

CITY COMMISSION ON HUMAN RIGHTS



WHAT WE DO

The New York City Commission on Human Rights (CCHR or the Commission) enforces the New York City Human Rights Law (NYCHRL or the law), 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 anti-discrimination laws in the country. CCHR achieves its mission through its law enforcement, community outreach, media, and legislative and policy initiatives. 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 and retaliation, and ensures reasonable accommodations are made when necessary; 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 strong, lasting community relationships through roundtable discussions, workshops, trainings, and other sustained engagements. CRB also collaborates with the small business community in the City, including chambers of commerce, merchant associations, and business improvement districts to facilitate compliance with the NYCHRL. CCHR's Office of the Chair serves as the Commission's policy, legislative, and adjudicatory hub, convening stakeholders; coordinating with City, State, and federal partners; issuing rules and final decisions; and producing public guidance and media campaigns.

FOCUS ON EQUITY

Equity, diversity, and inclusion remain central to CCHR's work. Individuals who use housing vouchers and those with disabilities face high levels of discrimination and harassment in New York City and represent a significant proportion of NYCHRL housing discrimination cases. As such, CCHR is committed to ensuring that people with disabilities have full access to the Commission's facilities, programs, and services.

Additionally, CCHR remains steadfast in its commitment to end gender-based discrimination, which disproportionately impacts women, girls, and LGBTQ+/transgender and gender non-conforming individuals. The Commission investigates and prosecutes cases of gender-based discrimination, including sexual harassment and discrimination based on gender identity or expression in housing, employment, and public places. The NYCHRL provides some of the strongest protections in the nation against gender-based discrimination in employment, including protections based on gender identity, gender expression, and pregnancy, and works to eliminate barriers that impede women's access to employment, promotions, and leadership roles. In the first four months of Fiscal 2026, CCHR released a Decision and Order requiring a prominent food chain to take affirmative steps to provide redress to an employee and to make policy and practice changes after finding that the employer permitted a hostile work environment and failed to take action when managers engaged in gender-based harassment.

Through robust outreach and education efforts, the Commission continued to raise awareness among the public of the protections afforded by the NYCHRL. CCHR also placed renewed emphasis on prevention by educating entities with legal obligations under the Law. This included consistent business corridor outreach across all five boroughs and targeted "Know Your Obligations" trainings. CCHR welcomed the sixth cohort of Youth for Equity and Solidarity (YES) Council members to work on youth engagement in civil rights. The Commission expanded a new pilot program, called Together we are Empowered and we Matter (TEAM), collaborating with houses of worship to engage justice-impacted individuals through participatory learning about Fair Chance employment protections. In addition, the Commission focused on new outreach strategies to address immigration-based discrimination, complementing the publication of CCHR's updated Legal Enforcement Guidance on National Origin and Immigration Status.

The NYCHRL is continually amended to meet the evolving needs of New Yorkers. In June 2025, the Law was amended to require new lactation accommodation policies, reflecting changes in State labor laws. Finally, the Commission actively contributes to broader legislative and policy initiatives aimed at advancing equity and dismantling systemic discrimination—reinforcing the Commission's role as a key champion for civil and human rights in the City. At a City Council hearing on Housing Discrimination in October 2025, CCHR spoke about the Agency's efforts in detail, emphasizing a Public-Artist-In-Residence program working with CCHR and the Department of Cultural Affairs to ensure individuals impacted by the criminal legal system know their rights. The public launch of this "Break Down Barriers to Housing" collaboration was held with the Fortune Society in August.

