

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Human Rights



Responses to Fiscal Year 2020-2021
Performance Oversight Questions

Mónica Palacio
Director

Submission to
Committee on Government Operations
Council of the District of Columbia
The Honorable Robert C. White, Jr., Chairperson

Friday, March 5, 2021

John A. Wilson Building
1350 Pennsylvania Ave. NW
Washington, DC 20004
(Hearing conducted virtually via Zoom)

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

General Organization

1. Please provide the agency's mission statement.

RESPONSE:

OHR's mission is to eradicate discrimination, increase equal opportunity, and protect human rights in the District of Columbia. OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, pursuant to the DC Human Rights Act of 1977 and other local and federal laws. OHR also prevents discrimination by providing training to and educating DC government employees, private employers, workers, and the community at large about their rights and responsibilities under the law. OHR monitors compliance with the Language Access Act of 2004 and investigates allegations of noncompliance with this Act by DC government agencies and houses the District's Citywide Bullying Prevention Program, Street Harassment Prevention Program and the newly enacted Tipped Wage Workers Program. 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.

2. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.

RESPONSE:

OHR currently has sufficient funding to achieve its core mandate. It is important to note, however, that the Language Access Act of 2014 remains an unfunded statute but one that OHR has reassigned agency funds to implement. In 2017, the Council introduced the Language Access for Education Amendment Act (B22-0075), which was subsequently enacted and signed by the Mayor on January 30, 2019. To the best of OHR's knowledge, this law has not been funded.

3. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY20 and FY21, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.

RESPONSE:

Please see table below.

Report or Reporting Requirement	Statutory or Regulatory Authority	Requirement Deadline	Compliance Status	Most Recent Submission
Office of Human Rights Annual Report	D.C. Human Rights Act, <u>D.C. Code § 2-1403.01(g)(1)</u>	Due annually	In compliance; OHR publishes this report annually. The FY20 report will be released in Summer 2021.	June 26, 2019
Language Access Annual Report	Regulations implementing the Language Access Act of 2004, 4 DCMR <u>1214.3</u>	Due annually	OHR publishes this report annually. The FY20 report will be released in late Spring 2021.	December 30, 2020
Biennial Youth Bullying Prevention Report	The Youth Bullying Prevention Act of 2012, <u>D.C. Code § 2-1535.07</u>	Due every two years on or before December 31.	In compliance; OHR publishes this report every two years on or before December 31. The next report is due in early 2021.	February 22, 2019
Fair Criminal Records Screening Amendment Act Reporting	The Fair Criminal Records Screening Amendment Act, <u>D.C. Code § 32-1345 (b)</u>	Due annually	In compliance; OHR reports FCRSA data in its Annual Report. However, the most recent report of data pertaining to FCRSA was featured in an isolated report on FCRSA enforcement released in Spring 2019.	May 8, 2019
Fair Criminal Records Screening for Housing Act Reporting	D.C. Fair Criminal Record Screening for Housing Act, <u>D.C. Code § 42-3541.06</u>	Due annually	In compliance; Beginning December 31, 2018, on an annual basis, OHR reports FCRSHA data in its Annual Report.	May 24, 2019 (also reported in OHR Annual Report released June 26, 2019)

Street Harassment Prevention Act Report	Street Harassment Prevention Act of 2018, D.C. Code § 7-2421 et seq.	Due annually on or before September 30 until law sunsets on October 1, 2020.	In compliance; OHR published the first report on April 23, 2020.	April 23, 2020
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4. Please list and describe any regulations promulgated by the agency in FY20 or FY21, to date, and the status of each.

RESPONSE:

Please see below table.

Rule	Description	Status
4 DCMR § 705 (Filing of Complaints)	“Private Complaints Alleging Unlawful Discriminatory Practice.” OHR revised filing requirements to provide flexibility during a declared emergency.	OHR adopted the emergency regulations on March 18, 2020, and the final rulemaking was published on August 28, 2020.
4 DCMR § 1700 et seq.	New regulatory measures for OHR’s enforcement of anti-retaliation and non-interference provisions under the Universal Paid Leave Act of 2016.	Currently in the process of finalizing the rules for publication.

5. Please explain any significant impacts on your agency, if any, of any legislation passed at the federal or local level during FY20 and FY21, to date.

RESPONSE:

In FY20, Council passed emergency and permanent legislation amending the **DCFMLA** to temporarily add COVID-19 leave. Congress also enacted the Families First Coronavirus Response Act to amend the federal FMLA. As a result of these provisions, OHR issued a Poster and Enforcement Guidance. Also, in FY20, the anti-retaliation and anti-interference provisions of the **Universal Paid Leave Amendment Act** went into effect and OHR partnered with the Department of Employment Services to delineate the roles of each agency in enforcing the law. Finally, Council also passed the **Strengthening Reproductive Health Protections Amendment Act of 2019** in FY20, which prohibits employment discrimination against healthcare professionals who would participate in abortion or sterilization procedures. It also prohibits the District government from interfering with reproductive health decisions and from imposing punishments or penalties for a self-managed abortion, miscarriage, or adverse pregnancy outcomes.

In FY21, OHR received funding for the **Tipped Wage Workers Fairness Amendment Act of 2018**, which requires sexual harassment training and reporting for tipped wage workers and related industry managers and owners. With respect to training, workers must be provided sexual harassment training within 90 days of hire, and managers and owners must attend training every two years. OHR is required to provide the training course or certify a

list of providers who may provide such training. As to reporting, employers must report to OHR of their compliance with the training requirement, policy outlining how employees can report instances of sexual harassment and the number of instances of sexual harassment reported to management and the total number of reported harassers who were non-managerial employees, managerial employees, owners, or operators.

And, most recently in FY21, Council passed the **Racial Equity Achieves Results Amendment Act** of 2020 (REACH) which required OHR, in coordination with the Department of Human Resources and the Office of Racial Equity, to provide racial equity training to government employees, boards and commissions. Similarly

Beyond the above, OHR has had no known impact from federal or local legislation or regulations in FY2020 or FY2021, to date.

6. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY21.

RESPONSE:

Below is a summary of OHR's top five priorities for FY21 and more detail will be provided in OHR's written testimony to the Committee.

1. Expansion and Restructuring of Enforcement Teams
2. Completion and launch of new Case Management System
3. Reports on Equity and Inclusion
 - a. Qualified and Transgender II
 - b. Language Access Report
 - c. OHR Annual Report FY19 and FY21
4. New Areas of Enforcement Work
 - a. Racial Equity Training (mandated by the REACH Act)
 - b. Hate Crimes Research and Response
 - c. Tipped Wage Workers
 - d. UPL Enforcement
5. Education and Outreach East of the River

7. What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

RESPONSE:

OHR monitors the following data points on a weekly and monthly basis by tracking the number of:

1. Inquiries received via completed questionnaires
2. Intake appointments scheduled and completed
3. Mediations scheduled
4. Percentage of cases closed via mediation settlement
5. Cases under investigation
6. Cases under legal review

7. Letters of Determination Issued
8. Cases resolved through mediation
9. Cases with the Commission on Human Rights

- 8. Please provide a copy of the agency's FY20 performance plan, if one was prepared. Please explain which performance plan objectives were completed in FY20 and whether they were completed. If they were not completed, please provide an explanation.**

RESPONSE:

Please see **Attachment A** for FY20 Performance Plan.

- 9. Please provide a copy of your agency's FY21 performance plan as submitted to the Office of the City Administrator, if one was prepared.**

RESPONSE:

Please see **Attachment B** for FY21 Performance Plan.

- 10. Please describe any new initiatives or programs that the agency implemented in FY20 and FY21, to date, to improve the operations of the agency. Please describe any funding utilized for these initiative or program and the results, or expected results, of each initiative.**

RESPONSE:

In response to the public health emergency and District-wide situational telework status for non-essential workers effective early March of 2020, the OHR team immediately took the necessary steps to ensure continuity of operations. Within two weeks, the OHR team ensured that all employees on the enforcement teams, mediation team, and Office of General Counsel were provided with laptops with secured VPN remote access. Senior leadership within the Office also worked quickly to provide internal policies and guidance for staff to transition to remote work. Within three weeks of the mandatory situational telework status, the remainder of the agency employees were successfully transitioned into full remote work as well.

In addition to internal systems, OHR also made procedural and policy adjustments to accommodate the public. For example, in order to provide flexibility during the declared health emergency, OHR removed the notarization requirement to file a complaint. OHR also adopted an electronic signature option through DocuSign to facilitate the filing process.

- 11. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.**

RESPONSE:

Please see **Attachment C** for organizational chart for the agency.

- a. **Please provide an explanation of the roles and responsibilities for each division and subdivision.**

RESPONSE:

- **Operations** – This division is the operational center of the agency. It has broad management of the day-to-day and long-term functional needs of the agency, and ensures the agency meets all performance outcomes. This division has two subdivisions: Human Resources and Administrative Services.
- **Human Resources** – This subdivision coordinates and performs various administrative and operations tasks-based activities on behalf of the agency Director. This subdivision manages and performs all human resources, payroll, and labor relations functions for the agency, and serves as the ADA coordinator for the agency. This subdivision manages the credit card and travel portfolio, customer service, and front desk operations.
- **Administrative Services** – This subdivision is responsible for planning, developing, managing, and coordinating the administrative functions of the agency; as well as, assigned areas including administrative services, fiscal reporting and management, procurement and supply management, facility management, and information technology.
- **Enforcement** – The primary function of OHR is to enforce the District of Columbia Human Rights Act, the District of Columbia Family and Medical Leave Act, the District of Columbia Parental Leave Act, the Fair Criminal Record Screening Amendment Act, the Fair Criminal Record Screening for Housing Act, the Unemployed Anti-Discrimination Act, the Language Access Act, and the Protecting Pregnant Workers Fairness Act. In addition to those local laws, OHR, as the District’s designated Fair Employment Practice agency and Fair Housing Assistance Program agency, investigates and adjudicates complaints of discrimination filed under Title VII of the Civil Rights Act of 1964 (Equal Employment Opportunity Act), Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), the Americans with Disabilities Act, and the Age Discrimination in Employment Act. The Enforcement Division has four subdivisions, each focused on fulfilling a specific aspect of its enforcement function:
 - **Intake** – This subdivision works to receive and process Intake Questionnaires (i.e., initial complaints) filed with OHR. This includes scheduling intake appointments, conducting intake, and, where appropriate, docketing cases.
 - **Investigations** – This subdivision works to investigate docketed complaints through interviews, document requests, and site visits. This unit is responsible for recommending a determination based on the investigative findings.
 - **Mediation** – This subdivision ensures individuals who believe they have experienced discrimination in the District receive mandatory mediation. The

subdivision is responsible for scheduling and conducting mediation, and, where appropriate, closing cases.

- **Legislative and Compliance** – This subdivision works on EEO compliance, developing agency policy documents, and EEO trainings for District of Columbia government employees.
- **Legal (Office of the General Counsel)** – This division provides legal advice and representation for the agency. It also advises the agency Director and other personnel regarding legal activity and provides legal sufficiency reviews for all final decisions and Orders issued by OHR.
- **Commission on Human Rights** – The Commission is composed of 15 public commissioners appointed by the Mayor and three full-time administrative law judges (ALJs). The Commission reviews certified cases in which OHR, after an investigation, has found probable cause to believe discrimination may have occurred. The ALJs hold evidentiary hearings on the merits. An ALJ's finding is reviewed by a panel of three Commissioners before it is concluded as a final agency decision and issued to the parties.
- **Special Equity Programs** – OHR proactively seeks to end discrimination in the District through educational campaigns and initiatives, and by identifying and investigating practices that may be discriminatory. In addition to its Returning Citizens Initiative, OHR oversees the following programmatic subdivisions:
 - **Citywide Bullying Prevention Program** – This subdivision works to ensure compliance with the Youth Bullying Prevention Act of 2012, and aims to ensure schools, youth-serving agencies, and youth-serving government grantees create and implement bullying prevention policies based on best practices.
 - **Language Access Program** – This subdivision works to ensure compliance with the Language Access Act of 2004 and builds the capacity of District agencies to ensure they communicate with limited or non-English proficient customers in their preferred language. This subdivision also works closely with investigators when complaints are filed with OHR.
 - **Compliance and Training** – This subdivision works to ensure that District EEO Counselors and EEO Officers are trained on workplace discrimination laws applicable to District government employees and certified to informally resolve matters. This subdivision also provides training to agency Language Access coordinators on compliance with the Language Access Act. This subdivision partners with other agencies to provide targeted trainings.
- **Communications and Community Engagement** – This division addresses press inquiries and community inquiries and develops awareness campaigns to educate

the District about the laws OHR enforces. This division also houses the Street Harassment Prevention Program. In addition, the division conducts extensive outreach in the community and holds trainings.

b. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.

RESPONSE:

OHR's FTE Count increased by three in FY20. The following three positions were added:

- Attorney Advisor
- Supervisory Equal Opportunity Specialist (Combined 2 Equal Opportunity Specialist vacancies)
- Program Support Assistant (Language Access)

OHR's FTE Count increased by 25 in FY21. The following 25 positions were added:

<u>Title</u>	<u>Grade</u>
Equal Opportunity Specialist	12
Training Specialist (REACH)	12
Equal Opportunity Specialist (SRHPA)	12
Equal Opportunity Specialist	12
Public Affairs Specialist	12
Public Affairs Specialist	11
Program Manager (TWWFA)	14
Program Training Coordinator (TWWFA)	12
Outreach and Compliance Specialist (TWWFA)	12
Data Intake Specialist (TWWFA)	11
Attorney Advisor (TWWFA)	12
Supervisory Equal Opportunity Special (UPL)	14
Training Specialist (UPL)	12
Lead Equal Opportunity Specialist (UPL)	13
Lead Equal Opportunity Special (UPL)	13
Attorney Advisor (UPL)	12
Equal Opportunity Specialist (UPL)	12
Equal Opportunity Specialist (UPL)	12
Equal Opportunity Specialist (UPL)	12
Equal Opportunity Specialist (UPL)	11
Equal Opportunity Specialist (UPL)	11
Equal Opportunity Specialist (MARC)	12
Equal Opportunity Specialist (MARC)	12
Equal Opportunity Specialist (MARC)	12
Equal Opportunity Specialist (MARC)	12

12. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen.

RESPONSE:

Please see **Attachment D**.

13. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

RESPONSE:

One employee was detailed from OHR during FY2020.

