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# Office of Human Rights

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Table HM0-1

Description	FY 2018 Actual	FY 2019 Actual	FY 2020 Approved	FY 2021 Approved	% Change from FY 2020
OPERATING BUDGET	\$4,791,294	\$5,346,094	\$6,213,082	\$10,133,662	63.1
FTEs	37.1	42.2	49.0	73.0	49.0
CAPITAL BUDGET	\$0	\$0	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

The mission of the D.C. Office of Human Rights (OHR) is to eradicate discrimination, increase equal opportunity, and protect human rights in the city.

## Summary of Services

OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, pursuant to the D.C. Human Rights Act of 1977 and numerous other local and federal laws. OHR also prevents discrimination by providing training and education to District government employees, private employers, workers, and the community at large regarding their rights and responsibilities under the law. OHR monitors compliance with the Language Access Act of 2004 and investigates allegations of non-compliance with this Act by District government agencies. The agency also investigates complaints and conditions causing community tension and conflict that can lead to breaches of the peace. The Commission on Human Rights is the adjudicatory body that decides private sector cases after OHR has found “probable cause” of discrimination.

The agency’s FY 2021 approved budget is presented in the following tables:

## FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table HM0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

**Table HM0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change*	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change
<b>GENERAL FUND</b>												
Local Funds	4,425	4,975	5,647	7,942	2,295	40.6	35.2	40.4	47.2	61.2	14.0	29.7
<b>TOTAL FOR GENERAL FUND</b>	<b>4,425</b>	<b>4,975</b>	<b>5,647</b>	<b>7,942</b>	<b>2,295</b>	<b>40.6</b>	<b>35.2</b>	<b>40.4</b>	<b>47.2</b>	<b>61.2</b>	<b>14.0</b>	<b>29.7</b>
<b>FEDERAL RESOURCES</b>												
Federal Grant Funds	217	243	339	339	0	0.0	1.9	1.8	1.8	1.8	0.0	0.0
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>217</b>	<b>243</b>	<b>339</b>	<b>339</b>	<b>0</b>	<b>0.0</b>	<b>1.9</b>	<b>1.8</b>	<b>1.8</b>	<b>1.8</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIVATE FUNDS</b>												
Private Grant Funds	30	33	27	0	-27	-100.0	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR PRIVATE FUNDS</b>	<b>30</b>	<b>33</b>	<b>27</b>	<b>0</b>	<b>-27</b>	<b>-100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>												
Intra-District Funds	120	95	200	1,853	1,653	826.6	0.0	0.0	0.0	10.0	10.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>120</b>	<b>95</b>	<b>200</b>	<b>1,853</b>	<b>1,653</b>	<b>826.6</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>10.0</b>	<b>10.0</b>	<b>N/A</b>
<b>GROSS FUNDS</b>	<b>4,791</b>	<b>5,346</b>	<b>6,213</b>	<b>10,134</b>	<b>3,921</b>	<b>63.1</b>	<b>37.1</b>	<b>42.2</b>	<b>49.0</b>	<b>73.0</b>	<b>24.0</b>	<b>49.0</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2021 Approved Operating Budget, by Comptroller Source Group

Table HM0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

**Table HM0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
11 - Regular Pay - Continuing Full Time	2,178	2,994	2,897	5,816	2,919	100.8
12 - Regular Pay - Other	1,230	580	1,284	568	-717	-55.8
13 - Additional Gross Pay	24	60	0	0	0	N/A

**Table HM0-3**

(dollars in thousands)

