

Office of Human Rights FY2021

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2021

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

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 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. (4 Measures)					
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	100%	99.8%	100%	80%
Percent of assigned cases at the Office of Human Rights with letters of determination submitted for review within 160 days of unsuccessful mediation.	Up is Better	32.3%	12.1%	14.2%	50%
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	45.7%	34.5%	74.2%	75%
Percent of settlement agreements executed within 15 business days after completion of mediation session	Up is Better	New in 2020	New in 2020	70.3%	80%
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	16.8%	37.8%	47%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Up is Better	New in 2020	New in 2020	91.7%	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	100%	95%	100%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	100%	100%	No Applicable Incidents	80%
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Up is Better	100%	100%	94%	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	0%	86.5%	87%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	0%	100%	Not Available	80%

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

Operations Header	Operations Title	Operations Description	Type of Operations
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. (2 Activities)			
HUMAN RIGHTS COMMISSION	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
HUMAN RIGHTS COMMISSION	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)			
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
RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide certification and ongoing 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 and informal interventions.	Daily Service
LANGUAGE ACCESS OVERSIGHT	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
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. 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. (2 Activities)			
PUBLIC EDUCATION	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
PUBLIC EDUCATION	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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Intake (2 Measures)			
Number of Inquiries Received	1483	1590	1209
Number of Intakes Conducted	563	735	618
1 - Investigate (2 Measures)			
Number of New Docketed Cases	355	490	457
Number of pending cases	577	503	531
1 - Legal Review (7 Measures)			
Number of Letters of Determination Reviewed	164	69	70
Number of Compliance Reviews Completed	New in 2020	New in 2020	7
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	New in 2020	New in 2020	40
Number of FOIA Requests Reviewed	New in 2020	New in 2020	80
Number of Case Representations - Court	New in 2020	New in 2020	17
Number of Case Presentations - Commission	New in 2020	New in 2020	5
Number of Hearing Examiner Cases Reviewed	New in 2020	New in 2020	4
1 - Mediation (1 Measure)			
Number of Cases Mediated	521	502	379
2 - Convene and Support Commission Meetings (1 Measure)			
Number of Commission Meetings Per Year	6	6	5

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
2 - Hold Final Hearings (2 Measures)			
Number of Final Hearings Held	16	2	3
Number of Pre-Hearing Settlement Conferences Held	New in 2020	New in 2020	0
3 - Bullying Prevention Policy Oversight (2 Measures)			
Number of Covered Entities under Youth Bullying Prevention Act	324	301	244
Number of Youth Bullying Prevention Outreach and Education Activities	37	4	2
3 - Community Engagement (2 Measures)			
Number of Community Education/Outreach Activities	48	14	43
Number of Meetings with Consultative Agencies	10	6	11
3 - Compliance Monitoring and Technical Assistance (3 Measures)			
Number of Language Access Coordinator Meetings Held	6	6	7
Number of LA Trainings to Covered Entities	33	34	36
Number of Covered Entities under the Language Access Act	63	62	61
3 - EEO Counselors and Officers Training (3 Measures)			
Number of EEO Trainings Held	8	11	6
Number of Affirmative Action Review Requests	717	1300	850
Number of active certified EEO Counselors and Officers in the District	111	75	78
3 - Enforcement (2 Measures)			
Number of LA Inquiries Received	20	9	12
Number of Language Access cases resolved	16	4	3
4 - Provide education/training and perform outreach (5 Measures)			
Number of Business Training Series	27	20	3
Number of Human Rights Liaisons Trained	22	101	83
Number of Overall Outreach Activities	91	200	20
Number of Fair Housing Outreach Activities	54	95	20
Number of FCRSA/FCRSHA Outreach Activities	New in 2020	New in 2020	17

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Investigate (2 Strategic initiatives)		
Tipped Wage Workers Fairness Amendment Act platform	Develop an online platform for filing required documentation and information on sexual harassments as required under the Tipped Wage Workers Fairness Amendment Act.	09-30-2021
Agency Reorganization	Implement a reorganization of agency activities to streamline case processing, reduce the existing case back-log, and incorporate the increase of two dozen FTEs.	09-30-2021
Provide education/training and perform outreach (1 Strategic Initiative)		
Outreach and Community Engagement in Ward 7 and 8	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, targeted to residents and community-based organizations in wards 7 and 8.	09-30-2021