

FISCAL YEAR 2025
Annual
Report



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Annabel Palma, Chair and Commissioner

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Message from Mayor Eric L. Adams

New York City is the most diverse city in the world, and I believe that’s what makes us strong. But our diversity is strongest when everyone is treated with dignity and respect. That is what the New York City Commission on Human Rights is all about. They are on the frontlines, making sure discrimination has no place in our schools, our homes, our workplaces, or on our streets.

This past year, the Commission continued to show up for New Yorkers in all five boroughs. Through tabling at community events, hosting workshops, conducting trainings, and partnering with local organizations, the Commission reached over 150,000 New Yorkers in multiple languages. From combating antisemitism and Islamophobia, to addressing anti-immigrant bias and disability discrimination, the Commission is helping New Yorkers know their rights and ensuring those rights are protected.

Discrimination isn’t just a civil rights issue – it’s a safety issue. When someone is denied an opportunity, pushed out of public housing, or harassed on the job because of who they are, it threatens their well-being, their stability, and their future. And when whole communities feel targeted or unsafe, that creates fear, mistrust, and division. That is why the work of the Commission is essential to our administration’s public safety mission. It helps ensure that every New Yorker – not just the loudest or most privileged – can walk through this city with confidence. True public safety means protecting our rights as much as protecting our streets.

This year was marked by real progress in the fight against discrimination. The Fair Chance Housing Act took effect to help ensure that New Yorkers with conviction records

are not automatically shut out of housing opportunities because of their past. And height and weight are now protected categories under the New York City Human Rights Law because no one should be discriminated against based on their body type. These changes are about fairness – plain and simple – and the Commission is working hard to make that fairness a reality and hold anyone who discriminates accountable.

We know that when people understand the law and feel empowered to speak up, we can prevent harm. That’s why I encourage every New Yorker to reach out to the Commission if they experience or witness discrimination whether it’s in housing, employment, or public spaces. You can call (212) 416-0197 or visit [NYC.gov/HumanRights](https://nyc.gov/HumanRights) to get support.

I want to thank Commissioner and Chair Annabel Palma and her team for their tireless work and unwavering commitment. Together, we are building a safer, fairer, more inclusive New York City where everyone can thrive.

Eric Adams
Mayor



Message from Chair and Commissioner Annabel Palma

This year, the work of the New York City Commission on Human Rights continued to make a meaningful difference in the lives of New Yorkers. In every borough and every community, our mission remains clear: to fight discrimination, hate, and bias wherever it happens. Despite important progress, the need for strong civil rights protections remains as urgent as ever for New Yorkers. We are honored to be the agency you can turn to for support, for accountability, and for justice.

At the heart of our work is a very simple truth: human rights are not abstract – they are personal. They are about whether someone can rent an apartment, get a job, practice their faith, or walk down the street without fear. When those rights are threatened, the Commission steps in to protect and support our communities.

Over the past year, I’m proud that we’ve expanded our outreach and intake efforts to meet people where they are. As global conflicts sparked tensions here at home, we listened to impacted communities, deepened partnerships with faith leaders and cultural organizations, and increased our presence in neighborhoods that saw a rise in bias incidents. While the landscape of federal protections shifts, we want New Yorkers to know that our law has not changed. The NYC Human Rights Law remains one of the strongest civil rights laws in the country.

We worked hard to ensure new protections under the NYCHRL were more than just words on paper. When the Fair Chance Housing Act took effect, we launched a citywide, multilingual campaign to reach tenants, landlords, and housing providers, developed a new training, and launched a new phase of collaboration with advocates. We also raised awareness about new rights for workers,

including access to lactation rooms. And when specific communities were under attack, we prioritized culturally responsive education and training to address long-standing forms of bias. These changes are shaping a more inclusive city – one where people are seen, heard, and respected.

I continue to be inspired by my staff’s commitment to this work. Across every borough, in dozens of languages, Commission staff help New Yorkers navigate a complex legal system with professionalism, compassion, and understanding. They are turning rights into reality every day.

We know the challenges ahead are real, but we face them with determination. To every New Yorker who has spoken out against discrimination, advocated for someone else, or demanded fairness, I thank you. You remind us why this work matters. Together, we will keep building a city where human rights are more than a promise, they are lived by and for all of us.

Annabel Palma
Chair and Commissioner

Commitment to New Yorkers

(First Published January 2024)

For over 80 years, the Commission has fought for a city free from discrimination where all New Yorkers can live, work, and thrive with dignity. Our work was born out of the need to address racial tension and disparities - work which remains central today.

Diversity is the source of our city's strength. Honoring our differences, the Commission uses law, education, and community engagement to unify our city, even at our most challenging moments. The Commission works to center equity in the day-to-day lives of all New Yorkers, informed by the varied histories and lived experience of the communities we serve.

To advance fundamental rights for all New Yorkers, the Commission is committed to:

- Forge pathways to justice for individuals impacted by discrimination, resulting in individual remedies and systemic policy change through litigation
- Cultivate respect, understanding, and inclusion to prevent discrimination via education, outreach, and community engagement
- Shape laws and policies that eliminate root causes of discrimination and advance equality, working with government and community partners.

Our work continues to grow and evolve to meet the needs of all New Yorkers. If you witness or experience discrimination, contact the Commission by phone at (212) 416-0197 or online at [NYC.gov/HumanRights](https://nyc.gov/HumanRights).





Amplifying the Rights of New Yorkers

The Commission educates the public about the New York City Human Rights Law (NYCHRL), playing a key role in promoting respect and understanding among New York City's diverse communities, with the goal of shaping a more inclusive society. The agency provides trainings on the specific protections under the New York City Human Rights Law, cultural competency, and bystander intervention. This is coupled with outreach focused on preventing discrimination by engaging with landlords, real estate agents, employers, and business owners who have specific obligations under the NYCHRL, and for whom the Commission has created detailed trainings and resource materials.

In FY25, the Commission reached a record 150,053 New Yorkers through 2,845 outreach activities, ranging from business door knocking and resource fairs to trainings and public panels. One important area where we expanded outreach is to immigrant New Yorkers, which was marked by new training strategies, ensuring community needs were met in real time.

To deepen partnerships and continue to build trust, the Commission launched legal roundtables with community groups and advocates across all five boroughs, creating direct avenues for dialogue and collaboration. We also strengthened collaborations with sibling agencies, including the Department of Health and Mental Hygiene (DOHMH), Department of Consumer and Worker Protection (DCWP), Small Business Services, the Mayor's Office of Immigrant Affairs (MOIA), the Public Engagement Unit (PEU), the Office of People with Disabilities (MOPD), the Office for the Prevention of Hate Crimes (OPHC), the NYC Department for the Aging (NYC Aging), and the Department of Housing Preservation and Development (HPD).

A highlight of the year was the successful expansion of the Community Grant Initiative, now in its third year with OPHC-

MOCJ, funding grassroots projects to combat bias, hate, and discrimination.

The Commission's efforts ensured that New Yorkers citywide were informed of their rights and obligations, advancing the shared goal of a city free from bias and discrimination.