In FY2021 the following employees were detailed:

Employee	Detailed to/receiving agency	Reason	Status	Date of Detail	Return Date
Stephanie Franklin	Board of Elections	Election assistance	Full-Time	10/20/20	11/4/20
Ajan Brown	Board of Elections	Election assistance	Stand-by	10/20/20	11/4/20
Joy Board	Board of Elections	Election assistance	Full-Time	10/20/20	11/4/20
Charles Thornton	Board of Elections	Election assistance	Full-Time	10/20/20	11/4/20
Stephanie Franklin	Joint Information Center	Virtual support	Part Time	3/12/20	Ongoing
Meghan Burns	Board of Elections	Election assistance	Part-Time	10/20/20	11/4/20
Bianca Bell	Board of Elections	Election assistance	Part-Time	10/20/20	11/4/20
Fatima Mohammed	Board of Elections	Election assistance	Stand-by	10/20/20	11/4/20
Dontee Barringer	Board of Elections	Election assistance	Part-Time	10/20/20	11/4/20
Camilla Doherty	Board of Elections	Election assistance	Stand-by	10/20/20	11/4/20

14. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY20 and FY21, to date.**

The employees listed below received or retained cell phones at agency expense:

List for FY20	List for FY21 to date
Hnin Khaing	Hnin Khaing
Jaime Diaz	Jaime Diaz
Arnolda Beaujuin	Arnolda Beaujuin
Maya Vizvary	Maya Vizvary
Albert Santiago	Albert Santiago
Priscilla Mendizabel	Priscilla Mendizabel
Brandes Ash	Brandes Ash
Camila Doherty	Camila Doherty
Stacy Makris	Stacy Makris
Akita Evans	Akita Evans
Joy Board	Joy Board
Erika Pierson	Erika Pierson
David Aneiva	David Aneiva
Josephine Ansah-Brew	Josephine Ansah-Brew
Stirling Phillips	Stirling Phillips
Monica Palacio	Monica Palacio
Stephanie Franklin	Stephanie Franklin
Charles Abbott	Charles Abbott
Ajan Brown	Ajan Brown
Rosa Carrillo	Rosa Carrillo
	Sandy Gallardo
	Mary Wallace
	Meghan Burns

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY20 and FY21, to date.**

RESPONSE:

OHR did not own, lease, or otherwise use vehicles in FY20 and FY21, to date.

- c. A list of travel expenses, arranged by employee for FY20 and FY21, to date, including justification for travel.**

RESPONSE:

OHR did not incur any travel expenses arranged by employees for FY20 and FY21, to date.

- d. A list of total workers' compensation payments paid in FY20 and FY21, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

RESPONSE:

In FY20 and FY21, to date, no employee of the OHR has received workers' compensation payments.

- 15. Please separately list each employee whose salary was \$100,000 or more in FY20 and FY21, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

RESPONSE:

Please see **Attachment E**. None of the employees listed received any overtime or bonus pay.

- 16. Please list in descending order the top 25 overtime earners in your agency in FY20 and FY21, to date, if applicable. For each state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.**

RESPONSE:

OHR had no employee earn overtime during the periods requested.

- 17. For FY20 and FY21, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.**

RESPONSE:

Name	Title	FY20 Bonus	FY21 Bonus	Reason
Thomas Deal	Attorney Advisor	\$1672.11	N/A	Per CBA
Stacy Biney	Attorney Advisor	\$1406.16	N/A	Per CBA

- 18. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.**

RESPONSE:

Please see **Attachment F** and chart below.

Collective Bargaining Agreement	Bargaining Unit	Duration	OHR Divisions	Number of Employees
AFGE Collective Bargaining Agreement for Compensation Unit 33 Lawyers	AFGE Local1403 AFL-CIO	October 1, 2017 to September 30, 2020	Office of the General Counsel	Three (FY20) Four (FY21)

AFSCME Master Agreement and Compensation Units 1 and 2 Agreement	AFSCME Local 2401	October 1, 2017 to September 30, 2021	Administrative Positions	Six
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19. Please provide a list of any training or continuing education opportunities made available to agency employees. For each training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

RESPONSE:

See table below.

FY20 Continuing Education made available to Agency Employees

Subject of the Training	Trainer(s)	Number of Employees Trained
Employment & Fair Housing Laws	DC BAR	18
Employment Discrimination	National Employment Law	1
Employment Discrimination- Investigation Refresher Course	EEOC Training	5
Crimes Prevention & Criminal Justice	National Congress on Crimes Conference	1
Strategic Communications –Engaging your Audiences & Advancing your Agency's Mission	EB Strategic Government Communications	1

FY 21 Continuing Education made available to Agency Employees

Subject of the Training	Trainer(s)	Number of Employees Trained
National Fair Housing Alliance Conference	National Fair Housing Conference	2
National Employment Law Conference	National Employment Law Conference	7
New Administrative Law Judge Training	National Judicial College	1

20. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? If not, what steps are taken to ensure that all agency employees are meeting individual job requirements?

RESPONSE:

OHR conducts annual performance evaluations of all employees. Evaluations are conducted by supervisors and overseen by the agency Human Resource Manager/Administrative Support Specialist. To ensure that individual job requirements are met, individual S.M.A.R.T. goals are created for each employee to align with overall agency performance goals. Managers are strongly encouraged to provide regular feedback to employees regarding performance throughout the year. Managers are also encouraged to conduct mid-year reviews and required to complete evaluations at the end of the fiscal year.

For the Office of the General Counsel, the General Counsel (GC) conducts the evaluations of the line attorneys and the OHR Director conducts the evaluation of the GC. All evaluations are reviewed and approved by the Mayor's Office of Legal Counsel.

21. Please describe what strategies the agency is using to improve employee retention.

RESPONSE:

The OHR strives to recruit and retain qualified employees. It is our goal to maintain a professional working environment that is free from discrimination and harassment.

In addition, we encourage a work-life balance for our staff by providing two Alternative Work Schedule options and currently allow employees to work remotely during the COVID-19 pandemic. In addition, OHR provides training and continuing education opportunities and career growth opportunities.

22. For FY20 and FY21, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?

RESPONSE:

The total agency cost incurred for mobile communications and devices, including equipment, was \$17,124.21 in FY20 and \$5,915.46 in FY21, to date.

23. For FY20 and FY21, to date, please list all intra-District transfers to or from the agency.

RESPONSE:

Please see **Attachment G**.

24. For FY20 and FY21, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. The revenue source name and code;**
- b. The source of funding;**

- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

RESPONSE:

OHR did not maintain, use, or have available for use any special purpose revenue funds in FY20 or FY21, to date.

- 25. For FY20 and FY21, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**

RESPONSE:

Please see **Attachment H**.

- 26. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY20 and FY21, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

RESPONSE:

Please see below list of MOUs and **Attachment I** for MOU copies.

FY20 MOU

Buyer Agency	Seller Agency	Date Entered	Termination Date
OHR	DGS	June 23, 2020	September 30, 2020
OHR	ODR	October 1, 2019	September 30, 2020

FY21 MOU to date

Buyer Agency	Seller Agency	Date Entered	Termination Date
DOES	OHR	October 2, 2020	September 30, 2021

- 27. Please list all open capital projects and capital projects in the financial plan under the agency’s purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays, or which require additional funding.**

RESPONSE:

There are currently no open capital projects for the agency.

- 28. Please provide a table showing your agency’s Council-approved budget, revised budget (after re-programming, etc.), and actual spending, by program, activity, and funding source for FY20 and the first quarter of FY21. Please detail any over- or under-spending and if the agency had any federal funds that lapsed.**

RESPONSE:

Please see **Attachment J**.

- 29. Please provide a list of all budget enhancement requests (including capital improvement needs) made for FY21 or FY 22. For each, include a description of the need and the amount of funding requested.**

RESPONSE:

OHR works with the Office of the City Administrator to develop its budget. The FY2019, FY2020, and FY2021 budgets submitted by the Mayor to the Council reflect those efforts.

- 30. Please list, in chronological order, each reprogramming that impacted the agency in FY20 and FY21, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.**

RESPONSE:

Please see **Attachment K**.

- 31. Please list each grant or sub-grant received by your agency in FY20 and FY21, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.**

RESPONSE:

Please see the below tables for OHR’s pay-for-service work share agreements, which for budget purposes, have been categorized as “grants”.

Housing and Urban Development (HUD) Grant for Fair Housing Discrimination Cases

Assigned Grant Number	Source	Purpose	Time Period	Grant Amount	Amount Expended
01HHGA (FY20)	Housing and Urban Development (HUD)	Support the investigation of housing discrimination cases filed with DCOHR (see mandatory purpose below)	October 1, 2019 to September 30, 2020	\$135,847.00	\$135,847.00

11HHGA (FY21)	Housing and Urban Development (HUD)	Support the investigation of housing discrimination cases filed with DCOHR (see mandatory purpose below)	October 1, 2020 to September 30, 2021	\$97,706.00	\$37,932.83 (Amount spent to date)
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Equal Employment Opportunity Commission (EEOC) Grant for Employment Discrimination Cases

Assigned Grant Number	Source	Purpose	Period	Grant Amount	Amount Expended
01EJGA (FY20)	Equal Employment Opportunity Commission (EEOC)	Support the investigation of Employment discriminations cases filed with DCOHR (see mandatory purpose below)	October 1, 2019 to September 30, 2020	\$142,700.00	\$142,700.00
11EJGA (FY21)	Equal Employment Opportunity Commission (EEOC)	Support the investigation of employment discrimination cases filed with DCOHR (see mandatory purpose below)	October 1, 2020 to September 30, 2021	\$94,400.00	\$54,904.43.00 (amount spent to date)

32. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

RESPONSE:

OHR's funding from HUD, as indicated in question 31, is a pay-for-service work share agreement where OHR gets reimbursed for each housing case OHR investigates. For budget purposes, this funding has been categorized as "grants" There is .85 FTE in the HUD Grant. The Grant will not expire if we continue to process and resolve housing discrimination cases, and we are reimbursed for the cases by HUD.

Likewise, OHR's funding from EEOC, as indicated in question 31, is a pay-for-service work share agreement where OHR gets reimbursed for each employment case OHR investigates. For budget purposes, this funding has been categorized as "grants" There is 1.5 FTE in the EEOC Grant. The Grant will not expire if we continue to process and resolve employment discrimination cases, and we are reimbursed for the cases by EEOC.

33. Please list each contract, procurement, and lease entered into or extended by your agency during FY20 and FY21, to date. For each contract, please provide the following information where applicable:

- a. The name of the contracting party;**
- b. The nature of the contract, including the end product or service;**
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;**
- d. The term of the contract;**
- e. Whether the contract was competitively bid;**
- f. The name of the agency's contract monitor and the results of any monitoring activity; and**
- g. The funding source.**

RESPONSE:

Please see **Attachment L**.

34. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?

RESPONSE:

The adjusted expendable budget with SBEs or CBEs is not yet finalized by the Department of Small and Local Business Development (DSLBD). This information will be provided when it becomes available.

35. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.

RESPONSE:

There are currently no pending lawsuits that name OHR as a party, other than petitions for review or appeals of OHR's administrative decisions.

36. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY20 or FY21, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g., administrative complaint, etc.).

RESPONSE:

OHR has not entered into any settlements in FY20 or FY21.

- 37. Please list the administrative complaints or grievances that the agency received in FY20 and FY21, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to the agency policies or procedures that have resulted from complaints or grievances that were resolved in FY20 or FY21, to date.**

RESPONSE:

OHR received no administrative complaints or grievances against the agency in FY20 or FY21, to date. Generally, administrative complaints and grievances are responded to by the agency's General Counsel in consultation with the Director, Human Resources Manager and other senior leadership staff.

- 38. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any sexual harassment allegations received by the agency in FY20 and FY21, to date, and whether or not those allegations have been resolved.**

RESPONSE:

OHR follows the Mayor's Policy on Sexual Harassment. Please see **Attachment M** for Mayor's Order 2017-313. OHR has not received any allegations of sexual harassment in FY20 or FY21, to date.

- 39. Please list and describe any spending pressures the agency experienced in FY20 and any anticipated spending pressures for the remainder of FY21. Include a description of the pressure and the estimated amount. If the spending pressure was in FY20, describe how it was resolved, and if the spending pressure is in FY21, describe any proposed solutions.**

RESPONSE:

There are currently no spending pressures and none to report for FY20.

- 40. Please provide the number of FOIA requests for FY20, and FY21, to date, that were submitted to your agency. Include the number granted, partially granted, denied and pending. In addition, please provide the average response time, the estimate number of FTEs required to process requests, the estimated number of hours spend responding to these requests, and the cost of compliance.**

RESPONSE:

See tables below.

Total FOIA Requests Received	Granted	Partially Granted	Denied	Pending	Other
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FY20					
81	0	52	19	6	4
FY21 to date					
33	0	2	5	16	10

Average Response Time	FY20 = 57 calendar days FY21 = 70 calendar days
Estimate number of FTEs required to process request	2
Estimated number of hours spent (per year)	312
Cost of Compliance	Est. \$28,121 per year

41. Please identify all electronic databases maintained by your agency, including the following:

- a. A detailed description of the information tracked within each system;**
- b. The age of the system and any substantial upgrades that were made in FY20 or FY21, to date, or that are planned for the system;**
- c. Whether the public is currently granted access to all or part of each system; and**
- d. Whether the public could be granted access to all or part of each system.**

RESPONSE:

Quickbase – OHR Case Management (Management and Tracking System (MATS)) & Agency Performance Planning

- Description: This system is used to manage and track case information from the inquiry stage through probable cause determination. This system parallels the paper files maintained for each complaint. The Quickbase system is also used to track our performance plan and key performance indicators. It is used to communicate to the Office of the City Administrator to indicate agency progress.
- Access: The public does not and cannot have access to this system due to the confidentiality of complaints investigated by OHR.

Information Management System (IMS)

- Description: This system is used to communicate with EEOC on all matters docketed at OHR and cross-filed pursuant to Federal law.
- Access: This system is not accessible to the public, and because it is a federally-owned system, OHR has no say in the likelihood or desirability of its future public access.

Housing Enforcement Management System (HEMS)

- Description: This system is used to communicate with HUD on all matters docketed at OHR and cross-filed pursuant to Federal law.
- Access: This system is not accessible to the public, and because it is a federally-owned system, OHR has no say in the likelihood or desirability of its future public access.

42. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY20 and FY21, to date.

RESPONSE:

OHR is not aware of any investigations, audits or reports being conducted on the agency or any employee of the agency in FY20 or FY21, to date.

43. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY20 and FY21, to date. Please submit a hard copy to the Committee of any study, research paper, report, or analysis that is complete.