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

- During the first four months of Fiscal 2026, CCHR received 4,516 inquiries, a 26 percent decrease compared to the 6,087 received during the same period of Fiscal 2025. While down, Fiscal 2026 inquiries remain the second highest volume on record for the first four months of a fiscal year. The decrease is partly due to federal policies and rhetoric that spread misinformation about anti-discrimination practices and create a climate of fear that discourages people from reporting discrimination.
- Matters initiated, which are the total number of Commission-initiated cases or public inquiries that require follow-up or other action from CCHR, increased 11 percent from 422 in the first four months of Fiscal 2025 to 470 in the same period in Fiscal 2026. This is mainly because staff are prioritizing Commission-initiated work and conducting more tests, while federal avenues for recourse that once existed are no longer available.
- In the first four months of Fiscal 2026, CCHR continued to focus its efforts on resolving some of the oldest and most difficult to settle cases in its caseload by referring them to the Office of Administrative Trials and Hearings (OATH). This resulted in four referrals to OATH in the first four months of Fiscal 2026, up from one in the first four months of Fiscal 2025. Litigating OATH cases involve time- and resource-intensive settlement conferences and hearings, and the Commission continues to litigate several important cases that were referred in previous fiscal years. Many key case processing time indicators were impacted as staff resources were reallocated because of this prolonged workload. Accordingly, CCHR closed 80 complaints in the first four months of Fiscal 2026, 42 percent fewer than in the same period of Fiscal 2025.
- The average age of the complaint caseload increased from 592 days in the first four months of Fiscal 2025 to 629 days in the same period of Fiscal 2026. Relatedly, the number of pending complaints open for less than one year increased 13 percent from 317 cases to 357 cases. These increases in case processing times are largely because inquiry volumes remain historically high, requiring CCHR to open more matters, including pre-complaint interventions. CCHR offered more intake appointments to keep up with inquiries and initiate more matters, which placed additional demands on Agency staff. Time spent conducting intakes, making referrals, and drafting complaints took time away from pending investigations and unassigned cases. As such, the number of open matters increased 26 percent from 1,262 in the first four months of Fiscal 2025 to 1,591 during the same period of Fiscal 2026, and the number of open complaints similarly increased 20 percent from 795 to 950.
- The number of complaints successfully mediated decreased from five in the first four months of Fiscal 2025 to one in the first four months of Fiscal 2026. The timeframes for mediated complaints can vary widely from month to month, so with only four months of data available in this report, any deviation from previous years is difficult to attribute to a specific factor. Performance will be better observed at the close of the fiscal year.
- The number of accessibility modifications secured for people with disabilities increased to 50 during the first four months of Fiscal 2026, up from 27 during the same period last fiscal year, due to increased staff availability from the pre-complaint intervention team to seek modifications and a general ongoing focus on pre-complaint interventions.
- Over the first four months of Fiscal 2026, the value of damages awarded for complainants dropped by 65 percent to \$323,920 and civil penalties ordered by the Commission decreased by 69 percent to \$88,000 compared to the same period in Fiscal 2025. The declines are attributed to several record-breaking cases that occurred last fiscal year, which made damages and penalties far higher than historically typical. This included a landmark source of income discrimination settlement with a rental agent and property manager in the Bronx that resulted in the highest civil penalty ever imposed by the Commission in a housing discrimination case.
- CCHR continues to dedicate resources to strategic enforcement of the NYCHRL through testing and other means. Testing metrics monitor how effectively the Commission examines and assesses entities' compliance with the Human Rights Law, a cornerstone of CCHR's work. In the first four months of Fiscal 2026, CCHR attempted 523 tests (22 percent more than during the same period last fiscal year) and completed 454 tests (29 percent more). This led to a five percentage-point higher testing completion rate in the first four months of Fiscal 2026 compared to the same period last year. A total of 266 entities were tested in the first four months of Fiscal 2026.

- InfoLine staff, who provide front line responses to the public and are frequently the first point of contact with the Commission, responded to 6,455 (17 percent fewer) phone calls and met with 166 (25 percent more) individuals who sought advice in-person without an appointment during the first four months of Fiscal 2026 compared to the same period last fiscal year. These indicators can vary widely from month to month, and performance will be better observed at the close of the fiscal year.
- In the first four months of Fiscal 2026, CCHR’s Community Relations Bureau held 116 outreach sessions targeting youth, a nine percent decrease from the same period in Fiscal 2025, and the number of youth reached from these events increased by eight percent to 8,007. Outreach efforts can vary widely from month to month so performance in this area will be better observed at the close of the fiscal year.
- Over the first four months of Fiscal 2026, there were 554,625 public views of CCHR’s online training courses, a 38 percent increase from the same period last fiscal year, largely due to the roll out of a new sexual harassment training.