<b>Comptroller Source Group</b>	<b>Actual FY 2018</b>	<b>Actual FY 2019</b>	<b>Approved FY 2020</b>	<b>Approved FY 2021</b>	<b>Change from FY 2020</b>	<b>Percentage Change*</b>
14 - Fringe Benefits - Current Personnel	749	797	1,016	1,588	572	56.3
15 - Overtime Pay	0	1	0	0	0	N/A
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>4,182</b>	<b>4,432</b>	<b>5,197</b>	<b>7,971</b>	<b>2,774</b>	<b>53.4</b>
20 - Supplies and Materials	22	12	12	205	193	1,645.6
31 - Telecommunications	8	0	0	0	0	N/A
35 - Occupancy Fixed Costs	0	0	0	230	230	N/A
40 - Other Services and Charges	142	154	408	948	540	132.5
41 - Contractual Services - Other	416	741	589	672	83	14.0
50 - Subsidies and Transfers	0	0	0	100	100	N/A
70 - Equipment and Equipment Rental	22	7	7	7	0	0.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>609</b>	<b>915</b>	<b>1,016</b>	<b>2,162</b>	<b>1,146</b>	<b>112.8</b>
<b>GROSS FUNDS</b>	<b>4,791</b>	<b>5,346</b>	<b>6,213</b>	<b>10,134</b>	<b>3,921</b>	<b>63.1</b>

\*Percent change is based on whole dollars.

**FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity**

Table HM0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

**Table HM0-4**

(dollars in thousands)

<b>Division/Program and Activity</b>	<b>Dollars in Thousands</b>					<b>Full-Time Equivalents</b>				
	<b>Actual FY 2018</b>	<b>Actual FY 2019</b>	<b>Approved FY 2020</b>	<b>Approved FY 2021</b>	<b>Change from FY 2020</b>	<b>Actual FY 2018</b>	<b>Actual FY 2019</b>	<b>Approved FY 2020</b>	<b>Approved FY 2021</b>	<b>Change from FY 2020</b>
<b>(1000) OFFICE OF HUMAN RIGHTS</b>										
(1030) Property Management	0	3	2	2	0	0.0	0.0	0.0	0.0	0.0
(1040) Information Technology	0	75	128	0	-128	0.0	0.0	0.0	0.0	0.0
(1060) Legal Services	341	396	424	659	235	2.5	2.8	3.0	4.0	1.0
(1090) Performance Management	482	500	482	774	292	2.5	2.8	3.0	5.0	2.0
<b>SUBTOTAL (1000) OFFICE OF HUMAN RIGHTS</b>	<b>824</b>	<b>973</b>	<b>1,036</b>	<b>1,435</b>	<b>399</b>	<b>5.1</b>	<b>5.6</b>	<b>6.0</b>	<b>9.0</b>	<b>3.0</b>
<b>(2000) EQUAL JUSTICE PROGRAM</b>										
(2010) Intake	463	472	475	538	63	4.3	4.7	6.0	6.0	0.0
(2020) Mediation	525	589	668	704	36	5.2	5.6	6.0	6.0	0.0
(2030) Investigations	1,876	2,030	2,365	4,228	1,862	16.4	17.8	22.8	35.8	13.0
(2050) Fair Housing Program	17	17	17	19	2	0.2	1.1	0.2	0.2	0.0
(2060) Research and Compliance	140	105	130	10	-120	0.0	0.0	0.0	0.0	0.0
(2070) Public Education	358	590	615	2,348	1,733	2.6	3.8	4.0	11.0	7.0
(2085) Bullying Prevention Oversight	174	162	205	172	-34	0.8	0.9	1.0	2.0	1.0
(2090) Language Access Oversight	17	8	267	221	-46	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (2000) EQUAL JUSTICE PROGRAM</b>	<b>3,570</b>	<b>3,974</b>	<b>4,743</b>	<b>8,240</b>	<b>3,496</b>	<b>29.5</b>	<b>33.8</b>	<b>40.0</b>	<b>61.0</b>	<b>21.0</b>