RESPONSE:

FY2020

FY19 Language Access Program Annual Compliance Review

Author: OHR Staff and Contractor

Status: Published on December 30, 2020

Purpose: The Language Access Act of 2004 ([4 DCMR § 1214.3](#)) requires the OHR Director to prepare an annual Language Access Report and deliver it to the Mayor, the Office of the City Administrator, the Language Access Coalition, and the Consultative Agencies on the deficiencies found, progress made, and overall compliance with the Act for each covered entity. The report highlighted the work of OHR's Language Access Program and provided language access compliance scorecards for 38 agencies with major public contact and the progressive implementation for 23 covered entities during FY19.

The State of Street Harassment Prevention in the District

Author: OHR Staff

Status: Published on April 23, 2020

Purpose: The Street Harassment Prevention Act of 2018 (D.C. Code § 7-2421 *et seq.*) requires the Advisory Committee on Street Harassment (ACSH) to submit a report to the Mayor and Council that: (1) identifies categories of District employees and District residents most at risk of street harassment; (2) proposes model policies and training materials to be adopted by District agencies for preventing and responding to street harassment, including model policies and training materials for public-facing employees; (3) proposes strategies to improve public awareness and understanding of street harassment; (4) discusses the need, if any, for a process by which victims and witnesses of street harassment can report instances of street harassment to District agencies; and (5) summarizes any actions taken by the ACSH after the effective date of the law. OHR produced its first report on the state of street harassment in the District in FY20. The report provided survey data that speaks to prevalence of incidents and both community-based and government-focused solutions to incidents sought from the public.

FY2021 to date

Youth Bullying Prevention in the District of Columbia: School Year 2019-2020 Report

Author: Child Trends

Status: In Progress

Purpose: [D.C. Code § 2-1535.07](#) requires the Mayor to review the programs, activities, services, and policies established as a result of the Act. OHR and Child Trends will release their fourth biennial report on: (1) the progress of the programs, activities, services, and policies established under the Act; (2) the current status of youth bullying incidents in the District; and (3) recommendations for continued implementation of the Act.

OHR Highlights of Fiscal Year 2019-2020

Author: OHR Staff

Status: In Progress

Purpose: [D.C. Code § 2-1403.01\(g\)\(1\)](#) requires that this report be delivered annually to the Council from the Mayor “as to the progress with regard to the enforcement of this chapter, and any other activity related to the field of human rights deemed valuable to the Council in the pursuit of its responsibilities.” Due to the public health emergency, OHR did not publish a full annual report for FY2019 but instead released an abbreviated infographic with a snapshot of the agency’s achievements for the year. In FY2021, OHR’s report will cover FY19 and FY20, providing data on the number and types of cases filed, mediation settlements, and the programmatic work of the office during FY19 and operational shifts made in response to the coronavirus pandemic and public health emergency in FY20. This report will also include information regarding the Fair Criminal Records Screening for Housing and Employment Acts, Fair Credit in Employment Act, Street Harassment Prevention Act and much more.

FY20 Language Access Program Annual Compliance Review

Author: OHR Staff

Status: In Progress

Purpose: The Language Access Act of 2004 ([4 DCMR § 1214.3](#)) requires the OHR Director to prepare an annual Language Access Report and deliver it to the Mayor, the Office of the City Administrator, the Language Access Coalition, and the Consultative Agencies on the deficiencies found, progress made, and overall compliance with the Act for each covered entity. The report will highlight the work of OHR’s Language Access Program as well as providing language access compliance scorecards for 38 agencies with major public contact and the progressive implementation for 23 covered entities during FY20.

Qualified and Transgender II (working title)

Author: OHR Staff and Contractor

Status: In Progress

Purpose: OHR will produce a second transgender and nonbinary employment discrimination testing project as a follow-up to the 2015 report *Qualified and Transgender*. The report will include: resume testing conducted in 2018 comparing District employers from various industries response to applicants with indications they are cisgender or transgender/nonbinary; public survey results from 2020 on employment search, hiring and

workplace experiences of transgender and nonbinary individuals in the District; and recommendations on how the District can improve and support employers in hiring qualified transgender applicants.

Street Harassment Prevention in the District: Year Two Report (working title)

Author: OHR Staff

Status: Not Started

Purpose: The Street Harassment Prevention Act of 2018 (D.C. Code § 7-2421 *et seq.*) requires the Advisory Committee on Street Harassment (ACSH) to submit a report to the Mayor and Council that: (1) identifies categories of District employees and District residents most at risk of street harassment; (2) proposes model policies and training materials to be adopted by District agencies for preventing and responding to street harassment, including model policies and training materials for public-facing employees; (3) proposes strategies to improve public awareness and understanding of street harassment; (4) discusses the need, if any, for a process by which victims and witnesses of street harassment can report instances of street harassment to District agencies; and (5) summarizes any actions taken by the ACSH after the effective date of the law. OHR produced its first report on the state of street harassment in the District in FY20 and plans a second-year report for FY21. The report will provide an update on the recommendations from the Year One report and implementation of community and internal government training structures and agency model policy adoption.

44. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.

RESPONSE:

In FY20, OHR was a participant in the DC Government Racial Equity Cohort, the Advisory Committee on Street Harassment, and the Disability Integration Implementation Working Group. The costs for the Racial Equity Cohort were paid by the Office of the Deputy Mayor for Public Safety and Justice. None of the other groups have membership dues or other associated costs. In FY2021, OHR continues to participate in these task forces, working groups, and organizations.

Office of Human Rights

45. What are the common barriers that prevent people who have encountered unlawful discrimination from enforcement or other vindication of their rights under the DCHRA? How can the District government help reduce those barriers?

RESPONSE:

Common barriers include: knowledge of the statutes that offer protection against discrimination in the District; knowledge of the complaint filing process at OHR; time off from work in order to participate in an intake interview or mediation; and access to technology to facilitate access to OHR services; and in some cases the need for counsel once a decision proceeds to the Commission on Human Rights. Under conditions before the public health emergency OHR began working more aggressively to educate and support residents in

learning about their rights under the statutes the agency enforces and the process for filing a complaint with the agency. This work continues to be vital during the public health emergency given the impact on businesses and workers and the broader economic impacts of the crisis.

- 46. The District of Columbia Human Rights Act (DCHRA) permits practices with discriminatory effects if the practices are not intended to circumvent the law and “can be justified by business necessity.” The business necessity defense is not available in Fair Housing Act or residential real estate transaction cases. In how many cases in FY20 and FY21, to date has the business necessity defense been successfully utilized?**

RESPONSE:

OHR is not aware of a respondent raising this defense in any of the cases filed in FY20 and FY21, to date.

- 47. Please describe any procedures that the Office uses to notify potential claimants of the election of remedies under D.C. Code § 2–1403.16(a), at intake, and provide copies of any materials routinely used for this purpose.**

RESPONSE:

During outreach events and trainings provided by OHR, information on election of remedies is included and discussed. Where OHR dismisses a complaint without making a determination on the merits--typically at the intake stage based on timeliness, jurisdiction, or administrative reasons, OHR will include a notice of right to file a private cause of action and notice language varies based on type of case, stage of case and type of dismissal.

- 48. Please outline the Office’s process for conducting Director’s Inquiries pursuant to D.C. Code § 2–1403.01(b), including:**

- a. How the Office comes up with potential topics or targets and evaluates whether they merit opening Director’s Inquiries;**
- b. How the Office organizes any investigations, hearings, and reports that it undertakes as part of a Director’s Inquiry; and**
- c. How the Office tracks the implementation of any recommendations or corrective action plans developed through a Director’s Inquiry.**

RESPONSE:

OHR’s Director’s Inquiries (“DIs”) can commence in a few different ways. OHR may look into whether to conduct a DI upon a specific request by an individual or an organization if there is reason to believe that a series of events over a period of time are harming one or more individuals protected under the DCHRA. OHR may also consider conducting a DI if OHR acquires information, from a complaint filing, tip, newspaper article, or other source of information, that an organization may be engaged in a discriminatory practice. Finally, OHR conducts DIs in complaints involving gender-neutral bathrooms.

Once OHR docket a DI, OHR provides the respondent an initial opportunity to correct the practice, whereupon the Director's inquiry investigation largely parallels the standard OHR investigation, in which OHR issues a request for information to the respondent, conducts witnesses interviews, and thereafter, issues a letter of determination as to whether there exists probable cause that the respondent engaged in discriminatory conduct. If probable cause is found and conciliation is unsuccessful, the matter would be certified for evidentiary hearing before the Commission on Human Rights.

Compliance is tracked by OHR's enforcement units.

49. Please briefly summarize any Director's Inquiries that the Office handled during FY20 or FY21, to date, including:

- a. The form of potential discrimination that the Director's Inquiry sought to explore;**
- b. How the Office became aware of the concern(s) that prompted the Director's Inquiry;**
- c. A brief summary of the activities the Office undertook in furtherance of the Director's Inquiry;**
- d. The status of the Director's Inquiry; and**
- e. Any recommendations developed or corrective action plans implemented as a result of the Director's Inquiry.**

RESPONSE:

In FY20 and FY21, to date, OHR sought to address the following issues through Director's Inquiries: (1) discriminatory advertisements in rental housing and (2) gender neutral bathroom compliance. OHR received information or a request from community partners or individuals which led to the director's inquiries. OHR's activities in addressing the reported discriminatory conduct include reviewing potentially violative conduct, contacting the respondent, conducting site visits where necessary, providing the respondent an opportunity to cure the problem, and issuing a decision on the issue. The status for these cases varies from closed, pending review to mediation. OHR typically closes the case upon receipt of evidence that reported non-compliance has been cured. Recommended actions or corrective actions include changing bathroom signage to reflect compliance with the law and in real estate cases, correcting advertising or writing that violates the law.

50. Have any District agencies or private parties failed to cooperate with Director's Inquiries in FY20 or FY21, to date?

- a. How did the Office resolve the issues?**

- b. Does the Office have adequate legal authority and political support to conduct effective Director's Inquiries?**

RESPONSE:

OHR did not encounter a non-cooperative respondent in OHR's DI's in FY20 or FY21 to date. OHR has sufficient legal and political support to conduct effective DI's.

51. Regarding the Language Access Program (LAP):

- a. The FY20 PAR states that the Office received 12 LAP inquiries and resolved 3 in FY20. Please briefly describe the status of the remaining inquiries. Please estimate the average time from intake to resolution for LAP complaints in FY20.**

RESPONSE:

Three inquiries under the Language Access of 2014 were dismissed because of lack of jurisdiction; administrative dismissal letters were sent to complainants between October and December 2020.

Four language access complaints are docketed, they are under investigation with the assigned investigator, see below for specifics:

- 20314 LA was received on 10/30/19, parties were served on 5/19/20
- 21061 LA was received on 1/8/20, parties were served on 10/22/20
- 21063 LA was received on 3/12/20, parties were served on 10/22/20
- 21062 LA (combined 4 language access questionnaires) was received 12/10/19 to 3/4/20, parties were served on 10/22/20

Estimated time to complete investigation/resolution is determined by investigation unit:

- This varies depending on the complexity of the cases and availability of the parties.

Estimated time to review and submit OHR's decision on the Reconsideration motion is determined by OGC:

- This varies depending on the complexity of the cases and availability of the parties.

- b. Please describe any significant trends in the LAP corrective action plans that the Office has instituted. What can the District government do to better address those trends?**

RESPONSE:

There are no significant trends in LAP corrective action plans at this time.

- c. **The FY20 PAR describes Language Access Roundtables that the LAP conducted in FY20. Please briefly describe any recommendations that the Roundtables produced, including the implementation status of each.**

RESPONSE:

The initial purpose of the roundtable forums was to allow Language Access Coordinators (LACs) to check in on each other to improve adaptation of Language Access to the public health crisis:

- Methods of utilizing simultaneous/consecutive interpretation in various virtual meeting platforms for public meetings (town halls, PTA meetings, etc.) as well as case-specific meetings (health screenings, mediations, etc.)
- Implementing a broad rollout of the Language Line services application so that agency employees can access interpreters from home
- Working with the agency public information officers to streamline translations of public service/health notices

One of the issues identified in the Forums was the need a standardized language screening assessment for bilingual candidates. Currently, the MOLA, MOAPIA, and MOAA constituency offices, along with OHR, are reviewing existing language assessment tools that some agencies have created, as well as exploring mechanisms to develop a score scale for the assessment.

- d. **To what extent have Advisory Neighborhood Commissions taken advantage of LAP-related funding under the ANC Omnibus Amendment Act of 2016 since the Office conducted outreach in September 2020? Has the Office observed any geographic or other significant variations in uptake?**

RESPONSE:

The public health emergency crisis negatively affected the ANC participation in the Language Services Reimbursement program training by OHR until later in FY20.

However, at the beginning of the second quarter of FY20, the Language Access Program (LAP) participated in two in-person ANC commissioners' trainings that the OANC hosted. The LAP received in FY20 one request for language service reimbursement. Also, the LAP and OANC reviewed and updated the Language Services reimbursement process/procedure and this updated information was distributed to the ANC commissioners by email at the end of FY20 and beginning of FY21.

The LAP has been in constant coordination with the OANC to participate in the virtual training for new and re-elected ANC commissioners and has conducted two trainings during FY21, to date.

- 52. The FY20 PAR indicates that the Office held four youth bullying prevention outreach and education activities in FY 19 and two in FY20. The April 2020 bullying prevention email emphasizes the importance of reporting and addressing cyberbullying in connection with D.C. schools' shift to remote learning during the COVID-19 pandemic. Has the Office observed shifts in cyberbullying levels in FY20 and FY21, to date? Please describe any plans to assess and address cyberbullying in FY21.**

RESPONSE:

This information can be provided to the Committee at a later date.

- 53. The FY20 PAR indicates that the COVID-19 public health emergency largely stymied the Office's efforts to "conduct quarterly Know Your Rights and Human Rights Liaison workshops in Wards 7 and 8 focused on returning citizens' rights in housing and employment, street harassment, hate crimes, and source of income discrimination." The Committee anticipates that the public health emergency will continue to complicate or prevent in-person workshops through most or all of the remainder FY21. What plans does the Office have for renewing or altering its outreach in Wards 7 and 8 during the remainder of the emergency?**

RESPONSE:

During FY21, OHR plans to renew outreach and education efforts East of the River through partnerships with credible community-based organizations, the continuation of our Human Rights Liaison series and spreading information through existing programs run by sister agencies. Reconnecting with organizations such as the collaboratives (East River and Far Southeast), Congress Heights Community Training and Development Center, United Planning Organization and The Dream Center, as well as area ANCs and civic associations will be a priority in FY21 to help us reach residents in Wards 7 & 8.

