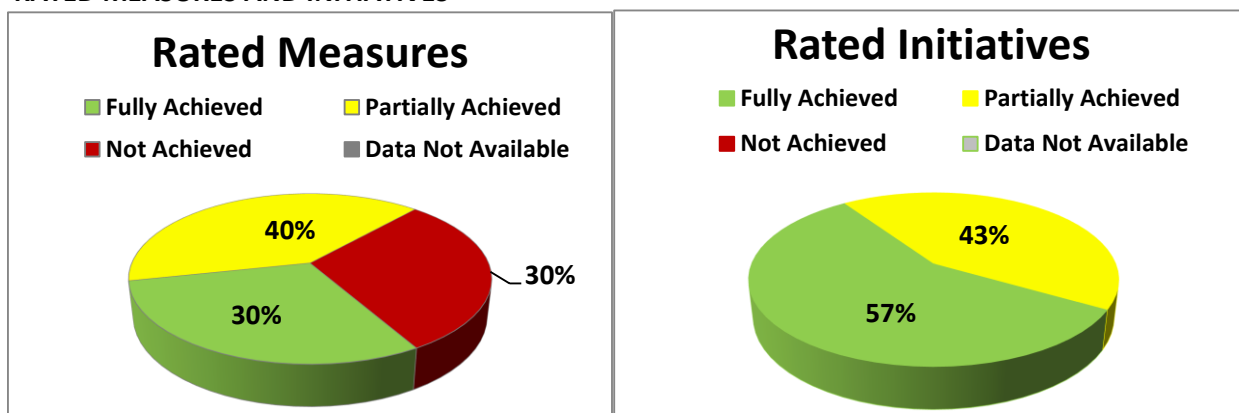


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Office of Human Rights

OBJECTIVE 1: Shorten response times and strengthen quality controls for all internal programs, including investigations, mediations, and Language Access compliance Quality investigations and internal programs.

INITIATIVE 1.1: Implement Fact-Finding Conference Methodology.

- This initiative was partially achieved.** OHR explored the feasibility of this fact-finding conferencing method but could not move forward with implementation due to legislative requirements and the need for a regulatory overhaul.
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INITIATIVE 1.2: Finalize the rollout and encourage more consistent use of a centralized internal database.

- This initiative was fully achieved.** In FY 2014, OHR's investigations and mediation team executed full use of OHR's internal database for case tracking data. Each component of OHR case management; including intake information, complainant and respondent documents, evidence, requests for information, rebuttals, respondent policies and procedures, and final determination are entered into MATS and time-stamped to ensure the Office's adherence to timely case resolution. The Office also initiated a new effort to collect complainant demographic data in MATS to ensure OHR service is being delivered equitably to residents in the District of Columbia.
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OBJECTIVE 2: Prevent discrimination by promoting awareness of and compliance with local and federal antidiscrimination laws through increased outreach and awareness activities (One City Action Plan 3.1.5).

INITIATIVE 2.1: Improve government compliance with the Language Access act by improving digital Language Access accessibility.

- This initiative was fully achieved.** Over 30 government agencies now have service information available online in Amharic, Chinese, French, Korean, Spanish and Vietnamese because of the yearlong effort by OHR in partnership with the Office of the Chief Technology Officer. The "Language Support" section on agency websites offers critical agency information in each of the 6 most spoken languages in the District. The launched pages are the first phase in a larger effort to provide more agency content and materials for those who are limited or non-English proficient.
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INITIATIVE 2.2: Amplify innovative outreach efforts to increase housing case load based on race, national origin and source of income by 20%.

- This initiative was fully achieved.** OHR completed this initiative by completing more than 70 housing-specific outreach activities in FY14, leading to a 25 percent increase in docketed housing discrimination cases (in FY14 - 141 housing inquiries, 40 docketed complaints. FY13, 115 inquiries, 33 docketed complaints). The outreach activities OHR conducted included trainings and information sessions for tenant associations, landlord groups, community activist organizations, and service providers serving the senior, immigrant and low-income communities. A special emphasis in the trainings was placed on discrimination based upon Source of Income – an often overlooked category by complainants.
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INITIATIVE 2.3: Launch an immigrant rights campaign.

This initiative was fully achieved. In late 2013, OHR launched the Immigrants Contribute campaign to raise awareness among the general population about the importance of immigrants to DC and promote understanding of immigrants and encourage immigrants to file complaints of discrimination if they are discriminated against. The ads featured ten DC immigrants from a wide range of countries sharing their stories, with the tagline “I’m an immigrant and I contribute to DC.” The campaign appeared in the Metro system, on bus shelters and in ethnic newspapers, and received attention in local print media and radio. To end the campaign, OHR held the “Immigrants Contribute” event with local artists performing spoken word about their experiences as immigrants. The event surpassed its goal by attracting 150 attendees. Several non-profit organizations (in other cities) and municipalities have reached out to OHR and expressed interest in launching similar campaigns.