**Table HM0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
<b>(3000) COMMISSION ON HUMAN RIGHTS</b>										
(3010) Human Rights Commission	398	399	434	459	25	2.5	2.8	3.0	3.0	0.0
<b>SUBTOTAL (3000) COMMISSION ON HUMAN RIGHTS</b>	<b>398</b>	<b>399</b>	<b>434</b>	<b>459</b>	<b>25</b>	<b>2.5</b>	<b>2.8</b>	<b>3.0</b>	<b>3.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>4,791</b>	<b>5,346</b>	<b>6,213</b>	<b>10,134</b>	<b>3,921</b>	<b>37.1</b>	<b>42.3</b>	<b>49.0</b>	<b>73.0</b>	<b>24.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

### Program Description

The Office of Human Rights operates through the following 3 programs:

**Equal Justice** – provides education and awareness and investigates, adjudicates, and provides compliance services to people who live, work, and/or conduct business in the District of Columbia so that they are informed of, and may have timely resolution of, discrimination complaints.

This program contains the following 8 activities:

- **Intake** – provides intake, referral, and counseling services to complainants who live, work, and/or conduct business in the District of Columbia so that they may have timely and quality assessments of their complaints;
- **Mediation** – provides mediation services to complainants and respondents in an attempt to resolve potentially unlawful discriminatory practices and avoid costly and time-consuming investigations and litigation;
- **Investigations** – conducts full investigations whenever prima facie evidence has been established for each complaint brought to the Office of Human Rights. This applies to cases in employment, public accommodations, educational institutions, and language access;
- **Fair Housing** – investigates complaints and provides outreach and education to people who live, work, or conduct business in the District on matters relating to alleged violations of federal and local fair housing laws;
- **Research and Compliance** – conducts compliance reviews of, provides training on, and performs research related to human rights law as well as mandates issued by the Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development;
- **Public Education** – provides awareness, education, training, and public information to ensure a workforce environment free of discrimination in the District;
- **Bullying Prevention Oversight** – coordinates bullying prevention initiatives throughout the District; and
- **Language Access Oversight** – provides information, education, monitoring, and enforcement services pertaining to the D.C. Language Access Act and its implementation and applicability.

**Commission on Human Rights** – provides adjudication services through an administrative, trial-type hearing conducted before a hearing examiner or a panel of commissioners. The Commission rules and can issue injunctive relief and award damages (if discrimination is found) to people who live, work, or conduct business in the District of Columbia.

**Office of Human Rights (Agency Management)** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

### Program Structure Change

The Office of Human Rights has no program structure changes in the FY 2021 approved budget.

## FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table HM0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

**Table HM0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2020 Approved Budget and FTE</b>		<b>5,647</b>	<b>47.2</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2021 Recurring Budget</b>		<b>5,647</b>	<b>47.2</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	183	-1.0
Increase: To adjust the Contractual Services budget	Multiple Programs	50	0.0
Reduce: To align resources with operational spending goals	Equal Justice	-4	0.0
Reduce: To recognize savings from a reduction in FTE(s)	Equal Justice	-384	-2.0
<b>LOCAL FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>5,492</b>	<b>44.2</b>
Enhance: To support additional FTE(s)	Multiple Programs	1,814	17.0
Enhance: To support office space for additional staff (\$255k) and an online platform to support Tipped Wage Workers (\$115k) (one-time)	Equal Justice	370	0.0
Enhance: To support operational requirements	Multiple Programs	223	0.0
Enhance: To support an outreach campaign (one-time)	Office of Human Rights	20	0.0
Enhance: To support the purchase of office supplies (\$15k) and administrative expenses (\$3k) for new staff (one-time)	Equal Justice	18	0.0
Enhance: To support the purchase of IT equipment for new staff (one-time)	Office of Human Rights	4	0.0
<b>LOCAL FUNDS: FY 2021 District's Approved Budget</b>		<b>7,942</b>	<b>61.2</b>
<b>FEDERAL GRANT FUNDS: FY 2020 Approved Budget and FTE</b>		<b>339</b>	<b>1.8</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	12	0.0
Decrease: To offset projected adjustments in personal services costs	Multiple Programs	-12	0.0
<b>FEDERAL GRANT FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>339</b>	<b>1.8</b>
No Change		0	0.0
<b>FEDERAL GRANT FUNDS: FY 2021 District's Approved Budget</b>		<b>339</b>	<b>1.8</b>
<b>PRIVATE GRANT FUNDS: FY 2020 Approved Budget and FTE</b>		<b>27</b>	<b>0.0</b>
Decrease: To align budget with projected grant awards	Multiple Programs	-27	0.0
<b>PRIVATE GRANT FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>0</b>	<b>0.0</b>
No Change		0	0.0
<b>PRIVATE GRANT FUNDS: FY 2021 District's Approved Budget</b>		<b>0</b>	<b>0.0</b>