Advancing Equity and Racial Justice

The Commission continues to advance racial equity through workshops and trainings that help New Yorkers understand what racism is, how to identify it, and how to combat it using the City’s Human Rights Law. Building on feedback gathered in FY24, the Commission updated its workshop on race and color discrimination, now titled “The City Human Rights Law: Protections Against Anti-Black Racism, Race and Color Discrimination.” Updates included dedicated group discussion time, practical case scenarios, historical context on racism and white supremacy, and best practices for reporting discrimination.

In FY25, approximately 700 individuals from eight organizations and agencies participated in this training – including staff from the New York City Police Department (NYPD), New York City Public Schools (NYCPS), and the Department of Health and Mental Hygiene (DOHMH). These external efforts are complemented by the revitalization of an internal Anti-Black Racism Working Group to inform agency efforts.

Launch of Mobile Clinics

To increase accessibility, the Commission launched mobile intake clinics in FY25 to provide multilingual staff, one-on-one consultations, and education on protections under the NYC Human Rights Law, bridging gaps between communities and government. This initiative began in Bay Ridge at the An-Noor Social Center in partnership with Bay Ridge Community Development Center, Women Empowerment Coalition of NYC, and the Arab American Association of NY.

Immigration, National Origin, and Citizenship Engagement

The Commission developed and launched a new training on immigration, national origin, and citizenship status protections under the law. Workshops were conducted in English, Spanish, Bangla, Russian, Mandarin, and Haitian Creole, reaching thousands across New Visions High School District, Yankasa Masjid in Highbridge, and immigrant-serving organizations. Partners included the Bronx Borough President, Bronx District Attorney, and State Attorney General’s Office.

In Staten Island, the Commission joined the Hunger Task Force, coordinating with food pantry networks and distributing multilingual materials weekly. Staff engaged at Project Hospitality, La Colmena, Catholic Charities, Home Depot parking lots, and New York Public Libraries. In Brooklyn, a Day of Visibility in Little Haiti connected immigrant New Yorkers to resources and rights protections.

Latino/Latinx Engagement

During Hispanic Heritage Month, the Commission partnered with Queens Community House to host “Shaping the Future: Building Communities Through Access,” bringing together over 20 agencies and 200 participants. Spanish-language workshops were expanded, covering employment, housing, and age discrimination. These efforts complement CCHR’s printed materials, which are published in the ten mandated Local Law 30 languages.

AAPJ Engagement

The Commission deepened ties with AAPJ communities through parades, festivals, Know Your Rights workshops, and immigrant resource fairs. Partnerships included the Chinese Christian Herald Crusades and the “Love & Unity” Concert & Community Resource Fair in Flushing. A milestone collaboration with the Bronx Borough President’s Office resulted in the first Mid-Autumn Festival celebration at the Bronx’s Borough Hall.

African Diaspora Engagement

The Commission strengthened partnerships with The Africa Center, African Communities Together (ACT), and other community leaders, participating in African Heritage Month celebrations and country flag raisings with sibling agencies. These efforts ensured African diaspora communities, especially recent arrivals, were connected to city resources and celebrated cultural contributions.



Advancing Rights in Housing

In FY25, the Commission advanced housing equity by partnering with CAMBA, Asian Americans for Equality, Harlem Development Corporation, and Northfield Economic Development Corp to provide workshops, seminars, and resource fairs on the Fair Chance Act in Housing Act, Source of Income protections, and tenants’ rights. CCHR also worked with older adult centers across the city to deliver trainings on housing protections. In collaboration with the Department of Housing Preservation and Development, the Commission joined the Where We Live campaign and management training series, engaging landlords, developers, and agents on their obligations under the Human Rights Law.

With the Fair Chance in Housing Law taking effect in FY25, the Commission also launched Project TEAM, a pilot program using participatory methods and partnerships with trusted entities such as houses of worship to expand the agency’s reach into new communities. The inaugural cohort at Mt. Sion Baptist Church in Brooklyn, brought together justice-impacted individuals who learned about the law and conducted peer-to-peer outreach within their networks.



Expanding Accessibility

The Commission advanced disability rights through partnerships with the Bronx Borough President’s Disability Advisory Council, Disability Unite, and Centers for Independent Living. CCHR held multilingual trainings, joined the Andrew Heiskell Braille and Talking Book Library’s resource fair, and co-hosted the Disability Unite Festival in Central Park, which drew over 5,000 participants. These efforts ensured people with disabilities had access to protections and city resources in inclusive spaces.

Combating Bias and Hate

The Commission remained steadfast in advancing intergroup relations and addressing bias, hate, and discrimination. In FY25, we organized and participated in a range of dialogues across the city, including co-coordinating the Abate Hate and Hate Violence Summit at Gracie Mansion. Attended by diverse leaders, the summit explored collaborative solutions to hate violence. The Commission also engaged regularly with the Queens Borough President’s Hate Crimes Taskforce and is a member of the Staten Island Hate Crimes Task Force and the State’s NYC Bias Regional Council, strengthening collaboration with government and community stakeholders.

For the third consecutive year, the Commission partnered with the Office for the Prevention of Hate Crimes (OPHC) to administer the Community Project Grants to Prevent and Address Bias and Hate. These awards, of up to \$10,000, funded creative grassroots efforts aimed at reducing hate crimes and bias incidents beyond traditional law enforcement responses. Grantee projects included educational campaigns, art exhibits, and community events. Awardees included the Red Hook Art Project, Coleridge Ahsaan Mitchell, Right to Be, Staten Island Immigrant Center, Hindus for Human Rights, Voices of the Youth Changes Everything, Redlotus artwork, The New Quo, T’ruah: The Rabbinic Call for Human Rights, and the APNA Center.

The Commission also partnered with the Wagner College Holocaust Center (WCHC) and OPHC to support the Solidarity Fellowship, focused on bridging communities through youth engagement. Fellow Ruth Kupperberg provided tours of the Holocaust Education and Action Gallery, highlighting historical artifacts, stories of “upstanders,” and lessons from the Holocaust and Rwandan genocide. As part of the Youth Stand Up to Hate programs, the Commission participated in dialogues

with students, reinforcing the importance of solidarity and the protections afforded under the NYC Human Rights Law. Since 2020, the Commission has offered bystander intervention trainings to equip New Yorkers with nonviolent strategies to disrupt bias and harassment. In FY25, more than 1,000 New Yorkers were trained in partnership with organizations such as Food Bank NYC, New York Law School, Queens Adult Learning Center District 79, Homecrest Community Services, and Stumptown Coffee Roasters. These trainings emphasized de-escalation, allyship, and the role of identity in interventions. The Commission also co-organized Talking Circles with the Central Queens Against Hate Coalition, Glow Community Center, and Thai Community USA, fostering dialogue and healing in affected communities.

To honor Dr. Martin Luther King Jr.’s legacy, the Commission held its second annual MLK Day of Action Against Hate across all five boroughs. Staff canvassed local business corridors and high-traffic areas alongside partners from the Community Affairs Unit, the NY State Division on Human Rights, and the Mayor’s Office to End Gender-Based Violence. Engaging more than 2,000 New Yorkers, CCHR shared resources and information about protections under the NYC Human Rights Law, embodying Dr. King’s vision through action and presence in communities.



