



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

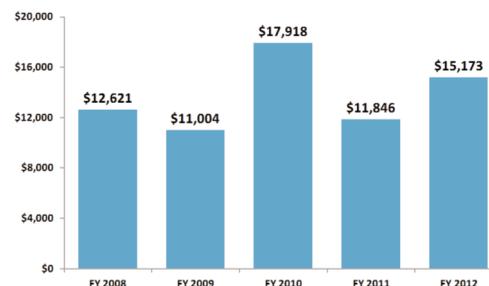
- Investigate and prosecute complaints of discrimination and bias-related harassment in a timely and efficient manner.
- Provide pre-complaint interventions and foster positive intergroup relations.

Performance Report

✓ Enforce the City's Human Rights Law.

- In Fiscal 2012 complaint investigations and pre-complaint resolutions increased 7 percent and 4 percent, respectively, while cases filed with the Commission decreased 25 percent. The decrease appears to be part of a larger trend as discrimination filings with the State in their New York City offices have also decreased. Additionally, the ratio of cases filed to potential complaints has remained consistent with last year (26 percent in Fiscal 2012 compared to 27 percent in Fiscal 2011). CCHR opens a case for every person who states a claim of discrimination or bias related harassment with the agency.
- During the reporting period the Commission functioned with only six investigative attorneys, resulting in a 9 percent increase in the average age of complaints. Seventy-six percent of the caseload was less than one year old at the close of Fiscal 2012. The Commission recently added four new attorneys, which will reduce the age of pending cases in Fiscal 2013.
- The Commission referred 23 cases to the Office of Administrative Trials and Hearings (OATH), 36 fewer cases compared to Fiscal 2011. This decrease is attributable to an 8 percent increase in cases settled (33 cases) before they could be referred to OATH.
- The average cash value of settlements for complainants increased by 28 percent in Fiscal 2012.

Average Value of Cash Settlement



Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Complaint investigations completed (%)	72%	86%	77%	73%	78%	*	*	Neutral
Pre-complaint resolutions	236	216	210	182	190	*	*	Downward
★ Cases filed (by type of complaint)	466	435	410	444	335	*	*	Downward
- Employment discrimination (%)	66%	54%	56%	66%	66%	*	*	Neutral
- Housing discrimination (%)	21%	38%	33%	21%	19%	*	*	Downward
- Public accomodation discrimination (%)	12%	8%	11%	12%	14%	*	*	Upward
- Bias-related harassment (%)	1%	0%	0%	1%	1%	*	*	Upward
★ Cases closed (by type of closure)	477	649	441	462	440	*	*	Downward
- No probable cause determination (%)	53%	39%	35%	44%	45%	*	*	Neutral
★ - Probable cause determination (%)	6%	13%	8%	13%	5%	*	*	Neutral
- Administrative cause (%)	26%	23%	25%	25%	24%	*	*	Neutral
★ - Settlement (%)	15%	25%	32%	18%	26%	*	*	Upward
Cases referred to the Office of Administrative Trials and Hearings	29	72	37	59	23	*	*	Downward
★ Average value of cash settlement for complainant (\$)	\$12,621	\$11,004	\$17,918	\$11,846	\$15,173	*	*	Upward
Modifications for accessibility	217	192	173	187	193	*	*	Downward
★ Average age of complaint caseload (in days)	317	318	315	306	335	*	*	Neutral
Caseload	566	402	438	524	474	550	550	Neutral
Cases pending by age - Less than one year	433	324	353	438	358	400	400	Neutral
- 1-3 years old	126	74	77	81	114	100	100	Neutral
- 3-5 years old	7	4	8	5	2	10	10	Downward
- Older than 5 years	0	0	0	0	0	2	2	Neutral

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

✓ Educate the community on the Human Rights Law.

- The number of conferences, workshops and training sessions and the number of community-based technical assistance sessions remained stable in Fiscal 2012. CCHR conducted 23 percent more school-based training sessions during the reporting period.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Conferences, workshops and training sessions	735	1,002	1,108	1,206	1,217	600	1,000	Upward
Community-based technical assistance	11,920	13,563	17,574	17,055	17,297	10,000	13,000	Upward
School-based training sessions conducted	436	327	370	327	401	325	325	Neutral

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

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	100	100	100	100	NA	100	NA
Percent of letters responded to in 14 days	NA	100	100	100	100	NA	100	NA
Average customer in-person wait time (minutes)	NA	15	15	10	10	NA	10	NA
Completed customer requests for interpretation	NA	NA	1,200	1,235	1,425	NA	NA	NA
CORE customer experience rating (0-100)	NA	NA	89	84	85	NA	85	NA

Agency Resources

Resource Statistics	Actual					Plan ¹		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) ²	\$6.8	\$7.1	\$6.9	\$6.1	\$7.2	\$7.1	\$6.5	Neutral
Personnel	82	80	72	70	62	72	66	Downward
Overtime paid (\$ thousands)	\$9	\$21	\$14	\$20	\$11	\$11	\$11	Neutral
¹ Authorized Budget Level "NA" - Not Available in this report ² Expenditures include all funds.								

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 CCHR's services and goals are:

Service 1: Enforce the City's Human Rights Law.

Goal 1a: Investigate, prosecute and resolve complaints of discrimination and bias-related harassment in a timely and efficient manner.

Service 2: Educate the community on the Human Rights Law.

Goal 2a: Increase community awareness of the Human Rights Law.

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

