



CITY COMMISSION ON HUMAN RIGHTS

Patricia L. Gatling, Commissioner/Chair

What We Do

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.

Our Services and Goals

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.

How We Performed in Fiscal 2013

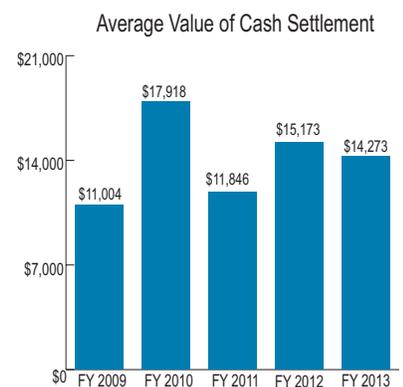
Service 1: Enforce the City’s Human Rights Law.

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

Due to a significant increase in the number of cases filed at CCHR in Fiscal 2013, and an ongoing effort to resolve older cases, the average age of complaint pending at the Commission decreased 21 days to 314 days at the end of Fiscal 2013, to 335 days at the end of Fiscal 2012. Eighty percent of the cases pending at the Commission were less than one year old in Fiscal 2013, compared to 76 percent at the for Fiscal 2012.

Despite the challenges of Hurricane Sandy, which caused the closure of the Commission’s main office in Manhattan for over two months and the relocation of its staff to other borough offices throughout the City, CCHR filed 522 cases in Fiscal 2013, an increase of 56 percent from the 335 it filed in Fiscal 2012. The Commission closed 480 cases in FY 2013, nine percent more than the 440 cases closed the previous year.

The percent of cases that the Commission closed by settlement was 20 percent in FY 2013, a reduction from 26 percent in Fiscal 2012, at the end of a five year downward trend. A reflective increase was achieved in cases with a probable cause determination, which increased to 12 percent in Fiscal 2013 from 5 percent in 2012. Specifically, in Fiscal 2013 the Commission referred those 59 cases, which did not settle, to OATH in Fiscal 2013, compared to 23 cases the previous year.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Cases successfully mediated	12	9	5	11	5	*	*	Up	Down
Pre-complaint resolutions	216	210	182	190	163	*	*	Up	Down
★ Cases filed	435	410	444	335	522	*	*	Neutral	Neutral
★ Cases closed	649	441	462	440	480	*	*	Neutral	Down
- Cases closed (%) - no probable cause determination	39%	35%	44%	45%	43%	*	*	Neutral	Up
★ - Cases closed (%) - probable cause determination	13%	8%	13%	5%	12%	*	*	Neutral	Down
- Cases closed (%) - administrative cause	23%	25%	25%	24%	25%	*	*	Neutral	Neutral
★ - Cases closed (%) - settlement	25%	32%	18%	26%	20%	*	23%	Up	Down
Cases referred to the Office of Administrative Trials and Hearings	72	37	59	23	59	*	*	Neutral	Down
★ Average value of cash settlement for complainant (\$)	\$11,004	\$17,918	\$11,846	\$15,173	\$14,273	*	*	Neutral	Up
Modifications for accessibility for handicapped	192	173	187	193	156	*	*	Neutral	Down
★ Average age of complaint caseload (days)	318	315	306	335	314	*	330	Down	Neutral
Caseload	402	438	524	474	583	550	550	Neutral	Up
Cases pending by age - less than one year	324	353	438	358	467	400	400	Down	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

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

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

By emphasizing direct contact at community events attended by members of the immigrant population and community job fairs attended by job seekers, the Commission achieved a 30 percent increase in community-based technical assistance in Fiscal 2013, to 22,357. CCHR also met its targets for community and school-based workshops and training sessions, although Fiscal 2013 figures declined slightly due to the dislocation of many Commission staff, as well as target organizations and schools, for several months after the Sandy storm.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Conferences, workshops and training sessions	1,002	1,108	1,206	1,217	1,114	1,000	1,000	Up	Up
Community-based technical assistance	13,563	17,574	17,055	17,297	22,537	13,000	13,000	Up	Up
School-based training sessions conducted	327	370	327	401	392	325	325	Up	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Agency Customer Service

CCHR continued to respond to all of its e-mails and letters within 14 days in Fiscal 2013, meeting the targets for the year. It also maintained its average customer in-person waiting time at 10 minutes for Fiscal 2013.

Performance Statistics	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	100	100	100	100	100	100	100	Neutral
Letters responded to in 14 days (%)	100	100	100	100	100	100	100	Neutral
Average customer in-person wait time (minutes)	15	15	10	10	10	10	10	Down
Completed customer requests for interpretation	NA	1,200	1,235	1,425	1,515	NA	NA	NA
CORE customer experience rating (0-100)	NA	89	84	85	94	85	90	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$7.1	\$6.9	\$6.1	\$6.0	\$6.6	\$6.5	\$6.3	Down
Personnel	80	72	70	62	61	66	67	Down
Overtime paid (\$000)	\$21	\$14	\$20	\$18	\$11	\$11	\$11	Down
¹ Authorized Budget Level	² Expenditures include all funds.		"NA" - Not Available in this report					

Noteworthy Changes, Additions or Deletions

None.

For more information on the agency, please visit: www.nyc.gov/cchr.

