

Office of Human Rights FY2016

Agency 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.

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 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 District's 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.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Commission on Human Rights (1 Objective)	
4	Adjudicate cases with probable cause findings, determine damages associated with cases, and adjudicate all criminal background check cases.
Office of Human Rights (2 Objectives)	
1	Shorten Response Times and Strengthen Quality Control for All Internal Programs, including investigations, mediations, and Language Access Compliance
2	Prevent discrimination by promoting awareness of and compliance with local and federal antidiscrimination laws through increased outreach and awareness activities.
Office of Human Rights (1 Objective)	
3	Oversee Implementation of Agencywide Priorities

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - Shorten Response Times and Strengthen Quality Control for All Internal Programs, including investigations, mediations, and Language Access Compliance (3 Measures)							
Percent of Cases Backlogged		Quarterly	6.31	13.99	16.81		10
Percent of OHR complainants satisfied with the agency's customer service		Quarterly	95	95.34	100		96
Number of Fair Housing Outreach Activities		Quarterly		78	149		55
2 - Prevent discrimination by promoting awareness of and compliance with local and federal antidiscrimination laws through increased outreach and awareness activities. (1 Measure)							
Average cost per Language Access Training		Annually					932.14

3 - Oversee Implementation of Agencywide Priorities (2 Measures)							
Percent of Agencies Compliant with Language Access		Annually					95
Level of Education Institution Compliance on Bullying Prevention		Annually					90
4 - Adjudicate cases with probable cause findings, determine damages associated with cases, and adjudicate all criminal background check cases. (2 Measures)							
Percent of EEOC Contract case closures per quarter		Quarterly	88.25	131	53		97
Percent of EEOC Contract cases docketed		Quarterly		88.03	311.69		98

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
No measures found				

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
Commission on Human Rights - 4 (2 Initiatives)				
4	Adjudicate Cause Cases	4.1	COHR Will Upgrade Case Management Procedures	In FY16, COHR will evaluate current case management systems and purchase software and increase capacity of COHR staff in order to improve efficiency in adjudication of all cases.
4	Adjudicate Cause Cases	4.2	COHR Will Train DC Bar members on COHR rules and procedure	The Commission on Human Rights will organize and execute a program for members of the District of Columbia Bar on the rules and procedure for litigating a case before the Commission. Each year, DC Bar members bring dozens of cases before the Commission. It is imperative that these litigators understand the nuance of defending a case and appearing before the Commission, as the administrative law field differs substantially in rules and procedure from the civil and criminal fields. The Commission will prepare and present at least one training program for any and all DC Bar members interested.
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Office of Human Rights - 1 (3 Initiatives)				

1	Efficiency Controls	1.1	OHR will improve efficiency in intakes and administrative dismissals.	In FY16, OHR will enhance the pre-complaint and intake process to become more user friendly for parties. These enhancements include plain language explanation of process, procedure, and law via OHR communication tools and outreach, and in-agency correspondence. Specifically, OHR will rewrite its administrative dismissal and notice letters to explain agency action with less technical or sophisticated legal language in an effort to reduce confusion to parties and unnecessary interaction with OHR. These changes will significantly reduce requests to reopen administratively dismissed cases, motions to dismiss, and other administrative functions occurring prior to the investigation of a valid complaint. Staffing levels at the intake stage will also be reevaluated and reconfigured for greater efficiency.
1	Efficiency Controls	1.2	OHR Will Strive to Improve Language Access in All Eight Wards	In FY16, OHR's Language Access program will strive to improve language access in all 8 wards by providing targeted education, training, and intervention. In FY15, OHR transitioned Language Access Quarterly Reports to a fully digitized reporting system for more streamlined and comprehensive tracking of compliance with Language Access statutes. The Language Access Director will use this information to provide targeted education, training, and intervention.
1	Efficiency Controls	1.3	OHR Will Reconfigure Investigative Assignment Procedures	In FY16, OHR will integrate protections afforded by the Fair Criminal Records Screening Act, the Protecting Pregnant Workers Fairness Act, and the Unemployment Anti-Discrimination Act of 2012 into its complement of investigative services. Given the variety of laws OHR enforces, OHR will continue to develop a system of case management which streamlines operations and provides speedy resolution to parties. Existing regulations require all cases docketed by OHR to be resolved within a 6 month timeline. Under this new system which was implemented in FY15, investigations will continue to be assigned based upon in-house investigator expertise and the complexity of the allegations and relevant law. This reconfiguration will assist with OHR's goal to reduce its investigative period to less than 6 months.
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Office of Human Rights - 2 (9 Initiatives)