INITIATIVE 2.4: Establish the District’s Bullying Prevention Program.

This initiative was partially achieved. In FY14, the District-wide Bullying Prevention Program, housed at OHR, completed many critical steps toward ensuring full compliance with the Youth Bullying Prevention Act (YBPA). OHR worked with both the Robert F. Kennedy Center for Justice and Human Rights and research firm Child Trends to collect and analyze bullying prevention compliance data from each individual Local Educational Agency (LEA), as charged through the YBPA. In its review, the Bullying Prevention Program assessed that 57 of 61 DC Public Charter LEAs and DCPS had submitted a bullying prevention policy, and that 42 of the 61 Public Charter LEAs and DCPS had a compliant policy. The Bullying Prevention Program has conducted substantial outreach with each LEA to ensure compliance, including one-on-one meetings, in-person school visits, and webinar trainings. OHR representatives of the Bullying Prevention Program also served as staff to the Mayor’s Youth Bullying Prevention Task Force, which held monthly public meetings in FY14. Rules and regulations of the YBPA have been promulgated and await the closure of the public comment period.

Commission on Human Rights

OBJECTIVE 1: Adjudicate cases with probable cause findings, determine damages associated with cases, and adjudicate all criminal background check cases.

INITIATIVE 1.1: Increase awareness of Commission adjudication process to litigants in order to speed rate of adjudications.

This initiative was partially achieved. A litigation manual was drafted and reviewed by OHR staff. However, it was determined that Commission Of Human Rights (COHR) also needed to develop a second litigation manual that could be more easily understood by a lay person. This second litigation manual – tentatively called “A Litigation Manual for Real People” – is not yet complete. In the interim, COHR is completing the re-writing and posting on-line of the litigation manuals, and COHR has posted on the OHR website an earlier version of the litigation manual. Additionally, the text of the actual procedural regulations for handling contested cases, 4 DCMR §§ 400 – 499 are posted on the website for the more sophisticated litigant or their legal counsel.



Key Performance Indicators – Detail

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Office of Human Rights								
●	1.1	Median Case Review Score	93.13%	95%		91.08%	95.87%	OFFICE OF HUMAN RIGHTS
●	1.2	Average percent of backlogged cases at any point in time (private and public sector)	6.31%	4		13.99%	28.60%	OFFICE OF HUMAN RIGHTS
●	1.3	Percent of OHR complainants satisfied with the agency's customer service	100%	95%		95.34%	100.35%	OFFICE OF HUMAN RIGHTS
●	1.4	Percent of mediations that lead to settlement agreements	47%	44		41.79%	94.97%	OFFICE OF HUMAN RIGHTS
●	1.5	Percent of agencies with "very good" or higher score on Language Access compliance rating	NA	75%		34.29%	45.71%	OFFICE OF HUMAN RIGHTS
●	1.6	Average cost per mediation	NA	\$594.75		906.1	65.64%	OFFICE OF HUMAN RIGHTS
●	1.7	Average cost per Language Access training	NA	\$1,116.61		\$804	138.88%	OFFICE OF HUMAN RIGHTS
●	1.8	Number of discrimination complaints received	1,115	Not Applicable		1,306	Not Rated Workload Measure	OFFICE OF HUMAN RIGHTS



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.9	Number of new docketed cases	334	Not Applicable		504	Not Rated Workload Measure	OFFICE OF HUMAN RIGHTS
●	1.10	Number of mediations	297	Not Applicable		416	Not Rated Workload Measure	OFFICE OF HUMAN RIGHTS
Commission on Human Rights								
●	1.1	Percent reduction in the total inventory of cases adjudicated at the Commission	NA	85%		81.82%	96.26%	COMMISSION ON HUMAN RIGHTS
●	1.2	Number of months, on average, used as a guideline for completion of Commission cases	15	15		15	100%	COMMISSION ON HUMAN RIGHTS
●	1.3	Number of discrimination complaints received by the Commission per year	13	Not Applicable		13	Not Rated Workload Measure	COMMISSION ON HUMAN RIGHTS
●	1.4	Percent adherence to operational efficiency targets, based on diagnostic analysis (cases docketed / suggested # of cases docketed)	NA	95%		88.03%	92.67%	COMMISSION ON HUMAN RIGHTS