Message from the Mayor

New York City is the most diverse city in the world – a place where 200 languages are spoken on the streets. Individuals from every corner of the globe come here seeking opportunity and freedom, and we not only welcome them with open arms – we’re determined to ensure that all New Yorkers are treated equally under the law.

We are committed to protecting the civil rights of all who work in, live in, or visit New York City. Discrimination is against the law in New York City and has no place here. The NYC Human Rights Law is one of the strongest and most comprehensive civil rights laws in the nation, ensuring that everyone is treated fairly, with the widest possible choices in employment, housing, and public accommodations equally available to each.

At the start of our administration in 2002, I appointed Brooklyn prosecutor Patricia L. Gatling to head our anti-discrimination efforts at the New York City Commission on Human Rights. Since then, she and her dedicated team of attorneys and Human Rights Specialists have brought justice to thousands of individuals seeking resolutions to their complaints of discrimination, and they have educated many more about the Human Rights Law.

I am proud of the vital contributions that the New York City Commission on Human Rights has made to our city, and I invite you to learn more about the Commission’s work in its 2012 Annual Report.

Michael R. Bloomberg
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Message from the Commissioner

Before I reflect on our work and our 2012 accomplishments, I would like to share some thoughts on my staff here at the Commission. Just one day after Hurricane Sandy struck, shutting our lower Manhattan office for over two months, we continued to operate out of our borough-based Community Service Centers, taking discrimination complaints and inquiries from the public. Despite all the obstacles they faced with the lack of public transportation, bridge and tunnel closures, and gasoline shortages, I am proud that our attorneys, Human Rights Specialists, and support staff, brought their own laptops, doubled up at desks, and continued to serve the public. This says a lot about their dedication to fighting discrimination.

In the 2011 Annual Report, I spoke about our groundbreaking disability case where a Bronx State Supreme Court Judge upheld our Order stating that front door access must always be provided unless proven that the request is an undue hardship financially or architecturally infeasible. Following another appeal, Co-op City’s owner, Riverbay Corporation signed a stipulation with this disabled tenant at the end of 2012, finally agreeing to make the building’s front entrance accessible. As with our original Order, upheld in the NYS Supreme Court, this agreement provides a positive impact for thousands of individuals.

Last year, we received 5,035 inquiries about discrimination. From those inquiries, our Law Enforcement Bureau conducted 1,395 interviews of potential complainants, resulting in the filing of 442 new cases. You can read more about the work of our Law Enforcement Bureau in this Annual Report.

Use of digital technology last year increased our public education efforts. In April, we launched our third website since 2002, Fair Housing NYC, and expect to launch a new Commission website in early Spring 2013. DoITT (Dept. of Information Technology & Telecommunications) is currently building the new site that will be easier to navigate and access information. The site will include short instructional videos, with some directed to people with disabilities and a series of Public Service Announcements (PSAs) aimed at preventing bias and bullying behavior. One of those PSAs -- Words Hurt Anywhere -- is quite powerful and has been airing on NY life/CH 25 two to three times a day since it was produced. The PSAs are also part of the Commission’s school and community presentations.

This year, we created a Commission Facebook page to inform the public of our activities and remind individuals that they can come to the Commission to file a discrimination complaint. We also created a Facebook page to correspond with the Fair Housing NYC website.

With assistance from the City’s Housing Preservation and Development agency, the Commission teamed up with Columbia University’s Center for the Study of Development Strategies, to conduct a Fair Housing research initiative studying the effectiveness of different types of anti-discrimination messaging and the effect they have on whether a housing provider will or will not discriminate. The results of this research could shape the manner that the Commission and others deliver these messages in the future.

Last summer, we expanded our outreach to small business owners and their organizations, including Business Improvement Districts and Chambers of Commerce, creating a new program: Fair Business Practice. We developed presentations to help small business owners understand our Law including responsibilities as employers, responsibilities in customer service, and responsibilities to make businesses accessible to persons with disabilities.

As this administration comes to a close, I recall those early days when we arrived in 2002. The City Bar had recommended shutting the Commission down for six months because a 5,000 case backlog in 2002 had seriously diminished its capacity to investigate old cases and file new ones. As former prosecutors accustomed to handling large caseloads in a timely manner, we investigated each case, came to a determination and just resolution, obtained nearly a million dollars in cash settlements for those complainants aggrieved by violations of the Human Rights Law, and eliminated that backlog within our first year while filing and investigating new cases. Today, approximately 85% of our cases are resolved in less than one year.