Empowering Youth

The Commission’s Youth for Equity and Solidarity (YES) Initiative empowers young people from across the city to engage in social change, build leadership skills, and amplify their voices in advancing equity. In FY25, the Commission concluded its 5th YES Council Cohort, completed Peer Mediation Programs in two high schools, facilitated youth-focused workshops, and participated in 371 youth-focused events, reaching more than 19,000 young people.

The YES Council advises the Commission on outreach strategies and addresses civil rights issues affecting young people. In FY25, youth leaders focused on racial equity, education equity, and language access. YES Council members created and piloted a Spanish ELL Student’s Language Access Experience Survey at Queens International High School for Health Sciences to document potential discrimination faced. They also launched the “Roots of Change” Book Club Initiative to encourage dialogue on racial identity and personal experiences with race.

The Commission’s Peer Mediation Program, established over 20 years ago, provides conflict resolution training to high school students. In FY25, programs at Queens High School of Teaching and the School for Classics High School trained 23 students as certified peer mediators.

The Commission continued to deliver “Youth, Know Your Rights!” workshops in schools across the city, ensuring young people understand how to recognize and report discrimination. Partners included M.S. 318 Waterside School for Leadership, P.S. 192, Columbia University’s Justice Ambassadors Youth Council, LaGuardia Community College, and Frederick Douglass Academy III, among others.

Additionally, through the Welcome to New York City initiative, the Commission conducted outreach at Bronx Community College, Brooklyn College, NYU, LaGuardia, and Queensborough Community College, connecting incoming classes and international students with resources and education about their rights in housing, employment, and public accommodations.



Engaging Older Adults in New York City

The Commission remained an active member of NYC Aging’s Cabinet for Older Adults, an inter-agency initiative advancing an age-inclusive city through structural and systemic solutions. In FY25, the Commission trained more than 550 older adults participating in the Silver Corps and Senior Community Service Employment programs. Delivered in English and Spanish, these Human Rights Law and Age Discrimination in Employment trainings equipped participants with knowledge of their workplace rights.

As part of the Cabinet’s broader work, the Commission actively engaged in working groups and meetings focused on strengthening protections for older New Yorkers. CCHR also participated in Older Adult Town Halls across the five boroughs. At these events, the Commission responded to questions ranging from voucher discrimination to building accessibility.

The Commission also tabled at multiple Older Adult Centers, distributing resources and engaging directly with community members to raise awareness of the Human Rights Law. Locations included Forest Hills Older Adult Center in Queens, PSS Davidson in the Bronx, Grand Street Settlement in Manhattan, Ft. Greene-Willoughby Older Adult Center in Brooklyn, and Cassidy Coles Neighborhood Older Adult Center in Staten Island.

Through these trainings, collaborations, and outreaches, the Commission advanced its mission to ensure that older adults across New York City are protected from discrimination and fully included in daily city life.

Forging Interfaith and Intercultural Understanding

In FY25, the Commission deepened its commitment to strengthening interreligious cooperation. At a time of polarization, our work focused on building bridges among diverse faith and cultural communities to educate, empower, and unify New Yorkers under the Human Rights Law.

The Commission regularly met with faith leaders across the city, providing legal literacy on protections against discrimination. CCHR engaged with the Mayor’s Faith-Based Liaisons, precinct clergy councils, and collaborated extensively with African American Clergy and Elected Officials (AACEO). We also participated in the Racial Reconciliation Roundtable and the Jewish-Evangelical Interfaith Group. In the Bronx, the Commission hosted a Multi-Faith Gathering to equip clergy with tools to educate their congregations, and joined the National Day of Prayer, where diverse leaders prayed for the city’s wellbeing.

Cultural and religious observances, including Diwali, Rosh Hashanah, Juneteenth, and citywide iftars provided valuable outreach opportunities. During Ramadan, staff joined Malikah for a community iftar at the Museum of the Moving Image, co-hosted a grocery distribution for 45 families, and engaged worshippers at Friday prayers across the boroughs. The Commission also conducted outreach at synagogues and temples, honored Vaisakhi at the Sikh Cultural Society, and participated in the Phagwah Parade in Richmond Hill with Caribbean Equality Project and other partners.

CCHR strengthened relationships with Hindu, Sikh, and Buddhist communities through events such as Phullan da Pul/Phoolon Ka Pul: A Day of Action and Togetherness, and

expanded connections with the Buddhist Council of New York and member temples citywide.

In December, the Commission hosted Wearing Our Faith: Respecting Different Beliefs, a youth panel on International Human Rights Day in partnership with Queens Library at Flushing and more than a dozen community organizations. The event highlighted the significance of religious attire and provided a space for dialogue among Sikh, Christian, Muslim, and Jewish leaders. Similarly, CCHR celebrated International Mother Language Day in Queens with over 300 attendees, featuring performances in diverse languages and highlighting vital city resources.

In Crown Heights, the Commission helped plan the annual One Crown Heights celebration and hosted a community conversation, fostering dialogue between Jewish and Caribbean residents to promote respect and collaboration.

Workshops remained central to the agency’s interfaith mission. Programs such as Understanding Muslim Experiences and Combating Anti-Muslim Bias and Understanding Jewish Experiences and Antisemitism brought together city agencies, libraries, and educational institutions-including DOHMH, NYC Parks, NYPD School Safety, Queens Library, and CUNY Law School-to confront rising antisemitism and anti-Muslim bias. These sessions created space for conversation, raising awareness of cultural practices, providing examples of discrimination, and building bridges of tolerance and understanding across communities.

Through these collective efforts-trainings, cultural observances, public events, and interfaith partnerships – the Commission continued to advance intergroup understanding, combat religious discrimination, and uphold the right of every New Yorker to live and worship freely.



Revitalizing Relationships with Indigenous Communities

In FY25, the Commission strengthened its engagement with Native American and Indigenous communities through events, outreach, and cultural recognition. A key highlight was the second annual Native American Heritage Month Reception at Gracie Mansion. The event, co-hosted by the Commission brought together Indigenous leaders, city officials, and Lenape chiefs from across the tri-state area, the U.S., and Canada – honoring the Lenape diaspora and its enduring ties to Lenapehoking (New York City). The program included performances, speeches, cuisine prepared by an Indigenous chef, and served as a symbol of the city’s ongoing commitment to honoring Native communities.

Beyond Heritage Month, the Commission joined powwows, including Drums Along the Hudson and Indigenous Peoples Day, Climate Week events, the United Nations Permanent Forum on Indigenous Issues, vigils for Missing & Murdered Indigenous People (MMIP), and other cultural gatherings, continuing to expand outreach.

The Commission also played a central role in NYC 400, the City’s commemoration of New York’s founding, ensuring Indigenous voices were included. This work featured a short film on Lenape history created in partnership with Lenape leaders.

All outreach was conducted in both English and Spanish to maximize reach so that Indigenous-identifying New Yorkers—regardless of national origin, language, or documentation status—could access Commission resources and protections under the Human Rights Law.



Showing Up for Gender Justice

In FY25, the Commission deepened its commitment to advancing gender justice through outreach, education, and partnerships across the five boroughs.

