

Office of Human Rights FY2019

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2019

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.

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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. (6 Measures)					
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days	Up is Better	Not Available	45%	45.7%	80%
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	Not Available	92.8%	100%	80%
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days	Up is Better	Not Available	77.1%	32.3%	80%
Percent of Office of Human Rights cases certified to the Commission on Human Rights within 60 days	Up is Better	Not Available	29.4%	42.1%	80%
Cost of processing an Office of Human Rights complaint under the Equal Justice Program	Neutral	Not Available	\$4923	\$6611	\$5870
Percent of EEOC cases resolved at the Office of Human Rights	Up is Better	Not Available	Not Available	105%	80%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
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 Measures)					
Percent of Commission on Human Rights cases pending over 15 months	Down is Better	Not Available	24.4%	16.8%	20%
Percent of Commission on Human Rights cases with scheduling orders issued within 30 days	Up is Better	Not Available	100%	100%	80%
Percent of dispositive motions at the Commission on Human Rights resolved within 60 days of filing	Up is Better	Not Available	46.2%	30%	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. (4 Measures)					
Percent of EEO Counselors and Officers Satisfied with Training	Up is Better	Not Available	100%	100%	80%
Percent of covered entities with major public contact monitored and assessed for compliance with the Language Access Act	Up is Better	Not Available	100%	100%	80%
Percent of language access cases which receive initial intervention within 30 days	Up is Better	Not Available	100%	100%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	Not Available	100%	100%	80%
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (3 Measures)					
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Up is Better	Not Available	95.7%	0%	80%
Percent of participants that rate the Business Training Series events as "good" or "excellent" in post-training survey	Up is Better	Not Available	100%	0%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	Not Available	95.6%	0%	80%
5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	52.9%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	76.9%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
	Down is Better	0.7%	0.4%		

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)				Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	0.6	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	113.6%	146.5%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	No applicable incidents	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	24.7%	6.2%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	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. (4 Activities)			
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
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. (5 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
HUMAN RIGHTS COMMISSION	Review Certified Cases	Once the Commission receives a certified case from the Office of Human Rights, the Commission will review the certified case and if appropriate set a scheduling order. If the case is not appropriately certified to the Commission, the Commission will remand the case to the Office.	Daily Service
HUMAN RIGHTS COMMISSION	Review and rule on dispositive motions	Upon filing of a dispositive motion, the Administrative Law Judge (ALJ) assigned to the matter will review and rule on the dispositive motion filed. When appropriate, the ALJ may hold hearings before ruling on the motion.	Daily Service
HUMAN RIGHTS COMMISSION	Hold Hearings Including Final Hearings	When the case has completed discovery and dispositive motions have been resolved, the Commission will schedule and hold a final hearing on the merits of the case. The Commission also holds hearings on motions and dispositive motions.	Daily Service
HUMAN RIGHTS COMMISSION	Issue scheduling order	The Commission will issue scheduling orders within 30 days of receipt of case certification from the Office of Human Rights. The Scheduling Order will contain deadlines by which the parties must file pleadings and motions.	Daily Service
HUMAN RIGHTS COMMISSION	Lead or Organize Commission Meetings	The Chief Administrative Law Judge and his team organizes the Commission meetings, which occur on a bi-monthly basis. The ALJs 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. (7 Activities)			
RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide 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.	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	Technical Assistance to Covered Entities	Provide technical assistance such as one-on-one consultations, implementing corrective actions, training staff on compliance and cultural competencies, and meeting with language access coordinators.	Daily Service
LANGUAGE ACCESS OVERSIGHT	Compliance Monitoring	Review and monitor each major public contact agency's two-year LA compliance plan; monitor and review quality of services provided to LEP/NEP (Limited English Proficient/Non English Proficient) customers; meet with agency Language Access Coordinators.	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.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (3 Activities)			
PUBLIC EDUCATION	Provide education/training	The Communications & Community Engagement team schedules and conducts training for the public and business community. Examples of education and trainings include the Know Your Rights sessions, Human Rights Liaison workshops, Civil Rights in Business Training Series, and other educational resources including publications and guidance documents.	Daily Service
PUBLIC EDUCATION	Perform Outreach	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 press release statements	The Communications & Community Engagement team is responsible for responding to press inquiries and public inquiries. The team also drafts and issues press release statements of the Director.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Intake (3 Measures)			
Number of Inquiries Received	2045	1951	1483
Number of intakes scheduled	Not Available	Not Available	681
Number of Intakes Conducted	Not Available	Not Available	563
1 - Investigate (2 Measures)			
Number of New Docketed Cases	664	707	355
Number of pending cases	806	585	577
1 - Legal Review (5 Measures)			
Number of Final Determinations Reviewed	Not Available	109	164
Number of Motions Reviewed	Not Available	107	247
Number of Litigation Cases Reviewed	Not Available	27	25
Number of Cases Reviewed	Not Available	506	547
Number of FOIA Requests Received	Not Available	Not Available	111

