



Commission on
Human Rights

FISCAL YEAR 2022

Annual Report

Annabel Palma, Chair and Commissioner

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Message from Mayor Eric L. Adams

When people think of the greatest cities in the world, they think about New York City. It is a beacon of hope and opportunity. It embodies the American dream.

To make that dream possible, New Yorkers need to feel safe from discrimination and harassment in their homes, on the job, and in public spaces. I am proud to be the mayor of a city with one of the nation's most expansive human rights laws. The Commission on Human Rights works hard to enforce the City's Human Rights Law, and partners with communities throughout the five boroughs to raise awareness of New Yorkers' fundamental rights and to foster an inclusive and welcoming city.

Earlier this year, I announced the reappointment of Annabel Palma as Commissioner and Chair of the New York City Commission on Human Rights. During her tenure, new City Human Rights Laws protections have gone into effect to enhance employment protections for domestic workers and promote salary transparency. The agency has also developed new trainings, including on combatting antisemitism in New York City, and it has created space for New Yorkers to heal when discrimination and harassment occur through restorative justice and youth engagement, among other initiatives. The work of the New York City Commission on Human Rights speaks to the commitment and dedication that Commissioner Palma, and everyone at the agency, has to ensuring the well-being of all New Yorkers.

I know that the Commission will continue to work hard to enforce our Human Rights Law, combat discrimination and harassment in their many forms, and be a resource to our residents no matter how they identify in the diversity of our great city.

Eric Adams
Mayor



Message From Chair and Commissioner Annabel Palma

While New York City has one of the most expansive human rights laws in the country, the work to ensure dignity and equality is never done. That is why I am truly honored to continue to serve all New Yorkers as Commissioner and Chair of the New York City Commission on Human Rights. I am grateful to Mayor Adams for entrusting me with the responsibility of leading this vital city agency, where we work every day to prevent and respond to prejudice, intolerance, bigotry, discrimination, and harassment. It is our duty to protect the civil and human rights of all those who live in, work in, and visit the five boroughs.

For me, this work is personal. I know how it feels to experience discrimination and harassment. I have witnessed the impact in my community, which is why I have dedicated my career to fostering change and fighting for equity.

Over the past year we have made great strides to advance protections for all New Yorkers. This annual report offers a snapshot of the amazing work that our agency has been able to push forward.

The City Human Rights Law's employment protections were strengthened by two amendments. One extended greater workplace protections to domestic workers. Subsequently, Mayor Adams signed an amendment that fosters greater salary transparency. Salary transparency can help level the playing field for New Yorkers who have been harmed by wage disparities – often women and people of color. The Commission also launched education and awareness campaigns to ensure New Yorkers know that our law protects sexual and reproductive health decisions, prohibits credit checks and THC testing in the job application process, and provides for caregiving and lactation protections in the workplace.

Our Law Enforcement Bureau entered innovative settlements in areas such as source of income discrimination, workplace protections, and disability accommodations to make complainants whole and address the root causes of discrimination. Our Community Relations Bureau reached more than 100,000

New Yorkers through outreach, events, trainings, and workshops.

My first year at the Commission has been dedicated to solidifying relationships with community partners and showing up for New Yorkers. Whether marching in Pride, welcoming immigrants and newcomers to our city, or advocating for survivors of gender-based violence, my priority has been to be as embedded into our communities as possible. My staff and I are committed to creating an agency responsive to the many diverse communities of New York City and maintaining a second-to-none venue for justice for all New Yorkers.

Within the office, I have focused on creating a work environment that values diversity. I am proud to lead an agency that welcomes people from all paths of life and sees diversity as a strength. One of the ways we do this is by creating a space where people can show up as their authentic selves to work. We have and will continue to foster a work environment where we recognize and celebrate the value added by our unique life experiences.

I look forward to continuing to serve the people of New York City, and to expanding the ways we protect New Yorkers from harassment and discrimination because all New Yorkers deserve to live with dignity and respect.

Annabel Palma
Commissioner and Chair

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Combating Anti-Black Racism

The Commission's work to advance dignity and human rights for all New Yorkers is deeply enmeshed in lived experiences. Agency efforts to implement the City's Human Rights Law and foster intergroup relations continued to respond to a global health crisis, profound economic inequality, climate change, and threats to the rule of law. These challenges disproportionately harm Black, Latinx, and other communities of color, reflecting historical and ongoing racism and white supremacy. To respond effectively, a cornerstone of all the Commission's work remains the fight against racism.

In FY 22, the agency used its enforcement authority, wide-ranging outreach, and trainings, to address the root causes of racism and its myriad manifestations in housing, employment, public accommodations, and in all areas of life. During FY 22, this work was shaped by two racial justice legal fellows who contributed to legal research, policy, and programming.

Over the past year, the Commission on Human Rights and the City of New York have focused on the goal of a city that is welcoming to all. A place where people can stay and grow a family or move to in pursuit of a dream. The Commission has worked with multiple agencies, including the Department of Housing Preservation & Development (HPD), Department of Youth & Community Development (DYCD), Manhattan Community Board 12, Department of Education (DOE), Mayor's Office of Immigrant Affairs (MOIA), Mayor's Office for People with Disabilities (MOPD), and Department of Consumer and Work Protections (DCWP) to reach a wide array of New Yorkers. The Commission's trainings raise critical awareness and confront bias through workshops on the Human Rights Law and Anti-Black racism, among others.

Here is a closer look at 2022 and the Commission's efforts combating Anti-Black racism.

Black Business Solidarity Initiative

"You Do It With Your Heart" - In recognition of the efforts of Black business owners during COVID-19, the Commission amplified this multimedia series into an out-of-home and print advertising campaign. Through the City's Public Artist in Residence (PAIR) program, a municipal residency program that embeds artists in city government to propose and implement creative solutions to pressing civic challenges, the Commission worked with renowned photographer and Public Artist in Residence, Andre D. Wagner, to highlight the Commission's commitment to supporting New York City's Black entrepreneurs and the cultural significance of Black-owned businesses in New York neighborhoods. Andre is the second of three artists the Commission has worked with in the PAIR program's history.

Hair Discrimination

The Commission recognizes that Anti-Black bias can take many forms. This year the Commission developed new materials to educate employers on workers' rights to express racial, religious, and cultural identity through hair. As codified in the Commission's rules, and previously detailed in legal enforcement guidance, the New York City Human Rights Law prohibits discrimination based on hair texture, style, length, or the use of head coverings that are commonly associated with a particular racial or religious group. The Commission focused on increasing awareness of these protections through social media content and an easily accessible fact sheet.

