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# Office of Human Rights

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Table HM0-1

Description	FY 2019 Actual	FY 2020 Actual	FY 2021 Approved	FY 2022 Approved	% Change from FY 2021
OPERATING BUDGET	\$5,346,094	\$4,920,983	\$10,133,662	\$10,823,923	6.8
FTEs	42.2	49.7	73.0	79.0	8.2
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 2022 approved budget is presented in the following tables:

## FY 2022 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table HM0-2 contains the approved FY 2022 budget by revenue type compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual data.

**Table HM0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change*	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change
<b>GENERAL FUND</b>												
Local Funds	4,975	4,773	7,942	8,561	619	7.8	40.4	47.2	61.2	66.5	5.4	8.7
<b>TOTAL FOR GENERAL FUND</b>	<b>4,975</b>	<b>4,773</b>	<b>7,942</b>	<b>8,561</b>	<b>619</b>	<b>7.8</b>	<b>40.4</b>	<b>47.2</b>	<b>61.2</b>	<b>66.5</b>	<b>5.4</b>	<b>8.7</b>
<b>FEDERAL RESOURCES</b>												
Federal Grant Funds	243	59	339	405	66	19.5	1.8	2.5	1.8	2.5	0.6	35.1
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>243</b>	<b>59</b>	<b>339</b>	<b>405</b>	<b>66</b>	<b>19.5</b>	<b>1.8</b>	<b>2.5</b>	<b>1.8</b>	<b>2.5</b>	<b>0.6</b>	<b>35.1</b>
<b>PRIVATE FUNDS</b>												
Private Grant Funds	33	73	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR PRIVATE FUNDS</b>	<b>33</b>	<b>73</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</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	95	16	1,853	1,858	5	0.3	0.0	0.0	10.0	10.0	0.0	0.0
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>95</b>	<b>16</b>	<b>1,853</b>	<b>1,858</b>	<b>5</b>	<b>0.3</b>	<b>0.0</b>	<b>0.0</b>	<b>10.0</b>	<b>10.0</b>	<b>0.0</b>	<b>0.0</b>
<b>GROSS FUNDS</b>	<b>5,346</b>	<b>4,921</b>	<b>10,134</b>	<b>10,824</b>	<b>690</b>	<b>6.8</b>	<b>42.2</b>	<b>49.7</b>	<b>73.0</b>	<b>79.0</b>	<b>6.0</b>	<b>8.2</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 2022 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2022 Approved Operating Budget, by Comptroller Source Group

Table HM0-3 contains the approved FY 2022 budget at the Comptroller Source Group (object class) level compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual expenditures.

**Table HM0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Percentage Change*
11 - Regular Pay - Continuing Full Time	2,994	3,099	5,816	6,665	849	14.6
12 - Regular Pay - Other	580	200	568	483	-84	-14.8
13 - Additional Gross Pay	60	37	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	797	811	1,588	1,747	159	10.0
15 - Overtime Pay	1	1	0	0	0	N/A

**Table HM0-3**

(dollars in thousands)

<b>Comptroller Source Group</b>	<b>Actual FY 2019</b>	<b>Actual FY 2020</b>	<b>Approved FY 2021</b>	<b>Approved FY 2022</b>	<b>Change from FY 2021</b>	<b>Percentage Change*</b>
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>4,432</b>	<b>4,147</b>	<b>7,971</b>	<b>8,895</b>	<b>924</b>	<b>11.6</b>
20 - Supplies and Materials	12	1	205	201	-4	-2.0
31 - Telecommunications	0	1	0	0	0	N/A
35 - Occupancy Fixed Costs	0	0	230	303	73	31.6
40 - Other Services and Charges	154	81	948	635	-313	-33.0
41 - Contractual Services - Other	741	691	672	790	118	17.6
50 - Subsidies and Transfers	0	0	100	0	-100	-100.0
70 - Equipment and Equipment Rental	7	0	7	0	-7	-100.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>915</b>	<b>774</b>	<b>2,162</b>	<b>1,929</b>	<b>-234</b>	<b>-10.8</b>
<b>GROSS FUNDS</b>	<b>5,346</b>	<b>4,921</b>	<b>10,134</b>	<b>10,824</b>	<b>690</b>	<b>6.8</b>

\*Percent change is based on whole dollars.

