

# CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Complaint investigations completed (%)
Description:	The percent of pending complaint investigations and pre-complaint resolutions completed during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Pre-complaint resolutions
Description:	The number of resolutions of potential allegations of Human Rights violations prior to the actual filing of a complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases filed by type of complaint
Description:	The number of filed cases, listed by type of complaint.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– Employment discrimination (%)
Description:	The percent of complaints of discrimination in the workplace where more than four workers are employed.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– Housing discrimination (%)
Description:	The percent of complaints regarding discrimination in most types of housing.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– Public accommodation discrimination (%)
Description:	The percent of complaints of discrimination in places that provide goods and services to the general public.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– Bias-related harassment (%)
Description:	The percent of complaints regarding bias-related harassment, defined as threats, intimidation or coercion with a discriminatory motivation.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed by type of closure
Description:	The number of closed cases, listed by type of closure.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– No probable cause determination (%)
Description:	The percent of closed cases where the Commission does not believe the claim of discrimination can be proven in court.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	– Probable cause determination (%)
Description:	The percent of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source:	Case Tracking System, Law Enforcement Bureau.

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Indicator name:	- Administrative cause (%)
Description:	The percent of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Settlement (%)
Description:	The percent of cases that the parties agree to terms that will resolve and close the complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases referred to the Office of Administrative Trials and Hearings
Description:	The number of cases with a finding of probable cause for discrimination that have been referred for trial to the Office of Administrative Trials and Hearings.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Average value of cash settlement (\$)
Description:	The average cash value of settlement amount for resolved cases.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Modifications for accessibility
Description:	The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Average age of complaint caseload (days/years)
Description:	The average time a case has been in progress from the date of filing through resolution of the complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases pending by age
	- Less than one year
	- 1-3 years old
	- 3-5 years old
	- 5-7 years old
	- Older than 7 years
Description:	The number of open cases still in progress for each respective age group including those that are pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Caseload
Description:	The number of pending cases at the end of the fiscal year including those pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.

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- Indicator name: Conferences, workshops and training sessions  
Description: The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on issues such as the Human Rights Law, cultural diversity, and conflict resolution.  
Source: Community Relations Bureau, Research Division.
- Indicator name: Community-based technical assistance  
Description: The number of technical assistance sessions, including one-on-one or less formal group assistance, that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.  
Source: Community Relations Bureau, Research Division.
- Indicator name: School-based training sessions conducted  
Description: The number of workshops and training sessions held in schools on issues such as the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided to students, teachers, parents or administrators.  
Source: Community Relations Bureau, Research Division.