I am proud to serve as this City’s Human Rights Commissioner, proud of our achievements as reflected in this Annual Report, and proud to bring justice to so many individuals through the years who have sought resolutions to their issues of discrimination. I am especially grateful to Mayor Bloomberg for the opportunity to continue promoting and protecting the civil rights of all New Yorkers and visitors to our City.

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2012 Annual Report New York City Commission on Human Rights
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Introduction

The New York City Human Rights Law is one of the most comprehensive civil rights laws in the nation. The Law prohibits discrimination in employment, housing and public accommodations based on race, color, creed, age, national origin, alienage or citizenship status, gender (including gender identity and sexual harassment), sexual orientation, disability, marital status and partnership status. In addition, the Law affords protection against discrimination in employment based on arrest or conviction record and status as a victim of domestic violence, stalking and sex offenses. In housing, the Law affords additional protections based on lawful occupation, family status, and any lawful source of income. The City Human Rights Law also prohibits retaliation and bias-related harassment.

The New York City Commission on Human Rights is charged with the enforcement of the Human Rights Law, Title 8 of the Administrative Code of the City of New York, and with educating the public and encouraging positive community relations. The Commission is divided into two major bureaus -- Law Enforcement and Community Relations. The Law Enforcement Bureau is responsible for the intake, investigation, and prosecution of complaints alleging violations of the Law. The Community Relations Bureau helps cultivate understanding and respect among the City’s many diverse communities through its borough-based Community Service Centers and numerous educational and outreach programs.
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Law Enforcement Bureau

The Commission’s Law Enforcement Bureau (LEB) enforces the NYC Human Rights Law. LEB is responsible for the intake, investigation, and prosecution of complaints alleging violations of the Law.

The number of new cases the Commission filed in 2012 was 442; 63% of those cases were in employment, 22% in housing, and 15% in public accommodation.* In addition, the Commission successfully resolved 182 allegations of discrimination through pre-complaint intervention; 167 of those are in the area of disability accommodations. Pre-complaint intervention assures a speedy resolution without the necessity of filing a complaint, avoiding costly and lengthy litigation.

The following three examples illustrate successful pre-complaint interventions.

- One pre-complaint intervention involved an African-American employee of a Manhattan market who was dismissed from her job as a cashier after she believed the Hispanic manager favored the Hispanic employees and had not properly trained her. LEB successfully intervened, getting a job reinstatement for the employee and anti-discrimination training for the staff.

- LEB successfully intervened on behalf of a Brooklyn tenant who was denied access to the building’s backyard to store a wheelchair for her disabled son. LEB spoke with the management company, who agreed to provide the tenant with a key to the backyard space for wheelchair storage, thereby accommodating an individual with a disability.

- LEB successfully intervened on behalf of a disabled shopper who could not gain access to two food markets in Brooklyn because of her wheelchair. Both store owners were informed of their obligations under the City Human Rights Law and agreed to educate their security personnel stationed at the locked gates to immediately unlock them when a disabled individual approaches.

In addition to the 182 allegations resolved through pre-complaint intervention, the Commission resolved 403 filed cases. The average amount of time it took to resolve all these cases was 351 days. The Commission’s two-pronged approach – an intensive initial interview of the complainant followed by an immediate investigation of the facts alleged – provides investigators with a greater ability to gather evidence, identify witnesses, and build the strongest case. This successful approach is responsible for a significant increase in Probable Cause Determinations and Settlements since 2002.

During 2012, 84% of the pending cases at the Commission were under one year old, as compared to just 14% at the beginning of this administration. In 2012, there was 1 case older than three years as compared to 2002, when there were 2,224 cases at the Commission three years or older. The overall reduction in cases since 2002 has given investigators the ability to focus on current cases and not be burdened with overwhelming case loads.

Orders

In 2012, the Commission issued two post-trial Orders.

- On April 24, 2012, the Commission ordered a Queens apartment building owner to pay $75,000 to a tenant and a $125,000 fine to the City. The owner was also ordered to install a wheelchair accessible entrance to the tenant’s apartment by converting the existing kitchen window into a doorway and installing a ramp at that doorway.

Fines

In 2012, the Commission assessed fines totaling $340,500.

Settlements

The Commission has the authority to obtain cash settlements for those aggrieved by violations of the Human Rights Law. In 2012, the total dollar value of the settlements was $626,812. Non-cash settlements successfully negotiated by the Commission include rehirings, policy changes, and modifications for accessibility.