**FY 2022 Approved Operating Budget and FTEs, by Division/Program and Activity**

Table HM0-4 contains the approved FY 2022 budget by division/program and activity compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 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 2019</b>	<b>Actual FY 2020</b>	<b>Approved FY 2021</b>	<b>Approved FY 2022</b>	<b>Change from FY 2021</b>	<b>Actual FY 2019</b>	<b>Actual FY 2020</b>	<b>Approved FY 2021</b>	<b>Approved FY 2022</b>	<b>Change from FY 2021</b>
<b>(1000) OFFICE OF HUMAN RIGHTS</b>										
(1030) Property Management	3	192	2	3	1	0.0	0.0	0.0	0.0	0.0
(1040) Information Technology	75	141	0	100	100	0.0	0.0	0.0	0.0	0.0
(1060) Legal Services	396	420	659	572	-87	2.8	3.0	4.0	3.0	-1.0
(1090) Performance Management	500	460	774	716	-58	2.8	3.0	5.0	4.0	-1.0
<b>SUBTOTAL (1000) OFFICE OF HUMAN RIGHTS</b>	<b>973</b>	<b>1,213</b>	<b>1,435</b>	<b>1,391</b>	<b>-43</b>	<b>5.6</b>	<b>6.0</b>	<b>9.0</b>	<b>7.0</b>	<b>-2.0</b>
<b>(2000) EQUAL JUSTICE PROGRAM</b>										
(2010) Intake	472	503	538	517	-21	4.7	6.0	6.0	5.8	-0.1
(2020) Mediation	589	619	704	802	98	5.6	6.0	6.0	7.0	1.0
(2030) Investigations	2,030	1,795	4,228	5,383	1,156	17.8	23.5	35.8	42.0	6.2
(2050) Fair Housing Program	17	7	19	216	197	1.1	0.2	0.2	0.2	0.0
(2060) Research and Compliance	105	0	10	80	70	0.0	0.0	0.0	1.0	1.0
(2070) Public Education	590	462	2,348	1,669	-679	3.8	4.0	11.0	12.0	1.0
(2085) Bullying Prevention Oversight	162	79	172	148	-24	0.9	1.0	2.0	1.0	-1.0
(2090) Language Access Oversight	8	6	221	172	-49	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (2000) EQUAL JUSTICE PROGRAM</b>	<b>3,974</b>	<b>3,472</b>	<b>8,240</b>	<b>8,987</b>	<b>748</b>	<b>33.8</b>	<b>40.7</b>	<b>61.0</b>	<b>69.0</b>	<b>8.0</b>

**Table HM0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021
<b>(3000) COMMISSION ON HUMAN RIGHTS</b>										
(3010) Human Rights Commission	399	237	459	445	-14	2.8	3.0	3.0	3.0	0.0
<b>SUBTOTAL (3000) COMMISSION ON HUMAN RIGHTS</b>	<b>399</b>	<b>237</b>	<b>459</b>	<b>445</b>	<b>-14</b>	<b>2.8</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>5,346</b>	<b>4,921</b>	<b>10,134</b>	<b>10,824</b>	<b>690</b>	<b>42.3</b>	<b>49.7</b>	<b>73.0</b>	<b>79.0</b>	<b>6.0</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 2022 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 Program** – 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 2022 approved budget.

## FY 2021 Approved Budget to FY 2022 Approved Budget, by Revenue Type

Table HM0-5 itemizes the changes by revenue type between the FY 2021 approved budget and the FY 2022 approved budget. For a more comprehensive explanation of changes, please see the FY 2022 Approved Budget Changes section, which follows the table.