The Commission was invited to present at key empowerment events, including Women’s History Month and International Women’s Day celebrations. At the ARISE Youth Summit hosted by Turning Point for Women and Families, the Commission facilitated a student focused human rights workshop, equipping high school participants with tools to identify and address discrimination in schools and online spaces.

Partnerships remained central to this work. The Commission collaborated with organizations including Malikah, Jahajee Sisters, South Queens Women’s March, Not in My Watch, VIP Mujeres, Korean American Family Service Center, La Colmena, and the Caribbean Women’s Health Association in FY25.

The Commission also joined citywide Denim Day events, marching and speaking out to raise awareness of sexual assault and gender-based discrimination. In September, staff participated in the Brides March, highlighting the Human Rights Law’s housing and employment protections for survivors of domestic violence.

Domestic Worker Engagement

Since the passage of Local Law 88 in 2022, the Commission has designed new strategies to reach domestic workers and employers, recognizing the intersections of race, religion, pregnancy, immigration, and national origin in their experiences. Engagement centered on locations including UPK centers,

health care facilities, libraries in TRIE neighborhoods, and senior care programs. Key partners included We Dream in Black, Alex House Project, Park Slope Parents, Kingdom of Life Ministries, Restaurant Opportunities Center, Emma’s Torch, Old Stone House, Hand in Hand, and Adhikaar.

The Commission also worked closely with coalitions such as the Care Campaign, Domestic Worker Coalition of NYC, and Carroll Gardens Nanny Association to educate workers and employers on NYCHRL protections and the importance of dignified working conditions. In FY25, the Commission also partnered with the Care Forward campaign to improve workplace standards through a multi-sector approach.

In June 2025, the Commission co-sponsored International Domestic Workers Day with the National Domestic Workers Alliance. Over 200 workers participated, sharing experiences and priorities for advancing rights. A panel with the Mayor’s Office of Immigrant Affairs and Carroll Gardens Nanny Association highlighted resources available to support workers’ rights and responsibilities.

Through these efforts, the Commission continued to stand with women, girls, and gender-expansive communities, ensuring they are informed of their protections under the Human Rights Law.



Supporting LGBTQIA+ Communities

In FY25, the Commission continued to combat discriminatory practices targeting LGBTQIA+ New Yorkers and affirmed that all people—regardless of gender identity, gender expression, or sexual orientation—are fully protected from discrimination under the NYC Human Rights Law.

The year began with major federal policy shifts seeking to undermine and dismantle protections for LGBTQ+ individuals, particularly transgender, gender non-conforming, nonbinary, and intersex (TGNCNBI) people. In response, the Commission prioritized public education to assure New Yorkers that local protections in housing, employment, and public spaces remain firmly in place.

The Commission participated in Pride celebrations citywide, including the NYC Pride March and the 56th anniversary of the Stonewall Uprising. CCHR also stood with the Pride Center of Staten Island during the historic 2025 St. Patrick’s Day Parade, when LGBTQ+ groups marched for the first time. Commission staff also participated in Staten Island Pride, and in Pride events in every borough throughout June.

Workshops remained a cornerstone of our efforts. CCHR’s Working with Transgender and Gender Non-Conforming Persons training was delivered to sibling agencies including NYPD’s EEO Division, DOHMH, NYC Probation, DYCD, Queens Public Library, and the CUNY Graduate Center. We also partnered with DYCD’s Summer Youth Employment Program to train employers and participants on LGBTQ+ protections under the law.

The Commission once again spearheaded the 9th annual LGBTQ+ Iftar, in collaboration with The Center, Caribbean Equality Project, SALGA NYC, Safe Horizon Streetwork Project,

Tarab NYC, and other partners. This event drew record crowds and provided a safe and affirming space at the intersection of Muslim and queer identities.

In FY25, in partnership with the Bronx Borough President’s Office and Destination Tomorrow, the Commission celebrated Trans Day of Visibility with a panel discussion featuring TGNCNBI advocates and public servants. At a time when transgender rights are under attack nationally, the event underscored the resilience of the community and NYC’s unwavering commitment to protecting gender identity and expression.

The Commission also joined community members in mourning the tragic killing of Sam Nordquist, one of more than a dozen transgender people murdered nationwide in 2025. By showing up in moments of celebration and moments of tragedy, the Commission reaffirmed its role as a steadfast ally, dedicated to advancing equity, dignity, and justice for LGBTQIA+ New Yorkers.





Legislative Activities and Strategic Partnerships

The Commission regularly engages with City Council, City Hall, the Law Department, and sibling agencies regarding legislation, regulations, and interagency collaborations. In FY25, new NYC Human Rights Law protections went into effect, prohibiting almost all housing providers from discriminating on the basis of criminal records in housing sales or rentals. FY25 also ushered in an amendment to the Human Rights Law that requires employers to post and distribute lactation policies and aligns the NYCHRL with state law on paid breaks for lactation.

The Commission participated in three City Council hearings, speaking on a range of topics, including pay transparency, pay disparities, caregiver discrimination, and pathways to ensure small businesses are accessible to persons with disabilities.

Commission Participation in FY25 City Council Hearings:

- December 12, 2024: Provided testimony on series of bills aimed at advancing addressing workplace disparities and advancing equity, including through new pay data reporting requirements for private employers, pay transparency requirements in job postings, and balancing caregiver needs with workplace responsibilities.
- March 7, 2025: Testified on staffing, resources, and CCHR accomplishments during the Preliminary Budget Hearing for FY26.
- May 9, 2025: Testified regarding efforts to enhance accessibility and to work with Small Businesses Services to ensure that the NYC Human Rights Law's protections against disability discrimination are understood and implemented.

As part of ongoing efforts to ensure that New York City's robust anti-discrimination protections are known to the public, the Commission undertook a range of activities including:

- Hosting a virtual public hearing on proposed rules to amend the City Human Rights Law and
- Publishing updated Legal Enforcement Guidance on Immigration Status and National Origin protections under the NYCHRL.





Breaking Down Barriers to Housing

On January 1, 2025, new protections under the New York City Human Rights Law (NYCHRL) took effect as part of the passage of the Fair Chance Housing Act. This landmark law makes it illegal for most housing providers—including landlords, brokers, co-ops, and condos—to discriminate against renters and buyers because of arrest records, convictions, or other criminal history. With more than 800,000 New Yorkers holding conviction records, the Act addresses a critical barrier to securing stable housing.