- 54. Has the Office been asked to support the study of the District's treatment of its transgender and non-binary employees required pursuant to the District Government Transgender and Non-Binary Employment Study Act of 2020? If so, what is the status of that work?**

RESPONSE:

Yes. OHR will join the Department of Human Resources, the Mayor's Office of LGBTQ Affairs, and other stakeholders in the establishment of an Advisory Group to plan and execute this work. The Advisory Group will convene in early Spring 2021 and will begin work by providing guidance on vendor selection and solicitation to conduct the study.

- 55. Please provide the annual reports on the operation of the Office prepared pursuant to D.C. Code § 2-1403.01(g)(1) for 2019 and 2020. When does the Office expect to submit its next annual report to the Council?**

RESPONSE:

OHR did not release its annual performance report in FY19 due to change in leadership and other unforeseen operational shifts related to the public health emergency. The brief

infographic released in lieu of a FY19 annual report is in **Attachment O**. The agency aims to publish a biannual report that includes both FY19 and FY20 in early Summer 2021.

56. Please describe any special steps the Office has taken in FY20, or FY21 to date, in response to the COVID-19 public health emergency. Has the Office encountered evidence that the crisis has made any forms of discrimination more prevalent or more harmful? Does the Office have recommendations on how the District government should respond to these issues?

RESPONSE:

Part 1 COVID-19 Public Health Emergency

In response to the public health emergency and District-wide situational telework status for non-essential workers effective early March of 2020, the OHR team immediately took the necessary steps to ensure continuity of operations. Within two weeks, the OHR team ensured that all employees on the enforcement teams, mediation team, and Office of General Counsel were provided with laptops with secured VPN remote access. Senior leadership within the Office also worked quickly to provide internal policies and guidance for staff to transition to remote work. Within three weeks of the mandatory situational telework status, the remainder of the agency employees were successfully transitioned into full remote work as well.

In addition to internal systems, OHR also made procedural and policy adjustments to accommodate the public. For example, in order to provide flexibility during the declared health emergency, OHR removed the notarization requirement to file a complaint. OHR also adopted an electronic signature option through DocuSign to facilitate the filing process.

Part 2 Evidence of trends

No reliable evidence or information indicating more prevalent trends or forms of discrimination are available at this time.

Part 3 Recommendations

This information can be provided to the Committee at a later time.

57. How many complaints of unlawful discrimination were received by the Office in FY20 and FY21, to date? Please breakdown this number by:

- a. The alleged basis of the unlawful discrimination (race, color, religion, etc.);**
- b. The form of alleged unlawful discrimination (employment, housing, educational institutions, etc.); and**
- c. The legislation under which the claim primarily arose (District of Columbia Human Rights Act, District of Columbia Family and Medical Leave Act, District of Columbia Language Access, Title VII, etc.).**

RESPONSE:

This information will be provided to the Committee on or before the hearing and will be included as **Attachment N**.

58. How many complaints were dismissed due to lack of jurisdiction in FY20 and FY21, to date?

RESPONSE:

OHR receives complaints on a rolling basis and resolution of complaints may not occur within the same fiscal year the complaint was received. Additionally, OHR does not organize nor track complaint dismissal cause through its current case management system (CMS). However, OHR plans to integrate this tracking in its new CMS set to launch later this year.

59. In how many cases was a complaint dismissed or set aside due to lack of jurisdiction due to the exclusion of “domestic servants” from the definition of “Employer” at D.C. Code § 2–1401.02(10) in FY20 and FY21, to date?

RESPONSE:

OHR does not organize nor track complaint dismissal cause through its current case management system (CMS).

60. How many cases were closed by conciliation agreement in FY20 and FY21, to date?

RESPONSE:

The mediation unit closed four cases through conciliation in FY20 for \$413,000. For FY21, to date, the unit has closed one case for \$5000.

61. For complaints that were resolved in FY20 and FY21, to date, what was the median and mean length of time elapsed since the filing of the complaint?

RESPONSE:

OHR does not organize nor track complaint dismissal cause through its current case management system (CMS).

62. The Office’s FY20 Performance Accountability Report (PAR) indicates that the turnaround time from unsuccessful mediation to determination letter exceeded 160 days in over 85% of cases due to high case volume, shortage of staff, and personnel changes. What steps has the Office taken to reduce determination times in FY21? What additional support, if any, does the Office require to improve this stage of its workflow?

RESPONSE:

This information can be provided to the Committee at a later date.

63. Please list any ongoing awareness campaigns run by the Office and any budget specifically assigned to each.

RESPONSE:

Historically, OHR has used public awareness campaigns to increase understanding of often misrepresented communities as well as amplify legal protections afforded to residents, workers, employers, and visitors of the District. Prior to FY15, OHR campaign were often centered around emerging community issues and were developed and administered from the agency's general budget. However, as OHR's enforcement authority has grown significantly since 2014, the agency has aligned its campaigns to promote new laws and leverages exiting resources or the funding designated for that campaign.

Currently, OHR does not have any ongoing awareness campaigns in production.

Questions at the Request of the Comprehensive Homicide Elimination Strategy Task Force

64. Please describe three initiatives, programs, or projects currently underway within your agency directed at preventing homicide in the District of Columbia. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe three ways in which your agency could play a role in reducing homicides in the District of Columbia.)

RESPONSE:

OHR does not currently have these programs or initiatives in place but seeks to address discriminatory behavior in employment, housing, access to public services and public spaces and in educational settings. Possible areas where OHR could have broader impact can be provided at a later date.

65. Please describe the resources currently allocated to these initiatives, program, or projects, and describe what additional resources you would need to improve the efficacy or scale of these efforts. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe the resources you would need to implement the ideas detailed in response to question 1.)

RESPONSE:

N/A

66. Please describe how your agency is working collaboratively with other DC agencies toward the goal of reducing homicides. Please also describe how your agency is engaging non-governmental organizations and the community at large on the issue of homicide prevention. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe with whom you would collaborate and how you would engage the community in order to implement the ideas detailed in response to question 1.)

RESPONSE:

OHR is part of the Public Safety and Justice Cluster and thus actively seeks opportunities to partner with sister agencies such as MPD and MOLA, MOAPIA, MOAA and others to address emerging issues. The issue OHR seeks to address include hate crimes targeting transgender women of color, islamophobia, racist attacks on Black churches, antisemitism, and broader homophobia towards residents who identify as LGBT or non-binary.

- 67. Please describe how you currently measure (or would measure) the efficacy of the aforementioned initiatives, programs, or projects. Additionally, if three metrics related to homicide prevention were added to your Key Performance Indicators (KPIs), what should those metrics be?**

RESPONSE:

This information can be provided to the Committee at a later date.

Questions on Racial Equity

- 68. In the context of the Office and its mission, what are three areas, programs, or initiatives where the Office sees the most opportunity to address racial inequity?**

RESPONSE:

This information can be provided to the Committee at a later date.

- 69. Are there any areas/programs where the Office has had some success in building racial equity over the past year? Which areas/programs?**

RESPONSE:

This information can be provided to the Committee at a later date.

- 70. Does the Office collect information on race and geographic areas to evaluate its operations or to include as part of its performance plan? If not, why?**

RESPONSE:

OHR does not currently collect this data in a comprehensive form.

- 71. What legal barriers, if any, does the Office face to advancing racial equity or better understanding racial inequity?**

RESPONSE:

Unlike the EEOC and similar human rights agencies in some jurisdictions, OHR's efforts to eradicate discrimination are limited to investigation and pursuing the public interest in merits hearings before the Commission on Human Rights in private sector cases. OHR currently does not have the ability to litigate cases in court.

72. What are two areas/programs where the Office has significant potential to succeed in building racial equity?

RESPONSE:

This information can be provided to the Committee at a later date.

73. What are three metrics that the Office could use to measure progress toward racial equity?

RESPONSE:

This information can be provided to the Committee at a later date.

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT A
Response to Question #8 - 3 pages

Office of Human Rights FY2020

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2020

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

Summary of Services The DC OHR investigates and resolves complaints of discrimination in employment, housing, places of public accommodation, and educational institutions, pursuant to the DC Human Rights Act of 1977 and other numerous local and federal laws. OHR also prevents discrimination by providing training and educating DC government employees, private employers, workers, and the community at-large of their rights and responsibilities under the law. OHR monitors compliance with the Language Access Act of 2004 and investigates allegations of noncompliance with this Act by DC government agencies and houses the District's Citywide Bullying Prevention Program. 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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Drafted and submitted to the Mayor and Council the 85-page "State of Street Harassment in DC: A Report on the First Year of Implementing the Street Harassment Prevention Act." The report summarizes the accomplishments of the Advisory Committee on Street Harassment, details the data collected from 1,621 responses to a city-wide survey and 10 focus groups, and provides recommendations for policy, training, and reporting.	The report gave voice to residents who have experienced street harassment in the District. Additionally, through the surveys, focus groups, and accompanying Street Harassment DC campaign, residents were provided with information and resources to seek redress and access support and services. The policy, training, and reporting recommendations have the goals of preventing street harassment, empowering individuals to safely intervene, and providing options to those who have experienced street harassment. By preventing street harassment and enhancing responses we create a safer, stronger DC for all residents.	The report represents an increased focus on prevention and proactive engagement to complement the enforcement efforts of OHR. The work of the Advisory Committee, the data collection process, and the accompanying Street Harassment DC campaign increased the visibility of the work of OHR and likely resulted in increased inquiries and complaints of discrimination.
Quickly and efficiently adapted operations and procedures to shift to remote work due to COVID-19 and the state of emergency that allowed for seamless continuation of services.	District residents were able to continue to access the services of OHR and were informed about changes in District agency operations and responses to COVID and changes in leave laws in the District as a result of the pandemic, and provided with consistent information regarding their ability to address discrimination in the District.	The shift to remote work required several agency adjustments including revising regulations and implementing virtual mediation and conciliation sessions. Additionally, the agency drafted Enforcement Guidance on Covid Leave under the DCFMLA and crafted multiple multilingual messages and documents in its role of providing Language Access oversight for the District.
Settled 134 cases for approximately \$2.4 million.	By settling cases through mediation, OHR does not have to engage in the more time and resources intensive investigative and legal processes for these cases, thereby allowing for those resources to be focused on reducing case backlog.	For DC residents who are complainants or respondents in cases, it provided quicker resolutions, also potentially saving tax payers costs associated with hearing or litigation.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
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)												
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of initial internal screening	Quarterly	45%	45.7%	34.5%	80%	93.6%	52.3%	64.5%	90.2%	74.2%	Nearly Met	Transition of managers and COVID-19 transition to telework environment.
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Quarterly	92.8%	100%	99.8%	80%	100%	100%	100%	100%	100%	Met	
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days of unsuccessful mediation.	Quarterly	77.1%	32.3%	12.1%	80%	15%	15.8%	9.4%	16.1%	14.2%	Unmet	This performance measure was challenging to meet due to high case volume, shortage of staff, and personnel changes.
Percent of settlement agreements executed within 15 business days after completion of mediation session	Quarterly	New in 2020	New in 2020	New in 2020	New in 2020	57.8%	69.6%	85.3%	73.1%	70.3%	New in 2020	
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)												
Percent of Commission on Human Rights cases pending over 15 months	Quarterly	24.4%	16.8%	37.8%	20%	43.5%	52%	44.4%	47.1%	47%	Unmet	This performance measure was challenging to meet due to personnel changes.
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Quarterly	New in 2020	New in 2020	New in 2020	New in 2020	100%	100%	100%	0%	91.7%	New in 2020	
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)												
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Annually	100%	100%	100%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94%	Met	
Percent of language access cases which receive initial intervention within 30 days	Annually	100%	100%	95%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of informal intervention provided in bullying cases within 30 days of reporting	Annually	100%	100%	100%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents		
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)												
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Annually	95.7%	0%	86.5%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87%	Met	
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Annually	95.6%	0%	100%	80%	Annual Measure	Annual Measure	Annual Measure	No data available	No data available		

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
1 - Intake (2 Measures)							
Number of Inquiries Received	1483	1590	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1209
Number of Intakes Conducted	563	735	Annual Measure	Annual Measure	Annual Measure	Annual Measure	375
1 - Investigate (2 Measures)							
Number of New Docketed Cases	355	490	Annual Measure	Annual Measure	Annual Measure	Annual Measure	437
Number of pending cases	577	503	512	568	534	531	531
1 - Legal Review (7 Measures)							
Number of Letters of Determination Reviewed	164	69	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70
Number of Motions, Reconsiderations, and Requests to Reopen Reviewed	247	63	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40
Number of Hearing Examiner Cases Reviewed	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of Compliance Reviews Completed	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7
Number of FOIA Requests Reviewed	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80
Number of Case Representations - Court	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17
Number of Case Presentations - Commission	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
1 - Mediation (1 Measure)							
Number of Cases Mediated	521	502	Annual Measure	Annual Measure	Annual Measure	Annual Measure	379
2 - Convene and Support Commission Meetings (1 Measure)							
Number of Commission Meetings Per Year	6	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
2 - Hold Final Hearings (2 Measures)							
Number of Final Hearings Held	16	2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of Pre-Hearing Settlement Conferences Held	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
3 - Bullying Prevention Policy Oversight (2 Measures)							
Number of Covered Entities under Youth Bullying Prevention Act	324	301	Annual Measure	Annual Measure	Annual Measure	Annual Measure	244
Number of Youth Bullying Prevention Outreach and Education Activities	37	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2
3 - Community Engagement (2 Measures)							
Number of Community Education/Outreach Activities	48	14	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43
Number of Meetings with Consultative Agencies	10	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
3 - Compliance Monitoring and Technical Assistance (3 Measures)							
Number of Language Access Coordinator Meetings Held	6	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7
Number of LA Trainings to Covered Entities	33	34	Annual Measure	Annual Measure	Annual Measure	Annual Measure	36
Number of Covered Entities under the Language Access Act	63	62	Annual Measure	Annual Measure	Annual Measure	Annual Measure	61
3 - EEO Counselors and Officers Training (3 Measures)							
Number of active certified EEO Counselors and Officers in the District	111	75	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78
Number of EEO Trainings Held	8	11	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6
Number of Affirmative Action Review Requests	717	1300	Annual Measure	Annual Measure	Annual Measure	Annual Measure	850
3 - Enforcement (2 Measures)							
Number of LA Inquiries Received	20	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12
Number of Language Access cases resolved	16	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
4 - Provide education/training and perform outreach (5 Measures)							
Number of Business Training Series	27	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of Human Rights Liaisons Trained	22	101	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83
Number of Overall Outreach Activities	91	200	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
Number of Fair Housing Outreach Activities	54	95	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
Number of FCRSA/FCRSHA Outreach Activities	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
INVESTIGATIONS	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	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 scheduled 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	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
LEGAL SERVICES	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)			
HUMAN RIGHTS COMMISSION	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
HUMAN RIGHTS COMMISSION	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)			
RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide certification and ongoing training and technical assistance to EEO Counselors and Officers.	Daily Service
BULLYING PREVENTION OVERSIGHT	Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training and informal interventions.	Daily Service
LANGUAGE ACCESS OVERSIGHT	Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service
LANGUAGE ACCESS OVERSIGHT	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
LANGUAGE ACCESS OVERSIGHT	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
BULLYING PREVENTION OVERSIGHT	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)			
PUBLIC EDUCATION	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
PUBLIC EDUCATION	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