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**Table HM0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>INTRA-DISTRICT FUNDS: FY 2020 Approved Budget and FTE</b>		<b>200</b>	<b>0.0</b>
Decrease: To align resources with operational spending goals	Multiple Programs	-200	0.0
<b>INTRA-DISTRICT FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>0</b>	<b>0.0</b>
Enhance: To support additional FTE(s)	Equal Justice	1,148	10.0
Enhance: To support nonpersonal service costs	Multiple Programs	705	0.0
<b>INTRA-DISTRICT FUNDS: FY 2021 District's Approved Budget</b>		<b>1,853</b>	<b>10.0</b>
<b>GROSS FOR HM0 - OFFICE OF HUMAN RIGHTS</b>		<b>10,134</b>	<b>73.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**FY 2021 Approved Budget Changes**

The Office of Human Rights' (OHR) approved FY 2021 gross budget is \$10,133,662, which represents a 63.1 percent increase over its FY 2020 approved gross budget of \$6,213,082. The budget is comprised of \$7,941,657 in Local funds, \$338,778 in Federal Grant funds, and \$1,853,227 in Intra-District funds.

**Recurring Budget**

OHR's budget reflects no change from the FY 2020 approved budget to the FY 2021 recurring budget.

**Mayor's Proposed Budget**

**Increase:** OHR's Local funds budget includes an increase of \$183,252 to align personal services costs and Fringe Benefits; this adjustment includes a reduction of 1.0 FTE. OHR also increased its proposed Local funds budget by \$49,993 to adjust the contractual services requirement to execute essential programming. In addition, OHR's FY 2021 proposed budget includes an increase of \$12,395 in Federal Grant funds to align personal services costs and Fringe Benefits.

**Decrease:** OHR's proposed FY 2021 budget reflects a decrease in Federal Grant funds of \$12,395 to offset projected personal services costs, a decrease in Private Grant funds of \$27,445 to align with projected grant award amounts, and a decrease in Intra-District funds of \$200,000 to reflect reduced resources in the FY 2021 budget.

**Reduce:** OHR's proposed FY 2021 Local funds budget includes a reduction of \$4,359 in nonpersonal services costs to align resources with operational goals in the Equal Justice program. In addition, OHR proposes a decrease of \$383,736 in Local funds to reflect the removal of 2.0 FTEs and additional personal services savings in the Equal Justice program.

**District's Approved Budget**

**Enhance:** OHR's approved Local funds budget includes a net increase of \$1,814,198 and 17.0 FTEs to align personal services costs and Fringe Benefits with projected operational costs. Additionally, in Local funds the budget includes a one-time increase of \$370,000 in the Equal Justice program. This adjustment is comprised of \$255,000 to fund new office space for additional staff and \$115,000 to fund a new online platform to support the Tipped Wage Workers Fairness Amendment Act. OHR's Local budget also includes an increase of \$223,400 to purchase office equipment and cover administrative expenses that support the agency's operational requirements. In accordance with the Strengthening Reproductive Health Protections Amendment Act of 2019, OHR's Local budget includes a one-time increase of \$20,000 to support an outreach campaign. Additionally, the budget includes a one-time increase of \$18,050 in Local funds, of which \$15,375 is to

support the Tipped Wage Workers Fairness Amendment Act and \$2,675 is to support the Racial Equity Achieves Results Establishment Act. Lastly in Local funds, the budget includes a one-time increase of \$4,000 to support the purchase of IT equipment for new employees.