Measure	FY 2016	FY 2017	FY 2018
1 - Mediation (2 Measures)			
Number of Cases Mediated	776	685	521
Number of cases scheduled for mediation	Not Available	Not Available	448
2 - Hold Hearings Including Final Hearings (2 Measures)			
Number of Final Hearings Held	20	8	16
Number of Non-Final Hearings Held	74	35	62
2 - Lead or Organize Commission Meetings (1 Measure)			
Number of Commission Meetings Per Year	6	6	6
2 - Review and rule on dispositive motions (2 Measures)			
Number of Motions	Not Available	9	11
Number of Cases Remanded	Not Available	1	4
2 - Review Certified Cases (1 Measure)			
Number of Certified Cases Received	Not Available	23	19
3 - Bullying Prevention Policy Oversight (2 Measures)			
Number of Covered Entities under Youth Bullying Prevention Act	159	321	324
Number of Youth Bullying Prevention Outreach and Education Activities	Not Available	Not Available	37
3 - Community Engagement (3 Measures)			
Number of Community Education/Outreach Activities	231	76	48
Number of Meetings with Consultative Agencies	12	8	10
Number of Meetings with LA Stakeholders	10	6	7
3 - Compliance Monitoring (1 Measure)			
Number of Language Access Coordinator Meetings Held	6	6	6

Measure	FY 2016	FY 2017	FY 2018
3 - EEO Counselors and Officers Training (3 Measures)			
Number of EEO Counselors and Officers in the District	63	116	111
Number of EEO Trainings Held	12	14	8
Number of Affirmative Action Review Requests	Not Available	Not Available	717
3 - Enforcement (3 Measures)			
Number of LA Inquiries Received	18	37	20
Number of LA Complaints Docketed	14	8	1
Number of Language Access inquiries and cases resolved	Not Available	Not Available	16
3 - School Climate Data and Youth Bullying Prevention Project (1 Measure)			
Number of YBP Outreach and Education Activities	Not Available	Not Available	37
3 - Technical Assistance to Covered Entities (4 Measures)			
Number of Covered Entities under the Language Access Act	62	63	63
Number of Covered LA Entities with Major Public Contact	39	39	39
Number of LA Trainings	30	298	33
Number of Non-Compliant LA Entities	Not Available	4	Waiting on Data
4 - Perform Outreach (4 Measures)			
Number of Overall Outreach Activities	231	244	91
Number of Fair Housing Outreach Activities	109	146	54
Number of Unemployed Anti-Discrimination Act Outreach Activity	45	77	14
Number of FCRSA Outreach Activities	Not Available	Not Available	49
4 - Provide education/training (2 Measures)			
Number of Business Training Series	4	9	27