Antiracist Resource Guide

The Commission's commitment to fighting all manifestations of racism and discrimination bridges culture, policy, research, and community engagement – all necessary for transformative change. To facilitate proactive dialogue and understanding, the Commission developed a resource guide, which can be found on the agency's website, offering a foundation to engage with the role of race and identity in the United States, and to move towards dismantling white supremacy.

Standing Against Racial Discrimination

In collaboration with community groups and other city agencies, the Commission engaged in targeted outreach in response to bias events. In October 2021, the Commission participated in a day of visibility after the defacing of a George Floyd statue in Union Square, standing in solidarity with affected New Yorkers and distributing materials about protections under the New York City Human Rights Law. The Commission convened an array of restorative justice circles as well. One notable event was "Reclaiming His Dream: Taking Back the Legacy of MLK to Protect Human Rights," a virtual youth event in commemoration of Dr. Martin Luther King Jr. and how his ideas are utilized in the media today.

Settlement Highlight

Fashion Institute of Technology Agrees to Increase Opportunities for Diverse Students, Hire Ombudsperson, Training and Postings

Following reports of models being asked to wear accessories they found racist at a fashion show, the Commission opened an investigation into The Fashion Institute of Technology (FIT). To resolve the case, FIT agreed to train employees on the City Human Rights Law and racial equity; hire an ombudsperson to safeguard students against unfair treatment; and partner with fashion-related organizations in New York City to increase employment opportunities for students from groups that are underrepresented within the industry.



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This is the second time a memorial to George Floyd has been defaced in NYC in recent months. We reject this abhorrent display of anti-Black hate and racism. If you or someone you know has experienced anti-Black racism or discrimination, call us at 212-416-0197.

CNN @CNN · Oct 4, 2021

A bronze bust of George Floyd was defaced on Sunday morning, according to the New York City Police Department. [cnn.it/3D8FYdB](https://www.cnn.it/3D8FYdB)

11:46 AM · Oct 4, 2021 · Twitter Web App



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In our latest report, we examine the roots of anti-Black racism in New York City to better understand how Black New Yorkers are affected by discrimination and harassment today. Visit bit.ly/BlackNYReport to read more.



City of New York and 2 others





Addressing Anti-Asian Discrimination

Anti-Asian violence and racism have surged nationwide, but many Americans still fail to notice or focus on prevention. During the COVID-19 pandemic, New York City saw a sharp increase in harassment and violence against Asian American and Pacific Islander communities, especially elders. Many of these instances throughout the five boroughs, reflect ongoing stigma and misinformation.

Discrimination and harassment based on race, national origin, age, and disability (including having or being perceived to be exposed to COVID-19) is illegal under the City Human Rights Law. The Commission, the Mayor's Office for the Prevention of Hate Crimes (MOPHC), the Mayor's Community Affairs Unit (CAU), and the Mayor's Office of Immigrant Affairs (MOIA) continue to coordinate closely to educate the public about their rights and protections, counter stigma, and respond to acts of hate.

The Commission also continues to fight Anti-Asian discrimination through bystander interaction talking circles.

Bystander Intervention

The Commission offers bystander trainings to empower community members with intervention and de-escalation strategies. The goal is to disrupt manifestations of hate non-violently, explore the meaning of safety, and how identity impacts interventions. Bystander intervention is built on the idea that everyone has a role in creating safe public spaces for each other when seeing neighbors and community members facing bias, discrimination, or harassment. Interventions seek to confront bias and harm, including the ongoing instances of Anti-Asian hate and violence. The Commission offers multilingual trainings to ensure New Yorkers are all part of the solution to bias and hate.

In the past year, Bystander Intervention Trainings were conducted with the following entities:

- The Office of Congresswoman Grace Meng
- The Offices of State Senators Andrew Gournades, John Liu, and Liz Kruger
- The Offices of Council Members Alexa Aviles, Carlina Rivera, Justin Brannan, Linda Lee, and Sandra Ung
- The Office of the Queens Borough President
- Queens Community House
- Asian Americans for Equality
- Queens Jewish Community Council
- Asian American Bar Association of New York
- Queens Public Library
- Glow Community Center
- Chinese-American Planning Council
- Safe Horizon
- Queens Public Library
- Brooklyn Public Library

Bystander trainings are also often included in the Commission's settlement agreements.

Talking Circles

A talking circle creates a structure for people with common interests to share their concerns, solutions, and resources, while building strength and community. The Commission conducted talking circles with the following entities:

- PS 244Q
- AAPI Women Talking Circle
- Talking Circle at Now What?
- Asian Americans and Social Justice with AAPI students

Days of Visibility

The Commission has redoubled its efforts using Amanda Phingbodhipakkiya's iconic images from I Still Believe in the City campaign. The Commission partnered with sibling agencies to conduct awareness against anti-Asian hate through multi-lingual literature and community engagement and place posters of solidarity on store fronts.

- StopAsianHate in Chinatown, Flushing, East Village, Midtown, Harlem, Sunset Park, and Coney Island
- Brooklyn Day of Action against Anti-Sikh Attack
- JFK Taxi & Rideshare Driver Outreach with Sikh Coalition



NYC Human Rights @NYCCHR · Sep 9, 2021

Our city is united in its fight against **anti-Asian** harassment and all forms of discrimination. If you or someone you know has faced harassment or discrimination based on race, religion, immigration status, or disability, contact us at 212-416-0197.



Amanda Phingbodhipakkiya and 4 others



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#HappeningNow: We're in East Harlem for a **#StopAsianHate** Day of Visibility. These outreach events are crucial to reaching communities with resources to support victims of discrimination and hate. See how you can help at: nyc.gov/StopAsianHate



Mayor's Community Affairs Unit and 5 others



Building Relationships: Spotlight on Indigenous Communities

In order to more effectively engage with Native American and Indigenous communities, the Commission worked to build new relationships and expand the visibility of this work. The Commission created “Know Your Rights” video content in K’iche and Mixtec, and the Commission launched new outreach initiatives, including employment workshops for the Red de Pueblos Transnacionales (in Spanish) and a staff Brown Bag lunch featuring a local indigenous leader. The Commission is looking ahead to provide additional trainings in Mixtec.