Disability Access

Many of New York’s buildings, stores, and other public accommodations are not accessible to people with disabilities. As a result of its aggressive efforts in 2012, the Commission successfully negotiated 167 modifications for individuals with disabilities; more than double the amount in 2002. Most of these modifications were accomplished through pre-complaint intervention. (See page 11.)

The Equal Access Program assists the disabled community by identifying architectural and financial resources that are available, advocating for the disabled when dealing with landlords and/or service providers, and assisting with legal actions if intervention fails. Community Relations staff, trained

SETTLEMENTS

Continued on page 7
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Orders

In 2012, the Commission issued two post-trial Orders.

- On March 22, 2012, the Commission ordered a Manhattan bar owner pay a fine to the City of New York in the amount of $7,500 and provide training to its employees about their obligations under the City Human Rights Law. The owner had posted a discriminatory advertisement offering a ‘female-only’ position.

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*The Commission did file 1 Bias-Related Harassment case and 1 Boycott case, but the numbers were too insignificant to include as separate percentages of the total filed cases.
Determinations and Resolutions
The chart below indicates the percentage of cases that resulted in determinations, settlements, and administrative closures.

**DETERMINATIONS AND RESOLUTIONS**

<table>
<thead>
<tr>
<th>Year</th>
<th>Administrative Closure</th>
<th>Probable Cause</th>
<th>No Probable Cause</th>
<th>Settled</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>22%</td>
<td>53%</td>
<td>9%</td>
<td>20%</td>
</tr>
<tr>
<td>2011</td>
<td>27%</td>
<td>41%</td>
<td>9%</td>
<td>23%</td>
</tr>
<tr>
<td>2010</td>
<td>23%</td>
<td>44%</td>
<td>9%</td>
<td>13%</td>
</tr>
<tr>
<td>2009</td>
<td>29%</td>
<td>36%</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>2008</td>
<td>31%</td>
<td>36%</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>2007</td>
<td>29%</td>
<td>46%</td>
<td>8%</td>
<td>5%</td>
</tr>
<tr>
<td>2006</td>
<td>21%</td>
<td>49%</td>
<td>4%</td>
<td>9%</td>
</tr>
<tr>
<td>2005</td>
<td>17%</td>
<td>48%</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>2004</td>
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**COMPLAINT PROCESS**

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<th>Stage</th>
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<tr>
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<td>Probable Cause: refer to OATH for trial. No Probable Cause: case is dismissed, complainant may appeal to the Commissioner.</td>
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<td>Administrative Law Judge holds a pre-trial conference. If case does not settle, Administrative Law Judge conducts a hearing and issues a Report and Recommendation.</td>
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<td><strong>FINAL DECISION AND ORDER</strong></td>
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in conducting investigations at various sites requiring disability access, have coordinated their efforts with the Law Enforcement Bureau.

Modifications secured through the Commission include: installing electronic doors, railings, grab bars in a bathroom, accessible toilets, signage, bell and signage, interior lift, and permanent and portable ramps -- both interior and exterior; storage provided for a wheelchair lift in the building lobby; elevator service provided to basement; accessible check-out lines installed; tenant moved to an accessible apartment; tenant compensated for other living accommodations while elevator under repair; tenant provided with larger apartment to accommodate hospital equipment and live-in attendant; key provided for accessible entrance; meeting changed to an accessible location; interpreter provided at a women’s shelter; policy change to permit service animals in a restaurant; rug removed due to allergies; pool steps ramped and railing installed in a pool; bathtub modified for access; accessible parking space provided; and widening of aisles at a market.

Accommodations in 2012 that impact more individuals include: independent access to elevators at a botanical gardens and access to its gardens, accessibility lift installed at a health club, admission counter lowered at a museum, expansion of disability seating at a major sports arena, and a looping system installed at a major train terminal making 2 ticketing windows accessible to people with auditory disabilities.

**LEB Staff**
The Law Enforcement Bureau consists of 16 attorneys, 3 Human Rights Specialists, including one retired NYPD officer, and 4 support staff members.
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The chart below indicates the percentage of cases that resulted in determinations, settlements, and administrative closures.

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*Inquiries based on a protected class but not an area of jurisdiction.**Includes Gender Identity and Sexual Harassment.

---

**Note:** Many cases are filed under several protected classes. Protected classes vary among protected areas i.e. employment, housing, and public accommodations.

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**Includes children that are, may be, or would be residing there.

