



Office of Human Rights OHR (HM)

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.

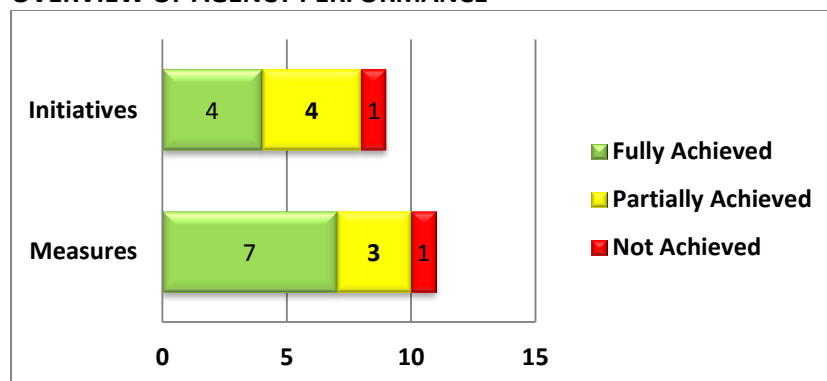
SUMMARY OF SERVICES

The DC OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, according 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 to the Language Access Act of 2004 and investigates allegations of non-compliance to this Act by DC government agencies. 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.

ACCOMPLISHMENTS

- ✓ OHR started and ended fiscal year 2011 with no case backlog, in spite of accepting and processing nearly 400 civil rights cases, including a 30% increase in housing discrimination cases. Mayoral priorities for this accomplishment relate to: Fiscal Stability
- ✓ OHR mediated 332 cases, with a combined settlement amount in excess of \$2 million, representing more than a 26% increase in settlements as compared to 2010. Mayoral priorities for this accomplishment relate to: Fiscal Stability
- ✓ OHR conducted several social awareness and public education campaigns on fair/inclusive housing and language access rights in the District. These multilingual campaigns reached more than 300,000 District residents, workers, and visitors, and educated the public about expansive human rights that protect vulnerable District communities, including victims of domestic violence, immigrants, the GLBT community, and persons with disabilities. Mayoral priorities for this accomplishment relate to: Education Quality, Public Safety, and Self Determination


OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Improve the effectiveness of the agency's enforcement functions by shortening response times and strengthening quality controls.

INITIATIVE 1.1: Maintain the agency's backlog below 20 cases.

As of September 30, 2011, the Office of Human Rights reported a backlog of zero cases. Maintaining a case backlog is often indicative of slow and ineffective internal processes; our maintenance of zero backlog shows commitment to continuous improvement of our agency's operational functionality, and most importantly, a prompt and efficient resolution of cases to constituents.



INITIATIVE 1.2: Increase enforcement actions brought forth by OHR.

The DC Human Rights Act and Chapter 9 of Title IV of the DC Municipal Regulations give OHR enforcement power to bring action against business establishments covered under the Act if a violation to the law is presumed. In FY 2011, OHR transferred the "Director's Inquiries" or systemic investigations portfolio to its Lead Investigator, for a total of 56 inquiries conducted.



INITIATIVE 1.3: Maintain the volume and depth of independent case reviews. In its third year of operation, the OHR's Quality Assurance Panel conducted more than 60 case reviews. It is the agency's utmost goal to ensure the efficacy and high professional standards for each of the cases it investigates. In 2011, 92% of cases reviewed were found fully compliant with regulatory and quality standards.



INITIATIVE 1.4: Complete the process of updating human rights-related issuances, regulations, and procedures. Due to the change of Mayoral administration, the process to obtain final approval of new or updated municipal rules took longer than expected. This was due to staffing changes and a review of the entire process by the new administration.



OBJECTIVE 2: Prevent discrimination by promoting awareness of and compliance with local and federal antidiscrimination laws through education and compliance monitoring.

INITIATIVE 2.1: Improve EEO compliance within District agencies. In FY 2009, OHR implemented a new EEO compliance monitoring mechanism and annual report for all District agencies evaluated under the Office's jurisdiction. By September 30, 2011, OHR intended to measure EEO compliance throughout District government, with the goal of achieving an overall improvement/rating of 20% higher as compared to FY 2010. During the course of the year, OHR shifted this initiative to embark on a workforce diversity analysis of District government, and the completion and submission of such analysis to the Equal Employment Opportunity Commission (EEOC). OHR completed and submitted this report successfully, and shared with the Mayor and other District leaders the result of this diversity study.



INITIATIVE 2.2: Expand citywide diversity and EEO training.

In 2011, the OHR trained 3,061 government and private employers on EEO, approximately 450 less than projected.





OBJECTIVE 3: Effectively collaborate with DC government agencies and the community to promote and enforce equal access to government services by Limited English Proficient/Non English populations.

INITIATIVE 3.1: Improve government compliance with the Language Access Act. This fiscal year, approximately 87% of District agencies were trained on the Language Access Act and submitted reports on Language Access programs. OHR aimed for 100% of agencies trained on the Language Access Act.



INITIATIVE 3.2: Review and approval all of the Biannual Language Access Plans (BLAPs).

OHR met with all “covered” agencies under the Language Access Act. Consequently, OHR reviewed and approved all BLAPs for agencies and departments in FY11.



INITIATIVE 3.3: Community Forums on Immigrant and Language Access rights.

OHR developed an aggressive community outreach plan working in partnership with the DC Language Access Coalition. In 2011 OHR, in partnership with the OAA, OAPIA, OLA, and a variety of CBOs,

hosted two public language access forums for the LEP/NEP community. The purpose of the language access forums was to facilitate a dialogue among key stakeholders on issues of employment and health and social services. The forums provided community members the opportunity to discuss the various issues the LEP/NEP community face accessing government services, to generate new ideas, solutions, and make recommendations that could be used to increase access to services. Over 200 participants attended and multimedia was produced to showcase the results and recommendations of the forums. The videos can be watched at www.ohr.dc.gov.





Key Performance Indicators – Detail

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	KPI	Measure Name	FY2010 YE Actual	FY 2011 YE Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.1	Percent of newly filed cases processed within 5 business days	100%	100%	100%	100%	Equal Justice Program
●	1.2	Percent of case reviews with “very good” or higher	90%	92%	85	93%	Equal Justice Program
●	1.3	Number of backlogged cases at the end of the year	n/a	20	0	100%	Equal Justice Program
●	1.4	Percent of OHR complainants satisfied with the agency’s intake process	92%	90%	93.58	103.98%	Equal Justice Program
●	1.5	Percent of mediations that lead to settlement agreements	32%	35%	55.68	109.29%	Equal Justice Program
●	1.6	Percent reduction in the total inventory of cases adjudicated at the Commission	80%	50%	47.46	105.36%	Commission on Human Rights
●	2.1	Number of DC government and private employers and workers trained on diversity and EEO policies	2,300	3,500	3,792	108.34%	Equal Justice Program
●	2.2	Percent of District agencies trained by OHR on EEO laws and policies	60%	100%	57.58%	57.58%	Equal Justice Program
●	3.1	Percent of District agencies trained on the requirements of the Language Access Act, submit a Language Access Plan, and report on language access progress	90%	100%	89.39%	89.39%	Equal Justice Program
●	3.2	Percent of District “covered” agencies launching Language Access E-Learning Programs	50%	70%	61.36	87.66	Equal Justice Program



	KPI	Measure Name	FY2010 YE Actual	FY 2011 YE Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
	3.3	Percent of “covered” agencies under the LAA that receive an overall rating of good (at least 3 out of 5) or more during foreign language testing	70%	70%	75%	107.14%	Equal Justice Program