In November of 2021, the Commission held a Native American and Indigenous Leaders Roundtable with the Commissioner, staff, and community representatives. Additionally, in honor of Native American Heritage Month, the agency published a Land Acknowledgement, drafted in collaboration with the Lenape Center.


The roundtables, outreach, and land acknowledgment are steps toward deeper and more sustained collaboration with Native American and Indigenous Peoples across the five boroughs.

Land acknowledgement

The Commission acknowledges the land politically designated as New York City to be the homeland of the Lenape (Lenapehoking) who were violently displaced because of European settler colonialism over the course of 400 years. The Lenape are a diasporic people that remain closely connected with this land and are its rightful stewards. The Commission also recognizes that New York City has one of the largest urban Native American/Indigenous populations in the United States.

The Commission acknowledges its role in not centering Native American/Indigenous voices in the work in the past, and as a result has not having appropriately addressed the needs of the communities and their experiences with discrimination. This dynamic exists within the broader context of ruptured relationships between Native American/Indigenous communities and municipal governments, resulting from centuries of state-sanctioned genocide.

The Commission is committed to forging a new trajectory for the agency by building sustainable relationships with Lenape and other Native American/Indigenous peoples. The Commission is actively engaging Native American/Indigenous leaders as equal partners in collaboration, fostering a space that prioritizes their voices to direct the Commission’s services in ways that best serve citizens of these nations/members of these communities.



Strengthening Understanding Across Religions

The Commission's commitment to celebrating diverse communities by promoting understanding and inter-group relations remained steady in FY 22.

The Community Relations Bureau partnered with the Interfaith Center of New York and other diverse faith groups to host a 9/11 Interfaith Walk. The event commemorated the 20th anniversary of 9/11 and the importance of inter-faith dialogue in building bridges across communities. Faith leaders, community partners, senior Commission staff, and members of the public walked from one place of worship to another in mid-town Manhattan, where faith leaders and city agencies greeted them. We started with St. Patrick's Cathedral, where Cardinal Dolan welcomed the group. Participants went on to Central Synagogue, Islamic Society of Midtown, The Salvation Army International Social Justice Commission, and the event concluded at the Manhattan Sikh Center. This walk was symbolic of sharing a message of solidarity and togetherness in New York City.

Further, the Commission celebrated inter-faith Diwali in November in partnership with Sadhana and other community and faith-based partners. This virtual event highlighted the diverse Hindu communities celebrating the festival of lights. Through speeches, performances, and community building, this festival brought together an array of leaders and emphasized the shared core values of treating everyone with dignity regardless of their differences.

As part of the ongoing effort to celebrate New York City's Sikh communities and combat Anti-Sikh discrimination, New York launched its first-ever Vaisakhi celebration in 2018, which was a resounding success. Since then, we have continued hosting an annual community celebration. Vaisakhi is an important celebration

in the Sikh faith. To commemorate it, the Commission partnered with the Sikh Cultural Society of Richmond Hill and organized a resource fair for the Sikh community in the area.

During the holy month of Ramadan, the Commission co-led two major Iftar events. The Iftar in the City, on Staten Island, held in collaboration with sibling agencies and the Albanian Islamic Center, included the distribution of food to mosques and community centers. Additionally, the Commission organized its fifth annual LGBTQ Iftar at the LGBT Center. The goal of this event is to create a safe, celebratory, and welcoming space for LGBTQIA+ Muslims to celebrate their complete identities and break their fast together.

The Commission also partnered with Masbia Soup Kitchen Network in Brooklyn to commemorate and celebrate Jewish New Yorkers. Commissioner and Chair Palma and staff from the Community Relations Bureau helped pack and distribute food in Boro Park.

Understanding Muslim Experiences and Combating Anti-Muslim Bias

This workshop promotes understanding of the New York's communities. The workshop addresses what is referred to as Anti-Muslim racism, introduces Muslim beliefs and customs, outlines best practices in working with Muslim New Yorkers, and elaborates on the protections under the City Human Rights Law against discrimination based on religion. Understanding Muslim Experiences and Combating Anti-Muslim Bias Trainings were conducted with the Queens Public Library, Youth Bridge of JRCR NY, DOP, and DOE-CTLE for educators.

Understanding Jewish Experiences and Antisemitism

This workshop promotes understanding of the City's diverse Jewish communities. The workshop addresses antisemitism, its impact on Jewish New Yorkers, and its consequences for the larger society. It introduces Jewish history and customs, outlines best practices in working with Jewish New Yorkers, and elaborates on the protections for Jewish New Yorkers against discrimination under the City Human Rights Law.

Observance of Religious and Holy Days

Recognizing religious and holy days of various world religions is essential for inclusivity in New York City. The Commission participated in several events during FY 22, some of which are listed here.

The Commission participated in the following events in 2022:

- 9/11 20th Anniversary Inter-faith Walk
- Diwali
- Passover-food distribution at Masbia
- Vaisakhi resources fair at "Gurdwara" Sikh Cultural Society
- LGBTQ Iftar
- Iftar in the City - food distribution



NYC Commission On Human Rights

August 9, 2021

We are thrilled to celebrate NYCCHR Commissioner [Rabbi Sharon Kleinbaum](#) of [Congregation Beit Simchat Torah](#) - [CBST](#) for being nominated to the U.S. Commission on International Religious Freedom by [President Joe Biden](#). Rabbi Kleinbaum has made CBST a powerful voice for LGBTQIA justice and equality. More:



ADVOCATE.COM

Biden Nominates Lesbian Rabbi to Religious Freedom Commission

Rabbi Sharon Kleinbaum, leader of LGBTQ-focused Congregation Beit Simchat Torah, prov...

NYC Commission On Human Rights

July 21, 2021

More than 6 million New Yorkers practice some religion or faith. We strive to ensure that people of every faith and religious tradition are treated with the dignity and respect they deserve. Learn more about faith-based discrimination protections: <http://bit.ly/34asqgB>





Empowering Youth Leadership

The Commission is committed to investing in the leadership of New York's young people, who are at the forefront of positive change. The Community Relations Bureau works to empower young leaders in schools, community organizations, and after-school programs. Through these efforts, the Commission collaborates with young people to identify human rights issues in their communities, develop solutions, and build youth participants' leadership skills.