***Not a protected class but an area of jurisdiction.

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**New York City Commission on Human Rights**

**2012 Annual Report**

**LAW ENFORCEMENT BUREAU**

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**INQUIRIES**
### Inquiries

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*Includes Gender Identity and Sexual Harassment.

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****Inquiries that did not state a protected class.
Community Relations Bureau

The Law charges the Commission with educating the public about the protections of the Law and encouraging understanding and respect among New York City’s many communities. To address this mission, the Community Relations Bureau (CRB) provides services through the Commission’s five borough-based Community Service Centers.

The various services of the Community Relations Bureau’s field operation compose its Neighborhood Human Rights Program (NHRP). The NHRP works on a local level with block, tenant, religious, educational, merchant, and community groups to improve and stabilize communities by: supporting civic leadership and community organizations, educating community members about the protections they have under the Human Rights Law, and connecting them to the Commission’s law enforcement functions and other City services.

Each field office, or Community Service Center, offers the Commission’s many services including: Immigrant Employment Rights training; Equal Access (disability access) investigations, workshops, and pre-complaint resolutions; School Program sessions (NYC Human Rights Law, Sexual Harassment, Cyberbullying, and Conflict Resolution); Peer Mediation Training in high and middle schools; Employment Discrimination workshops in workforce development settings, Employment Discrimination workshops for incarcerated and formerly incarcerated individuals; Fair Housing activities and Mortgage Counseling and Predatory Loan Prevention; and Fair Business Practice trainings to help small business owners understand the NYC Human Rights Law. Dedicated teams of Human Rights Specialists staff each borough office.

As part of a comprehensive public education campaign, the Commission published its informational booklet in top languages spoken by New Yorkers, including Chinese, English, French, Haitian Creole, Korean, Russian, and Spanish. The booklets appear on the Commission’s website: www.nyc.gov/cchr. In addition to those languages, some of the Commission’s info cards are printed in Arabic, Urdu, and Polish.

The Commission maintains its aggressive public education through the programs it provides.

**Immigrant Employment Rights**

The Commission conducted 269 workshops, ESOL classes, and other outreach events during 2012 to inform immigrant workers, employers, and immigrant advocacy organizations about their rights and obligations under Federal and City laws. These discussions, instructions in adult literacy classes, presentations to new citizens, literature, and other workshops explained discrimination based on national origin and citizenship or alienage status. The citywide presentations were conducted in English, Spanish, Chinese, and French.

The Commission’s ESOL classes teach immigrant employment rights to adult students at the beginning/intermediate and advanced levels using an interactive level-appropriate DVD workbook. The Commission has also prepared beginning/intermediate and advanced workbooks for ESOL teachers with lesson plans and supplemental information. While advancing the students’ literacy goals, the classes teach key points in hiring (I-9 form, interview questions, acceptable documents for work authorization, E-Verify, and establishing identity) and discrimination on the job (English-only policies, dress, accent). The Commission conducted 84 ESOL sessions, reaching 992 students and teachers with this important information.

**Discrimination in Employment**

During 2012, CRB continued its workforce development program Working for Real: Employment Rights and Discrimination in the Workplace. This anti-discrimination program provides workshops throughout the City’s many workforce development and other back-to-work agencies. The program highlights employment information, recognizing and responding to employment discrimination, sexual harassment in the workplace, and specific resources for the disabled, individuals with arrest and/or conviction records, and victims of sexual harassment. Recessionario economics and high unemployment have supported the need for these workshops at multi-site organizations such as Goodwill Industries and FEGS and many other community-based venues.

The Commission also expanded its workshop format for people who are incarcerated or formerly incarcerated, conducting 200 workshops for 7,350 individuals through a large re-entry network including, for example, Alpha School/Center for Progressive Living, ComALERT, Serendipity 1 and 2, Fortune Society, and the Women’s Prison Association. Weekly workshops at one of the 18 Rikers Island facilities are coordinated through the City’s Department of Correction. These workshops emphasize employment protections under the Law, City-wide services, voting rights, and helpful resources.

**Equal Access**

The CRB staff continued its effective Equal Access Program in conjunction with LEB by regularly conducting workshops and investigations. They also provide pre-complaint intervention when individuals experience accessibility problems. As a result, CRB staff successfully negotiated 160 modifications during 2012 through pre-complaint intervention, and LEB negotiated an additional 7 modifications. Examples of modifications secured in 2012 through the Commission are listed on page 7 in this report.