**Table HM0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2021 Approved Budget and FTE</b>		<b>7,942</b>	<b>61.2</b>
Removal of One-Time Costs	Multiple Programs	-412	0.0
<b>LOCAL FUNDS: FY 2022 Recurring Budget</b>		<b>7,530</b>	<b>61.2</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	184	-0.6
Decrease: To align resources with operational spending goals	Multiple Programs	-213	0.0
Enhance: \$100,000 to support an independent assessment of case review timelines and \$100,000 to support case backlog reduction initiatives (one-time)	Equal Justice Program	200	0.0
Enhance: ARPA – Local Revenue Repayment Funding to support reducing the case backlog and respond to an anticipated temporary increase in caseloads	Equal Justice Program	150	0.0
Enhance: To support the requirements of the Care for LGBTQ Seniors and Seniors with HIV Amendment Act of 2020	Equal Justice Program	108	1.0
<b>LOCAL FUNDS: FY 2022 Mayor's Proposed Budget</b>		<b>7,958</b>	<b>61.5</b>
Enhance: To support case processing and the Bella Evangelista and Tony Hunter Panic Defense Prohibition Equal Justice Program and Hate Crimes Response Amendment Act of 2020	Equal Justice Program	603	5.0
<b>LOCAL FUNDS: FY 2022 District's Approved Budget</b>		<b>8,561</b>	<b>66.5</b>
<b>FEDERAL GRANT FUNDS: FY 2021 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	63	0.6
Increase: To align resources with operational spending goals	Multiple Programs	3	0.0
<b>FEDERAL GRANT FUNDS: FY 2022 Mayor's Proposed Budget</b>		<b>405</b>	<b>2.5</b>
No Change		0	0.0
<b>FEDERAL GRANT FUNDS: FY 2022 District's Approved Budget</b>		<b>405</b>	<b>2.5</b>
<b>INTRA-DISTRICT FUNDS: FY 2021 Approved Budget and FTE</b>		<b>1,853</b>	<b>10.0</b>
Increase: To align budget with projected revenues	Equal Justice Program	5	0.0
<b>INTRA-DISTRICT FUNDS: FY 2022 Mayor's Proposed Budget</b>		<b>1,858</b>	<b>10.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2022 District's Approved Budget</b>		<b>1,858</b>	<b>10.0</b>
<b>GROSS FOR HM0 - OFFICE OF HUMAN RIGHTS</b>		<b>10,824</b>	<b>79.0</b>

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

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## FY 2022 Approved Operating Budget Changes

Table HM0-6 contains the approved FY 2022 budget by fund compared to the FY 2021 approved budget.

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**Table HM0-6**

<b>Appropriated Fund</b>	<b>FY 2021 Approved</b>	<b>FY 2022 Approved</b>	<b>% Change from FY 2021</b>
Local Funds	\$7,941,657	\$8,560,899	7.8
Federal Grant Funds	\$338,778	\$404,797	19.5
Intra-District Funds	\$1,853,227	\$1,858,227	0.3
<b>GROSS FUNDS</b>	<b>\$10,133,662</b>	<b>\$10,823,923</b>	<b>6.8</b>

### Recurring Budget

The FY 2022 budget for OHR includes a reduction of \$412,050 to account for the removal of one-time funding appropriated in FY 2021. This funding was comprised of \$370,000 to support additional office space for staff associated with the Tipped Wage Workers Fairness Amendment Act; \$24,000 to support the Strengthening Reproductive Protection Amendment Act of 2019; and \$18,050 to support the purchase of materials for new employees.

### Mayor's Proposed Budget

**Increase:** In Local funds, OHR's budget proposal includes an increase of \$183,620 across multiple programs to align salary and Fringe Benefits costs. This alignment included a decrease of 0.6 Full Time Equivalent (FTE).

The budget proposal for Federal Grant funds includes a net increase of \$62,999 and 0.6 FTE to align personal services costs, and \$3,020 in nonpersonal services costs.

In Intra-District funds, the budget proposal includes a net increase of \$5,000 in the Equal Justice program. This funding has been properly allocated to support personal costs of existing FTEs, the fixed cost estimate Occupancy, and professional services.

**Decrease:** In Local funds, the budget proposal includes a net decrease of \$213,218 across multiple programs, primarily from contractual obligations in the Equal Justice program.

**Enhance:** The budget proposal includes \$200,000 of Local fund one-time enhancements in the Equal Justice program. Of this amount, \$100,000 will support an independent assessment of OHR's case review timelines; and \$100,000 will support case backlog reduction program initiatives. In addition, the budget proposal includes a ARPA - Federal funds for Local Revenue Replacement enhancement of \$150,000 in the Equal Justice program to accommodate the surge of cases anticipated at the end of the pandemic as well as address the existing case backlog. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act. Lastly, the budget proposal includes an enhancement in the amount of \$107,805 to support program activities and priorities for the Care for LGBTQ Seniors and Seniors with HIV Amendment Act of 2020.