Measure	FY 2016	FY 2017	FY 2018
Number of Human Rights Liaisons Trained	85	87	22

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Bullying Prevention Policy Oversight (1 Strategic Initiative)		
Youth Bullying Prevention Program Focus – Social Media	In FY19, the Mayor’s Youth Bullying Prevention Program (YBPP) will continue its FY18 effort focusing on youth participants in social media. In partnership with the national research organization Child Trends, in early FY19, YBPP will pilot the lessons developed in FY18. By mid FY19, the lessons will be finalized and by the end FY19, it will be available for free to all covered entities under the Youth Bullying Prevention Act of 2012.	09-30-2020
Community Engagement (1 Strategic Initiative)		
Language Access Celebrates the 15th Anniversary	To celebrate the 15th anniversary of the Language Access Act, OHR will undertake two interagency initiatives in FY19 intended to bolster language access efforts across agencies. The LA Program will a) work with the Office of Cable Television, Film, Music and Entertainment, and the Mayor’s Offices on African, Latino, and Asian and Pacific Islander affairs to produce multilingual video informing customers of their right to language access to be viewed in waiting areas across District agencies, and b) partner with DCHR, the Mayor’s constituency offices, and hiring agencies to host a bilingual hiring fair connecting agencies with skilled bilingual candidates for vacant public facing positions.	09-30-2020
Compliance Monitoring (1 Strategic Initiative)		
Biennial Language Access Plans	In FY19, OHR will work to ensure that all major public contact agencies adopt a comprehensive Biennial Language Access Plan (BLAP) that will serve as the agency’s roadmap for addressing compliance gaps during the FY19/20 period. The BLAPs will identify specific time-bound action items agencies will take to achieve language access priorities.	09-30-2020
EEO Counselors and Officers Training (1 Strategic Initiative)		
Strengthen the EEO Counseling Program	In FY19, OHR will strengthen EEO Counseling Program by streamlining Counselor availability, by providing consistent trainings and holding quarterly meetings.	09-30-2020
Enforcement (1 Strategic Initiative)		
Increase Education on Language Access Enforcement	In FY19, OHR will partner with the Mayor’s Offices on African, Latino, and Asian and Pacific Islander Affairs; the DC Language Access Coalition; and community based organizations on outreach and education efforts to ensure that LEP/NEP populations understand their rights under the Language Access Act, and OHR’s process for investigating language access complaints.	09-30-2020
Intake (1 Strategic Initiative)		
Intake Systems Management	In FY19, in order to increase efficiencies in the Intake Unit, OHR will improve digitizing case documents by ensuring all intake staff are utilizing the system, streamline the initial complaint processing between responsible staff persons through	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	close supervision and case tracking; develop team trainings using peer expertise and improve customer service through surveys.	
Investigate (1 Strategic Initiative)		
Improve Investigation Process	In FY19, the Investigation Unit will develop policies and procedures for conducting fact finding conferences and conduct fact finding conference. Additionally, OHR will streamline all policies and practices by developing a practice manual for the investigation team.	09-30-2020
Issue press release statements (1 Strategic Initiative)		
Agency Publications	In FY19, OHR will issue four (4) publications as follows: (1) the Annual Report; (2) the Language Access Annual Report; (3) Youth Bullying Prevention Program Biennial Report; and (4) a Report on Transgender Resume Testing Project.	09-30-2020
Issue scheduling order (1 Strategic Initiative)		
Improve COHR Record and Data Management	In FY19, COHR will update its record management system by ensuring all documents are digitized and develop mechanisms to capture relevant data such as types of cases and adjudicatory outcomes.	09-30-2020
Legal Review (2 Strategic initiatives)		
Develop OHR Enforcement Guidance Documents	In FY19, to assist the public with compliance, OHR will publish four (4) guidance documents with each focusing on specific areas of the law.	09-30-2020
Update OHR Regulations	In FY19, OHR will review all regulations and select up to 2 sets of regulations to update in FY19.	09-30-2020
Mediation (1 Strategic Initiative)		
Improve Mediation Unit's Systems	In FY19, in order to further refine the mediation unit systems, OHR will improve case management system for capturing mediation data, provide additional training for mediations, and include OHR's Standard Operating Procedures for Case Processing in all of its Letters of Notification.	09-30-2020
Perform Outreach (1 Strategic Initiative)		
Expand Outreach	In FY19, OHR will expand its outreach by focusing on areas east of the river by building partnerships, attending ANC meetings, and holding educational seminars or workshops relating to employment and housing laws. OHR will also convene other Fair Employment Practice Agencies in the DMV area to increase our presence for those that may work and visit the District but may not reside in the District. Additionally, OHR will work hold meetings with sister government agencies to increase understanding of EEO laws in the District.	09-30-2020
Provide education/training (1 Strategic Initiative)		
		09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Expand Education and Training	In FY19, OHR will continue its Human Rights Liaison (HRL) trainings, and to increase its reach, OHR will work with community partners to deliver HRL trainings onsite. OHR will also design and develop new business training sessions focusing on comprehensive civil and human rights laws. As part of OHR's responsibilities under the Street Harassment Prevention Act, OHR will develop and provide educational curriculum on street harassment and work with relevant government agencies to deliver these trainings.	
Review Certified Cases (1 Strategic Initiative)		
Launch full use of electronic case management system and e-filing	In FY19, COHR will fully use the new electronic case management system and offer e-filing to all parties.	09-30-2020
School Climate Data and Youth Bullying Prevention Project (1 Strategic Initiative)		
Youth Bullying Prevention Program - NIJ Project Status	In FY19, the final year of the NIJ grant for positive school climate and violence prevention, the Certification and Advisory Board (CAB), will continue to work to evaluate schools to address school climate and youth bullying prevention. The process entails schools conducting climate surveys, and based on survey results, proposing evidence based framework that supports youth bullying prevention programs. If the proposal is selected, the school will receive funding from the National Institute of Justice to implement the proposed program. The CAB will also collect and vet local resources and supports that school, DC agencies and local non-profits can access to support training and programming around violence prevention and safety.	09-30-2020