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Bullying Prevention Policy Oversight (1 Strategic Initiative)				
Social Media Lesson Training	In FY20, the Office of Human Rights will partner with the State Board of Education to conduct train the trainer workshops in schools and at youth-serving agencies on the healthy relationship/social media lesson plans that were developed and piloted in FY19.	Complete	Responses to facilitator e-survey were incorporated to make minor revisions to curriculum and training materials. Broader dissemination of the complete curriculum initiated September 30, 2020.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Community Engagement (1 Strategic Initiative)				
Conduct a City-Wide Language Access Meeting with Agency Partners	In FY 20, the Language Access (LA) program will strength its community outreach efforts by partnering with the three Mayor Constituencies' offices (Mayor's Office on Latino Affairs, Mayor's Office on Asian and Pacific Islander Affairs, Mayor's Office on African Affairs) and with agencies with Major Public contact to hold a city-wide Language Access meeting which will target LEP/NEP community members.	Complete	<p>In collaboration with the Mayor's Office on African Affairs and the Ethiopian Community Center (ECC), the Language Access Director participated in the Language Access Know Your Rights Workshop to speak with the Amharic speaking community about their language rights and to bring awareness of the language access resources available for the LEP and NEP community.</p> <p>Since July, the Language Access (LA) Program in partnership with the three Constituency Offices have conducted a Language Access Round Table Forums.</p> <p>The monthly forums have been the space for the Language Access Coordinators (LACs) along with the Constituency Offices to discuss, brainstorm and build collaborative working teams to address language access concerns, questions, challenges and strategies. Currently, LACs' main concern is to meet Language Access compliance requirements which is challenging during the pandemic emergency situation.</p> <p>As of today, the LACs have expressed interest to continue participating in the forums where common language access matters are discussed.</p> <p>In the meeting with DCHR LAC, together with the three constituency offices, it was decided that due to the freeze in the District hiring, it will not be feasible to hold the virtual bilingual hiring event in FY 20.</p>	
Compliance Monitoring and Technical Assistance (1 Strategic Initiative)				
ANC Omnibus Amendment Act Technical Support	In FY20, pursuant to the Office of Human Right's implementation of the ANC Omnibus Amendment Act of 2016, the Language Access program will create a system to reimburse ANCs for translation of documents, interpretation of meetings, and purchase or rental of assistive listening systems and will train ANC commissioners on reimbursement procedures.	Complete	In September, the Language Access Program revised and disseminated the most updated reimbursement process to all ANC commissioners. In addition, the language access team met with ANC 1A05 commissioners to review effective ways to outreach ANC commissioners, to bring awareness about the available funding for language services. Thus, ANC commissioners can maximize the language services available for the ANC meetings to engage the LEP and NEP DC residents.	
Convene and Support Commission Meetings (1 Strategic Initiative)				
Regulatory Review and Revision	In FY20, the Rules Committee of the Commission on Human Rights and the Office of Human Rights will review Chapter 4 Regulations and propose revisions that will complement the DC Human Rights Act and provide better clarity to parties appearing before the Commission on Human Rights.	Complete	OHR was able to complete drafting amendments to Chapter 4 of its regulations (4 DCMR § 400 et seq.) and the Commission on Human Rights was able to review it. At present, the regulation is being reviewed for finalization for OPLA review and legal sufficiency review from OAG.	
EEO Counselors and Officers Training (1 Strategic Initiative)				
Webinars and Train the Trainer Course	In FY20, OHR will conduct quarterly refresher webinars with certified EEO Counselors and Officers and will provide EEO Officers with "Train the Trainer" course on workplace discrimination laws.	0-24%	This initiative was put on hold due to personnel changes. OHR's Deputy Director lead this initiative however she transitioned from the agency and the position has not been filled. This initiative will pick back up in FY21.	
Hold Final Hearings (1 Strategic Initiative)				
Hearing Tribunals	In FY20, the Commission will focus on convening hearing tribunals within 60 days of a proposed decision and order to increase the efficiency of the adjudication process.	0-24%	One case went to a Tribunal this quarter. Due to the length of the record and order, several extension were granted for the parties to file Exceptions to the proposed order which delayed scheduling a tribunal within 60 days.	
Investigate (1 Strategic Initiative)				
Case Organization Tiers	In FY20, the Investigation Unit will organize its cases into three tiers – Tiers I - III – where Tier I identifies the most complicated cases. The investigation of Tier II and III cases will be streamlined, which will allow Investigators to spend more time on the more complicated, Tier I cases.	0-24%	In Phase I implementation. Process is ongoing and dependent upon pending full reorganization of the investigation/intake unit rollout into three pods.	
Legal Review (1 Strategic Initiative)				
OHR Enforcement Guidance	To assist the public with compliance, in FY20, the Office of Human Rights will produce three guidance for publication by the end of the fiscal year covering: (1) Intake Procedures, (2) Breastfeeding Guidance, and (3)DC Family Medical Leave Act.	75-99%	Did not issue 3 distinct guidance documents, however, OHR did issue multiple guidance documents relating to COVID. OHR issued two guidance documents in FY20: (1) COVID related Enforcement Guidance on DCFMLA called "Enforcement Guidance 20-01: COVID-19 Support Emergency Amendment Act (CSEA) Guidance", which was updated twice; and (2) a housing Enforcement Guidance called, "Enforcement Guidance 20-02: Fair Housing Laws and Affirmative Efforts to Reduce Homelessness in the District of Columbia".	
Provide education/training and perform outreach (1 Strategic Initiative)				
Wards 7 and 8 Education and Outreach	In FY20, the Communications & Community Engagement team will conduct quarterly Know Your Rights and Human Rights Liaison workshops in Wards 7 and 8 focused on returning citizens' rights in housing and employment, street harassment, hate crimes, and source of income discrimination.	0-24%	OHR was enthusiastic about conducting outreach targeting Wards 7 & 8 residents in FY20 and started off the year prioritizing those communities, but the COVID-19 pandemic shut our in-person engagement efforts down. Our outreach relied heavily on in-person events and trainings to reach residents East of the River who lack some of the resources available in the rest of the city. Despite the pandemic, OHR made an effort to reach the returning citizens community by partnering with Court Services and Offender Supervision Agency (CSOSA) who hosted several virtual information sessions for their clients. OHR looks forward to getting back to traditional forms of engagement, but also wants to ensure the safety of the public and our staff.	

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT B
Response to Question #9 - 4 pages

Office of Human Rights FY2021

Agency Office of Human Rights

Agency Code HMO

Fiscal Year 2021

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

Strategic Objectives

Objective Number	Strategic Objective
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.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
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)					
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	Up is Better	100%	99.8%	100%	80%
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days of unsuccessful mediation.	Up is Better	32.3%	12.1%	14.2%	50%
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days of assignment to an intake officer.	Up is Better	45.7%	34.5%	74.2%	75%
Percent of settlement agreements executed within 15 business days after completion of mediation session	Up is Better	New in 2020	New in 2020	70.3%	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)					
Percent of Commission on Human Rights cases pending over 15 months	Down is Better	16.8%	37.8%	47%	20%
Percent of cases assigned to hearing tribunal within 60 days of proposed decision and order	Up is Better	New in 2020	New in 2020	91.7%	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)					
Percent of language access cases which receive initial intervention within 30 days	Up is Better	100%	95%	100%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	Up is Better	100%	100%	No Applicable Incidents	80%
Percent of Post-EEO Training Evaluations with an overall rating of 5 out of 5	Up is Better	100%	100%	94%	80%
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR. (2 Measures)					
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	Up is Better	0%	86.5%	87%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	Up is Better	0%	100%	Not Available	80%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
INVESTIGATIONS	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

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MEDIATION	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
LEGAL SERVICES	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)			
HUMAN RIGHTS COMMISSION	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
HUMAN RIGHTS COMMISSION	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)			
LANGUAGE ACCESS OVERSIGHT	Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service
LANGUAGE ACCESS OVERSIGHT	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
RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide certification and ongoing training and technical assistance to EEO Counselors and Officers.	Daily Service
BULLYING PREVENTION OVERSIGHT	Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training and informal interventions.	Daily Service
LANGUAGE ACCESS OVERSIGHT	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
BULLYING PREVENTION OVERSIGHT	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)			
PUBLIC EDUCATION	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
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Number of Covered Entities under Youth Bullying Prevention Act	324	301	244
Number of Youth Bullying Prevention Outreach and Education Activities	37	4	2
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Number of Community Education/Outreach Activities	48	14	43
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Number of Language Access Coordinator Meetings Held	6	6	7
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Number of Covered Entities under the Language Access Act	63	62	61
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Number of Fair Housing Outreach Activities	54	95	20
Number of FCRSA/FCRSHA Outreach Activities	New in 2020	New in 2020	17

