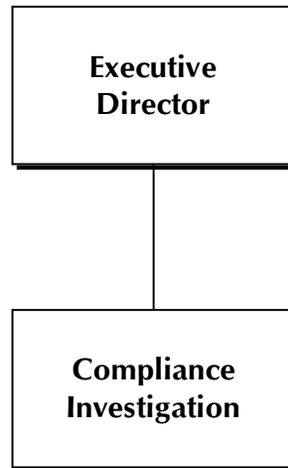


# Office of Human Rights



## Mission

To institute an affirmative human rights program of positive efforts to eliminate discrimination and to provide the public with recourse for discriminatory acts.

## Focus

The Office of Human Rights is responsible for staffing the Human Rights Commission. The Commission is charged with enforcing the Fairfax County Human Rights Ordinance. The agency receives and investigates complaints filed by any person who believes he/she has been discriminated against in Fairfax County in violation of the County's Human Rights Ordinance. The Human Rights Ordinance has been deemed substantially equivalent to the federal civil rights laws in employment and housing. Persons who file complaints with the Office of Human Rights will automatically have their cases filed with the federal agencies when applicable, thereby enjoying the federal protections as well. Persons may file discrimination complaints on the basis of race, color, sex, religion, national origin, marital status, age, familial status (applies to housing only), or disability in the areas of employment, housing, public accommodations, private education, or credit. The Commission also provides educational services to employers, the housing industry and other businesses in Fairfax County concerning compliance with the Ordinance.

In addition to the above, the agency manages the County's Fair Housing Plan and implements its strategies by conducting and reporting on fair housing tests, filing fair housing complaints when necessary, training rental agents and housing counselors in the County's rental market,

### ***THINKING STRATEGICALLY***

Strategic issues for the department include:

- Continually redesigning the agency's business processes in order to investigate and resolve discrimination complaints fairly and more efficiently;
- Establishing an education and outreach program to educate the County's constituents about their civil rights and responsibilities;
- Transforming the agency's relationship with the Department of Housing and Urban Development (HUD), from capacity building to production allowing the agency to investigate federal fair housing cases; and be paid on a case by case basis; and
- Evaluating and implementing a formal mediation program to help resolve cases quickly.

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establishing and staffing the Commission's Fair Housing Task Force, and continuing to study and report on the County's fair housing needs.

In order to meet the agency's mission and pursue its vision, agency staff intends to serve Fairfax County through civil rights enforcement, complaint resolution, education and outreach. The staff is dedicated to consistently and efficiently providing superior service to the public and ensuring that the agency's service options and processes are clear to all concerned. The staff will identify, develop and maintain an organizational structure that implements the agency's objectives and priorities, and will adopt systems and procedures that maximize efficient use of the agency's resources. Further, the agency's goal is to adopt and maintain effective information technology solutions to enhance delivery of the agency's services.

The agency's success in delivering its services is driven by several key factors. The demand for services from the public is the foremost factor. Federal laws and regulations governing the agency's services to the Equal Employment Opportunity Commission and HUD affect how the agency does its work. When these laws or regulations are amended, the agency's funding relationship with these organizations can be affected substantially. Further, the agency's enforcement relationships with its federal, state and other nationwide partners can also be affected by policy changes and the office's ability to implement those changes. In addition, enhanced information technology will be required to allow the agency to improve service delivery and provide superior service to the public.

### Budget and Staff Resources

Agency Summary		
Category	FY 2007 Actual	FY 2008 Adopted Budget Plan
Authorized Positions/Staff Years		
Regular	17/ 17	17/ 17
Expenditures:		
Personnel Services	\$1,002,564	\$1,231,468
Operating Expenses	91,556	101,004
Capital Equipment	0	0
<b>Total Expenditures</b>	<b>\$1,094,120</b>	<b>\$1,332,472</b>

### SUMMARY OF ALL AGENCY LOBS (FY 2008 Adopted Budget Data)

Number	LOB Title	Net LOB Cost	Number of Positions	LOB SYE
39-01	Enforcing Compliance with the County's Human Rights Ordinance	\$1,252,472	16	16.0
39-02	Education and Outreach	\$80,000	1	1.0
<b>TOTAL</b>		<b>\$1,332,472</b>	<b>17</b>	<b>17.0</b>

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## LOBS SUMMARY

### 39-01: Enforcing Compliance with the County's Human Rights Ordinance

<i>Fund/Agency: 001/39</i>	<i>Office of Human Rights</i>
<i>LOB #: 39-01</i>	<i>Enforcing Compliance with the County's Human Rights Ordinance</i>
Personnel Services	\$1,161,468
Operating Expenses	\$91,004
Recovered Costs	\$0
Capital Equipment	\$0
<b>Total LOB Cost:</b>	<b>\$1,252,472</b>
Federal Revenue	\$0
State Revenue	\$0
User Fee Revenue	\$0
Other Revenue	\$0
<b>Total Revenue:</b>	<b>\$0</b>
<b>Net LOB Cost:</b>	<b>\$1,252,472</b>
Positions/SYE involved in the delivery of this LOB	16 / 16.0