YES Council

Youth for Equity and Solidarity (YES) is the council of young leaders who advise the Commission on how to expand engagement with New York's youth. The YES Council guides the Commission's youth programming and events by providing feedback on workshops and trainings, informing us of bias and discrimination incidence, and planning youth related events. The Commission supports youth council members with trainings and other opportunities, building their advocacy and organizing skills and strengthening New York City's future.

FY22 Events:

- Second cohort of YES Council members
- Hypatia's Legacy: a virtual panel on gender inclusivity in STEM fields
- Training of young people in schools and youth spaces

Restorative Justice

The Commission defines restorative justice as an approach to acts of bias and discrimination that centers the experience of the harmed person and involves all stakeholders to decide what should be done to repair harm, create accountability, and reduce the likelihood of future harm. Restorative justice borrows from ancient and contemporary practices of peacemaking and conflict resolution used by Indigenous Peoples in the Americas, Africa, New Zealand, and elsewhere. Elements of these practices that appear in restorative justice include focusing on relief and restoration over punishment and emphasizing relationships over rules.

Restorative Justice Activities

- Facilitated talking circles where people who have been harmed can express their needs moving forward, with a focus on Asian, Black, Jewish, and Muslim New Yorkers
- Held trainings on combatting the bias and discrimination of marginalized communities
- Developed internal and youth training for circle keeping
- Worked in tandem with groups that serve marginalized communities to create education or employment pipelines
- Created an internship program prioritizing marginalized communities
- Engaged in community service benefitting the harmed community while teaching its history

A diverse group of domestic workers are gathered for a protest. They are wearing various types of face masks, including surgical masks, a cap with a face mask, and a mask with a circular filter. Some are holding up smartphones to record or take photos. They are holding white signs with red text that reads "DOMESTIC WORKER RIGHTS ARE HUMAN RIGHTS." and "NATIONAL DOMESTIC WORKERS ALLIANCE". The background shows more people and a purple banner.

Expanding Workplace Protections for Domestic Workers

Ensuring equitable workplaces free of discrimination has long been central to the Commission's work. In FY 22, the agency put its commitment to change workplace culture into action with a focus on an industry that has long been excluded from labor protections: domestic work. Alongside an array of domestic worker organizers, the Commission championed groundbreaking amendments to the City Human Rights Law to expand workplace discrimination protection to domestic workers, including nannies, home care workers, and housecleaners even if they are the sole employee in a household. Domestic work is one of the fastest growing sectors of the economy, and the workforce is predominantly women, people of color, and immigrants.

As of March 2022, the City Human Rights Law prohibits discrimination and harassment in hiring, firing, and the terms and conditions of employment for domestic workers. It also prohibits harassment and retaliation. To comply with the Law, employers must not treat individuals less well on the basis of age, race, national origin, disability, religion, or any other protected category in the City's Human Rights Law. As a result of Local Law 88, the Commission on Human Rights is a venue where New York's hundreds of thousands of domestic workers can seek justice and accountability when their rights are violated. To ensure that changes in the law contribute to raising the standards of work in this growing sector of the economy, the Commission has invested in educating both employers and employees about these new protections through in-person outreach, such as days of visibility in each of the five boroughs, as well as a multilingual campaign spanning social media, radio, print outlets, bus shelters, LinkNYC kiosks, and convenience stores.

Events:

- Days of visibility across all five boroughs
- International Domestic Workers Day celebrations and outreach at Washington Square Park
- New Workshop on Human Rights Law and Protections for Domestic Workers in Employment (in English and Spanish).
- Trainings with the Division of Continuing Education & Workforce Development, Hostos Community College, Union Settlement, and Damayan Migrant Center, among others.



NYC Human Rights
@NYCCHR

We're spreading the word across the city: effective March 12, domestic workers will be protected from discrimination, harassment, & retaliation @ work, under the NYC Human Rights Law, enforced by NYCCHR.

Help us spread the word! If you see our poster, post a pic, tag us for a RT



11:09 AM · Feb 16, 2022 · Twitter Web App





Supporting LGBTQIA+ Communities

Today, the rights of LGBTQIA+ Americans are under relentless attack. Members of LGBTQIA+ communities — especially people of color, transgender people, and gender nonconforming people — continue to face discrimination and cruel, persistent efforts to undermine their human rights. While dangerous Anti-LGBTQIA+ legislation has been introduced and passed in states across the country, the Commission continues efforts to promote and protect the rights of LGBTQIA+ New Yorkers.

The City Human Rights Law protects from discrimination and harassment based on sexual orientation and gender identity in housing, employment, and public accommodations. In 2022, the Commission supported communities through myriad events, some of which are listed here.

Events:

- Trans Day of Remembrance
- World AIDS Day
- Gender and Sexuality Alliance Summits
- Pride Marches
- LGBTQ Iftar
- Led “Working with Transgender and Gender Nonconforming Communities” workshops with the following entities:
 - Department of Probation
 - Manhattan and Queens Borough Presidents’ offices
 - Manhattan and Queens Community Board members
 - Department of Education CTLE for staff
 - NYC Department of Health and Mental Hygiene CBO Partners under Public Health Corps
 - Department of Social Services
 - Project Renewal

Settlement Highlights

Tumblr, Inc. Agrees to Groundbreaking Agreement After Commission-Initiated Investigation into Algorithmic Discrimination Against LGBTQ Community

The Commission's Law Enforcement Bureau initiated an investigation into the Adult Content Ban used by Tumblr, Inc., to ban "adult" lesbian, gay, bisexual, transgender, and queer (LGBTQ) content. The ban automatically removed posts via an image-classifying algorithm (Classifier), although it was later changed so that human reviewers had the final say.

Through a Stipulation and Order, Tumblr agreed to take steps that include hiring an expert on image classifying algorithms and sexual orientation and gender identity (SOGI) to examine Tumblr's Classifier for SOGI bias and determine the necessary steps to address such bias, taking those steps, and reporting to the Commission on their effects. The expert will also train the engineers and reviewers who work on the Classifier on how to avoid and remove SOGI bias. Additionally, Tumblr agreed to train employees and contractors on the City Human Rights Law and unconscious SOGI bias; revise its appeal process to allow users to include a narrative; search those narratives and review appeals under the ban for SOGI bias and then use the resulting images to retrain the Classifier and the reviewers; transfer employees to work on the improvements to the Classifier and appeal process; and to post the Commission's Notice of Rights and LGBTQ rights brochure on its employee intranet.

New York-Presbyterian Hospital Pays \$30,000 to Settle Transgender Person's Discrimination Case, and Agrees to Trainings, Postings, and Affirmative Relief

The Commission responded to a transgender individual's complaint against New York-Presbyterian Hospital who was repeatedly misgendered when registering to receive emergency room care at Weill Cornell Medical Center and was provided a patient wristband with the improper gender marker, despite patient requests for the hospital to update information to accurately reflect their gender identity. As a result of the complaint, and a finding of probable cause, New York-Presbyterian conducted trainings on gender identity and sexual orientation to NYC Hospital personnel, instituted a new internal record-keeping to track an individual's gender and name consistent with their gender identity, and provided training to admissions personnel on how to appropriately request and enter this information for all patients, and revised and posted its gender identity non-discrimination policy. The hospital also agreed to pay \$25,000 in emotional distress damages to the complainant and \$5,000 in civil penalties to the City.



NYC NYC Human Rights 
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#TBT to our team representin' at last Sunday's #Pride Parade! Today may be the last day of #Pride2022, but NYCCHHR proudly protects the rights of LGBTQ+ New Yorkers all year!

Learn more: www1.nyc.gov/site/cchr/medi...



3:20 PM · Jun 30, 2022 · Twitter for iPhone





Engaging Communities

The Community Relations Bureau (CRB) hosted or supported 1,794 events in FY 22, including panel discussions, town halls, cultural events, workshops and trainings, and presentations on the City Human Rights Law.

Through these community outreach efforts, the Commission reached a record 107,136 people this fiscal year using lessons learned in FY 21 to further expand its reach. In FY 22, the Community Relations Bureau adapted to the growing hybrid reality of city life by ensuring that multilingual outreach remained easily accessible both virtually and in-person.

The Commission highlighted and celebrated the City's tapestry of rich diversity by ensuring that different communities were recognized, relationships were built across all communities, and the resources offered by the City were widely available.

In September of 2021, the Commission spearheaded the planning and implementation of the fourth African Heritage Celebration in Harlem. This event was in collaboration with the Africa Center, sibling agencies, and other community partners to honor and celebrate New York City's vibrant African communities who have contributed to our city's rich culture and commerce.

During Hispanic Heritage Month, the Commission partnered with City Councilmember Carlos Menchaca and PS24K to host "Hispanic Heritage Month: Human Rights and Housing Resources in NYC," a community resource fair that celebrated and brought City resources to the communities in Sunset Park, Brooklyn. Sibling agencies, DCWP, HPD, and H+H co-sponsored this event, along with community partners that included NICE, New York Legal Hand, NYLAG, RiseBoro, NYIC, NY Peace Institute, CUFFH, Neighbors Together, and Catholic Charities, to name a few.

We honored Black New Yorkers at an event titled, "The Trailblazers of Now: Celebrating Black American Human Rights Advocates in NYC," highlighting their accomplishments and commitment to civil rights for Black History Month. During Black History Month, the Commission also held a critical dialogue titled "The History of Discrimination in the Military and Human Rights" in partnership with the Department of Veterans' Services.

To celebrate Women's History Month, the agency held a much-needed conversation titled "Human Rights Perspective on the Lessons Learned from the Pandemic," in collaboration with the Mayor's Office to End Gender Based Violence and Independent Care Services. It was a dynamic conversation about the powerful experiences of participants, and particularly how women dealt with the many challenges that surfaced, such as quarantine, work, remote learning, gender-based violence, and mental health.

As part of Asian American and Pacific Islander Heritage Month, the Commission partnered with MetroPlus Health as well as other sibling agencies for array of outreach activities focused on the mental health of Asian women.

Finally, the Commission ended the fiscal year by celebrating Immigrant Heritage Month in Elmhurst, Queens, centered around a resource fair bringing a variety of City resources to one of the most diverse immigrant neighborhoods in Queens.

The Community Relations Bureau participated and hosted workshops and events and conducted outreach in the following languages other than English: Arabic, Bengali, Cantonese, French, Haitian Creole, Mandarin, Mixtec, Nepali, Punjabi, Russian, Spanish, and Urdu. In total, the Commission participated in more than 1,700 events, a 6.5% increase from FY 21.



Enforcement of the City Human Rights Law

The Commission's Law Enforcement Bureau (LEB) implements and enforces the New York City Human Rights Law. LEB addresses discrimination in employment, housing, and public accommodations in New York City, in addition to discriminatory harassment and bias-based profiling by law enforcement. The Commission's attorneys evaluate and investigate allegations of discrimination and the Commission uses its investigatory and prosecutorial powers to root out pattern-and-practice discrimination. The Bureau's specialized units include Early Intervention, Source of Income, and Gender-based Harassment. The Early Intervention and Source of Income units provide opportunities for quicker resolutions of claims and urgent issues, in lieu of filing a complaint. Resolutions through pre-complaint intervention have proven to be a useful tool for complainants who seek immediate relief. The vast majority of claims, though, result in filed complaints, investigations, and litigation or resolution of the claims. LEB also refers cases to the Commission's Office of Mediation and Conflict Resolution, when appropriate.

Inquiries

Allegations of discrimination are brought to the Commission's attention in a variety of ways. The most common is when a member of the public contacts the agency by phone, in person, or webform. The Law Enforcement Bureau staff fielded a record 11,942 inquiries from members of the public in FY 22 in the form of phone calls, emails, letters, and face-to-face visits. This total includes 249 inquiries related to COVID-19. The Commission's trained staff routes issues for pre-complaint intervention, further assessment by a LEB attorney, and/or referral to sibling agencies and community resources.



