

CITY COMMISSION ON HUMAN RIGHTS

Annabel Palma, Commissioner/Chair



WHAT WE DO

The New York City Commission on Human Rights (CCHR) enforces the New York City Human Rights Law (NYCHRL), educates the public about their rights and responsibilities under the NYCHRL, and encourages positive community relations. The NYCHRL prohibits discrimination in employment, housing, and public accommodations and is one of the most comprehensive antidiscrimination laws in the country. CCHR, also known as the Commission, achieves this mission through its law enforcement, community outreach, media, legislative, and policy work. CCHR's Law Enforcement Bureau (LEB) impartially investigates alleged violations of the law; negotiates and resolves matters; provides early intervention in cases of ongoing discrimination, retaliation, as well as to ensure accommodations; and, where appropriate, tries cases before an independent administrative law judge. Mediation services are offered through the independent Office of Mediation and Conflict Resolution (OMCR). CCHR's Community Relations Bureau (CRB) educates the public on New Yorkers' human rights and cultivates deep community relationships through roundtable discussions, workshops, trainings, and other sustained engagements. CRB also collaborates with the small business community, including chambers of commerce, merchant associations, and business improvement districts to facilitate compliance with the NYCHRL. CCHR's Office of the Chair is the agency's policy, legislative, and adjudicatory hub. The Office convenes stakeholders; interfaces with sibling agencies, the City Council, and state and federal governments; publishes public-facing materials including legal guidance; promulgates rules; issues final decisions and orders; and develops media campaigns.

FOCUS ON EQUITY

CCHR's commitment to equity, diversity, and inclusion is the cornerstone of the Commission's work. Fiscal 2024 indicators reflect sustained agency efforts to increase outreach and intake in order to expand the Commission's reach. During Fiscal 2024, CCHR provided live responses to phone calls from the public made during regular business office hours—over half of the people who called CCHR seeking information or help spoke to a member of the enforcement team immediately.

Access to the City's affordable housing stock is an ongoing issue for New Yorkers, partially due to pervasive housing discrimination against voucher holders, also known as "source of income discrimination," by landlords and brokers. CCHR's Source of Income Unit has expanded significantly since its launch in 2018, and in Fiscal 2024 it successfully resolved 222 pre-complaint interventions to address source of income discrimination. In September 2023, CCHR launched a first-of-its-kind partnership with Fordham University's Real Estate Institute, resulting in a continuing education course to stop illegal voucher discrimination. This course compliments the ongoing virtual monthly know-your-obligation trainings conducted by the Commission.

Pursuant to the Commission's authority to initiate its own investigations, CCHR's enforcement staff initiated 64 new complaints during Fiscal 2024. Some of the increase can be attributed to the enforcement of pay transparency protections added to the NYCHRL. CCHR used the opportunity presented by the salary transparency law to increase transparency within the agency, by creating a page on the CCHR website where select Commission-initiated complaints are uploaded when they are filed.

Through outreach and education, CCHR ensured that New Yorkers were made aware of their protections under the NYCHRL. CCHR has also placed a renewed emphasis on prevention of NYCHRL violations, through education of entities that have obligations under the law. These include consistent business corridor outreach across the five boroughs and targeted know-your-obligation trainings.

During Fiscal 2024, CCHR continued to work to ensure that all New Yorkers can live, work, and thrive free from discrimination. The Commission released a set of policy and practice recommendations based on participatory research with members of worker-owned cooperatives. Launched to assess workplace human rights protections in non-traditional workspaces, the project culminated in recommendations to enhance economic justice and inclusion in different areas within the Commission's jurisdiction.

CCHR also contributed to a number of legislative and policy efforts to advance equity, participating in City Council hearings focused on discrimination in lending, sexual harassment, and equity in the workplace. Two new protected categories were added to the NYCHRL in Fiscal 2024, and CCHR created a new campaign and materials to educate the public about the prohibition on discrimination on the basis of height and weight.

OUR SERVICES AND GOALS

SERVICE 1 Enforce the NYC Human Rights Law.

Goal 1a Investigate, prosecute and resolve complaints of discrimination, discriminatory harassment, and bias-based profiling in a timely and efficient manner.

SERVICE 2 Educate the community on the NYC Human Rights Law.