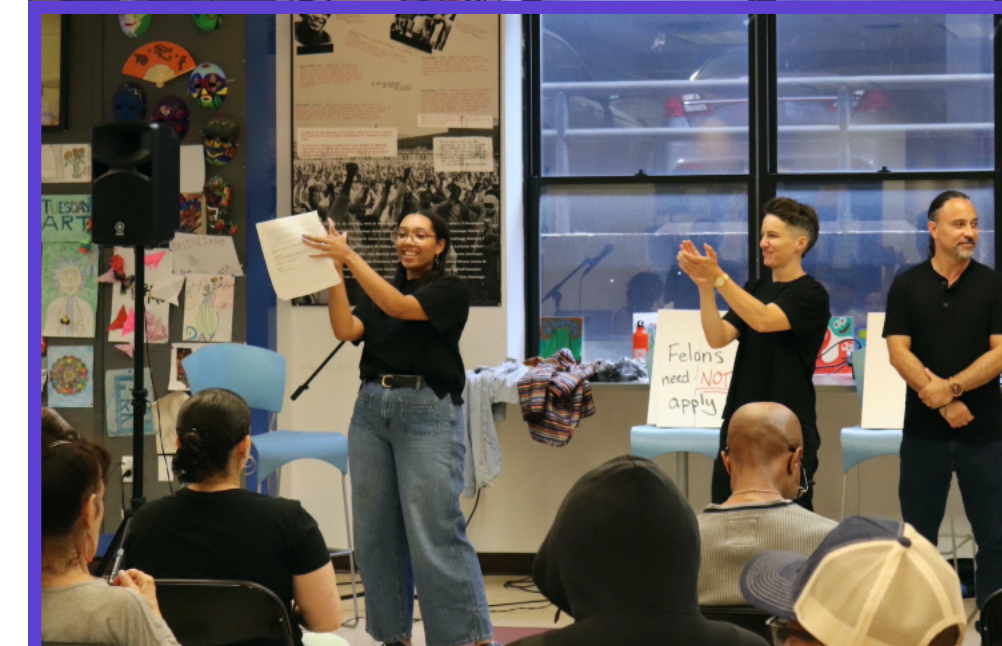
The Fair Chance Housing Act limits when and how housing providers can consider conviction history, permitting review of only narrow categories of records. While the NYCHRL does not require criminal background checks, it mandates a clear process for providers who choose to use them. According to the Law, most housing providers are prohibited from:

- Advertising or stating restrictions based on criminal history.
- Asking about or requiring disclosure of criminal history before making a conditional offer.
- Denying or altering housing opportunities due to arrest or conviction records without following legally mandated steps.

To raise awareness, the Commission launched the Break Down Barriers to Housing campaign. Developed with input from legal service providers and directly impacted New Yorkers, the campaign included FAQs for both housing providers and renters, a Notice of Rights form, and extensive public outreach. Materials were promoted through social media, LinkNYC kiosks, bus shelters, convenience stores, Taxi TV, 311, and city radio networks, and Commissioner Palma was featured in public service announcements.

The Commission also introduced a free Fair Chance in Housing training, available by request to all New Yorkers, ensuring that

renters, buyers, and providers alike understand and comply with these historic protections.





NYC Human Rights Summit

In FY25, the Commission hosted its Second NYC Human Rights Summit, bringing together policymakers, legal advocates, community leaders, and service providers to confront the challenges facing civil rights. The Summit served as a rallying call, especially in times of uncertainty, to reaffirm our shared responsibility to uphold fairness, equity, and inclusion across New York City.

Featuring a rich lineup of interactive panels, guest speakers, and collaborative sessions, the Summit centered on actionable solutions to combat discrimination in housing, employment, and public spaces. Attendees collaborated to share best practices and forge new partnerships to protect the rights of all New Yorkers.

Summit sessions included discussions on systemic barriers that marginalize communities focusing on transgender and gender nonconforming individuals, immigrants, and those who have been justice involved.

More than just a convening, the Summit reinforced the Commission's role as a civic catalyst, building momentum for collective action rooted in community solidarity. By aligning the voices of diverse sectors-government, nonprofit, advocacy, and grassroots-the event charted a unified path forward.

In the face of emerging threats to human rights, the NYC Human Rights Summit demonstrated the power of collaboration.





Reaching New Yorkers Through Media

In FY25, the Commission expanded its multi-platform outreach to ensure New Yorkers are aware of their rights and protections under the NYC Human Rights Law. Leveraging social media, digital platforms, community outlets, and print media, the Commission prioritized reaching communities most at risk of discrimination and exclusion.

A key highlight was the launch of a citywide, multilingual Fair Chance Housing Act campaign. Appearing across print, digital, and out-of-home formats, the campaign delivered more than 19.7 million impressions, exceeding projections by over 50%, and generated over 13,800 unique clicks to the Commission’s website and social platforms.

To strengthen connections with immigrant communities, the Commission co-hosted a roundtable at City Hall with partner agencies. The event provided critical information on rights and protections, and was covered in more than 60 articles nationwide, including outlets serving linguistically and culturally diverse audiences.

The Commission’s monthly radio show and podcast, Rights Here, Right Now, continued to serve as a trusted resource for timely, accessible information. Airing on WHCR 90.3 FM and available on Spotify and YouTube, the show celebrated its one-year anniversary in FY25 with a special episode featuring Commissioner Sideya Sherman of the Mayor’s Office of Equity and Racial Justice and Commissioner Saloni Sethi of the Mayor’s Office to End Domestic and Gender-Based Violence. Together, they highlighted cross-agency collaboration to advance equity, safety, and human rights.

Commission leadership and staff also participated in video, radio, and print interviews throughout the year, reinforcing public awareness and strengthening trust among New Yorkers.

A snapshot of the Commission’s FY25 media and social engagement is provided below.

	New Followers	Engagements	Impressions
f	904	2486	1,154,751
X	415	3160	47,624
ig	2,988	2234	683,836
in	318	624	9,854

	Website
Visits	1,295,488
Page Views	4,197,569
New Visitors	1,259,175
Downloads	99,384

Enforcement of the City Human Rights Law

Through an array of civil rights enforcement tools, the Commission addresses individual instances of discrimination and seeks to root out patterns and practice of discrimination in employment, housing, and public accommodations; eliminate bias-based profiling by law enforcement; and protect against discriminatory harassment. The Commission’s attorneys and interventionists respond to inquiries from the public and evaluate and investigate allegations of discrimination. Where appropriate, the Commission offers the opportunity to resolve claims through a pre-complaint process. Such early interventions can provide expedited relief where violations are ongoing. Most claims are addressed through filed complaints, and ensuing investigations are resolved via litigation or settlement.

Inquiries

Allegations of discrimination are brought to the Commission’s attention in a variety of ways. Most commonly, a member of the public contacts the agency by phone, in person, or via webform. The Commission’s staff fielded a record 15,507 inquiries from members of the public in FY25 in the form of phone calls, emails, letters, and in-person office visits. Most inquiries concerned possible employment and housing discrimination. Upon receiving an inquiry, a dedicated team routes inquiries for pre-complaint intervention, further assessment by an attorney, as well as referral to sibling agencies, and/or to community resources.



Claims in Inquiries by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	LENDING PRACTICES	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	TOTAL
AGE	1	3	34	8	•	3	•	49
AIDING/ABETTING	•	1	•				•	1
ARREST RECORD (Employment only)			33				•	33
CAREGIVER STATUS (Employment only)			7				•	7
CITIZENSHIP STATUS	•	3	4	15	•	2	•	24
COLOR	2	3	26	17	•	17	•	65
CONVICTION RECORD (Employment only)			22				•	22
COVID-19			1			•	•	1
CREDIT HISTORY	•	•	1	•	•	•	•	1
CREED	•	3	21	5	•	3	•	32
DISABILITY	1	11	143	364	3	143	•	662
DOMESTIC PARTNERSHIP STATUS	•	•	1	•	•	•	•	1
GENDER ¹	4	43	171	46	•	17	•	278
HEIGHT	•	•	1	•	•	•	•	1
IMMIGRATION STATUS	•	2	1	7	•	1	•	10
INTERFERENCE WITH PROTECTED RIGHTS			1	5	•		•	6
LAWFUL OCCUPATION (Housing only)				4	•		•	4
LAWFUL SOURCE OF INCOME (Housing only)				618			•	618

¹ Includes Gender Identity and Gender Expression.