In Intra-district funds, OHR's approved budget includes a personal services increase of \$1,148,227 to support an additional 10.0 FTEs in the Equal Justice program and an increase of \$705,000 across multiple divisions to support nonpersonal services costs. These increases are the result of a Memorandum of Understanding agreement with the Department of Employment Services for Universal Paid Leave enforcement.

## Agency Performance Plan\*

The Office of Human Rights (OHR) has the following strategic objectives for FY 2021:

### Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

### Objectives

1. Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement.
2. Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service.
3. Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies.
4. Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.
5. Create and maintain a highly efficient, transparent, and responsive District government.

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### ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

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#### 1. Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Activities)

Activity Title	Activity Description	Type of Activity
Investigate	The Human Rights Officer (HRO) in the Investigation Unit will review an assigned Charge of Discrimination docketed and investigate the claims asserted in the Charge. The HRO will interview relevant witnesses and recommend a finding as to whether there is probable cause to believe discrimination may have occurred.	Daily Service
Intake	The Intake Officer will review inquiries (known as Complaint Questionnaire) filed with the Office of Human Rights and determine jurisdiction. If the Office has jurisdiction, the inquiry will be schedule for an intake interview. The Intake Officer will review the information provided during the interview and docket the inquiry as a Charge of Discrimination or dismiss the matter as appropriate.	Daily Service
Mediation	Once an inquiry is docketed as a Charge of Discrimination, the Mediation Unit will schedule a mandatory mediation date. If the matter is resolved at mediation, the case will be closed. If the matter is not resolved, Mediation will forward the case for full investigation.	Daily Service



**1. Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Legal Review	Once a Human Rights Officer makes a probable cause determination as to whether discrimination may have occurred, the Legal Unit will review the determine for legal sufficiency and forward the matter for the Director's review.	Daily Service

**2. Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service. (2 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Hold Final Hearings	When the case has completed discovery, the Commission will schedule and hold a final hearing on the merits of the case.	Daily Service
Convene and Support Commission Meetings	The Chief Administrative Law Judge and their team organizes the Commission meetings, which occur on a bi-monthly basis. The Administrative Law Judges will record minutes of the meeting.	Daily Service

**3. Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (6 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service
Enforcement	Assist with identifying pre-investigation intervention solution; Investigate docketed cases of language access complaints; Issue written findings after investigation is completed; Assist non-compliant agencies with systemic corrective actions.	Daily Service
EEO Counselors and Officers Training	Provide certification and ongoing training and technical assistance to EEO Counselors and Officers.	Daily Service
Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training and informal interventions.	Daily Service
Compliance Monitoring and Technical Assistance	Review and monitor each major public contact agency's two-year LA compliance plan; Provide technical assistance such as one-on-one consultations, Language Access Coordinator meetings, and implementing corrective actions.	Daily Service
School Climate Data and Youth Bullying Prevention Project	As a result of a four-year grant from National Institute of Justice (NIJ), in partnership with Child Trends and Office of the State Superintendent for Education (OSSE), the Youth Bullying Prevention Program will collect school climate data, evaluate prevention strategies in schools, and support their efforts to implement evidence based programs to prevent bullying and improve school safety. The grant ends on December 31, 2019.	Key Project

**4. Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Activities)**

Activity Title	Activity Description	Type of Activity
Provide education/training and perform outreach	The Communications & Community Engagement team schedules and conducts training for the public and business community. To ensure awareness and compliance, the Communications & Community Engagement team conducts outreach regarding newly enacted laws or regarding laws under which the Office has seen a rise in claims. Outreach may be provided in the form of targeted trainings, participation at community events and meetings, and educational campaigns.	Daily Service
Issue reports and publications	The Communications & Community Engagement team is responsible for preparing annual reports and publications required by the various statutes that the Office enforces.	Daily Service