Goal 2a Increase community awareness of the NYCHRL through workshops, campaigns, hearings, and outreach aimed at the general public, employers, small businesses, and housing providers.

HOW WE PERFORMED IN FISCAL 2024

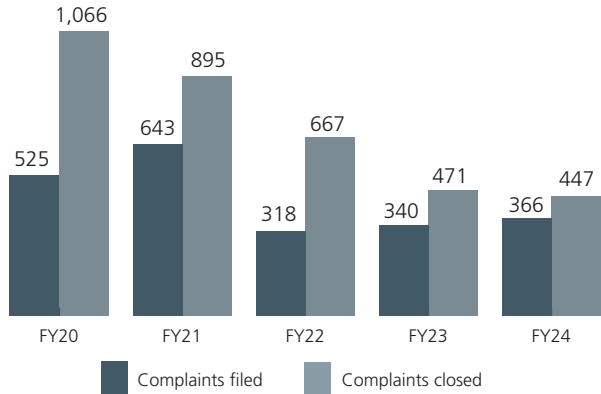
SERVICE 1 Enforce the NYC Human Rights Law.

Goal 1a

Investigate, prosecute and resolve complaints of discrimination, discriminatory harassment, and bias-based profiling in a timely and efficient manner.

In Fiscal 2024, LEB received 13,630 inquiries, a 12 percent increase from Fiscal 2023, attributed in large part to the re-establishment of live phone inquiries, and representing the highest recorded number of inquiries. For the sixth year in a row, LEB closed more complaints than were filed, closing 447 complaints compared to 366 complaints filed in Fiscal 2024. However, a slight decline in complaints closed compared to Fiscal 2023 reflects the ongoing effort to steer more matters to pre-complaint resolution as well as fluctuations in staffing. Matters initiated increased to 868 in Fiscal 2024, compared to 801 in Fiscal 2023. The number of matters initiated in Fiscal 2024 is more in line with historical trends, due to the increased number of inquiries by the Commission and to concerted focus on the enforcement of pay transparency protections added to the NYCHRL. CCHR secured fewer modifications for people with disabilities in Fiscal 2024, at 85 compared to 111 in Fiscal 2023. This is due in part to CCHR's allocation of limited attorney time to minimize disruption to services.

Complaints filed vs. Complaints closed



Pre-complaint intervention work offers parties the option to reach an amicable solution without filing a complaint and engaging in an investigation and litigation. CCHR was able to resolve 307 matters without a complaint being filed, a slight decrease compared to 347 pre-complaint resolutions in Fiscal 2023. Pre-complaint interventions are able to provide life-changing outcomes for individuals on an expedited timeline, such as having voucher holders access housing opportunities, having landlords grant reasonable accommodations for tenants with disabilities, and obtaining reasonable accommodations for employees based on creed, pregnancy, or disabilities.

The average age of complaint caseload increased by 15 percent, from 514 days in Fiscal 2023 to 593 days in Fiscal 2024, largely due to an uptick in referrals of cases to the Office of Administrative Trials and Hearings (OATH) for settlement conferences and increased litigation. This year, CCHR referred 23 matters to OATH, compared to just one in Fiscal 2023. These were some of the oldest cases in CCHR's caseload, after efforts to settle were made for some time. Efforts to resolve CCHR cases that require litigation, which is time- and resource-intensive, meant that case processing times increased as resources were reallocated. In addition, CCHR offered more intake appointments to keep up with higher inquiry volume. Attorney time spent conducting intakes, making referrals, and drafting complaints took time away from pending investigations and unassigned cases, contributing to the increase in complaint caseload time.

CCHR continued to dedicate resources to strategic enforcement of the NYCHRL through testing and other means. Testing is an investigative tool used in civil rights matters to confirm whether potential employers, landlords, real estate brokers, restaurants, hospitals, stores, or other providers of public accommodations treat CCHR testers differently (or provide them with different information) because they belong to a protected class. CCHR completed 943 tests in Fiscal 2024 compared to 1,242 last fiscal year. This important work remains a priority for CCHR, although it has been impacted by staffing challenges.