Inquiries by Protected Class and Jurisdiction

July 1, 2021 – June 30, 2022

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	GRAND TOTAL
AGE	•	•	45	10	2	•	57
AIDING/ABETTIN	•	•	•	1	•		1
ALIENAGE STATUS (IMMIGRATION STATUS)	1	•	3	•	1	•	5
ARREST RECORD (EMPLOYMENT ONLY)			294			•	294
CAREGIVER STATUS (EMPLOYMENT ONLY)			14			•	14
CITIZENSHIP STATUS	•	2	14	17	5	•	38
COLOR	1	•	29	9	18	•	57
CONVICTION RECORD (EMPLOYMENT ONLY)			305			•	305
CREDIT HISTORY	•	•	258	•	•	•	258
CREED	2	25	65	12	9	•	113
DISABILITY	•	2	216	258	172	•	648
DOMESTIC PARTNERSHIP STATUS	•	•	•	•	1	•	1
GENDER ¹	3	17	187	32	318	•	557
INTERFERENCE WITH PROTECTED RIGHTS	•	•	2	1	•	•	3
LAWFUL OCCUPATION (HOUSING ONLY)				1		•	1
LAWFUL SOURCE OF INCOME (HOUSING ONLY)				290		•	290

Inquiries by Protected Class and Jurisdiction

July 1, 2021 – June 30, 2022

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	GRAND TOTAL
MARIJUANA/THC TESTING	•	•	250	•	•	•	250
MARITAL STATUS	•	1	6	4	•	•	11
NATIONAL ORIGIN	•	9	58	26	21	•	114
PREGNANCY (HOUSING, EMPLOYMENT, AND PUBLIC ACCOMMODATIONS ONLY)			35	•	2	•	37
PRESENCE OF CHILDREN ² (HOUSING ONLY)				9		•	9
RACE	1	79	118	63	68	•	329
RETALIATION	•	•	125	17	7	•	149
SALARY HISTORY (EMPLOYMENT ONLY)			260			•	260
SEXUAL ORIENTATION	•	20	23	21	12	•	76
UNEMPLOYMENT STATUS	•	•	1	•	•	•	1
UNIFORMED SERVICES MEMBER	•	•	2	2	•	•	4
VICTIMS OF DOMESTIC VIOLENCE (HOUSING AND EMPLOYMENT ONLY)			8	4		•	12
PROTECTED CLASS NOT STATED	•	•	•	•	•	8,030	8,030
GRAND TOTAL	8	120	2,378	778	644	8,030	11,924

²Includes children that are, may be, or would be residing there.

Non-English Language Inquiries

The Commission takes pride in maintaining a staff that reflects the diversity of New York City. The Commission's Infoline staff are fluent in English, Spanish, Hindi, Urdu, Nepali, and Portuguese, and 26 other languages are spoken across the agency. When there is a need for additional language support, LEB provides interpreters by phone. In FY 22, the staff fielded 780 inquiries in 14 languages other than in English. The top three languages in which the agency received inquiries other than English were Spanish, Mandarin, and Russian.

Pre-Complaint Interventions

When appropriate, the Commission intervenes before, or in lieu of, filing a complaint providing immediate relief from continuing harm and/or to provide a quick resolution. The Law Enforcement Bureau's specialized units intervene in a range of situations.

The Early Intervention Unit focuses on addressing potential City Human Rights Law violations that may be resolved quickly without filing a complaint. For example, the unit negotiates on an expedited basis, for disability-related accommodations in housing, such as installation of grab bars, roll-in showers, ramps, or moving to more accessible housing. In employment, employees who are still employed but have been denied a reasonable accommodation or otherwise experienced discrimination by their employers may opt to have the situation resolved promptly through the pre-complaint intervention process with the staff attorney informing the employer of its obligations under the law.

The Source of Income Unit works with complainants who have been denied housing because of their voucher status, negotiating with housing providers to obtain immediate housing for those complainants.

The Commission may determine a pre-complaint intervention is necessary when a clear pattern or practice of violations comes to its attention. 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. Often, LEB does not need to file a complaint and initiate a formal investigation because LEB is able to 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 will often file a complaint and proceed with an investigation.

In FY 22, LEB resolved 196 matters without filing a complaint, compared to 214 in FY 21. Of these 196 pre-complaint interventions, 38 were the result of Commission-initiated investigations. The chart below lists the area of jurisdiction and the protected classes involved in the successful interventions. Some interventions involved claims under more than one jurisdiction and many involved more than one protected class.

Pre-Complaint Interventions

July 1, 2021 – June 30, 2022

PROTECTED CLASS	JURISDICTION					
	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC	GRAND TOTAL
CAREGIVER STATUS (EMPLOYMENT ONLY)			1			1
CITIZENSHIP STATUS	•	•	•	1	•	1
COLOR	•	•	•	•	1	1
CREED	•	•	4	1	1	6
DISABILITY	•	•	5	65	15	85
GENDER ³	1	•	3	4	3	11
LAWFUL SOURCE OF INCOME (HOUSING ONLY)				41		41
NATIONAL ORIGIN	•	•	•	2	•	2
PREGNANCY (HOUSING, EMPLOYMENT, AND PUBLIC ACCOMMODATIONS ONLY)			3		•	3
RACE	•	1	•	3	2	6
RETALIATION	•	•	•	1	•	1
SEXUAL ORIENTATION	•	1	1	1	5	8
VICTIMS OF DOMESTIC VIOLENCE (HOUSING AND EMPLOYMENT ONLY)			•	3		3
GRAND TOTAL	1	2	17	122	27	169

Commission-Initiated Pre-Complaint Interventions by Jurisdiction and by Protected Class

July 1, 2021 – June 30, 2022

PROTECTED CLASS	JURISDICTION				
	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	GRAND TOTAL
ARREST RECORD (EMPLOYMENT ONLY)	•	2			2
CAREGIVER STATUS (EMPLOYMENT ONLY)	•	1			1
CONVICTION RECORD (EMPLOYMENT ONLY)	•	3			3
CREDIT HISTORY (EMPLOYMENT ONLY)	•	2			2
CREED	•	1	•	•	1
DISABILITY	•	3	7	4	14
GENDER ⁴	•	11	•	2	13
LAWFUL SOURCE OF INCOME (HOUSING ONLY)			2		2
NATIONAL ORIGIN	•	2	•	•	2
PREGNANCY (HOUSING, EMPLOYMENT, AND PUBLIC ACCOMMODATIONS ONLY)	•	3	•	•	3
RACE	1	1	•	2	4
RETALIATION	•	•	•	1	1
SALARY HISTORY	•	2	•	•	2
SEXUAL ORIENTATION	•	•	•	2	2
GRAND TOTAL	1	31	9	11	52

⁴ Includes Gender Identity and Gender Expression.

Testing

The Commission uses testing, a historically effective investigative tool in civil rights litigation, to determine whether there is discrimination in housing, employment, or public accommodations. As part of an investigation, the agency may send testers to perform in-person tests or 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 see if testers are treated differently or are given different information because they belong to a protected class. In FY 22, despite the ongoing challenges presented by COVID-19, agency testers succeeded in testing 734 entities by phone and online. An entity may be tested for potential violations in multiple jurisdictions and/or multiple protected classes.