**KEY PERFORMANCE INDICATORS**

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

**1. Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Measures)**

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days of unsuccessful mediation.	No	32.3%	80%	12.1%	80%	50%
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	No	100%	80%	99.8%	80%	80%
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of initial internal screening	No	45.7%	80%	34.5%	80%	75%
Percent of settlement agreements executed within 15 business days after completion of mediation session	No	New in 2020	New in 2020	New in 2020	New in 2020	80%

**2. Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service. (2 Measures)**

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of Commission on Human Rights cases pending over 15 months	No	16.8%	20%	37.8%	20%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	No	New in 2020	New in 2020	New in 2020	New in 2020	80%

**3. Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (3 Measures)**

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	No	100%	80%	100%	80%	80%
Percent of informal intervention provided in bullying cases within 30 days of reporting	No	100%	80%	100%	80%	80%
Percent of language access cases which receive initial intervention within 30 days	No	100%	90%	95%	90%	90%

**4. Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)**

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	No	0%	80%	86.5%	80%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	No	0%	80%	100%	80%	80%

**WORKLOAD MEASURES**

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; "How much are we doing?"

**1. Investigate**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of New Docketed Cases	No	707	355	490
Number of pending cases	No	585	577	503

**2. Intake**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Inquiries Received	No	1951	1483	1590
Number of Intakes Conducted	No	New in 2018	563	735

**3. Mediation**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Cases Mediated	No	685	521	502

#### 4. Legal Review

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Case Presentations - Commission	No	New in 2020	New in 2020	New in 2020
Number of Case Representations - Court	No	New in 2020	New in 2020	New in 2020
Number of Compliance Reviews Completed	No	New in 2020	New in 2020	New in 2020
Number of FOIA Requests Reviewed	No	New in 2020	New in 2020	New in 2020
Number of Hearing Examiner Cases Reviewed	No	New in 2020	New in 2020	New in 2020
Number of Letters of Determination Reviewed	No	109	164	69
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	No	New in 2020	New in 2020	New in 2020

#### 5. Community Engagement

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Community Education/Outreach Activities	No	76	48	14
Number of Meetings with Consultative Agencies	No	8	10	6

#### 6. Enforcement

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of LA Inquiries Received	No	37	20	9
Number of Language Access cases resolved	No	New in 2018	16	4

#### 7. Hold Final Hearings

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Final Hearings Held	No	8	16	2
Number of Pre-Hearing Settlement Conferences Held	No	New in 2020	New in 2020	New in 2020

#### 8. Convene and Support Commission Meetings

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Commission Meetings Per Year	No	6	6	6

#### 9. EEO Counselors and Officers Training

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of active certified EEO Counselors and Officers in the District	No	116	111	75
Number of Affirmative Action Review Requests	No	New in 2018	717	1300
Number of EEO Trainings Held	No	14	8	11

## 10. Bullying Prevention Policy Oversight

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Covered Entities under Youth Bullying Prevention Act	No	321	324	301
Number of Youth Bullying Prevention Outreach and Education Activities	No	New in 2018	37	4

## 11. Compliance Monitoring and Technical Assistance

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Covered Entities under the Language Access Act	No	63	63	62
Number of LA Trainings to Covered Entities	No	298	33	34
Number of Language Access Coordinator Meetings Held	No	6	6	6

## 12. Provide education/training and perform outreach

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Business Training Series	No	9	27	20
Number of Fair Housing Outreach Activities	No	146	54	95
Number of FCRSA/FCRSHA Outreach Activities	No	New in 2020	New in 2020	New in 2020
Number of Human Rights Liaisons Trained	No	87	22	101
Number of Overall Outreach Activities	No	244	91	200

### Performance Plan End Notes:

\*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

\*\*Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

\*\*\*For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov>