

Division of Human Rights

PROGRAM INFORMATION SHEET

Program:	Executive Direction							
Mandate:	None							
Mandated Funding Level: None								
Brief Description/History/Background: Over the past 20 years, the Division's Executive Staff has been made up of between seven to ten professionals and their support staff.								
Issues:	None							
Population Served: The Executive Direction of the Agency serves the Governor, ensuring that executive policies are implemented in the most effective and efficient manner, and Division Staff, ensuring they have the resources and direction necessary to successfully meet the requirements of their jobs.								
Performance Measures: The Executive staff is ultimately responsible for all productivity measures in the agency.								

Division of Human Rights

PROGRAM INFORMATION SHEET

Program: Administration/Support

Mandate: None

Mandated Funding Level: None

Brief Description/History/Background:

This program category includes staff in the functions of Affirmative Action, File & Records Management, Finance, Human Resources, Information Technology, Internal Control, Office Services and Training/Staff Development.

Issues:

While the Division has signed an MOU with DOB to take over some of its budget and finance functions, most of these units are made up of only a handful of individuals, some of which are part time employees. All aspects of case processing are dependent upon the Division's Case Management System (CMS) that requires support, modification and development to meet operational and statutory changes. The Division is currently reviewing all Administrative/Support functions to assess the staffing and other actions necessary to support the core mission and ensure effective operation.

Population Served:

The individuals in this program mainly serve case processing staff, but are also responsible to the control agencies for ensuring compliance with statutes, policies, rules and regulations.

Performance Measures:

Among the metrics on a regular bases: •MWBE Goals •AA Goals •File Accessibility •Cash Targets
•Financial Documentation •Internal Control Compliance

Division of Human Rights

PROGRAM INFORMATION SHEET

Program: Case Processing

Mandate:

N.Y. Exec. Law Article 15 (Human Rights Law) Section 297

Mandated Funding Level: None

Brief Description/History/Background:

Mandated by statute, the Division's process includes the receipt, investigation and adjudication of complaints of unlawful discrimination. Division attorneys also represent the agency in court when Commissioner's Orders are appealed, or when Article 78 challenges are filed. The Division has work sharing agreements with the EEOC and HUD to investigate complaints that fall under both state and federal jurisdiction, for which the Division receives payment.

Issues:

The Division has recently been successful in making itself more visible and accessible to the general public. From 2006 to 2007, intake increased from 5355 to 6755 (26%). Based on intake during the first half of this year alone, the number of complaints filed will surpass 9,000 in 2008, an **additional** increase of 33%. Also, the Division is implementing an ad campaign later this year funded by HUD, which will increase intake further. Productivity has increased significantly over the past year across the board. It will be a challenge to keep up with the projected increase in new filings.

Population Served:

The Division provides an objective forum for individuals who feel they have been the victim of unlawful discrimination, and the individuals and organizations that are accused of such wrongdoing. There is a significant number of advocacy groups concerned with discrimination issues in New York State that follows the work of the Division closely.

Performance Measures:

The Division's Case Management System (CMS) has a robust report engine that can provide a wide range of productivity data. Among the metrics tracked on a regular basis: •Investigations Completed •Hearings Completed •Processing Time •Caseload Age

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PROGRAM INFORMATION SHEET

Program: External Relations

Mandate:

N.Y. Exec. Law Article 15 (Human Rights Law) Section 295

Mandated Funding Level: None

Brief Description/History/Background:

A number of the External Affairs functions are mandated by statute. External Relations is responsible for all interaction with the public - developing a public relations strategy, designing and distributing Division literature and website, responding to inquiries from the press and other sources, coordinating outreach, and managing the Division's highly successful intern programs.

Issues:

The Division has recently been successful in making itself more visible and accessible to the general public. This is due in large part to the efforts of this program. We will continue to strive to increase the statewide presence of the Division and its functions including in areas of the state where there is no Division office.

Population Served:

The individuals in this program mainly serve case processing staff, but are responsible to the control agencies for ensuring compliance with statutes, policies, rules and regulations.

Performance Measures:

Among the metrics tracked on a regular basis: ●Website Hits ●Attendance at Division Sponsored Events ●Media Articles about the Division ●Increase in Case Processing Productivity During Internships