

# Office of Human Rights FY2023

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
<b>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. (3 Measures)</b>					
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	100%	92.5%	80%	80%
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	74.2%	81.4%	75%	75%
Percent of cases with letters of determination submitted to Manager for review within 180 of assignment	Up is Better	New in 2022	New in 2022	New in 2022	50%
<b>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)</b>					
Percent of Commission on Human Rights cases pending over 15 months	Down is Better	47%	48.7%	20%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Up is Better	91.7%	100%	80%	80%
<b>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)</b>					
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	No Applicable Incidents	100%	80%	80%
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Up is Better	94%	84.8%	80%	80%
Percent of language access cases which receive initial intervention within 30 days	Up is Better	100%	100%	90%	90%
<b>4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)</b>					

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Up is Better	87%	91.3%	80%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	Not Available	Not Available	80%	80%

## Operations

Operations Title	Operations Description	Type of Operations
<b>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. (5 Activities)</b>		
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
<b>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)</b>		
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
<b>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)</b>		
Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service
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

Operations Title	Operations Description	Type of Operations
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
<b>4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (3 Activities)</b>		
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

## Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
<b>1 - Intake (3 Measures)</b>		
Number of cases processed at intake	Not Available	Not Available
Number of Inquiries Received	1209	972
Number of Intakes Conducted	618	314
<b>1 - Investigate (2 Measures)</b>		
Number of pending cases	531	521
Number of New Docketed Cases	457	341
<b>1 - Legal Review (7 Measures)</b>		
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	40	91
Number of Compliance Reviews Completed	7	9
Number of FOIA Requests Reviewed	80	86
Number of Letters of Determination Reviewed	70	76
Number of Hearing Examiner Cases Reviewed	4	3
Number of Case Presentations - Commission	5	17
Number of Case Representations - Court	17	13
<b>1 - Mediation (1 Measure)</b>		
Number of Cases Mediated	379	390
<b>2 - Convene and Support Commission Meetings (1 Measure)</b>		

Measure	FY 2020 Actual	FY 2021 Actual
Number of Commission Meetings Per Year	5	5
<b>2 - Hold Final Hearings (2 Measures)</b>		
Number of Pre-Hearing Settlement Conferences Held	0	5
Number of Final Hearings Held	3	2
<b>3 - Bullying Prevention Policy Oversight (2 Measures)</b>		
Number of Covered Entities under Youth Bullying Prevention Act	244	247
Number of Youth Bullying Prevention Outreach and Education Activities	2	1
<b>3 - Community Engagement (2 Measures)</b>		
Number of Community Education/Outreach Activities	43	41
Number of Meetings with Consultative Agencies	11	2
<b>3 - Compliance Monitoring and Technical Assistance (3 Measures)</b>		
Number of LA Trainings to Covered Entities	36	88
Number of Covered Entities under the Language Access Act	61	64
Number of Language Access Coordinator Meetings Held	7	11
<b>3 - EEO Counselors and Officers Training (4 Measures)</b>		
Number DC Government Employees Completing EEO Training	Not Available	Not Available
Number of Affirmative Action Review Requests	850	905
Number of active certified EEO Counselors and Officers in the District	78	83
Number of EEO Trainings Held	6	6
<b>3 - Enforcement (2 Measures)</b>		
Number of Language Access cases resolved	3	4
Number of LA Inquiries Received	12	29
<b>4 - Provide education/training and perform outreach (5 Measures)</b>		
Number of Human Rights Liaisons Trained	83	47
Number of Overall Outreach Activities	20	41
Number of Fair Housing Outreach Activities	20	39
Number of FCRSA/FCRSHA Outreach Activities	17	22
Number of Business Training Series	3	0