



CITY COMMISSION ON HUMAN RIGHTS

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

- At the start of Fiscal 2014, the Commission continued its effort to resolve older cases by reviewing all of its pending investigations, concentrating on the oldest. As a result, by the end of the first four months of Fiscal 2014 CCHR had achieved a 40 percent reduction in cases pending from one to three years, to 67 cases, compared to the 111 such cases it had at the end of Fiscal 2013. Pending cases of one to three years in age account for nearly all of the CCHR inventory of cases over one year old.
- At the end of the first four months of Fiscal 2014, 88 percent of the Commission's caseload was less than one year old, compared to 81 percent at the end of the same period a year earlier.
- CCHR closed a total of 215 cases in the first four months of Fiscal 2014, an increase of 36 percent over the 158 cases it closed in the same period of Fiscal 2013. Cases filed at the Commission increased by 12 percent to 182 during the reporting period, compared to 163 in the same period of the previous year.
- Although the Community Relations Bureau held 12 percent fewer conferences, workshops and school-based training sessions in the reporting period than in the previous year, instances of CCHR community-based technical assistance increased nearly 200 percent to 23,134 in the first four months of Fiscal 2014, compared to 7,728 in the same period of Fiscal 2013. This increase reflects the change in CCHR activities at federal courts during swearing-in ceremonies. Previously, CCHR faced the court attendees to give a presentation, which it counted toward its workshop data. The court then decided that only federal agencies should fill that presentation role. CCHR now hands out its newsletters at court openings, and speaks with each individual, which it counts as technical assistance to help court attendees understand the Human Rights Law.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cases successfully mediated	5	11	5	*	*	0	0
Pre-complaint resolutions	182	190	163	*	*	64	52
★ Cases filed	444	335	522	*	*	163	182
★ Cases closed	462	440	480	*	*	158	215
- Cases closed (%) - no probable cause determination	44%	45%	43%	*	*	56%	51%
★ - Cases closed (%) - probable cause determination	13%	5%	12%	*	*	4%	9%
- Cases closed (%) - administrative cause	25%	24%	25%	*	*	23%	22%
★ - Cases closed (%) - settlement	18%	26%	20%	23%	23%	17%	18%
Cases referred to the Office of Administrative Trials and Hearings	59	23	59	*	*	7	19
★ Average value of cash settlement for complainant (\$)	\$11,846	\$15,173	\$14,273	*	*	\$18,443	\$9,733
Modifications for accessibility for handicapped	187	193	156	*	*	58	54
★ Average age of complaint caseload (days)	306	335	314	330	300	338	299
Caseload	524	474	583	562	474	496	568
Cases pending by age - less than one year	438	358	467	450	400	404	499

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Conferences, workshops and training sessions	1,206	1,217	1,114	1,000	1,000	456	400
Community-based technical assistance	17,055	17,297	22,537	13,000	13,000	7,728	23,134
School-based training sessions conducted	327	401	392	325	325	119	35

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$6.1	\$6.0	\$6.1	\$6.3	\$6.5	\$6.5	\$2.1	\$2.0
Personnel	70	62	61	67	68	68	63	62
Overtime paid (\$000)	\$20	\$18	\$1	\$11	\$11	\$11	\$0	\$0

¹February 2014 Financial Plan

²Expenditures 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.