### District's Approved Budget

**Enhance:** The approved Local funds budget includes an increase of \$603,084 and 5.0 FTEs in the Equal Justice program to support case processing and the implementation of the Bella Evangelista and Tony Hunter Panic Defense Prohibition and Hate Crimes Response Amendment Act of 2020. Specifically, this funding will support: 3.0 FTEs for investigations program activities; 1.0 FTE for mediation enforcement program activities; 1.0 FTE for research and compliance organizational requirements; and supplies and materials purchases.

## Agency Performance Plan\*

The Office of Human Rights (OHR) has the following strategic objectives for FY 2022:

### 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



**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)**

Activity Title	Activity Description	Type of Activity
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 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of assigned cases at the Office of Human Rights with letters of determination submitted for review within 160 days of unsuccessful mediation.	No	12.1%	80%	14.2%	50%	50%
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	No	99.8%	80%	100%	80%	80%
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of assignment to an intake officer.	No	34.5%	80%	74.2%	75%	75%

**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)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Target</b>	<b>FY 2022 Target</b>
Percent of settlement agreements executed within 15 business days after completion of mediation session	No	New in 2020	New in 2020	70.3%	80%	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)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Target</b>	<b>FY 2022 Target</b>
Percent of Commission on Human Rights cases pending over 15 months	No	37.8%	20%	47%	20%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	No	New in 2020	New in 2020	91.7%	80%	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)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Target</b>	<b>FY 2022 Target</b>
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	No	100%	80%	94%	80%	80%
Percent of informal intervention provided in bullying cases within 30 days of reporting	No	100%	80%	No Applicable Incidents	80%	80%
Percent of language access cases which receive initial intervention within 30 days	No	95%	90%	100%	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)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Target</b>	<b>FY 2022 Target</b>
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	No	86.5%	80%	87%	80%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	No	100%	80%	Not Available	80%	80%

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## 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?”

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### 1. Investigate

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of New Docketed Cases	No	355	490	457
Number of pending cases	No	577	503	531

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### 2. Intake

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Inquiries Received	No	1483	1590	1209
Number of Intakes Conducted	No	563	735	618

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### 3. Mediation

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Cases Mediated	No	521	502	379

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### 4. Legal Review

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Case Presentations - Commission	No	New in 2020	New in 2020	5
Number of Case Representations - Court	No	New in 2020	New in 2020	17
Number of Compliance Reviews Completed	No	New in 2020	New in 2020	7
Number of FOIA Requests Reviewed	No	New in 2020	New in 2020	80
Number of Hearing Examiner Cases Reviewed	No	New in 2020	New in 2020	4
Number of Letters of Determination Reviewed	No	164	69	70
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	No	New in 2020	New in 2020	40

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### 5. Community Engagement

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Community Education/Outreach Activities	No	48	14	43
Number of Meetings with Consultative Agencies	No	10	6	11

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### 6. Enforcement

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of LA Inquiries Received	No	20	9	12
Number of Language Access cases resolved	No	16	4	3

## 7. Hold Final Hearings

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Final Hearings Held	No	16	2	3
Number of Pre-Hearing Settlement Conferences Held	No	New in 2020	New in 2020	0

## 8. Convene and Support Commission Meetings

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Commission Meetings Per Year	No	6	6	5

## 9. EEO Counselors and Officers Training

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of active certified EEO Counselors and Officers in the District	No	111	75	78
Number of Affirmative Action Review Requests	No	717	1300	850
Number of EEO Trainings Held	No	8	11	6

## 10. Bullying Prevention Policy Oversight

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Covered Entities under Youth Bullying Prevention Act	No	324	301	244
Number of Youth Bullying Prevention Outreach and Education Activities	No	37	4	2

## 11. Compliance Monitoring and Technical Assistance

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Covered Entities under the Language Access Act	No	63	62	61
Number of LA Trainings to Covered Entities	No	33	34	36
Number of Language Access Coordinator Meetings Held	No	6	6	7

## 12. Provide education/training and perform outreach

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of Business Training Series	No	27	20	3
Number of Fair Housing Outreach Activities	No	54	95	20
Number of FCRSA/FCRSHA Outreach Activities	No	New in 2020	New in 2020	17
Number of Human Rights Liaisons Trained	No	22	101	83
Number of Overall Outreach Activities	No	91	200	20

### Performance Plan Endnotes:

\*For more information about the structure and components of FY 2022 draft performance plans, please see the FY 2022 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 2022 targets.

\*\*\*To view the final versions of agency FY 2022 performance plans when they become available in December 2021, see the OCA website at <https://oca.dc.gov/>.