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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Inquiries received	12,190	13,630	15,532	*	*	6,087	4,516
Matters initiated	801	868	1,196	*	*	422	470
★ 🗨️ Complaints filed	340	366	397	*	*	145	139
Complaints referred to the Office of Administrative Trials and Hearings	1	23	16	*	*	1	4
Complaints closed	471	447	379	*	*	139	80
– Complaints closed (%) - no probable cause determination	0%	1%	1%	*	*	1%	0%
– Complaints closed (%) - probable cause determination	25%	16%	18%	*	*	9%	16%
– Complaints closed (%) - administrative cause	42%	40%	44%	*	*	61%	59%
– Complaints closed (%) - settlement	33%	43%	37%	*	*	29%	25%
★ Average age of complaint caseload (days)	514	593	614	*	*	592	629
Complaints pending by age — less than one year	302	284	354	*	*	317	357
Open matters	1,180	1,206	1,358	*	*	1,262	1,591
Open complaints	733	762	881	*	*	795	950
Complaints successfully mediated	28	31	17	*	*	5	1
Average days to completion for an Office of Mediation and Conflict Resolution case	117	112	107	*	*	102	110
Pre-complaint resolutions	347	307	327	*	*	131	125
Modifications for accessibility for people with disabilities	111	85	61	*	*	27	50
Value of damages for complainants (\$)	\$4,679,207	\$4,047,283	\$17,004,122	*	*	\$935,285	\$323,920
Value of civil penalties imposed (\$)	\$887,500	\$633,200	\$1,780,500	*	*	\$287,500	\$88,000
Tests attempted for Human Rights Law violations in housing, employment, and disability accommodations	1,433	1,303	1,346	*	*	430	523
Tests completed for Human Rights Law violations in housing, employment, and disability accommodations	1,242	943	1,182	*	*	353	454
Testing completion rate for Human Rights Law violations in housing, employment, and disability accommodations	87%	72%	88%	*	*	82%	87%
Entities tested for Human Rights Law violations in housing, employment, and disability accommodations	1,082	947	969	*	*	310	266
Walk-ins assisted at CCHR offices	NA	430	246	*	*	133	166
Phone calls received by InfoLine staff	NA	21,301	20,349	*	*	7,811	6,455
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
People reached	132,507	142,398	150,053	95,000	95,000	58,690	57,977
Training and outreach sessions	2,172	2,888	2,845	1,500	1,500	933	929
Outreach sessions in Manhattan (% of total)	NA	23%	28%	*	*	26%	22%
Outreach sessions in Staten Island (% of total)	NA	20%	22%	*	*	23%	27%
Outreach sessions in Brooklyn (% of total)	NA	14%	18%	*	*	16%	14%
Outreach sessions in Queens (% of total)	NA	12%	17%	*	*	19%	18%
Outreach sessions in the Bronx (% of total)	NA	12%	15%	*	*	16%	17%
Outreach sessions conducted virtually (%)	NA	14%	18%	*	*	23%	18%
Training and outreach sessions targeting youth	220	318	371	250	250	128	116
★ People reached (youth events)	NA	19,412	19,177	↑	↑	7,401	8,007
Online trainings viewed by members of the public	NA	544,060	1,216,744	*	*	400,884	554,625
Website views	2,330,417	4,481,280	4,197,569	*	*	1,389,664	1,321,831
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
Letters responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	100%	99%	100%	*	*	99%	100%
Completed requests for interpretation	1,414	2,129	2,095	*	*	783	584
Average wait time to speak with a customer service agent (minutes)	5	10	14	*	*	13	19
CORE facility rating	96	100	98	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26 ¹	FY27 ¹	FY25	FY26
Expenditures (\$000,000) ²	\$11.1	\$11.5	\$12.3	\$15.4	\$15.4	\$14.3	\$4.2	\$4.5
Personnel	101	105	104	145	145	137	109	103
Overtime paid (\$000)	\$0	\$0	\$0	\$4	\$4	\$4	\$0	\$0
¹ February 2026 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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 FY25 ¹ (\$000,000)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$10.3	\$12.3	
001 - Personal Services	\$5.8	\$4.7	All
003 - Community Development	\$4.4	\$7.6	All
Other Than Personal Services - Total	\$2.0	\$3.1	
002 - Other Than Personal Services	\$0.5	\$1.3	All
004 - Community Development	\$1.5	\$1.8	All
Agency Total	\$12.3	\$15.4	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- A number of previously published figures were updated as part of this publication after a review of historical data:
 - The four-month actual Fiscal 2025 figure for ‘Complaints filed’ in Goal 1a was updated from 146 to 145.
 - The Fiscal 2025 figure for ‘Complaints referred to the Office of Administrative Trials and Hearings’ in Goal 1a was updated from 6 to 16.
 - The four-month actual Fiscal 2025 figure for ‘Complaints closed’ in Goal 1a was updated from 134 to 139.
 - The four-month actual Fiscal 2025 figure for ‘Complaints closed (%)—probable cause determination’ in Goal 1a was updated from 10 percent to 9 percent.
 - The four-month actual Fiscal 2025 figure for ‘Complaints closed (%)—administrative cause’ in Goal 1a was updated from 59 percent to 61 percent.
 - The four-month actual Fiscal 2025 figure for ‘Complaints closed (%)—settlement’ in Goal 1a was updated from 30 percent to 29 percent.
 - The four-month actual Fiscal 2025 figure for ‘Pre-complaint resolutions’ in Goal 1a was updated from 134 to 131.
 - The four-month actual Fiscal 2025 figure for ‘Training and outreach sessions targeting youth’ in Goal 2a was updated from 110 to 128.

ADDITIONAL RESOURCES

- The New York City Human Rights Law: <https://www.nyc.gov/site/cchr/law/text-of-the-law.page>
- The Social Indicators and Equity Report, EquityNYC: <http://equity.nyc.gov/>

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