Claims in Inquiries by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	LENDING PRACTICES	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	TOTAL
MARIJUANA/THC TESTING	•	•	2	•	•	•	•	2
MARITAL STATUS	•	•	2	4	•	•	•	6
NATIONAL ORIGIN	1	3	53	23	•	17	•	96
PREGNANCY (Housing, Employment, and Public Accommodations only)			28	5	•	3	•	36
PRESENCE OF CHILDREN (Housing only)				15	•		•	15
RACE	•	7	77	36	•	34	•	154
RETALIATION	•	•	93	25	•	2	•	120
SALARY HISTORY (Employment only)			2				•	2
SALARY TRANSPARENCY (Employment only)			153		1		•	153
SEXUAL ORIENTATION	•	9	21	19	•	10	•	60
UNEMPLOYMENT STATUS		•	1	•	•	•	•	1
UNIFORMED SERVICES MEMBER	•	•	•	•	•	1	•	1
VICTIMS OF DOMESTIC VIOLENCE (Housing and Employment only)			1	6	•		•	7
WEIGHT	•	•	3	•	•	3	•	6
PROTECTED CLASS NOT STATED	•	•	•	•	•	•	13343	13343
GRAND TOTAL								15,507

Non-English Language Inquiries

The Commission takes pride in maintaining a staff that reflects the diversity of New York City. Twenty-five languages are spoken across the agency. When there is a need for additional language support, LEB provides interpreters by phone.

In FY25, the Infoline staff fielded 1,144 inquiries in 15 languages other than in English. The top three languages for inquiries other than those in English were Spanish, Russian, and Mandarin.

LANGUAGE	COUNT
American Sign Language	5
Arabic	9
Bengali	3
Chinese – Cantonese	14
French	5
Haitian Creole	6
Hebrew	1
Japanese	1
Korean	3
Chinese-Mandarin	49
Nepali	2
Polish	4
Russian	53
Spanish	987
Urdu	2
Grand Total	1144



Testing

The Commission uses testing, a longstanding and effective civil rights investigative tool, to assess if discrimination in housing, employment, or public accommodations is occurring. The Commission leverages tips received through the agency’s Infoline, information from stakeholders, and other sources to determine which entities to test. As part of an investigation, the agency may have testers conduct telephone or online tests of potential employers, employment agencies, landlords/real estate brokers, restaurants, hospitals, gyms, stores, or other

public accommodations to assess whether covered entities treat individuals differently because they identify as belonging to a protected class.

In FY25, agency testers attempted 1,346 tests, successfully completing tests of 1,182 entities by phone and online. An entity may be tested for potential violations in multiple jurisdictions and/or multiple protected classes. Tests are determined to be incomplete for a variety of reasons, including no response from the tested entity.²

Claims in Tests by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS	JURISDICTION			
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	TOTAL
ARREST RECORD (Employment only)	231			231
CONVICTION RECORD (Employment only)	231			231
CREDIT HISTORY (Employment only)	231			231
DISABILITY	•	85	305	390
GENDER ³	•	•	145	145
LAWFUL SOURCE OF INCOME (Housing only)	•	274	•	274
MARIJUANA/THC TESTING	231	•	•	231
PRESENCE OF CHILDREN (Housing only) ⁷		20		20
SALARY HISTORY (Employment only)	230			230
SALARY TRANSPARENCY (Employment only)	288			288
GRAND TOTAL				2,271

² Tests may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.
³ Includes Gender Identity and Gender Expression.

Pre-Complaint Interventions

When appropriate, the Commission intervenes before, or instead of, filing a complaint in order to provide immediate relief from continuing harm and/or to offer a quick resolution. The Law Enforcement Bureau’s specialized units and its staff attorneys intervene in a range of situations using pre-complaint intervention tools.

Candidates for pre-complaint intervention include matters that may be resolved quickly without filing a complaint. For example, disability-related accommodation requests in housing, employment, or public accommodations can often be resolved on an expedited basis, without engaging in lengthy litigation. A more flexible work schedule requested due to a disability or religious observances, installation of grab bars, roll-in showers, ramps, or access to a store or medical office may also be issues that can be resolved through early intervention, providing immediate relief. Employees who are still employed but have been denied a reasonable accommodation or otherwise experienced discrimination by their employers may opt to attempt to have the situation resolved through the pre-complaint intervention process once a staff attorney informs the employer of its obligations under the City Human Rights Law. Individuals who have been ghosted or denied housing because of their voucher status, may opt for CCHR to lead negotiations with housing providers to obtain immediate access to housing opportunities.

The Commission may also determine a pre-complaint intervention is necessary when a clear pattern or practice of violations comes to its attention. In such instances, LEB

may send a cease-and-desist letter or otherwise contact the discriminating entity to demand that it immediately stop the illegal practice, change its policies, and among other requirements, attend a training on the City Human Rights Law. In these cases, LEB does not need to file a complaint and initiate a formal investigation because LEB can obtain a full resolution through pre-complaint interventions when the entity responds and complies with the Law. In these instances, LEB will often formalize the terms of the intervention through a Stipulation and Order. If early intervention efforts are unsuccessful, LEB can file a complaint, proceed with an investigation, and seek civil penalties.

In FY25, LEB resolved 327 matters without filing a complaint. Of these 327 pre-complaint interventions⁴, 5 were the result of Commission-initiated investigations. Some interventions involved claims under more than one jurisdiction and many involved more than one protected class, as reflected in the below chart.

⁴ Matters may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.

Claims in Pre-Complaint Interventions by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS	JURISDICTION			
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	TOTAL
CITIZENSHIP STATUS	•	1	•	1
COVID-19	1	•	•	1
DISABILITY	3	62	7	72
GENDER ⁵	1	4	1	6
INTERFERENCE WITH PROTECTED RIGHTS		1		1
LAWFUL SOURCE OF INCOME (Housing only)		254		254
NATIONAL ORIGIN	•	2	•	2
PREGNANCY (Housing, Employment, and Public Accommodations only)	2	•	•	2
PRESENCE OF CHILDREN (Housing only)		1		1
RACE	•	2	•	2
RETALIATION	1	•	•	1
SEXUAL ORIENTATION	•	1		1
GRAND TOTAL				344

⁵ Includes Gender Identity and Gender Expression.

Commission-Initiated Complaints

Some Commission-initiated investigations lead to the filing of a Commission-initiated complaint alleging pattern and practice violations. In FY25, the Commission filed 21 Commission-initiated complaints. The chart below lists the areas of jurisdiction and the protected classes for claims in Commission-initiated complaints. Most complaints allege discrimination based on more than one protected class. As the table below shows, Commission-initiated complaints filed in FY25 span 7 protected categories in employment, housing, and public accommodations.⁶

⁶ Complaints may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.