In Fiscal 2024, for the sixth consecutive year, the Commission's independent Office of Mediation and Conflict Resolution (OMCR) reduced the average number of days to resolve cases in mediation to 112 days compared to 117 days in Fiscal 2023. OMCR resolved 31 cases in Fiscal 2024, up from 28 cases in Fiscal 2023. The combined effort from CCHR's enforcement bureau and OMCR accounted for \$4,680,483 in damages and civil penalties in Fiscal 2024. This is a decrease from Fiscal 2024, attributed to CCHR's increasing work in enforcing the salary transparency law, which does not lead to damages.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Inquiries received	10,015	9,055	11,942	12,190	13,630	*	*	Up	*
Matters initiated	1,307	881	449	801	868	*	*	Down	*
Pre-complaint resolutions	406	214	196	347	307	*	*	Neutral	Up
Modifications for accessibility for people with disabilities	72	46	27	111	85	*	*	Up	*
★ ● Complaints filed	525	643	318	340	366	*	*	Down	*
Complaints closed	1,066	895	667	471	447	*	*	Down	*
– Complaints closed (%) - no probable cause determination	1%	0%	0%	0%	1%	*	*	Neutral	*
– Complaints closed (%) - probable cause determination	23%	22%	13%	25%	16%	*	*	Down	*
– Complaints closed (%) - administrative cause	51%	48%	56%	42%	40%	*	*	Down	*
– Complaints closed (%) - settlement	25%	30%	31%	33%	43%	*	*	Up	*
Complaints successfully mediated	43	47	45	28	31	*	*	Down	Up
Complaints referred to the Office of Administrative Trials and Hearings	20	13	4	1	23	*	*	Down	*
Value of damages for complainants (\$)	\$6,549,397	\$8,069,100	\$6,166,414	\$4,679,207	\$4,047,283	*	*	Down	*
Value of civil penalties imposed (\$)	\$969,750	\$1,678,000	\$878,500	\$887,500	\$633,200	*	*	Down	*
Open matters	2,398	2,411	1,555	1,180	1,206	*	*	Down	*
Open complaints	1,165	1,012	773	733	762	*	*	Down	*
Average age of complaint caseload (days)	515	427	503	514	593	*	*	Up	*
Complaints pending by age — less than one year	416	546	268	302	284	*	*	Down	*
Average days to completion for an Office of Mediation and Conflict Resolution case	183	154	124	117	112	*	*	Down	Down
Tests attempted for Human Rights Law violations in housing, employment, and disability accommodations	NA	NA	NA	1,433	1,303	*	*	NA	Up
Tests completed for Human Rights Law violations in housing, employment, and disability accommodations	NA	NA	NA	1,242	943	*	*	NA	Up
Testing completion rate for Human Rights Law violations in housing, employment, and disability accommodations	NA	NA	NA	87%	72%	*	*	NA	Up
Entities tested for Human Rights Law violations in housing, employment, and disability accommodations	NA	878	734	1,082	947	*	*	NA	Up
Phone calls received by InfoLine staff	NA	NA	NA	NA	21,301	*	*	NA	*
Walk-ins assisted at CCHR offices	NA	NA	NA	NA	430	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 2 Educate the community on the NYC Human Rights Law.

Goal 2a Increase community awareness of the NYCHRL through workshops, campaigns, hearings, and outreach aimed at the general public, employers, small businesses, and housing providers.

In Fiscal 2024, the Commission's outreach unit, the Community Relations Bureau (CRB), continued to set new records in reaching New Yorkers, reaching 142,398 people, an eight percent increase from Fiscal 2023. This expanded reach occurred across 2,888 events, a 33 percent increase from Fiscal 2023. These events included conferences, workshops, one-on-one outreach, tabling events, panel discussions, town halls, cultural events, and trainings provided by CRB. These included 318 youth-centered sessions, 45 percent more youth-centered sessions than in Fiscal 2023. CRB attributes its expanded reach to the ongoing successful deployment of both in-person and virtual services to New Yorkers to ensure the public has more ways of reaching the Commission. In Fiscal 2024, CRB conducted increased field work and had an increase in requests for in-person services, though many organizations are still requesting virtual services. In many cases, CRB has leveraged the lessons it learned throughout the COVID-19 pandemic to expand the reach of in-person events by simultaneously offering virtual options to attend. Part of this increase in outreach was also due to the expansion of non-English language outreach. CRB continues to share materials and conduct outreach in different languages across the five boroughs. CRB staff conducted outreach in English, Spanish, Mandarin, Bengali, Urdu, Punjabi, French, Arabic, and Russian to reach New Yorkers and educate them on the NYC Human Rights Law.