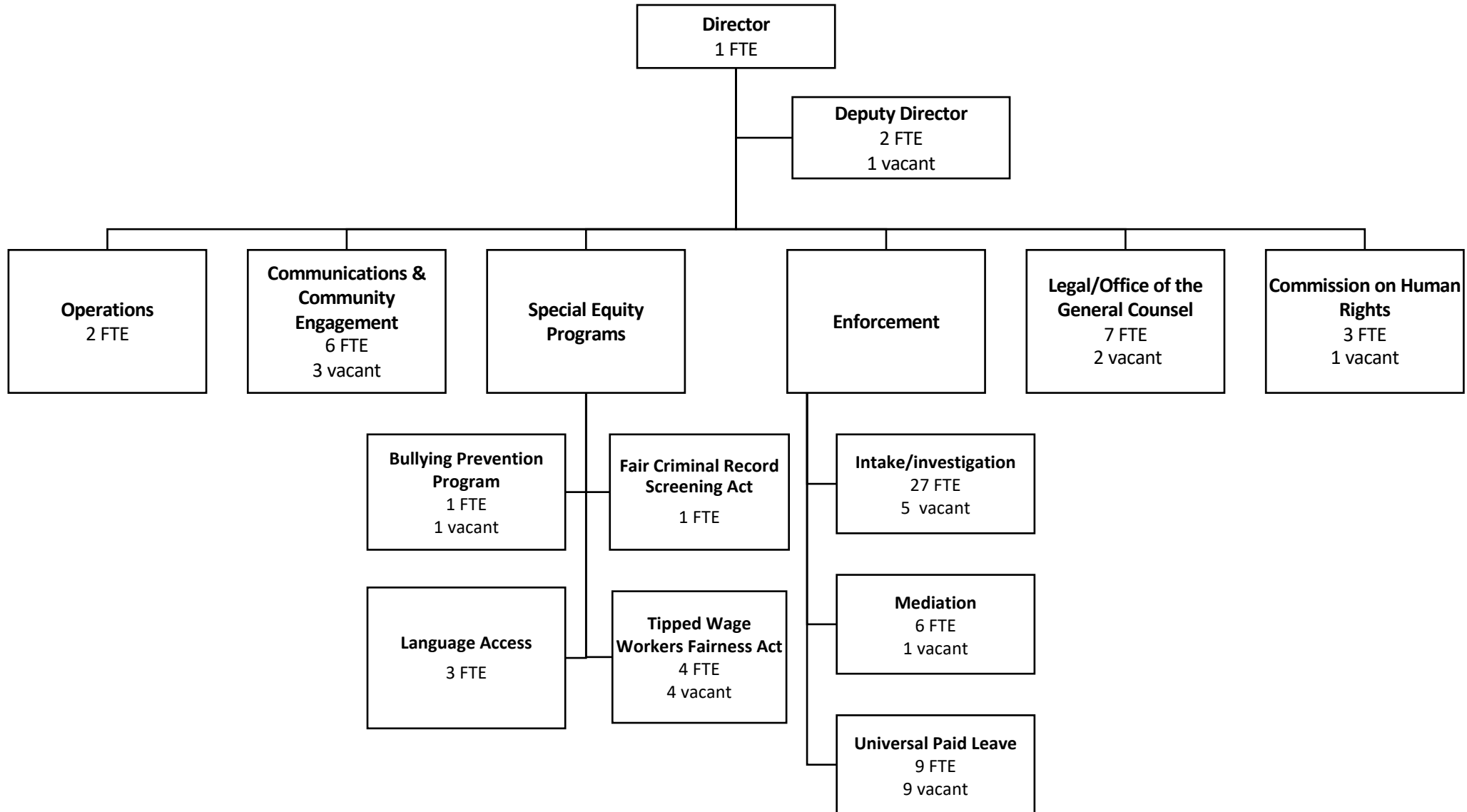
Strategic Initiatives

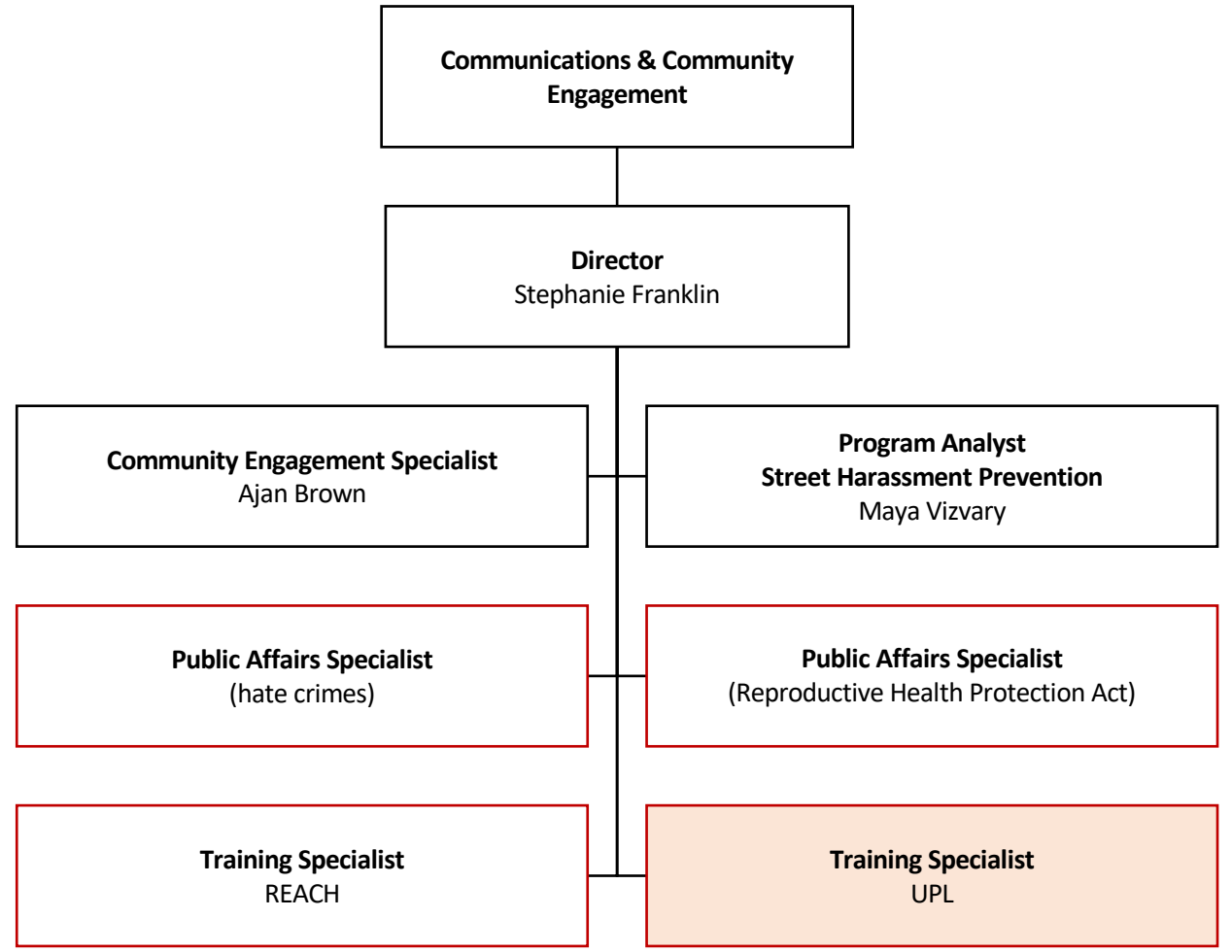
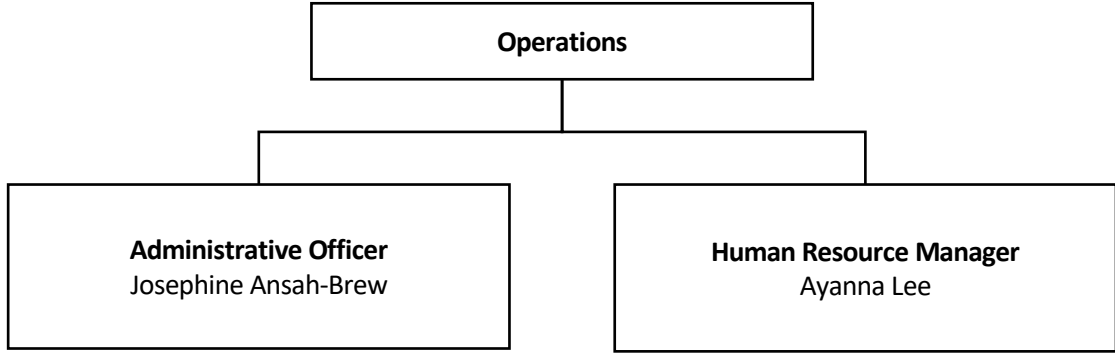
Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Investigate (2 Strategic initiatives)		
Tipped Wage Workers Fairness Amendment Act platform	Develop an online platform for filing required documentation and information on sexual harassments as required under the Tipped Wage Workers Fairness Amendment Act.	09-30-2021
Agency Reorganization	Implement a reorganization of agency activities to streamline case processing, reduce the existing case back-log, and incorporate the increase of two dozen FTEs.	09-30-2021

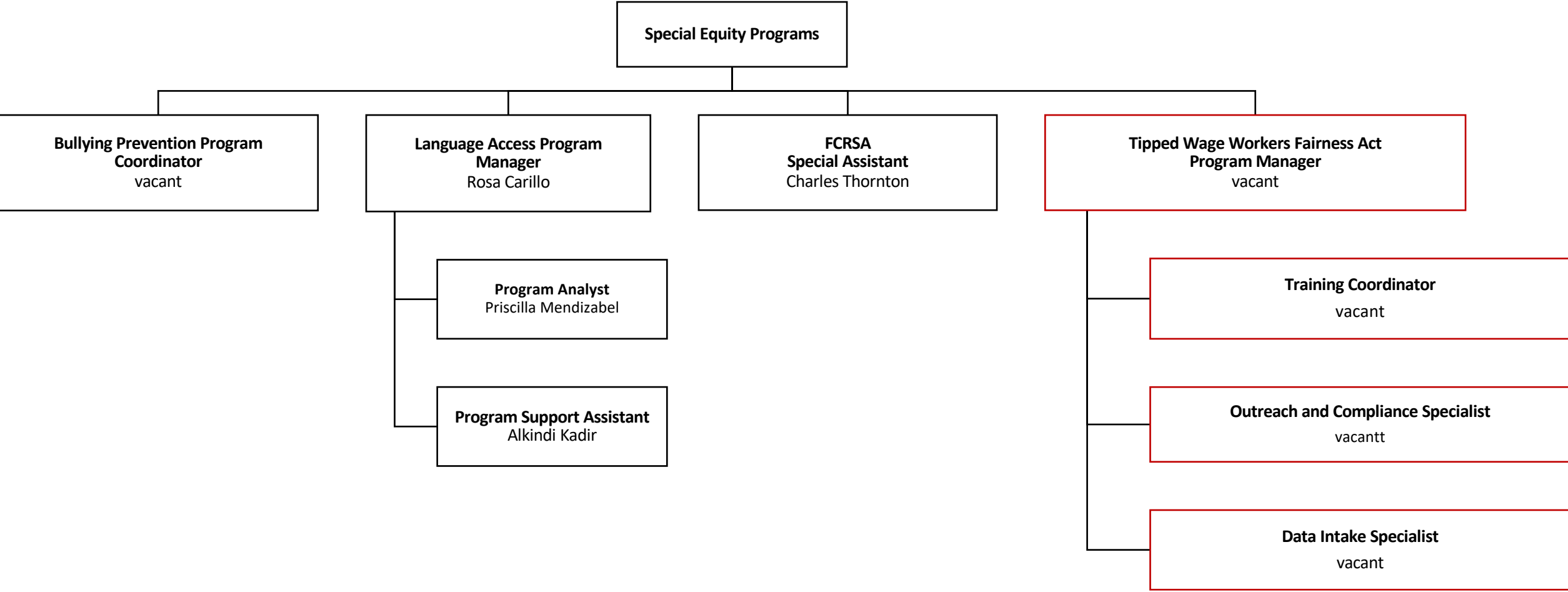
Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Provide education/training and perform outreach (1 Strategic Initiative)		
Outreach and Community Engagement in Ward 7 and 8	Engage in five to ten outreach events (virtual or in-person based on the District's operating status) to increase public awareness of the agency and the services it provides, targeted to residents and community-based organizations in wards 7 and 8.	09-30-2021

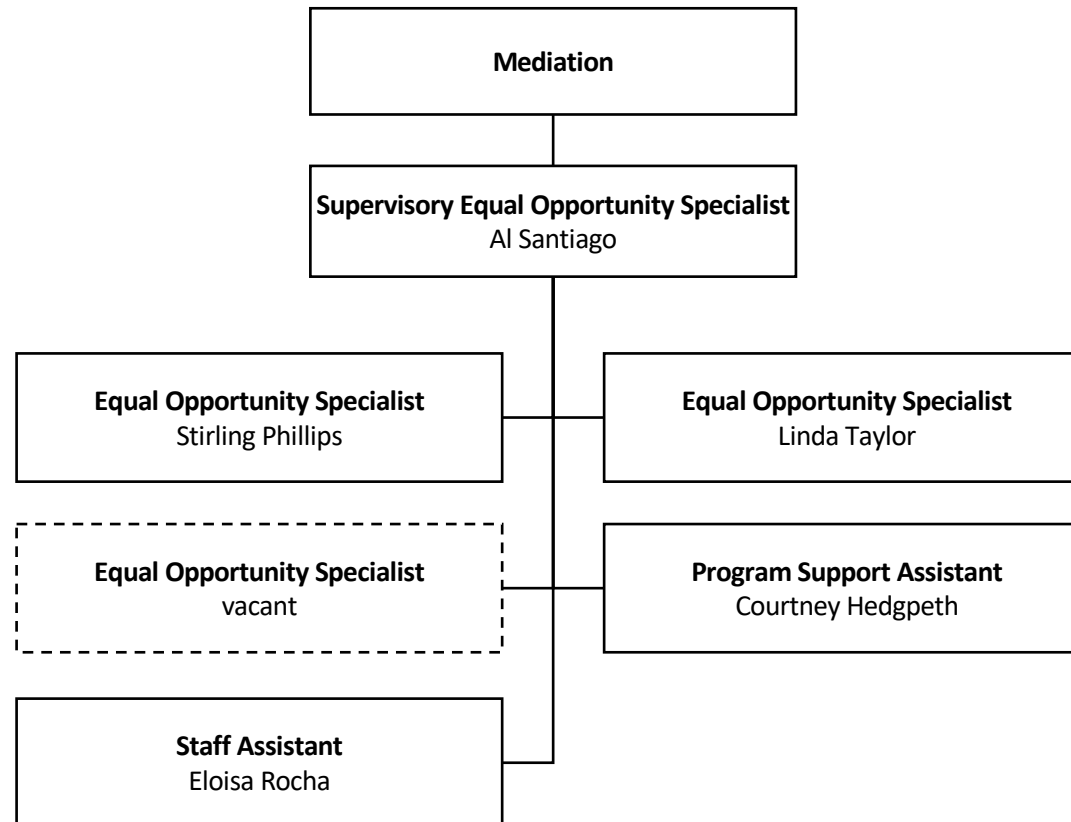
**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

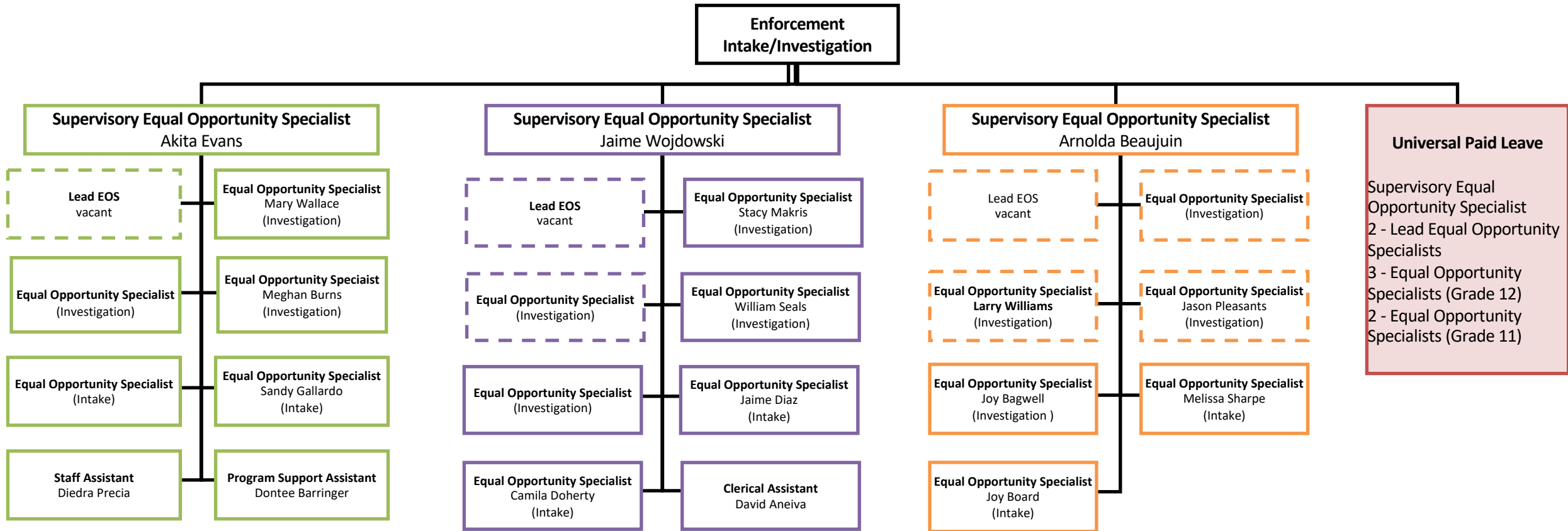
ATTACHMENT C
Response to Question #11 - 7 pages