Claims in Commission-Initiated Complaints by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS	JURISDICTION				
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	VIOLATION OF CA	TOTAL
AGE	•	•	2	•	2
ARREST RECORD (Employment only)	11			•	11
CONVICTION RECORD (Employment only)	2			•	2
DISABILITY	•	1	1	•	2
GENDER ⁷	•	•	2	•	2
LAWFUL SOURCE OF INCOME (Housing only)		8		•	8
MARIJUANA/THC TESTING	1	•	•	•	1
RACE	2	•	•	•	2
SALARY HISTORY (Employment only)	1			•	1
SALARY TRANSPARENCY (Employment only)	8			•	8
VIOLATION OF A CA	•	•	•	1	1
GRAND TOTAL					85

⁷ Complaints may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.

Total Complaints Filed

The Commission filed 396 complaints of discrimination in FY25. About fifty-eight percent (58%) of those cases were in employment, thirty-one (31%) were in housing, and ten percent (10%) were in public accommodations. Disability-related claims were the most common across all areas of jurisdiction at twenty-six percent (26%). Other prevalent claims include gender (18%), Lawful Source of Income (15%), and race (8%). During the fiscal year, the Commission focused its efforts on triaging inquiries and matters. The types of discrimination claims filed with and by the Commission during FY25 are below. Most complaints

allege more than one violation, sometimes under more than one jurisdiction and, more commonly, under more than one protected class. Complaints filed by members of the public and Commission-initiated complaints are included. Therefore, the numbers below overlap with the Commission-initiated complaints in the chart above⁸.

Note: The graphic shows only categories with one or more claims. It does not include jurisdictional areas where no claims were filed in the reporting period.

Total Claims by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS						
	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	VIOLATION OF A CA	TOTAL
AGE	•	18	2	3	•	23
AIDING/ABETTING	•	•	•	1	•	1
ARREST RECORD (Employment only)		15			•	15
CAREGIVER STATUS (Employment only)		5			•	5
CITIZENSHIP STATUS	1	3	3	1	•	8
COLOR	•	5	2	2	•	9
CONVICTION RECORD (Employment only)		17			•	17
COVID-19	•	1	•	•	•	1
CREDIT HISTORY (Employment only)		1			•	1
CREED	•	8	1	1	•	10

⁸ Complaints may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.

Total Claims by Protected Class and Jurisdiction

July 1, 2024 – June 30, 2025

PROTECTED CLASS						
	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	VIOLATION OF A CA	TOTAL
DISABILITY	2	67	46	16		131
GENDER ⁹	2	84	9	11		106
HEIGHT	•	2	•	•	•	2
IIMMIGRATION STATUS	1	1	2	•	•	4
INTERFERENCE WITH PROTECTED RIGHTS	•	•	1	•		1
LAWFUL SOURCE OF INCOME (Housing only)			64		•	64
MARIJUANA/THC TESTING	•	1	•	•	•	1
MARITAL STATUS	•	1	2	•	•	3
NATIONAL ORIGIN	2	18	6	3	•	29
PREGNANCY (Housing, Employment, and Public Accommodations only)		9	1	1	•	11
PRESENCE OF CHILDREN (Housing only)			6		•	6
RACE	2	38	8	8	•	56
RETALIATION	•	78	13	2	•	93
SALARY HISTORY (Employment only)		1			•	1
SALARY TRANSPARENCY (Range)		9			•	9
SEXUAL ORIENTATION	1	11	3	2	•	17
VICTIMS OF DOMESTIC VIOLENCE (Housing and Employment only)		•	1		•	1
VIOLATION OF A CA	•	•	•	•	1	1
GRAND TOTAL						626

⁹ Includes Gender Identity and Gender Expression.

Case Determinations and Resolutions

In FY25, the Commission resolved 374 filed cases. The possible Commission case outcomes were settlement, administrative closure, withdrawal, or a determination of either Probable Cause or No Probable Cause. These are described in further detail below. In FY25, the Commission also referred 16 matters to the Office of Administrative Trials and Hearings (OATH) for further litigation.

Over the past few years, the Commission has committed to resolving complaints more efficiently. As part of this commitment, the Commission has focused on pre-complaint intervention work and resolving investigations promptly. The processing time for filed cases is influenced, in part, by the fact that the NYC Human Rights Law has been amended to include more protected categories, expanding the Commission’s mandate. These changes in the Law combined with the Commission’s efforts to increase awareness through publicized legal enforcement guidance and media campaigns have contributed both to an increasing number of inquiries from the public and the increased number of inquiries as well as matters handled by the Commission across areas of jurisdiction.

The Commission’s focus remains on balancing the need to conduct thorough investigations, creating alternative pathways to resolution through pre-complaint interventions to resolve matters more expeditiously where appropriate, and ensuring that resources are utilized effectively and efficiently. In FY25, the average time that filed complaints were pending while moving to a final resolution was 1,029 days.

Case Determinations and Resolutions

July 1, 2024 – June 30, 2025

Closure	Number	%
No Probable Cause	2	0.5%
Probable Cause	68	18.2%
Administrative Closure	168	44.9%
Settlements	136	36.4%
Total	374	100%

Probable Cause or No Probable Cause Determinations

After the Commission has undertaken a full investigation, a case is settled, administratively closed, or a determination of Probable Cause or No Probable Cause is issued. In deciding whether probable cause exists to credit the allegations of a complaint that an unlawful discriminatory practice has been or is being committed by a respondent, the Commission considers whether a reasonable person, looking at the evidence, could conclude that it is more likely than not that an unlawful discriminatory practice occurred.

Settlements

The Commission resolved 36% of cases in FY25 through settlement. In such cases, the parties and the Commission enter into a conciliation agreement, which is an enforceable Commission order. Some cases are also resolved through a private settlement agreement, with a notice of withdrawal filed at the Commission. Finally, cases resolved through the Commission’s Office of Mediation and Conflict Resolution are also included in these totals.

Almost all conciliations include some form of affirmative relief, which may include training on the NYC Human Rights Law, postings of Notices of Rights, monitoring, and/or a policy and practice changes, and working with communities impacted by behavior reported to the Commission. Additionally, settlements may include damages for complainants, including back pay in applicable employment cases. This fiscal year, the Commission increased its use of restorative remedies in settlements, including negotiating new partnerships and programs between

respondents and organizations serving affected protected classes, instituting implicit bias trainings, having housing providers set aside a certain number of units for voucher holders, and, in Commission-initiated cases that involve smaller businesses with first-time violations, shaping affirmative relief in lieu of civil penalties to have a greater impact.

Administrative Closures

An administrative closure may be issued in several circumstances, including at a complainant’s request, when a complaint is deemed non-jurisdictional after investigation, when the Commission is unable to locate the complainant after diligent efforts, and when LEB has determined a case is unlikely to lead to probable cause. Notably, an administrative closure preserves a complainant’s right to bring the same claim in court.

Enforcement Action Highlights in Fiscal Year 2025

SEXUAL HARASSMENT

NY Dialysis Services Inc. Settled Sexual Harassment Case for \$30,000 in Emotional Distress Damages and Civil Penalties

Complainant filed a sexual harassment claim after a supervisor routinely commented on her appearance and indicated that she was hired because she was attractive. Complainant was then terminated because she complained about ongoing harassment. Respondent agreed to pay \$15,000 in emotional distress damages, \$15,000 in civil penalties, attend anti-discrimination training, display anti-sexual harassment and “Know Your Rights” posters, and develop an anti-discrimination policy.