As part of its outreach work, CCHR focused on holistic bias prevention, solidarity, and community-building through events and trainings like competency trainings, multilingual Bystander Intervention Trainings, Talking Circles, the Mayoral initiative Breaking Bread, Building Bonds, and other bridge-building work that continued to be in the forefront of the Commission's mandate to foster inter-group relations. CCHR's outreach in Fiscal 2024 included heritage and commemorative events that celebrate diverse communities. In Fiscal 2024, CRB held heritage and commemorative events during Hispanic Heritage Month, Black History Month, Women's History Month, Fair Housing Month, and Asian Pacific Islander Heritage Month to name a few. Other outreach included prevention work, which continued to grow in Fiscal 2024. The Commission partnered with sibling agencies to continue proactive outreach to businesses about their obligations under the law. Another focus for Fiscal 2024 included welcoming immigrants and sharing information about civil rights in New York City. CRB provided information at the Arrival Center in the Roosevelt Hotel and worked to train staff on their obligations as a place of public accommodation under the NYCHRL. The Commission also partnered with community and faith groups to co-host and participate in resource fairs and provided informational sessions at events across the City.

The fourth cohort of the Youth for Equity and Solidarity (YES) Council contributed to the increase in youth engagements in Fiscal 2024. The YES Council is comprised of a diverse group of young people advising the agency on youth engagement and hosting their own outreaches to inform peers about the law. The Commission partnered with the United Nations to co-sponsor a youth summit, led by YES Council members, to celebrate the 75th anniversary of the Universal Declaration of Human Rights. The event brought hundreds of high school students across the City to celebrate the intersections of local and global human rights.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Training and outreach sessions	1,481	1,683	1,794	2,172	2,888	1,500	1,500	Up	Up
Training and outreach sessions targeting youth	300	293	169	220	318	250	250	Neutral	Up
★ People reached	99,858	102,121	107,136	132,507	142,398	95,000	95,000	Up	Up
Online trainings completed by members of the public	NA	NA	NA	NA	544,060	*	*	NA	Up
People reached (youth events)	NA	NA	NA	NA	19,412	*	*	NA	Up
Outreach sessions in Manhattan (% of total)	NA	NA	NA	NA	23%	*	*	NA	*
Outreach sessions in Staten Island (% of total)	NA	NA	NA	NA	20%	*	*	NA	*
Outreach sessions in Brooklyn (% of total)	NA	NA	NA	NA	14%	*	*	NA	*
Outreach sessions in Queens (% of total)	NA	NA	NA	NA	12%	*	*	NA	*
Outreach sessions in the Bronx (% of total)	NA	NA	NA	NA	12%	*	*	NA	*
Outreach sessions conducted virtually (%)	NA	NA	NA	NA	14%	*	*	NA	Up
Website visits	NA	NA	NA	2,330,417	4,481,280	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	99.0%	98.0%	100.0%	100.0%	100.0%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	100.0%	99.0%	99.0%	100.0%	99.0%	*	*	Neutral	Up
Completed customer requests for interpretation	1,550	1,519	1,373	1,414	2,129	*	*	Up	*
Average wait time to speak with a customer service agent (minutes)	3	0	0	5	10	*	*	Up	Down
CORE facility rating	100	100	98	96	100	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$12.2	\$11.9	\$11.2	\$11.1	\$12.4	\$12.9	\$14.5	Neutral
Personnel	128	120	101	101	105	140	140	Down
Overtime paid (\$000)	\$0	\$4	\$1	\$0	\$15	\$15	\$4	NA
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds								
"NA" - Not Available *None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$9.1	\$9.8	
001 - Personal Services	\$4.9	\$4.7	All
003 - Community Development	\$4.2	\$5.1	All
Other Than Personal Services - Total	\$2.0	\$2.5	
002 - Other Than Personal Services	\$0.4	\$0.7	All
004 - Community Development	\$1.6	\$1.8	All
Agency Total	\$11.1	\$12.4	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Previously published Fiscal 2022 value for the indicator 'Website visits' was removed. The previously published value reflected a data error, and CCHR is not able to obtain historical website visits statistics in order to correct this.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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