2	Prevent Discrimination	2.1	OHR Will Update EEO Counseling Program for District Government Employees and Provide Training	OHR is redesigning and revitalizing the DC government EEO Counseling process. OHR has already trained over 100 EEO Counselors, HR personnel, and agency attorneys under existing procedures. In FY16, OHR will update DCHRA regulations regarding complaints in the district government, launch an EEO Counselor Certification Program, and offer regular trainings for counselors to reduce the number of employment discrimination complaints in District government.
2	Prevent Discrimination	2.2	OHR Will Create Touchpoints Report	In FY16, OHR will perform a thorough ward-by-ward review and analysis of complaint data (both Complainants and Respondent), identifying location of incidents ("hot spots") and area of discrimination. This information will allow OHR and the District to gain a better understanding of: 1) the most frequent type of offenses; 2) where most Complainants live in the District; and 3) areas of the District where most Respondents do business. OHR will utilize this data to provide targeted education to workers and employers, and to perform Initiative 1.2 below.
2	Prevent Discrimination	2.3	OHR Will Design and Implement Targeted Outreach Initiative	In FY16, OHR will increase its targeted outreach and education efforts by using the Touchpoints Report and collaborating with DOES and marginalized communities. OHR will achieve this by communicating with specific community organizations and leaders to educate workers and employers on the District's human rights. OHR will also work with ANC leaders to implement this initiative.
2	Prevent Discrimination	2.4	OHR Will Conduct Fair Housing Symposium	OHR will work with DC Housing Authority, U.S. Housing and Urban Development agency, and other local housing related agencies to provide a community oriented Fair Housing Symposium. OHR will reach out to community organizations providing assistance to the victims of domestic violence and people who have been identified as homeless in order to ensure education of this marginalized group.
2	Prevent Discrimination	2.5	OHR Will Educate Employers and Workers	In FY16, OHR will develop and issue monthly or quarterly guidance to raise awareness regarding new laws, and to take preventative measures in eliminating discrimination by educating the community about frequent types of discrimination occurring in the District. OHR will work with the Spanish Chambers of Commerce, DSLBD, and DCRA to broaden employer outreach.
2	Prevent Discrimination	2.6	OHR Will Increase Equal Employment Opportunity for Returning Citizens	In FY16, OHR will continue to visit correctional facilities housing individuals who are likely to return from incarceration to the District. OHR will work with the Department of Corrections to reach out to residents in Pre-Release programs. OHR will collaborate with the Office of Returning Citizens Affairs and NAACP to effectuate this initiative.

2	Prevent Discrimination	2.7	OHR Will Enhance Investigations Division Law Clerk Program	OHR will continue to operate a robust and competitive law clerk program focused on educating law school students attending law schools in the District on human rights issues and laws enforced by OHR. OHR will support Human Rights Officers who conduct investigations by pairing them with law students who are passionate about civil rights and who are equipped with the skillset to support HROs with investigative workload.
2	Prevent Discrimination	2.8	OHR WILL Ensure Implementation of Bullying Prevention Policy	In FY16, OHR will work to ensure all covered entities – specifically city agencies and educational institutions – are developing and implementing their bullying prevention policy consistent with OHR’s guidance. In the Youth Bullying Prevention Act of 2012, youth-serving government agencies (e.g.: OSSE, DPR, DPL, etc.) and education institutions (in practice, Local Education Agencies, or LEAs) must have a bullying prevention policy, modeled after the Bullying Prevention Task Force’s model policy. In FY13, the Bullying Prevention Task Force and Bullying Prevention Program made public the model policy. In FY15, the Director of the Bullying Prevention Program launched a toolkit for implementing the bullying prevention policy. It is OHR’s goal to have all District schools (including charter schools) have 100% compliant Bullying Prevention Policy so that all students in all 8 wards have equal access to a world class education.
2	Prevent Discrimination	2.9	OHR Will Strengthen Fair Housing Enforcement	In FY16, OHR will work with DHS to require grantees who are direct service providers to comply with DCHRA on non-housing discrimination. To that end, OHR will provide training to direct service providers who are grantees and sub-grantees. OHR will provide quarterly training to landlords and housing providers on housing discrimination. OHR will also perform additional outreach services to vulnerable communities. OHR will revise its housing regulations to expand protection for victims of intra-family offense, who are part the vulnerable community. OHR will continue to review its regulations for areas to strengthen. OHR will continue to participate in community meetings on tenant barriers to identify barriers and propose potential solutions.

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Office of Human Rights - 3 (1 Initiative)

3	Agencywide Priorities	3.1	OHR Will Educate and Provide Support to the Aging Community	In FY16, OHR will ensure the District's aging residents are able to obtain housing free from discrimination. OHR will achieve this in part by collaborating with ODR and the Office on Aging to ascertain the specific type of assistance OHR can provide. Projected support include providing seminars and outreach sessions on Fair Housing laws and human rights laws covering employment, housing, educational institutions, and public accommodations.
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