**School Program**

Commission staff members visited 33 City schools and 21 youth centers in 2012. They conducted 467 sessions and taught over 10,532 students in grades 6-12. The classes cover: the Human Rights Law, Sexual Harassment, Conflict Resolution, Cyberbullying, and Peer Mediation. The Conflict Resolution workshops often lead to the schools’ interest in the Commission’s Peer Mediation Training Program.

The Commission’s Peer Mediation Training Program establishes a program in the school and prepares middle and high school students to become Peer Mediators. These student mediators then assist their peers in resolving differences before they escalate into violence. CRB’s approach to teaching peer mediation is grounded in the principles that underlie the Human Rights Law — tolerance, human dignity, and respect. The 8-10 week program also teaches these young students valuable life skills such as patience, persistence, active listening, and problem solving, while presenting alternatives to threats and violence. Students, faculty, and staff benefit from the program. Approximately 20 students per school participate in the Peer Mediation Training Program. The Commission uses its Talk it Over: A Peer Mediator’s Guide to assist the student mediators with the mediation process. A Commission-authored training manual is left with the school to assist the school coordinator in training additional students to sustain the program.

During 2012, 156 high school students from 11 schools throughout the City graduated from the Peer Mediation Training Program.

**Fair Housing**

The Commission participates in many activities to promote fair housing -- equal housing opportunity under the law. These activities include: fair housing training for providers and protected groups; resolution of informal housing complaints, particularly those that are disability-related; investigation of unlawful real estate practices; providing technical assistance to tenants as part of the Citywide Task Force on Housing Court; and active participation in community activities that encourage harmonious intergroup relations and neighborhood stability.

The Commission is collaborating with a research team from Columbia University’s Center for the Study of Development Strategies on a “NYC Housing Discrimination Study.” Through testing, the study investigates the following question: What is the impact of administering different treatment messages targeted at landlords and brokers on levels of net discrimination against black and Hispanic testers who interact with these landlords and brokers?

Following a pilot study, the research team is underway with the scale-up testing to complete...
Community Relations Bureau

The Law charges the Commission with educating the public about the protections of the Law and encouraging understanding and respect among New York City's many communities. To address this mission, the Community Relations Bureau (CRB) provides services through the Commission's five borough-based Community Service Centers.

The various services of the Community Relations Bureau’s field operation comprise its Neighborhood Human Rights Program (NHRP). The NHRP works on a local level with block, tenant, religious, educational, merchant, and community groups to improve and stabilize communities by: supporting civic leadership and community organizations, educating community members about the protections they have under the Human Rights Law, and connecting them to the Commission's law enforcement functions and other City services.

Each field office, or Community Service Center, offers the Commission's many services including: Immigrant Employment Rights training; Equal Access (disability access) investigations, workshops, and pre-complaint resolutions; School Program sessions (NYC Human Rights Law, Sexual Harassment, Cyberbullying, and Conflict Resolution); Peer Mediation Training in high and middle schools; Employment Discrimination workshops in workforce development settings, Employment Discrimination workshops for incarcerated and formerly incarcerated individuals; Fair Housing activities and Mortgage Counseling and Predatory Loan Prevention; and Fair Business Practice trainings to help small business owners understand the NYC Human Rights Law. Dedicated teams of Human Rights Specialists staff each borough office.

As part of a comprehensive public education campaign, the Commission published its informational booklet in top languages spoken by New Yorkers, including Chinese, English, French, Haitian Creole, Korean, Russian, and Spanish. The booklets appear on the Commission's website: www.nyc.gov/cchr. In addition to those languages, some of the Commission’s info cards are printed in Arabic, Urdu, and Polish.

The Commission maintains its aggressive public education through the programs it provides.

Immigrant Employment Rights

The Commission conducted 269 workshops, ESOL classes, and other outreach events during 2012 to inform immigrant workers, employers, and immigrant advocacy organizations about their rights and obligations under Federal and City laws. These discussions, instructions in adult literacy classes, presentations to new citizens, literature, and other workshops explained discrimination based on national origin and citizenship or alienage status. The citywide presentations were conducted in English, Spanish, Chinese, and French.

The Commission’s ESOL classes teach immigrant employment rights to adult students at the beginning/intermediate and advanced levels using an interactive level-appropriate DVD workbook. The Commission has also prepared beginning/intermediate and advanced workbooks for ESOL teachers with lesson plans and supplemental information. While advancing the students’ literacy goals, the classes teach key points in hiring (I-9 form, interview questions, acceptable documents for work authorization, E-Verify, and establishing identity) and discrimination on the job (English-only policies, dress, accent). The Commission conducted 84 ESOL sessions, reaching 992 students and teachers with this important information.

