

# OFFICE OF HUMAN RIGHTS FY 2024 PERFORMANCE PLAN

**DECEMBER 1, 2023** 



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#### 1 OFFICE OF HUMAN RIGHTS

*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.

Services: The DC OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, pursuant to the DC 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 noncompliance with this Act by DC government agencies and houses the Districts Citywide Bullying Prevention Program. 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.

#### 2 2024 OBJECTIVES

Strategic Objective

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.

Provide high quality and efficient adjudication of probable cause cases certified for a hearing in order to comply with statutory requirements and to improve customer service.

Provide high quality training and resource materials in OHR's compliance programs, including Language Access, Bullying Prevention, Government EEO, and Creating Safer Spaces Program.

Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.

Create and maintain a highly efficient, transparent, and responsive District government.

# **3 2024 OPERATIONS**

Operation Title	Operation Description	Type of Operation
	icient resolution of complaints filed at the Office of Human ts, improve customer service, and strengthen enforcement	
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
with statutory requirement	icient adjudication of probable cause cases certified for a has and to improve customer service.	
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
	g and resource materials in OHR's compliance programs, in nment EEO, and Creating Safer Spaces Program.	cluding Language Acces
Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service

#### (continued)

Operation Title	Operation Description	Type of Operation
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

# Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.

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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 LGTBQ seniors and seniors with HIV.	Daily Service

# 4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Backlog Reduction Program	OHR will establish a number of new measures to work on aged and existing cases. Through these measure, OHR will attempt to close 50% of its aged inventory by the end of the fiscal year.	9/30/2024
Update Agency Case Management System	OHR will work to update the agency's case management system to increase usability and efficiency of case management. Updating the case management system will allow OHR to better manage, track, identify, and analyze racial equity concerns like race discrimination issues in employment, schools, housing, public accommodation and government services.	9/30/2024
Outreach and Engagement	OHR will engage in five to ten outreach events (virtual or in-person) to increase public awareness of the agency, laws enforced by the agency, and the services the agency provides. This will include educating individuals and the business community.	9/30/2024
Issue reports, publications, and guidance	OHR will create educational resources and guidance on relevant topics, such as new DC laws, DC's history of human rights, inclusive language around protected traits, and more.	9/30/2024

### 5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

#### **Key Performance Indicators**

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Provide high quality and efficient resoluti with statutory requirements, improve cus					ler to comply
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	92.5%	94.9%	90%	80%
Percent of Intake Questionnaires scheduled for intake within 30 days of assignment.	Up is Better	81.4%	89%	73.5%	75%
Percent of Intake Questionnaires, where intake was completed (docketed or dismissed) within 75 days of assignment	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of Letters of Notification for Mediation sent within 14 days of assignment to the Alternative Dispute Resolution unit	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of cases completing mediation within 45 days of the scheduled mediation.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of existing cases closed in Y24	Up is Better	New in 2024	New in 2023	New in 2024	New in 2024
Percent of aged cases closed in FY24.	Up is Better	New in 2024	New in 2023	New in 2024	New in 2024
Percent of Docketed Charges mediated in FY24	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of Probable Cause Findings conciliated in FY24	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of New Cases Closed in FY24	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of aged cases submitted for closure by end of fiscal year	Up is Better	New in 2023	New in 2023	57%	75%
Percent of closure in aged inventory of cases by end of fiscal year	Up is Better	New in 2023	New in 2023	57%	75%
Percent of closure in backlog nventory of cases by end of fiscal year	Up is Better	New in 2023	New in 2023	23%	75%
Percent of backlogged cases submitted for closure by end of fiscal year	Up is Better	New in 2023	New in 2023	25.4%	75%
Provide high quality and efficient adjudica with statutory requirements and to impro	-		es certified for	a hearing in ord	ler to comply
Percent of cases assigned to hearing	Up is Better	100%	96.4%	93.4%	80%

48.7%

33.5%

20%

34.3%

Down is

Better

tribunal within 60 days of proposed

Percent of hearing cases pending over

decision and order

15 months

#### Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Percent of Hearing Cases Closed by the end of FY24	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of Aged Hearing Cases closed	Up is Better	New in	New in	New in	New in
by the end of FY24		2024	2024	2024	2024

# Provide high quality training and resource materials in OHR's compliance programs, including Language Access, Bullying Prevention, Government EEO, and Creating Safer Spaces Program.

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Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	100%	100%	100%	80%
Percent of Government EEO Trainings rated as good or excellent in post-training survey	Up is Better	84.8%	Not Available	97.7%	80%
Percent of language access cases which receive initial intervention within 30 days	Up is Better	100%	100%	100%	80%
Percent of Sexual Harassment Train the Trainer Trainings rated as good or excellent in post-training survey	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of Long-Term Care Facilities Train the Trainer trainings rated as good or excellent in post-training survey	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024

# Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.