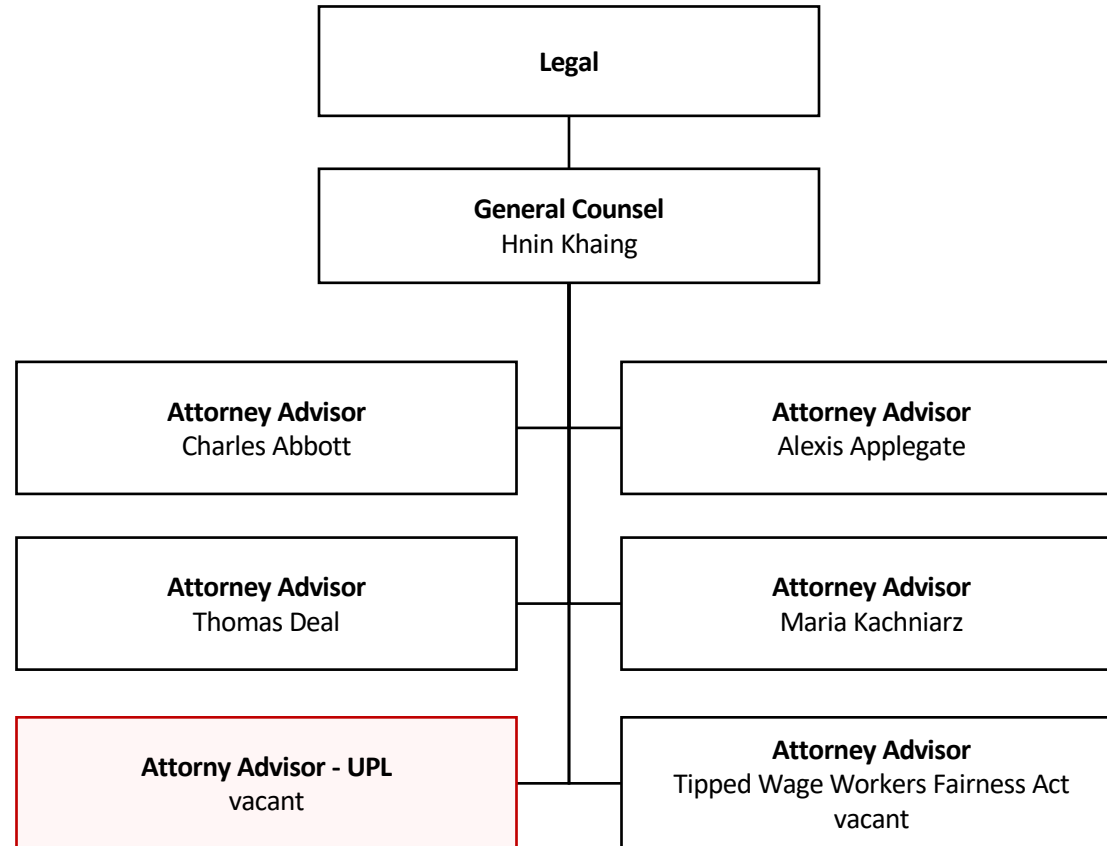


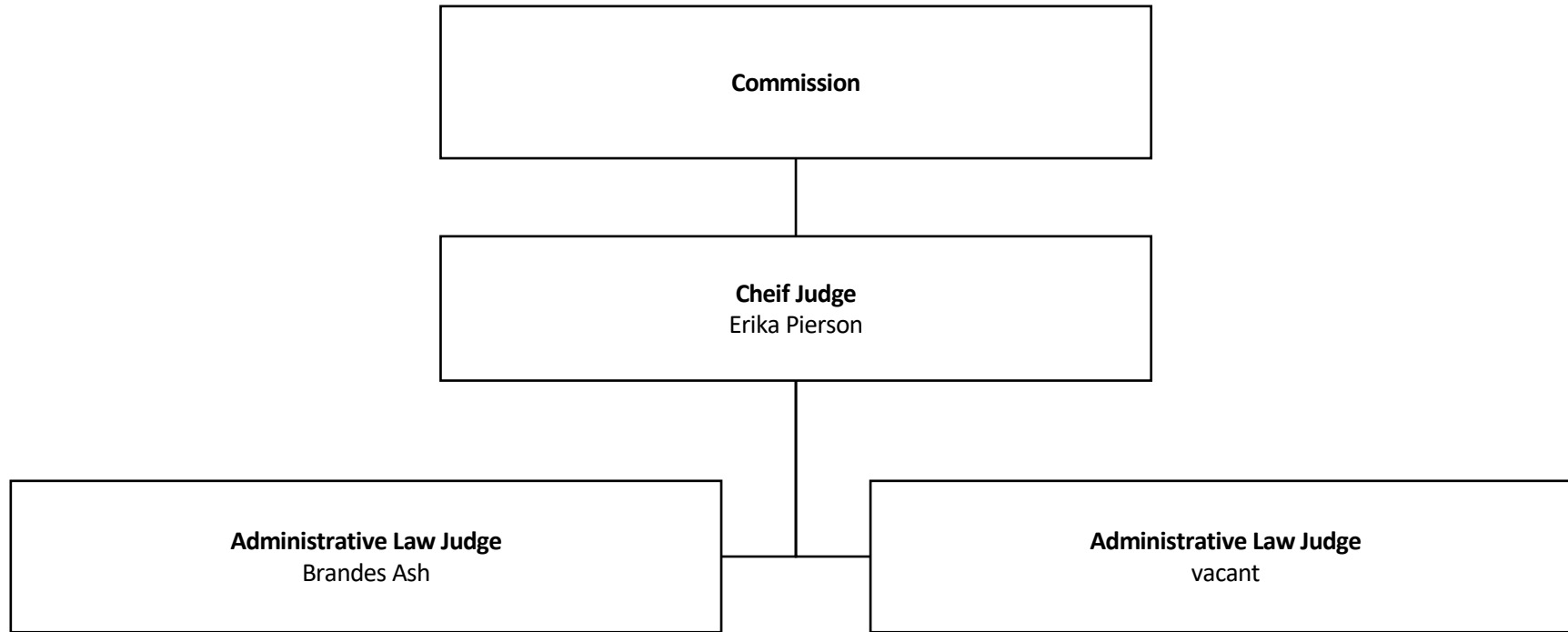












**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT D
Response to Question #12 - 1 page

dom09_3510759 (1) (2)

Values											
Item No	Title	Name	Hire Date	Proj/Temp/Term	Yes	Stat	Paym Code	Activity	Sum of FTE a Day %	Sum of Salary	Sum of Fringe
2669	Chief Administrative Law Judge	Person, Erik L.	12/10/2008	Reg	F		3010	3000	1	155,000.00	37,510.00
2669 Total										155,000.00	37,510.00
8600	Attorney Advisor	Aguiar, Alex	11/15/2014	Reg	F		2030	2000	1	101,047.00	24,433.37
8600 Total										101,047.00	24,433.37
7904	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2030	2000	1	76,126.00	18,422.49
7904 Total										76,126.00	18,422.49
8447	Equal Opportunity Specialist	Shepa, Melissa C	7/24/2000	Reg	F		2030	2000	1	95,014.00	22,863.39
8447 Total										95,014.00	22,863.39
11480	Director, Ctr of Human Rights	Palacio, Monica	1/4/2021	Reg	F		1000	1000	1	168,113.00	40,925.35
11480 Total										168,113.00	40,925.35
13143	Administrative Law Judge	Ash, Brandon S.G.	10/13/2020	Reg	F		3010	3000	1	120,257.00	29,102.19
13143 Total										120,257.00	29,102.19
15852	Supervisory Equal Opportunity	Santiago, Albert	5/5/2013	Reg	F		2020	2000	1	112,842.00	27,307.95
15852 Total										112,842.00	27,307.95
20390	Staff Assistant	Rocha, Elena	2/4/2008	Reg	F		2030	2000	1	65,814.00	15,936.89
20390 Total										65,814.00	15,936.89
36097	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2030	2000	1	76,126.00	18,422.49
36097 Total										76,126.00	18,422.49
37354	Supervisory Equal Opportunity	Smith, Evans, Aida M	10/18/2008	Reg	F		2030	2000	1	125,000.00	30,290.00
37354 Total										125,000.00	30,290.00
38822	Administrative Law Judge	(blank)	(blank)	Reg	V		3010	3000	1	87,703.00	21,224.13
38822 Total										87,703.00	21,224.13
38870	Lead Equal Opportunity Special	(blank)	(blank)	Reg	V		2030	2000	0.85	74,547.00	18,340.21
38870 Total									0.15	13,155.45	3,183.62
41080	Administrative Support Special	Law, Ayanna E	10/10/2000	Reg	F		1000	1000	1	87,703.00	21,224.13
41080 Total										87,703.00	21,224.13
41740	SUPERVISORY ATTORNEY ADVISOR	Khong, Hon	3/23/2015	Reg	F		1000	1000	1	133,537.00	32,515.95
41740 Total										133,537.00	32,515.95
41750	Attorney Advisor	Alford, Charles L	10/28/2018	Reg	F		1000	1000	1	141,831.00	34,322.10
41750 Total										141,831.00	34,322.10
41751	Attorney Advisor	Alford, Charles L	10/28/2018	Reg	F		1000	1000	1	95,431.00	23,094.30
41751 Total										95,431.00	23,094.30
43879	Administrative Support Special	Arnold, Brent, Josephine Andrea	7/9/2007	Reg	F		1000	1000	1	126,887.00	30,709.07
43879 Total										126,887.00	30,709.07
44320	Language Access Program Dir	Carillo, Rosa	10/17/2018	Reg	F		2030	2000	1	121,025.00	29,288.05
44320 Total										121,025.00	29,288.05
48901	Deputy Director	(blank)	(blank)	Reg	V		2070	2000	1	141,128.00	34,132.88
48901 Total										141,128.00	34,132.88
48706	Staff Assistant	Phua, Dasha N	6/15/2004	Reg	F		2030	2000	1	66,342.00	16,780.75
48706 Total										66,342.00	16,780.75
47150	Lead Equal Opportunity Special	(blank)	(blank)	Reg	V		2030	2000	1	87,703.00	21,224.13
47150 Total										87,703.00	21,224.13
47406	Program Support Assistant (CA)	Hedgcock, Courtney	6/24/2019	Reg	F		2010	2000	1	48,896.00	11,832.83
47406 Total										48,896.00	11,832.83
48044	CLINICAL ASSISTANT OFFICE ALT	Arana, David	11/00/2019	Reg	F		2010	2000	1	53,603.00	12,986.43
48044 Total										53,603.00	12,986.43
70176	Equal Opportunity Specialist	Taylor, Linda	5/16/2016	Reg	F		2030	2000	1	95,014.00	22,863.39
70176 Total										95,014.00	22,863.39
73181	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2030	2000	1	76,126.00	18,422.49
73181 Total										76,126.00	18,422.49
73312	Public Affairs Specialist	Brown, Ryan Ivonne	7/6/2015	Term	F		2020	2000	1	80,848.00	19,565.22
73312 Total										80,848.00	19,565.22
79040	EQUAL OPPORTUNITY SPEC	Seals, William T.	1/22/2018	Reg	F		2030	2000	1	69,429.00	16,807.82
79040 Total										69,429.00	16,807.82
77754	Youth Inclusion Program Coord	(blank)	(blank)	Reg	V		2080	2000	1	103,657.00	25,284.90
77754 Total									0.85	56,014.00	14,001.50
82306	EQUAL OPPORTUNITY SPEC	Calderon, Sandra E	1/30/2012	Reg	F		2010	2000	0.15	10,414.35	2,532.27
82306 Total										69,429.00	16,807.82
83340	EQUAL OPPORTUNITY SPEC	Strand, Jay	7/6/2019	Reg	F		2030	2000	1	69,429.00	16,807.82
83340 Total										69,429.00	16,807.82
83350	PROGRAM ANALYST (BILINGUAL)	Mandelstam Lopez, Heather P	4/13/2009	Reg	F		2030	2000	1	83,209.00	20,136.58
83350 Total										83,209.00	20,136.58
85502	EQUAL OPPORTUNITY SPEC	Chen, Vilmar, James	11/15/2014	Reg	F		2030	2000	1	73,993.00	17,739.69
85502 Total										73,993.00	17,739.69
85503	Attorney Advisor	Chen, Thomas	10/3/2011	Reg	F		1000	1000	1	116,818.00	28,269.96
85503 Total										116,818.00	28,269.96
87608	EQUAL OPPORTUNITY SPEC	Donnelly, Camille G	4/27/2020	Term	F		2030	2000	1	61,521.00	14,888.08
87608 Total										61,521.00	14,888.08
87608	Program Support Assistant (CA)	Battaglini, Donnie	11/00/2015	Reg	F		2020	2000	1	52,074.00	12,801.91
87608 Total										52,074.00	12,801.91
91300	Supervisory Equal Opportunity	Bouillon, Marie Anelida	7/27/2020	Reg	F		2070	2000	1	120,000.00	29,540.00
91300 Total										120,000.00	29,540.00
91414	Equal Opportunity Specialist	Wallace, Mary	10/17/2016	Term	F		2030	2000	1	80,848.00	19,565.22
91414 Total										80,848.00	19,565.22
94100	Equal Opportunity Specialist	Mohamed, Fatma	10/16/2017	Reg	F		2010	2000	1	76,487.00	18,993.83
94100 Total										76,487.00	18,993.83
94120	EQUAL OPPORTUNITY SPEC	Mahm, Stacy L.	10/30/2017	Reg	F		2010	2000	1	80,848.00	19,565.22
94120 Total										80,848.00	19,565.22
94500	Attorney Advisor	(blank)	(blank)	Reg	V		2010	2000	1	84,199.00	20,376.16
94500 Total										84,199.00	20,376.16
94608	Equal Opportunity Specialist	Phillips, Shing	12/1/2001	Reg	F		2020	2000	1	87,381.00	21,279.30
94608 Total										87,381.00	21,279.30
96070	Special Assistant	Thompson, Charles B	2/7/2011	Reg	F		2030	2000	1	108,613.15	26,526.38
96070 Total										108,613.15	26,526.38
97330	Program Analyst	Vivary, Maya A	2/4/2019	Term	F		2070	2000	1	85,570.00	20,707.84
97330 Total										85,570.00	20,707.84
97390	Supervisory Public Affairs Spc	Franklin, Stephanie Thomas	8/30/2010	Reg	F		2070	2000	1	107,843.00	26,098.02
97390 Total										107,843.00	26,098.02
97390	Equal Opportunity Specialist	Burns, Meghan	9/5/2019	Reg	F		2030	2000	1	69,429.00	16,807.82
97390 Total										69,429.00	16,807.82
99710	Program Support Assistant	Kash, Ahmed H.	7/6/2020	Term	F		2030	2000	1	45,718.00	11,063.76
99710 Total										45,718.00	11,063.76
99902	Supervisory Equal Opportunity	Wright, James A	1/18/2011	Reg	F		2030	2000	1	117,000.00	28,714.00
99902 Total										117,000.00	28,714.00
99913	Equal Opportunity Specialist	Shagwell, Jay	3/16/2020	Reg	F		2030	2000	1	63,488.00	15,366.52
99913 Total										63,488.00	15,366.52
100100	Attorney Advisor	(blank)	(blank)	Reg	V		2030	2000	1	84,199.00	20,376.16
100100 Total										84,199.00	20,376.16
102000	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2010	2000	1	76,126.00	18,422.49
102000 Total										76,126.00	18,422.49
102000	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2010	2000	1	76,126.00	18,422.49
102000 Total										76,126.00	18,422.49
102010	Equal Opportunity Specialist	(blank)	(blank)	Reg	V		2010	2000	1	76,126.00	18,422.49
102010 Total										76,126.00	18,422.49
102078	Equal Opportunity Specialist	Williams, Jr, Larry	2/16/2021	Reg	F		2010	2000	1	83,209.00	20,136.58
102078 Total										83,209.00	20,136.58
102078	Equal Opportunity Specialist	Magee, Ellen	2/16/2021	Term	F		2010	2000	1	83,209.00	20,136.58
102078 Total										83,209.00	20,136.58
102080	Equal Opportunity Specialist	Pharm, Jason	1/25/2016	Term	F		2010	2000	1	80,848.00	19,565.22
102080 Total										80,848.00	19,565.22
102081	Equal Opportunity Specialist	Mosby, Cathryn	9/5/2019	Reg	F		2010	2000	1	76,487.00	18,993.83
102081 Total										76,487.00	18,993.83
102082	Public Affairs Specialist	(blank)	(blank)	Reg	V		2070	2000	1	76,126.00	18,422.49
102082 Total										76,126.00	18,422.49
102083	Public Affairs Specialist	(blank)	(blank)	Reg	V		1000	1000	1	61,521.00	14,888.08
102083 Total										61,521.00	14,888.08
102084	Training Specialist	(blank)	(blank)	Reg	V		1000	1000	1	76,126.00	18,422.49
102084 Total										76,126.00	18,422.49
102084	Supervisory Equal Opportunity	(blank)	(blank)	Reg	V		1000	1000	1	103,657.00	25,284.90
102084 Total										103,657.00	25,284.90
102097	Training Specialist	(blank)	(blank)	Reg	V		1000	1000	1	76,126.00	18,422.49
102097 Total										76,126.00	18,422.49
102098	Lead Equal Opportunity Spec	(blank)	(blank)	Reg	V		1000	1000	1	87,703.00	21,224.13
102098 Total										87,703.00	21,224.13
102098	Lead Equal Opportunity Special	(blank)	(blank)	Reg	V		1000</				