Discrimination in Employment

During 2012, CRB continued its workforce development program Working for Real: Employment Rights and Discrimination in the Workplace. This anti-discrimination program provides workshops throughout the City’s many workforce development and other back-to-work agencies. The program highlights employment information, recognizing and responding to employment discrimination, sexual harassment in the workplace, and specific resources for the disabled, individuals with arrest and/or conviction records, and victims of sexual harassment. Recessionary economics and high unemployment have supported the need for these workshops at multi-site organizations such as Goodwill Industries and FEGS and many other community-based venues.

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COMMUNITY PROGRAMS

IMMIGRANT EMPLOYMENT RIGHTS
Program provides presentations and materials on employment and workplace protections for immigrants (City and Federal law) including:
- immigrant workers, employers, and immigrant advocacy organizations;
- ESOL adult literacy students at all learning levels;
- ESOL, ESL, GED, and ABE instructors.

EMPLOYMENT DISCRIMINATION AND THE WORKPLACE
Program provides presentations considering employment rights for:
- clients in workforce development agencies and other back-to-work programs;
- individuals with disabilities;
- individuals with arrest and/or conviction records;
- victims of domestic violence.

EMPLOYMENT DISCRIMINATION AND REENTRY: TURNING THE GAME AROUND
Program provides presentations and materials considering employment rights for incarcerated and previously incarcerated individuals in:
- reentry community organizations;
- correctional institutions;
- parole and probation orientations.

EQUAL ACCESS
Program provides:
- investigation of individual inquiries (interviews, space assessment, code assessment, analyzing code compliance issues, discussion of the law);
- intervention, i.e. educating and negotiating with owners;
- group presentations regarding disability rights to consumers, business people, social service agencies, and hospitals;
- drafting complaints and follow-up investigations.

SCHOOL PROGRAM
Program provides several curricula, including the "NYC Human Rights Law," "Sexual Harassment," "Cyberbullying," and "Resolving Conflict" to:
- school classes (grades 6-12) or youth programs;
- teacher or counselor, and parent groups.

PEER MEDIATION & COMMUNITY MEDIATION
Program provides:
- response to mediate bias and other community disputes;
- peer mediation programs in schools;
- conflict resolution training to personnel from community groups, not-for-profit organizations and schools.

FAIR HOUSING, MORTGAGE COUNSELING & PREDATORY LOAN PREVENTION
Program provides:
- fair housing training with HPD to contractors and developers;
- community or parent group presentations on fair housing provisions of the Law;
- weekly assistance in Housing Courts with the Citywide Task Force on Housing Court;
- HUD-referred counseling for individuals facing the loss of their homes that includes:
  - reviewing in person their financial and mortgage status;
  - writing letters to creditors or banks to negotiate payment;
  - exploring alternatives to foreclosure with individuals and lending institutions;
  - referring cases of suspected predatory lending;
  - distributing literature and participating in housing coalitions;
  - delivering community presentations on predatory lending and foreclosure prevention.

FAIR BUSINESS PRACTICE
Program provides presentations and materials on the Human Rights Law covering employment rights and public accommodation issues like accessibility, refusal of services based on a protected class, and discriminatory advertising for:
- Business Improvement Districts;
- Chambers of Commerce;
- Business organizations.

1,000 tests and analyze the experimental treatments and outcome measures by Spring, 2013. The research is being funded by NYC Department of Housing Preservation and Development, NYC Commission on Human Rights, the Russell Sage Foundation, and Columbia University. In 2012, CRB delivered 127 Fair Housing workshops.

Mortgage Counseling and Predatory Loan Prevention
The Commission’s 4 trained counselors are assigned to each of the Commission’s borough-based Community Service Centers. The Commission is a HUD-certified Housing Counseling Agency, receiving most of its clients from HUD when homeownership is in jeopardy.

CRB staff members conduct outreach and counseling services to address the community instability created by predatory lending practices. These practices include excessively high fees and commissions, misrepresentation of the mortgage’s terms and conditions, high interest rates, repeated refinancing of loans, balloon payments, and the financing of high-cost credit insurance. CRB staff provided 627 counseling sessions for 87 homeowners facing foreclosure.

The Commission continued its outreach campaign to complement its counseling services. Staff members distribute information and helpful resources, including consumer and banking information. The Commission also participates in homeownership seminars and predatory lending workshops in communities more vulnerable to this type of discrimination.

Fair Business Practice
The Commission initiated a new program during the summer to educate neighborhood-based businesses about their rights and responsibilities under the Human Rights Law. A business in New York City is a public accommodation, and the NYC Human Rights Law protects individuals from discrimination in this area, guaranteeing consumers the right to full and equal enjoyment of goods, services, facilities, privileges, and advantages of a business. In addition, as employers, small business owners are subject to the employment provisions of the Law.

Commission staff conducted 36 workshops for Business Improvement Districts, Chambers of Commerce, and other business organizations, covering employment discrimination and public accommodations issues such as accessibility, refusal to serve because a patron is a member of a protected class, and discriminatory advertising.

Other Activities
CRB also continued grant activity from the Christopher and Dana Reeve Foundation to produce a series of 4 short web-based educational videos for individuals with disabilities seeking accessibility solutions.

CRB enhanced its public education by producing Public Service Announcements (PSAs), posted on its website and shown at presentations to schools and community organizations. The PSAs were supplemented in 2012 with funding from the Tiger Baron Foundation, and a group of Queens organizations that include: State Bank of India, Innovative Operations Solutions, GOPIO/Global Organization of People of Indian Origin, H and R Realty, and the Law Firm of Ravi Batra.

By year-end, the Commission delivered 107,164 units of service throughout the five boroughs, a 23% increase from 2011.

The CRB staff delivered 165 workshops in a language other than English. Those languages were: Spanish - 126; Mandarin - 16; French - 4; Russian – 17 and Sign Language - 2.

In addition, the Department of City Planning estimates that nearly 50% of all New Yorkers speak a language other than English at home and, of those, 49% are considered Limited English Proficient (LEP); meaning that 25% of all New Yorkers are LEP. The Commission would estimate that it has provided service to over 27,000 LEP individuals.

CRB Staff
The Community Relations Bureau consists of 24 program and field staff and 4 support staff members.

12 COMMUNITY RELATIONS BUREAU
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Major Highlights

**Launched New Website Fair Housing NYC**

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**Pregnancy and Employment Rights Campaign**

The Commission distributed thousands of bi-lingual Pregnancy & Employment Rights info cards and posters in several languages to clinics, hospitals, community boards, libraries, and community-based organizations throughout the City to inform women of the protections against illegal firing or other actions for pregnant women under the NYC Human Rights Law.

**Created/Implemented New Program Fair Business Practice**

The Commission expanded its outreach to small businesses. Presentations have been developed to help small business owners understand their responsibilities under the NYC Human Rights Law. These presentations cover responsibilities as employers, responsibilities to customers from diverse backgrounds, and responsibilities to make business accessible to persons with disabilities.

**Recognizing & Combating Discrimination: Video Production Workshops for Young Adults**

The Commission worked with young students from the South Asian community to produce 3 anti-discrimination Public Service Announcements (PSAs), focusing on bullying and cyberbullying. The PSAs are used in hundreds of the Commission’s annual presentations in classroom and community settings and are posted on the Commission’s website. One of the PSAs continues to air daily on a city-owned cable channel. The Commission partnered with two production groups – Reenbow Media LLC and The LAMP (Learning About MultiMedia Project).

**Expanded Outreach Through the Use of Social Media**

The Commission created two separate Facebook pages – one for the Commission and the other for Fair Housing NYC where many viewers, especially young people, can find up-to-date information on the work of the Commission and Fair Housing NYC.

**One City Campaign Displayed in City Subways**

The Commission’s From Many Countries, One City public awareness campaign returned with posters displayed in City subways. An estimated 25 million subway riders viewed the posters that celebrate the City’s rich diversity. The successful campaign has run intermittently since 2005 with posters displayed at bus shelters, phone kiosks, NYC Sanitation trucks, schools, libraries, and businesses.
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In 2012, the Commission appeared 109 times in the media, with the majority of media appearances prominently featuring the Commission. This number does not include each media outlet’s online version of the story. Additionally, two of the Commission’s Public Service Announcements aired 621 times.


NYC’s Human Rights Commissioner Addresses Issues of Diversity and Inclusion with CLM Forum Attendees

NY Post 10/11/12

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*Queens Chronicle 5/17/12*

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**AD CITY TO WAR ON HATE**

**New York Law Journal**

**City, State Laws Prohibit Religious Bias in Housing**

*New York Law Journal 12/20/12*

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Commissioner/Chair

Cliff Mulqueen
Deputy Commissioner/General Counsel

Lee Hudson
Deputy Commissioner for Community Relations

Carlos Vélez
Executive Director for Law Enforcement

Nimer Basha
Assistant Commissioner for Human Resources

Betsy Herzog
Director of Communications

Commissioners

The Human Rights Commissioners are appointed by the Mayor to serve in a non-salaried position, assisting the Commissioner and Chair, Patricia L. Gatling, in addressing issues of discrimination.

Reverend Dr. Calvin O. Butts III
Pastor of the Abyssinian Baptist Church, one of the founders of the Abyssinian Development Corporation, and President of the State University of New York College at Old Westbury.

Dr. Eda F. Harris-Hastick
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William Hibsher
Esq., Litigation Partner at Bryan Cave, LLP in NYC.

Renee Lobo
Producer, broadcast journalist, investigative reporter and anchor for International Television.

Rabbi Haskel Lookstein
Rabbi of Congregation Kehilath Jeshurun and Principal of the Ramaz School.

Grace Lyu-Volckhausen
President of the Tiger Baron Foundation.

Omar T. Mohammed
Esq., Private attorney specializing in employment discrimination and corporate and real estate transactions.

Dr. Derek Bryson Park
Ph.D., Managing Director at Mahler & Emmerson Inc.; Vice-Chair of the NYC Industrial Development Agency; Vice-Chair of the NYC Capital Resource Corporation.

Rabbi Joseph Potasnik
Executive Vice President of the NY Board of Rabbis, Senior Rabbi at Congregation Mt. Sinai in Brooklyn Heights, author, and radio personality and commentator.
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Esq., Litigation Partner at Bryan Cave, LLP in NYC.

Dr. Derek Bryson Park
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Publications

Booklets:
NYC Commission on Human Rights
- Domestic Violence and Employment Rights
  English/Arabic
- English/Chinese
- English/French
- English/Haitian Creole
- English/Korean
- English/Polish
- English/Russian
- English/Spanish
- English/Urdu

Employment Discrimination
English/Spanish

Fair Business Practice
English/Chinese

Fair Housing
English/Chinese

Gender Identity
Housing Discrimination
English/Chinese

Immigrant Employment Rights
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Mortgage Counseling
English/Spanish

Peer Mediation
Pregnancy and Employment Rights
English/Chinese

School Program
Sexual Harassment
English/Chinese

Brochure:
Mediation Questions and Answers*
English/Spanish

CCHR Newsletters:
2002 – 2010

Immigrants and New Citizens
2011 – 2012*

Annual Reports:
2002 – 2012 Available online:
www.nyc.gov/cchr

Posters:
Fair Housing
English/Spanish

Fair Business Practice
English/Chinese

Fair Housing
English/Chinese

Guidelines Regarding Gender Identity Discrimination
English/Spanish

Making It Happen & Staying Home: Services For You*
English/Spanish

Pocket guide for prisoners and formerly incarcerated

Turning the Game Around: NYC Can Help*
English/Spanish

Pocket guide for prisoners and formerly incarcerated

Race At Work: Realities of Race and Criminal Record in the NYC Job Market by Dr. Devah Pager and Dr. Bruce Western
Report on the impact of race, ethnicity and criminal records on securing entry-level positions in NYC

Talk It Over—A Peer Mediator’s Guide*
The NYC Human Rights Law: Administrative Code of the City of NY Title 8

The Right to Work: Understanding Immigrant Employment Rights
Beginner/Intermediate and Advanced Levels

Cards:
Commission Offices, Law, and Services
English/Spanish

Cyberbullying
English/Spanish

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Fax: (212) 306-7658

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(800) 421-1220 English
(877) 662-4886 Spanish

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Pregnancy and Employment Rights
Chinese
English
Russian
Spanish

CD-ROM:
Discrimination and Race Relations: Selected Reports From the NYC Commission on Human Rights (1933 – 2005)

100 selected major reports, speeches, surveys, documents, testimony from public hearings, and policy papers since the Commission’s earliest days in 1934 as a voluntary mayoral committee

DVD:
Fighting for Justice: NY Voices of the Civil Rights Movement
Apollo Panel Discussion
NYC TV Broadcast copy

Esther Cooper Jackson
Clifford L. Alexander, Jr.
Elise Richardson

PSA:
Words Hurt Anywhere
Bedrooms
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New York, NY 10006

Queens
153-01 Jamaica Avenue, 2nd Floor
Jamaica, NY 11432

Staten Island
60 Bay Street, 7th Floor
Staten Island, NY 10301

Brooklyn
275 Livingston Street, 2nd Floor
Brooklyn, NY 11217