Percent of participants that rate OHR business community training as good or	Up is Better	New in 2023	New in 2023	No Applicable	80%
excellent in post-training survey  Percent of participants that rate OHR	Up is Better	Not	80%	Incidents 88.2%	80%
educational presentations as good or excellent in post-training survey	·	Available			
Percent of OHR's General Human Rights Training rated as good or excellent in post-training survey	Up is Better	91.3%	92.9%	100%	80%
Percent of OHR's Protected Traits Training rated as good or excellent in post-training survey	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of OHR's Business Trainings rated as good or excellent in post-training survey	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024

#### Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Intake			
Number of Inquiries Received	972	1,090	1,222
Number of Intakes Conducted	314	292	287
Number of cases processed at	New in 2022	808	900
intake			,
Investigate			
Number of New Docketed Cases	341	361	295
Number of pending cases	521	1,279	1,433
Legal Review			
Number of Compliance Reviews	9	9	8
Completed			
Number of Motions,	91	224	179
Reconsiderations, and Requests to			
Reopen Reviewed			
Number of FOIA Requests	86	65	94
Reviewed		-0	7-7
Number of Case Presentations -	17	29	53
Commission	•,	-,	50
Number of Hearing Examiner	3	2	4
Cases Reviewed	J	_	-
Number of Letters of	76	100	119
Determination Reviewed	, •		,
Number of Letters of	New in 2023	New in 2023	119
Determinations Reviewed			,
Number of Case Representations	13	11	19
- Court	.5	"	• /
Mediation			
Number of Cases Mediated	390	322	283
Convene and Support Commission N	deetings		
Number of Commission Meetings	5	6	24
Per Year	3	O .	24
Hold Final Hearings			
Number of Final Hearings Held	2	12	7
Number of Pre-Hearing	5	13	16
Settlement Conferences Held	3	15	10
Bullying Prevention Policy Oversight	ŧ		
Number of Covered Entities	247	314	384
under Youth Bullying Prevention Act	=-1/	J: <del>-1</del>	3-4
Number of Youth Bullying	1	14	33
Prevention Outreach and Education		. 7	
Activities			
Number of Bullying Prevention	New in 2023	New in 2023	27
outreach activities with covered	. 1011 111 2020	11011 111 2020	-/
entities			
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# Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023
Community Engagement			
Number of Community	41	59	55
Education/Outreach Activities	·	ζ,	
Number of Meetings with	2	4	16
Consultative Agencies		·	
Number of public training around	New in 2023	New in 2023	14
LA			-
Compliance Monitoring and Technic	al Assistance		
Number of Covered Entities	64	65	65
under the Language Access Act			
Number of Language Access	11	6	6
Coordinator Meetings Held			
Number of LA Trainings to	88	72	88
Covered Entities			
EEO Counselors and Officers Training	ng		
Number of Affirmative Action	905	860	829
Review Requests			
Number of active certified EEO	83	104	423
Counselors and Officers in the			
District			
Number of EEO Trainings Held	6	2	2
Number DC Government	New in 2022	18	161
Employees Completing EEO Training			
Enforcement			
Number of Language Access	4	9	8
cases resolved			
Number of Language Access	29	7	13
Inquiries Received			
School Climate Data and Youth Bully	ying Prevention Project		
Number of bullying prevention	New in 2023	New in 2023	84
policies successfully brought into			
compliance after initial review			
Number of bullying prevention	New in 2023	New in 2023	25
outreach activities with parents,			
students and public			
Issue reports and publications			
Number of Reports Published	New in 2023	New in 2023	3
Provide education/training and perf	orm outreach		
			-0
	22	18	18
Number of FCRSA/FCRSHA	22	18	18
Number of FCRSA/FCRSHA Outreach Activities			
Number of FCRSA/FCRSHA Outreach Activities Number of Fair Housing	39	38	36
Number of FCRSA/FCRSHA Outreach Activities			

# Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023
Number of Human Rights Liaisons Trained	47	143	88
Number of Educational Presentations in Business Community and Housing Provider Community	0	0	3
Number of business compliance reviews conducted under the Tipped Wage Workers Fairness Act	New in 2023	New in 2023	514
Number of trainers trained for Tipped Wage Industry Sexual Harassment training	New in 2023	New in 2023	153
Number of trainers trained for long-term care facility training	New in 2023	New in 2023	25
Number of racial equity meetings attended	New in 2023	New in 2023	9
Number of resource materials published related to racial equity	New in 2023	New in 2023	4
Number of outreach bags filled with educational materials given out to the community.	New in 2023	New in 2023	265
Number of protected traits and language spoken buttons given out to the community.	New in 2023	New in 2023	2,265
Number of workplace & business posters updated to be compliant, accurate, and on brand.	New in 2023	New in 2023	2