



CITY COMMISSION ON HUMAN RIGHTS

Patricia L. Gatling, Commissioner/Chair

Key Public Service Areas

- ✓ Enforce the City's Human Rights Law.
- ✓ Educate the community on the Human Rights Law.

Scope of Agency Operations

The City Commission on Human Rights (CCHR) investigates an average of 1,000 allegations per year of discrimination in employment, housing, and public accommodations, as well as bias-related harassment. In addition, the Commission initiates investigations and prosecutions of systemic Human Rights Law violations. The Commission provides pre-complaint intervention and promotes positive intergroup relations through conferences, workshops and training sessions conducted by its Community Relations Bureau.

Critical Objectives

- Investigate and prosecute complaints of discrimination and bias-related harassment in a timely and efficient manner.
- Provide pre-complaint interventions and foster positive intergroup relations.

Preliminary Performance Highlights

- During the first four months of Fiscal 2012 the Commission filed 46 percent fewer cases compared to the same period of Fiscal 2011. The decrease appears to be part of a larger trend since discrimination filings with the State have also decreased.
- The average cash value of settlements for complainants increased by more than \$2,200 during the reporting period.
- Despite a 24 percent increase in the average age of the Commission's caseload in days, the overall age of the caseload remained stable with 89 percent of pending cases less than one year old, compared to 91 percent during the first four months of Fiscal 2011. The number of cases pending at 3-5 years decreased during the reporting period.
- Conferences, workshops and training sessions decreased 13 percent and school-based sessions decreased 43 percent due to staff re-deployment to pre-complaint interventions, resulting in a 20 percent increase in pre-complaint resolutions, as well as a 15 percent decrease in trainers.



Performance Report

✓ Enforce the City's Human Rights Law.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	FY13		
<i>Complaint investigations completed (%)</i>	86%	77%	73%	*	*	48%	36%
<i>Pre-complaint resolutions</i>	216	210	182	*	*	56	67
★ <i>Cases filed (by type of complaint)</i>	435	410	444	*	*	195	105
- <i>Employment discrimination (%)</i>	54%	56%	66%	*	*	66%	64%
- <i>Housing discrimination (%)</i>	38%	33%	21%	*	*	21%	20%
- <i>Public accomodation discrimination (%)</i>	8%	11%	12%	*	*	12%	15%
- <i>Bias-related harassment (%)</i>	0%	0%	1%	*	*	1%	1%
★ <i>Cases closed (by type of closure)</i>	649	441	462	*	*	182	161
- <i>No probable cause determination (%)</i>	39%	35%	44%	*	*	49%	47%
★ - <i>Probable cause determination (%)</i>	13%	8%	13%	*	*	15%	6%
- <i>Administrative cause (%)</i>	23%	25%	25%	*	*	19%	22%
★ - <i>Settlement (%)</i>	25%	32%	18%	*	*	17%	25%
<i>Cases referred to the Office of Administrative Trials and Hearings</i>	72	37	59	*	*	27	10
★ <i>Average value of cash settlement for complainant (\$)</i>	\$11,004	\$17,918	\$11,846	*	*	\$13,518	\$15,805
<i>Modifications for accessibility</i>	192	173	187	*	*	62	71
★ <i>Average age of complaint caseload (in days)</i>	318	315	306	*	*	270	336
<i>Caseload</i>	402	438	524	550	550	475	472
<i>Cases pending by age - Less than one year</i>	324	353	438	400	400	431	422
- <i>1-3 years old</i>	74	77	81	100	100	38	46
- <i>3-5 years old</i>	4	8	5	10	10	6	4
- <i>Older than 5 years</i>	0	0	0	2	2	0	0

★ Critical Indicator "NA" - means Not Available in this report

✓ Educate the community on the Human Rights Law.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated FY12	FY13		
<i>Conferences, workshops and training sessions</i>	1,002	1,108	1,206	600	600	368	321
<i>Community-based technical assistance</i>	13,563	17,574	17,055	10,000	10,000	4,931	5,134
<i>School-based training sessions conducted</i>	327	370	327	325	325	75	43

★ Critical Indicator "NA" - means Not Available in this report



Agency Customer Service

The City Commission on Human Rights provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	CCHR Jul-Oct FY11	Citywide Jul-Oct FY11	CCHR Jul-Oct FY12	Citywide Jul-Oct FY12	CCHR Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	1	5	5	8	400%	60%
Average response time for letters/mail correspondence (days)	2	11	7	9	250%	-18%
Number of 311 inquiries (to MMR agencies)	3,467	2,467,532	2,811	2,245,344	-19%	-9%

311 Customer Service Center Inquiries

Top CCHR-related Inquiries	Total Jul-Oct FY11	% of CCHR Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of CCHR Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Discrimination Complaint	3,352	97%	1	2,747	98%	1
Community Outreach - Human Rights Education	112	3%	2	61	2%	2
Staff Information Provided	3	0%	3	3	0%	3

Agency Resources

Agency Resources	A c t u a l			September			4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	Updated FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
Expenditures (\$ millions) ²	\$7.1	\$6.9	\$6.1	\$7.1	\$7.2	\$6.5	\$3.6	\$1.7
Personnel	80	72	70	72	72	66	71	69
Overtime paid (\$000)	\$21	\$14	\$20	*	*	*	\$2	\$1

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- The number of cases closed during the first four months of Fiscal 2011 was revised to reflect updated data.

For more information please visit the website at: www.nyc.gov/cchr

