

CITY COMMISSION ON HUMAN RIGHTS

Carmelyn P. Malalis, Commissioner/Chair



WHAT WE DO

The New York City Commission on Human Rights (CCHR) is the agency charged with enforcing the City's Human Rights Law. CCHR investigates an estimated 1,600 allegations per year of discrimination in employment, housing and public accommodations, as well as bias-related harassment. In addition, the Commission is empowered to investigate and prosecute systemic Human Rights Law violations. The Commission provides pre-complaint intervention and promotes positive intergroup relations through conferences, workshops and training sessions, among other initiatives, conducted by its Community Relations Bureau (CRB).

FOCUS ON EQUITY

CCHR is charged with enforcing the New York City Human Rights Law, which is meant to ensure that all those who live in, work in or visit New York City - regardless of race, color, age, creed, national origin, disability, gender (including gender expression or identity), sexual orientation or other protected class - are treated equally. The Commission usually resolves between 400 and 600 complaints of discrimination per year and in Fiscal 2014, obtained over one million dollars in damages to complainants, \$250,000 in fines and nearly 200 modifications for disability access. The Commission also reaches hundreds of thousands of individuals each year, from every walk of life, through CRB's education and outreach efforts.

OUR SERVICES AND GOALS

SERVICE 1 Enforce the City's Human Rights Law.

- Goal 1a Investigate, prosecute and resolve complaints of discrimination, retaliation 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

- There were increases to several CCHR enforcement indicators in the first four months of Fiscal 2015. The number of cases filed was 260, compared to 182 in the same period of Fiscal 2014; cases closed rose to 246 from 215; there were 31 cases referred to the Office of Administrative Trials and Hearings, compared to 19 a year earlier. This reflected the retention of experienced staff by the Commission and the hiring of two additional attorneys at the beginning of Fiscal 2015, which brought to 15 the number of attorneys assigned to its Law Enforcement Bureau.
- The percent of CCHR cases closed pursuant to administrative cause decreased by nine percentage points to 13 percent in the first four months of Fiscal 2015, from 22 percent in the comparable period of Fiscal 2014.
- The total pending CCHR caseload was 598 at the end of the first four months of Fiscal 2015, compared to 568 at the same time in Fiscal 2014. The average age of pending CCHR cases was 243 days at the end of the first four months of Fiscal 2015.

SERVICE 1 Enforce the City's Human Rights Law.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Cases successfully mediated	11	5	21	*	*	0	0
Pre-complaint resolutions	190	163	189	*	*	52	52
★ Cases filed	335	522	497	*	*	182	260
★ Cases closed	440	480	602	*	*	215	246
- Cases closed (%) - no probable cause determination	45%	43%	45%	*	*	51%	54%
★ - Cases closed (%) - probable cause determination	5%	12%	8%	*	*	9%	13%
- Cases closed (%) - administrative cause	24%	25%	21%	*	*	22%	13%
★ - Cases closed (%) - settlement	26%	20%	26%	23%	23%	18%	20%
Cases referred to the Office of Administrative Trials and Hearings	23	59	47	*	*	19	31
★ Average value of cash settlement for complainant (\$)	\$15,173	\$14,273	\$15,250	*	*	\$9,733	\$13,170
Modifications for accessibility for disabled	193	156	185	*	*	54	52
★ Average age of complaint caseload (days)	335	314	297	300	300	299	243
Caseload	474	583	567	474	474	568	598
Cases pending by age - less than one year	358	467	496	414	414	499	433

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Conferences, workshops and training sessions	1,217	1,114	1,288	1,000	1,000	400	406
Community-based technical assistance	17,297	22,537	53,426	40,000	40,000	23,134	16,556
School-based training sessions conducted	401	392	272	325	325	35	35

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
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%
Completed customer requests for interpretation	1,425	1,515	1,097	*	*	552	500
Average wait time to speak with a customer service agent (minutes)	10	10	10	*	*	10	10
CORE facility rating	85	94	97	*	*	NA	NA

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$6.0	\$6.1	\$5.6	\$6.5	\$7.0	\$6.7	\$2.0	\$1.8
Personnel	62	61	62	68	67	68	62	65
Overtime paid (\$000)	\$18	\$1	\$4	\$11	\$11	\$11	\$0	\$1

¹February 2015 Financial Plan

²Expenditures include all funds.

"NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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