SEXUAL ORIENTATION DISCRIMINATION

New York City Department of Homeless Services & Acacia Network Agreed to Pay \$14,000 in Damages and Penalties for Sexual Orientation Based Harassment

Complainants, a gay couple, filed a claim on the basis of their sexual orientation after they experienced an attack and were harassed by Department of Homeless Services (DHS) staff and residents in an NYC shelter, causing them to be repeatedly moved within a 12-month period. DHS agreed to pay each Complainant \$3,500 in emotional distress damages and attend an anti-discrimination training. The operator of the shelter, Acacia Network, also agreed to pay \$3,500 to each Complainant. Acacia Network will also pay \$7,000 in civil penalties and attend an anti-discrimination training.

Enforcement Action Highlights in Fiscal Year 2025 Cont.

SOURCE OF INCOME/VOUCHER DISCRIMINATION

Douglas Elliman Settled Source of Income Discrimination Case for \$35,000 in Civil Penalties and Created a \$15,000 Rental Application Fee Fund for Prospective Voucher Applicants

The Commission initiated a complaint against Douglas Elliman after testers from Housing Rights Initiative (HRI) were informed that vouchers were not accepted or wouldn’t work for the building. Douglas Elliman agreed to pay \$35,000 in civil penalties, create a \$15,000 rental application fee fund and implement a broker incentive program for agents working with voucher holders. The settlement also mandated additional testing, internal auditing, anti-discrimination training, revised policies, and Douglas Elliman agreed to display posters about the rights and responsibilities under the NYC Human Rights Law.

Compass Inc. Agreed to Partner with New York City’s Public Engagement Unit and Paid \$160,000 in Settlement for Two Source of Income Discrimination Cases

Two Complainants with housing vouchers were prohibited from applying to available units listed by Compass Inc. The Commission initiated a complaint after testing by Housing Rights Initiative revealed that Compass Inc. stated there were minimum income and credit requirements despite a voucher covering 100% of the rent. Compass Inc. agreed to pay \$25,000 to each Complainant for emotional distress damages and \$110,000 in civil penalties. Compass Inc. will also partner with the City’s Public Engagement Unit to work with voucher holders and directly share listings within voucher payment standard range. Compass Inc. agents must attend anti-discrimination training, update policies, and display legally required postings.

Enforcement Action Highlights in Fiscal Year 2025 Cont.

RACE AND SEXUAL ORIENTATION DISCRIMINATION

Alpha Wave Global LP Settled Wrongful Termination Case for \$85,000 in Emotional Distress Damages and Backpay

Complainant filed a wrongful termination complaint against Alpha Wave Global LP, alleging discrimination based on race and sexual orientation that ultimately resulted in unlawful termination when complainant reported that discrimination. As part of a conciliation agreement, Alpha Wave Global LP agreed to pay \$60,000 in emotional distress damages and \$25,000 in backpay, and to have select employees attend NYC Human Rights Law training, among other relief..

DISABILITY DISCRIMINATION

The Henry Norman Hotel Settled Service Animal Discrimination Claim for \$26,000 in Emotional Distress Damages and Civil Penalties

Complainants filed a claim against the Henry Norman Hotel, alleging employees made derogatory remarks about the use of their service animal. Hotel staff harassed Complainants throughout the night and into the next morning about the use of the service animal going so far as to call NYPD. The Hotel agreed to pay Complainants \$21,000 in emotional distress damages and \$5,000 in civil penalties. The settlement also required training on the NYC Human Rights Law, policy updates that will be reviewed by the Commission, and display of the Commission’s “Notice of Rights” poster.



Damages Awards and Civil Penalties

In FY25, through conciliations, mediated settlements, and withdrawals with benefits, the Commission obtained \$17,459,622 in compensatory damages to complainants and civil penalties.

Compensatory Damages	\$15,689,122
Civil Penalties	\$1,770,500
Total	\$17,459,622





Office of Mediation and Conflict Resolution

The Commission's Office of Mediation and Conflict Resolution (OMCR) is a voluntary mediation program that provides a neutral and empowering process for parties to a case to facilitate a quick, efficient, and mutually acceptable resolution of claims. OMCR assists in facilitating resolutions at various stages of the enforcement, including pre-investigation, mid-investigation, conciliation and/or after a finding of probable cause. OMCR provides these mediation services at no cost.

In FY25, OMCR successfully mediated 17 cases to resolution, accounting for an aggregate recovery of \$1,796,875, excluding non-economic terms and affirmative relief. For the seventh consecutive year, the average time from the acceptance of a case in mediation to its closure declined: 107 days in FY25 compared to 112 days in FY24.





Fiscal Year 2025 Budget

The Commission’s funding comes primarily from city tax-levy monies. Additional funding has been provided through a contract with the Equal Employment Opportunity Commission (EEOC) for the cases the Commission resolves that include claims under federal law that could also be filed at the EEOC.

City Tax Levy	\$13,847,428.00
EEOC Contract (Workshare Agreement)	\$132,150.00
Total	\$13,979,578.00

The Commission is committed to supporting Minority and Women-Owned Business Enterprises (M/WBEs). Prioritizing diversity, equity, and inclusion in contracting with vendors is necessary for the success of the city. In FY25, the Commission spearheaded strategies to increase M/WBE utilization through goal setting and actions. The agency also worked to create economic opportunities for vendors, and to ensure that Commission staff received training on the procurement process and relevant policy changes.

In FY25, despite fiscal constraints, the Commission spent 50.4% of its eligible Local Law 1 funding with M/WBEs, exceeding the previous year’s spending. The Commission continues to invest in its overall human rights mission to promote racial and gender equity in government contracting, including the areas of professional services, standard services, and goods.

Previous M/WBE Investments	
FY24	39.5%
FY23	35.0%
FY22	52.2%
FY21	50.2%
FY20	47.9%
FY19	57.4%
FY18	34.5%
FY17	23.4%
FY16	18.6%
FY15	15.7%





Office Locations and Contact Information

To file a complaint or learn more about the Commission, dial (212) 416-0197.

MAIN OFFICE

22 Reade Street
New York, NY 10007
Dial 311 and say “human rights” or (212) 306-7450

NY RELAY SERVICES

Dial 711 or
(800) 421-1220 (English)
(877) 662-4886 (Spanish)

WEBSITE

[NYC.gov/HumanRights](https://nyc.gov/HumanRights)

Borough Offices

MANHATTAN

22 Reade Street
New York, NY 10007
(212) 416-0197

QUEENS

153-01 Jamaica Avenue, 2nd Floor
Jamaica, NY 11432
(718) 657-2465

BRONX

1932 Arthur Avenue, Room 203A
Bronx, NY 10457
(718) 579-6900

STATEN ISLAND

60 Bay Street, 7th Floor
Staten Island, NY 10301
(718) 390-8506

BROOKLYN

25 Chapel Street, Suite 1001
Brooklyn, NY 11201
(718) 722-3130



[NYC.gov/HumanRights](https://nyc.gov/HumanRights)