#### ► LOB Summary

The Human Rights Commission receives and investigates complaints filed by any person who believes they have been discriminated against in Fairfax County in violation of the County's Human Rights Ordinance. Persons file discrimination complaints on the basis of race, color, sex, religion, national origin, marital status, age, familial status, or disability in the areas of employment, housing, public accommodations, public education, or consumer credit. The Commission has a work-sharing agreement with the U.S. Equal Employment Opportunity Commission that enables it to investigate complaints that are jurisdictional with the EEOC in Fairfax County and the EEOC pays the County for this service. Further, the Fairfax County Human Rights Ordinance is deemed substantially equivalent to the Federal Fair Housing Act which allows HUD to enter into working agreements with the County to investigate complaints of fair housing discrimination in the County and HUD pays the County for this service as well. The Commission has met the quality standards of the EEOC by having a 100 percent acceptance rate for its completed investigations for more than 20 years. The Commission has also met HUD's performance measure for efficiency by completing more than 45 percent of its cases within 100 days. The 45 percent rate was the target for FY 2007. In addition, the Commission has met its own performance measures aimed at reducing the average age of its pending inventory by 20 percent since FY 2003 and reducing the size of the pending inventory by 41 percent since FY 2003. The Commission intends for a continued reduction in both the age and the size of the pending inventory. In this way, the Commission will give superior service to its customers when compared to similar agencies nationwide.

# Office of Human Rights

## ► Method of Service Provision

This service is provided by County staff serving the Human Rights Commission. In addition to investigations of complaints conducted by the staff, the Commission holds appeals and public hearings when necessary. The Commission meets twice a month to carry out its duties under the Ordinance.

## ► Mandate Information

There is no federal or state mandate for this LOB.

## 39-02: Education and Outreach

<i>Fund/Agency: 001/39</i>	<i>Office of Human Rights</i>
<b>LOB #: 39-02</b>	<b>Education and Outreach</b>
Personnel Services	\$70,000
Operating Expenses	\$10,000
Recovered Costs	\$0
Capital Equipment	\$0
<b>Total LOB Cost:</b>	<b>\$80,000</b>
Federal Revenue	\$0
State Revenue	\$0
User Fee Revenue	\$0
Other Revenue	\$0
<b>Total Revenue:</b>	<b>\$0</b>
<b>Net LOB Cost:</b>	<b>\$80,000</b>
Positions/SYE involved in the delivery of this LOB	1 / 1.0

## ► LOB Summary

The Commission provides educational services to employers, the housing industry and other businesses in Fairfax County on compliance with the Ordinance. In addition, the Commission tests the housing market for discrimination and publishes reports on its results. The Commission also conducts studies and publishes its reports to the Board of Supervisors on the need for legislative changes in the Ordinance and other topics relating to its mission. Once a year, the Commission holds a Human Rights Awards Banquet to honor citizens, organizations, and businesses that have provided exemplary human rights leadership in the County. The Commission plans to create a new education and outreach manager to lead this program. The Community Development Block Grant (CDBG) and Housing Opportunities Made Equal (HOME) monies are allocated each year in the Consolidated Plan for fair housing education and outreach.

# Office of Human Rights

## ► Method of Service Provision

This service is provided by County staff serving the Human Rights Commission. In addition, the Commission holds public hearings on community concerns relating to its mission and conducts focus group meetings with citizens to hear their concerns about the mission of the Commission.

## ► Mandate Information

There is no federal or state mandate for this LOB.

## **AGENCY PERFORMANCE MEASURES**

### Objectives

- To reduce the average number of days to close a case by 10 percent from 275 to 247 days.
- To maintain the number of cases pending at the end of the fiscal year at no more than 330 cases.
- To reduce the average age of cases pending at the end of the fiscal year by approximately 10 percent.

Indicator	Prior Year Actuals		Current Estimate	Future Estimate	LOB Reference Number
	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009	
<b>Output:</b>					
Cases processed	689	665 / 716	780	780	39-01
Cases closed	411	400 / 387	450	450	39-01
Cases pending at the end of the fiscal year	265	265 / 325	330	330	39-01
<b>Efficiency:</b>					
Cost per case processed	\$1,615	\$1,800 / \$1,834	\$1,700	\$1,750	39-01
Average investigative staff hours per case closed	41	44 / 38	44	44	39-01
Cases processed per investigator (SYE)	78	67 / 95	78	78	39-01
Cases closed per investigator (SYE)	47	45 / 52	45	45	39-01

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Indicator	Prior Year Actuals		Current Estimate	Future Estimate	LOB Reference Number
	FY 2006 Actual	FY 2007 Estimate/Actual	FY 2008	FY 2009	
<b>Service Quality:</b>					
Average days required to close a case	573	375 / 255	275	247	39-01
Average age of pending cases at the end of the fiscal year (in days)	434	390 / 403	363	327	39-01
<b>Outcome:</b>					
Percent change in average number of days to close cases	85%	(35%) / (55%)	(8%)	(10%)	39-01
Percent change in number of cases pending at the end of the fiscal year	(32%)	0% / 23%	2%	0%	39-01
Percent change in the average age of cases pending at the end of the fiscal year	(28%)	(10%) / (7%)	(10%)	(10%)	39-01