Tests by Jurisdiction and by Protected Class

July 1, 2021 – June 30, 2022

PROTECTED CLASS	JURISDICTION			
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	GRAND TOTAL
AGE	1	•	•	1
ARREST RECORD (EMPLOYMENT ONLY)	359			359
CONVICTION RECORD (EMPLOYMENT ONLY)	363			363
CREDIT HISTORY (EMPLOYMENT ONLY)	336			336
DISABILITY	•	33	101	134
GENDER ⁵	2	•	269	271
LAWFUL SOURCE OF INCOME (HOUSING ONLY)	•	48	•	48
MARIJUANA/THC TESTING	333	•	•	333
SALARY HISTORY (EMPLOYMENT ONLY)	338			338
GRAND TOTAL	1,732	81	370	2,183

Commission-Initiated Complaints

Some Commission-initiated investigations lead to the filing of a Commission-initiated complaint alleging pattern and practice violations. In FY 22, LEB filed 11 Commission-initiated complaints. The chart below lists the areas of jurisdiction and the protected classes for Commission-initiated complaints. Most complaints allege discrimination based on more than one protected class. As the table below shows, Commission-initiated complaints filed in FY 22 span 13 protected categories in employment, housing, and public accommodations.

Commission-Initiated Filed Complaints by Jurisdiction

July 1, 2021 - June 30, 2022

PROTECTED CLASS	JURISDICTION			
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	GRAND TOTAL
ARREST RECORD (EMPLOYMENT ONLY)	4			4
CONVICTION RECORD (EMPLOYMENT ONLY)	3			3
CREDIT HISTORY (EMPLOYMENT ONLY)	3			3
DISABILITY	2	3	•	5
GENDER ⁶	1	•	•	1
INTERFERENCE WITH PROTECTED RIGHTS	•	1	•	1
LAWFUL SOURCE OF INCOME (HOUSING ONLY)		1		1
NATIONAL ORIGIN	5	•	•	5
PRESENCE OF CHILDREN ⁷		1		1
RACE	6	•	1	7
RETALIATION	•	2	•	2
SALARY HISTORY (EMPLOYMENT ONLY)	2			2
SEXUAL ORIENTATION	1	•	•	1
GRAND TOTAL	27	8	1	36

⁶ Includes Gender Identity and Gender Expression.

⁷ Includes children that are, may be, or would be residing there.

Total Complaints Filed in Fiscal Year 2022

The Commission filed 318 complaints of discrimination in FY 22. Seventy-two percent (72%) of those cases were in employment, twenty percent (20%) were in housing, and six percent (6%) were in public accommodations. Disability-related claims were the most common across all areas of jurisdiction at twenty three percent (23%). Other claims include gender (12%), race (11%), age (4%) and national origin (4%). During the fiscal year, LEB focused its efforts on triaging inquiries and matters. The number of complaints filed was also affected by the eviction moratorium, and the ongoing gradual re-opening of workplaces and public accommodation spaces. The types of discrimination claims filed with and by the Commission during FY 22 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 above. (Note that the graphic shows only categories with one or more claims).

Total Claims by Protected Class and Jurisdiction

July 1, 2021 – June 30, 2022

PROTECTED CLASS	JURISDICTION				
	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC	GRAND TOTAL
AGE	•	27	•	•	27
AIDING/ABETTING	•	•	1	•	1
ARREST RECORD (EMPLOYMENT ONLY)		9			9
CAREGIVER STATUS (EMPLOYMENT ONLY)		15			15
CITIZENSHIP STATUS	1	6	4	•	11
COLOR	•	10	•	3	13
CONVICTION RECORD (EMPLOYMENT ONLY)		16			16
CREDIT HISTORY (EMPLOYMENT ONLY)		3			3
CREED	•	8	2	1	11
DISABILITY	•	98	39	11	148
GENDER ⁸	4	63	5	6	78
INTERFERENCE WITH PROTECTED RIGHTS	•	1	2	•	3
LAWFUL SOURCE OF INCOME (HOUSING ONLY)			40		40
MARIJUANA/THC TESTING	•	1	•	•	1
MARITAL STATUS	1	5	•	•	6
NATIONAL ORIGIN	1	21	2	4	28
PREGNANCY (HOUSING, EMPLOYMENT, AND PUBLIC ACCOMMODATIONS ONLY)		9	•	1	10
PRESENCE OF CHILDREN ⁹ (HOUSING ONLY)			4		4
RACE	5	40	14	9	68
RETALIATION	•	103	9	3	115
SALARY HISTORY (EMPLOYMENT ONLY)		4			4
SEXUAL ORIENTATION	2	12	4	2	20
UNEMPLOYMENT STATUS	•	1	•	•	1
UNIFORMED SERVICES MEMBER	•	1	•	•	1
VICTIMS OF DOMESTIC VIOLENCE (HOUSING AND EMPLOYMENT ONLY)		3	•		3
GRAND TOTAL	14	456	126	40	636

⁸ Includes Gender Identity and Gender Expression.

⁹ Includes children that are, may be, or would be residing there.

Case Determinations and Resolutions

July 1, 2021 - June 30, 2022

In FY 22, the Law Enforcement Bureau resolved 667 filed cases. The possible 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.

Over the past few years, LEB has committed to resolving complaints more efficiently. As part of this commitment, LEB has focused on pre-complaint intervention work and resolving investigations promptly. In FY 22, on average, it took approximately 188 days to resolve a public-initiated matter through pre-complaint intervention. These cases do not involve full, longer investigations and possible litigation that are characteristic of filed complaints. The average time that filed complaints were pending while moving to a determination was 689 days, down from 838 days in FY 21. 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 increasing the number of matters handled by LEB across all protected classes. 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 LEB's resources are utilized more effectively and efficiently.

Closure	Number	%
No Probable Cause	2	0%
Probable Cause	90	13%
Administrative Closure	371	56%
Settlements	204	31%
Total	667	100%

Probable Cause or No Probable Cause Determinations

After the Law Enforcement Bureau 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 Law Enforcement Bureau considers whether a reasonable person, looking at the evidence, could reach the conclusion that it is more likely than not that an unlawful discriminatory practice occurred.

Settlements

The Commission resolved 31% of cases in FY 22 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.

Most 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 work with affected communities. Additionally, settlements may include damages for complainants, including back pay in applicable 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, involving smaller businesses with first-time violations, often ordering affirmative relief in lieu of civil penalties to have a greater impact.

Administrative Closures

An administrative closure may be issued in several circumstances: at the complainant's request; when a complaint is deemed non-jurisdictional after investigation; when LEB is unable to locate the complainant after diligent efforts; or when the bureau 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 2022

PREGNANCY

Five Guys Pays \$49,000 in Damages and Penalties in Pregnancy Discrimination Case, Agrees to Train all Employees, Revise Policies, Display Postings, and Submit to Monitoring

Complainant filed a complaint against Five Guys alleging they refused to hire her because she was six-months pregnant. Five Guys agreed to conciliate, paying Complainant \$20,000 in emotional distress damages, \$4,000 in backpay and \$25,000 as a civil penalty to the City. Five Guys also agreed to affirmative relief for seven franchise locations in Manhattan and Brooklyn which included revising policies to comply with the City Human Rights Law; conducting training for management staff about non-discrimination in the hiring, training, and employment of pregnant people, and providing reasonable accommodations for pregnancy, childbirth, and related medical conditions; training all employees on the anti-discrimination protections of the City Human Rights Law; posting anti-discrimination notices; and submitting to monitoring and reporting of reasonable accommodation requests for pregnancy for two years.

Delta Airlines Agrees to Update its Policies on Pregnancy, Lactation, Disability, and Religious Accommodation Policies

In a pre-complaint investigation, the Commission initiated a matter to investigate Delta Airlines' employment and reasonable accommodation policies. Delta worked with the Commission to provide and update their accommodation policies, ensuring that pregnancy and lactation accommodations, disability, and religious accommodations are compliant with the City Human Rights Law.

FAIR CHANCE

Aon Risk Services Pays \$80,000 to Resolve Per Se Violations of the Fair Chance Act

As a result of testing, a Commission-initiated complaint was filed against Aon for posting numerous employment advertisements on its site saying candidates are subject to a background check, which may include criminal and credit history. LEB's investigation revealed that nearly 13,000 people responded to ads that likely had illegal language, using applications also containing the illegal language. Additionally, Aon's background check process appeared to mix criminal and non-criminal information—instead of examining criminal history information last. To resolve the complaint following a probable cause finding, Aon paid an \$80,000 civil penalty, agreed to train 1,300 employees (including more than 1,200 based in New York City) on the City Human Rights Law, and brought its employment policies in line with the City Human Rights Law.

Enforcement Action Highlights in Fiscal Year 2022 Cont.

SALARY HISTORY

Orcam Technologies, Ltd. Settles Claim of Illegal Salary History Inquiry for \$5,000 in Damages, \$10,000 in Civil Penalties, and Affirmative Relief

Complainant, a job applicant, filed a claim against Respondent Orcam Technologies, Ltd. alleging that Orcam Technologies inquired into her salary history during its interview process and subsequently declined to hire her. To settle the claims, Respondent agreed to pay \$5,000 in emotional distress damages and \$10,000 in civil penalties, train its employees on their obligations under the City Human Rights Law, display postings outlining its obligations under the law, revise its policies to prohibit salary history inquiries of job applicants, and exclude claims brought under the City Human Rights Law from its mandatory arbitration clause.

SOURCE OF INCOME

Bronstein Properties LLC Settles SOI Case for Trainings, Postings, Twenty Set Asides, Revision of Policies and \$5,000 in Emotional Distress Damages

Complainant, who qualified for the HIV/AIDS Services Administration (“HASA”) program, was informed that “landlord doesn’t accept programs.” Bronstein Properties agreed to attend anti-discrimination training, revise their policies and application materials, post the Commission’s “Notice of Rights” posters, set aside 20 apartments, and pay complainant a total of \$5,000.00.

REM Residential Settles a Source of Income Case for \$4,000 in Emotional Distress Damages, Set Asides of Five Apartments for Voucher Holders, Postings, and Trainings

Complainant, a long-term tenant in her building, alleged that REM Residential Services refused to fill out paperwork needed for a Section 8 Voucher. REM agreed to pay Complainant \$4,000 in emotional distress damages, attend trainings on the City Human Rights Law, post the Commission’s “Notice of Rights” and “Fair Housing, It’s the Law” posters in Respondent’s buildings, attach the Commission’s “Source of Income Discrimination FAQ’s” to Respondents’ application materials, and set aside five (5) apartments for voucher holders.

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 all parties to facilitate a quick, efficient, and mutually acceptable resolution of claims. The OMCR assists in facilitating resolutions at various stages of the process, including pre-investigation, mid-investigation, conciliation and/or after a finding of probable cause. It provides these mediation services at no cost.

In FY 22, the Mediation Director successfully mediated 45 cases to resolution, the second highest on record, accounting for an aggregate recovery of \$2 million, excluding non-economic terms and affirmative relief such as agreements to provide reference letters and conduct trainings. The average time from the acceptance of a case in mediation to its closure was 124 days, down from 154 days in FY 21.

Damages Awards and Civil Penalties

In FY 22, through conciliations, mediated settlements, and withdrawals with benefits, the Commission obtained \$7,044,914 in compensatory damages to complainants and civil penalties, the third highest on record. The Commission obtained \$6,166,414 in compensatory damages for complainants and \$878,500 in civil penalties.

Fiscal Year 2022 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 also could have been filed under federal law at the EEOC.

City Tax Levy	\$11,997,069.00
Additional Program/Grant Funding	\$32,495.00
EEOC Contract (Workshare Agreement)	\$97,600.00
Total	\$12,127,164.00

Investing in Minority & Women-Owned Business Enterprises

The Commission is committed to supporting Minority and Women-Owned Business Enterprises (M/WBE). Diversity, equity, and inclusion when contracting with minority and women vendors is necessary for the success of the City. The Commission's Chief Diversity Officer, with the Commissioner's support, created and implemented strategies to increase M/WBE utilization through the development of goals, initiatives, and actions to ensure economic opportunities for vendors, and to ensure that our staff is trained on the procurement process and policy changes.

In FY 22, the Commission spent 52% of its eligible Local Law 1 funding with M/WBEs, a 2% increase from FY 21 and a 4% increase from FY 20. 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.

M/WBE Investments	
FY '22	52.0%
FY '21	50.2%
FY '20	47.9%
FY '19	57.4%
FY '18	34.5%



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)



Community Service Centers

MANHATTAN

22 Reade Street
New York, NY 10007
(212) 306-7450

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)



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