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT E

Response to Question #15 - 3 pages

Salary	(Multiple Items)
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Posn Nbr	Title	Name
2569	Chief Administrative Law Judge	Pierson,Erika L
2569 Total		
5609	Attorney Advisor	Applegate,Alexis
5609 Total		
11483	Director, Ofc of Human Rights	Palacio,Monica
11483 Total		
13143	Administrative Law Judge	Ash,Brandes S.G.
13143 Total		
15852	Supervisory Equal Opportunity	Santiago,Albert
15852 Total		
41680	Administrative Support Special	Lee,Ayanna E
41680 Total		
41743	SUPERVISORY ATTORNEY ADVISOR	Khaing,Hnin
41743 Total		
43673	Administrative Support Special	Ansah Brew,Josephine Adwoa
43673 Total		
44235	Language Access Program Dir	Carrillo,Rosa
44235 Total		
45901	Deputy Director	(blank)
45901 Total		
77754	Youth Inclusion Program Coordi	(blank)
77754 Total		
85503	Attorney Advisor	Deal,Thomas
85503 Total		
91369	Supervisory Equal Opportunity	Beaujuin,Marie Arnolda
91369 Total		
95079	Special Assistant	Thornton,Charles B
95079 Total		
97396	Supervisory Public Affairs Spc	Franklin,Stephanie Theresa
97396 Total		
99902	Supervisory Equal Opportunity	Wojdowski,Jaime A
99902 Total		
Grand Total		

Hire Date	Reg/Temp/Term	Vac Stat	Prgm Code	Activity
12/10/06	Reg	F	3010	3000
12/15/14	Reg	F	2030	2000
1/4/21	Reg	F	1090	1000
10/13/20	Reg	F	3010	3000
5/6/13	Reg	F	2020	2000
10/10/00	Reg	F	1090	1000
3/23/15	Reg	F	1060	1000
7/9/07	Reg	F	1090	1000
12/17/18	Reg	F	2030	2000
(blank)	Reg	V	2070	2000
(blank)	Reg	V	2085	2000
10/24/11	Reg	F	1060	1000
12/7/20	Reg	F	2070	2000
2/7/11	Reg	F	2030	2000
8/30/10	Reg	F	2070	2000
1/18/11	Reg	F	2030	2000

Values		
Sum of FTE x Dist %	Sum of Salary	Sum of Fringe
1.00	155,000.00	37,510.00
1.00	155,000.00	37,510.00
1.00	101,047.00	24,453.37
1.00	101,047.00	24,453.37
1.00	169,113.00	40,925.35
1.00	169,113.00	40,925.35
1.00	120,257.00	29,102.19
1.00	120,257.00	29,102.19
1.00	112,842.80	27,307.96
1.00	112,842.80	27,307.96
1.00	133,537.00	32,315.95
1.00	133,537.00	32,315.95
1.00	141,831.00	34,323.10
1.00	141,831.00	34,323.10
1.00	126,897.00	30,709.07
1.00	126,897.00	30,709.07
1.00	121,025.00	29,288.05
1.00	121,025.00	29,288.05
1.00	141,128.00	34,152.98
1.00	141,128.00	34,152.98
1.00	103,657.00	25,084.99
1.00	103,657.00	25,084.99
1.00	116,818.00	28,269.96
1.00	116,818.00	28,269.96
1.00	120,000.00	29,040.00
1.00	120,000.00	29,040.00
1.00	109,613.15	26,526.38
1.00	109,613.15	26,526.38
1.00	107,843.06	26,098.02
1.00	107,843.06	26,098.02
1.00	117,000.00	28,314.00
1.00	117,000.00	28,314.00
16.00	1,997,609.01	483,421.38

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT F

Response to Question #18(b) - 81 pages

COMPENSATION AGREEMENT

BETWEEN

THE DISTRICT OF COLUMBIA

AND

THE OFFICE OF THE ATTORNEY GENERAL

AND

THE AMERICAN FEDERATION OF GOVERNMENT

EMPLOYEES, LOCAL 1403,

AFL-CIO

EFFECTIVE OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2020

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PREAMBLE

This Compensation Agreement (Agreement or Compensation Agreement) is entered into between the District of Columbia and the American Federation of Government Employees, Local 1403, (Union) (herein after jointly referred to as the parties) the sole and exclusive collective bargaining representative of unit employees comprising Compensation Unit 33, as certified by the Public Employee Relations Board (PERB).

ARTICLE 1 RECOGNITION

AFGE Local 1403 is recognized as the sole and exclusive collective bargaining representative for the bargaining units set forth in PERB Certification No. 121 and PERB Certification No. 133.

ARTICLE 2 WAGES

	FY 2018	FY 2019	FY 2020
% Increase	1.8%	1.8%	1.8%

SECTION A -- FY 2018:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2017.

SECTION B -- FY 2019:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2018.

SECTION C -- FY 2020:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2019.

The Union has agreed to forego any adjustments coming from the District's Classification and Compensation initiative for the term of this Agreement.

ARTICLE 2A BONUSES

SECTION A – FY 2018:

Each employee who receives an “Excellent” or substantially similar rating for the evaluation period ending August 31, 2017, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an “Outstanding” or substantially similar rating for the evaluation period ending August 31, 2017, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2017, and in no event later than March 31, 2018. If Employer has not conducted a performance review for an employee by December 31, 2017, the employee shall be entitled to the bonus amount for FY 2018, established by the rating in the most recent annual performance evaluation, if any.

SECTION B -- FY 2019:

Each employee who receives an “Excellent” or substantially similar rating for the evaluation period ending August 31, 2018, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an “Outstanding” or substantially similar rating for the evaluation period ending August 31, 2018, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2018, and in no event later than March 31, 2019. If Employer has not conducted a performance review for an employee by December 31, 2018, the employee shall be entitled to the bonus amount for FY 2019, established by the rating in the most recent annual performance evaluation, if any.

SECTION C -- FY 2020:

Each employee who receives an “Excellent” or substantially similar rating for the evaluation period ending August 31, 2019, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an “Outstanding” or substantially similar rating for the evaluation period ending August 31, 2019, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2019, and in no event later than March 31, 2020. If Employer has not conducted a performance review for an employee by December 31, 2019, the employee shall be entitled to the bonus amount for FY 2020, established by the rating in the most recent annual performance evaluation, if any.

ARTICLE 2B SATURDAY AND HOLIDAY PAY

Effective FY 2018, attorneys who are required to work on Saturdays or holidays to provide court coverage will receive straight time pay for all hours worked. Disbursements for Saturday and holiday pay will not exceed \$65,000.00 for any fiscal year of this Agreement. After disbursements reach \$65,000.00 in any one fiscal year, attorneys who are required to work on

Saturdays or holidays for the remainder of that fiscal year will receive compensatory time for the number of hours actually worked.

ARTICLE 3 BENEFITS COMMITTEE

SECTION A – General:

The parties herein agree to establish a Benefits Committee for the purpose of addressing the benefits of bargaining unit employees represented by the Union. The Union shall select two representatives to serve on the committee. The District of Columbia Human Resources office shall appoint at least one committee representative with authority to make benefits decisions. Within thirty (30) business days following the Council of the District of Columbia's approval of this Agreement, the Union shall contact DCHR's Associate Director of the Benefits and Retirement Administration to establish the Benefits Committee and meet to hold an initial meeting to review current benefits. Subsequently, the Benefits Committee shall meet at least twice during the 6-month period immediately prior to the expiration of any of the District of Columbia contracts for benefits implicated herein that is prior to the formal solicitation of bids from providers for such contracts as provided for in Section C3 below.

SECTION B – Purpose:

The purpose of the Benefits Committee shall be to address the benefits of employees in the Local 1403 bargaining unit and of other local unions that may join this committee and make recommendations to the Executive regarding those benefits. AFGE shall not have final decision making authority with regard to benefits. Differences in opinion arising from Benefits Committee meetings or the procurement process, including but not limited to vendor recommendations/selection and what benefits the District shall provide shall not be subject to grievance arbitration or any bargained or statutory resolution process.

SECTION C – Responsibilities:

The members of the Benefits Committee are authorized to consider all matters that concern the benefits of employees represented by the Committee. The Benefits Committee shall:

1. Monitor the quality and level of services provided to bargaining unit employees under existing Health, Retirement, Optical, Life, Disability, Indemnity and Dental Insurance Plans.
2. Review and recommend changes and enhancements in Health, Retirement, Optical, Life, Disability, Indemnity and Dental benefits, and any proposals for new benefits, consistent with D.C. Official Code, Chapter 6, Subchapter XXI.
3. DCHR will review with the Committee in advance the technical requirements in preparation for the formal solicitation of bids from providers in order for the Committee

to provide any comments and recommendations on the criteria for bids and preparation of solicitations for requests for proposals for DCHR's consideration. DCHR will highlight any changes or enhancements to existing benefit plans or programs reflected in the technical requirements. After DCHR has reviewed and considered the Union's comments and recommendations, the Committee shall meet in order for DCHR to inform the Union how or if DCHR will incorporate the Union's comments and recommendations in the final solicitation for bids.

4. Explore issues concerning the workers' compensation system that affect bargaining unit employees consistent with D.C. Official Code, Chapter 6, Subchapter XXIII (Public Sector Workers' Compensation).
5. DCHR shall notify the Committee by email after the award to providers but prior to implementation of any significant alteration of existing benefits programs, and proposed additional benefit programs to determine the extent to which they impact employees. Upon notification, the Committee shall notify the Office of Labor Relations and Collective Bargaining within ten (10) calendar days to discuss any concerns any Committee member has regarding the impact on bargaining unit employees.

SECTION D – Maintenance of Benefits:

Nothing herein shall be construed to reduce, modify or eliminate any benefits available to the bargaining unit employees prior to entering into this Agreement.

SECTION E – Additional Benefits:

The parties agree that the establishment of this Benefits Committee does not limit or prohibit the parties to this Agreement from negotiating and agreeing to additional or modified benefits.

ARTICLE 4 BENEFITS

Except as otherwise provided in this Agreement, the Parties hereby incorporate the following specific benefits provided under the Compensation Agreement between the District of Columbia Government and Compensations Units 1 and 2, FY 2013 – FY 2017

(Compensation Units 1 & 2 Agreement): Life Insurance; Health Insurance; Indemnity Insurance; Short and Long Term Disability Insurance; Optical and Dental Insurance; Annual, Sick and Other Leave; Pre-Tax Benefits; Retirement; Civil Service Retirement System; Defined Contribution; Deferred Compensation; Metro Pass/Monthly Transit Subsidy; Holidays; at least equal to the level of benefits provided to their general membership as the applicable benefits for bargaining unit members covered by this Agreement. To the extent that any successor Compensation Units 1 & 2 Agreement provides for higher levels of benefits than what is

provided for under this Agreement with respect to any of the specific or substantively related benefits listed above in this paragraph, the Parties agree to reopen negotiations for the sole purpose of renegotiating those specific benefits. In no event will the benefits stated in this Agreement be reduced through this process.

SECTION A -- Life Insurance:

1. Life insurance is provided to covered employees in accordance with §1-622.01, et seq. of the District of Columbia Official Code (2012 Repl.) and Chapter 87 of Title 5 of the United States Code.

District of Columbia Official Code §1-622.03 (2012 Repl.) requires that benefits shall be provided as set forth in §1-622.07 to all employees of the District first employed after September 30, 1987, except those specifically excluded by law or by rule.

District of Columbia Official Code §1-622.01 (2012 Repl.) requires that benefits shall be provided as set forth in Chapter 87 of Title 5 of the United States Code for all employees of the District government first employed before October 1, 1987, except those specifically excluded by law or rule and regulation.

2. Life insurance benefits for employees hired on or after October 1, 1987 shall be set at the following minimum level of benefits: The District of Columbia provides life insurance in an amount equal to the employee's annual salary rounded to the next thousand, plus an additional \$2,000. Employees are required to pay two-thirds (2/3) of the total cost of the monthly premium. The District Government shall pay one-third (1/3) of the total cost of the premium. Employees may choose to purchase additional life insurance coverage through the District Government. These additions to the basic coverage are set-forth in the schedule below:

Option A – Standard. Provides \$10,000 additional coverage. Cost determined by age.

Option B – Additional. Provides coverage up to five times the employee's annual salary. Cost determined by age and employee's salary.

Option C – Family. Provides \$10,000 coverage for the eligible spouse and \$10,000 for each eligible child; \$25,000 coverage for eligible spouse and \$10,000 for each eligible child; or \$50,000 coverage for eligible spouse and \$10,000 for each eligible child. Cost determined by age.

3. The level of life insurance benefits provided to Employees covered under this Agreement shall not be decreased or revised during the term of this Agreement without the express advance written consent of the Union. The District shall provide life insurance coverage for employees hired on or after October 1, 1987 that shall provide a level of benefits that is equal

in coverage and level of benefits to other similarly situated District of Columbia bargaining unit employees.

4. Employees must contact their respective personnel office to enroll or make changes in their life insurance coverage.

SECTION B -- Health Insurance:

1. Pursuant to D.C. Official Code § 1-621.02 (2012 Repl.), all employees covered by this agreement and hired after September 30, 1987, shall be entitled to enroll in group health insurance provided by the District of Columbia. Health insurance coverage shall provide a level of benefits that is at least equal in coverage and level of benefits to the plan(s) provided on the effective date of this agreement. District employees are required to execute an enrollment form in order to participate in this program.

(a) The Employer may elect to provide additional health care insurance providers for employees employed after September 1, 1987, provided that additional insurance providers do not reduce the current level of benefits provided to employees. If the Employer decides to expand or reduce the list of eligible insurance providers, the Employer shall give Union representatives notice of the additions or reductions after the award but prior to implementation.

(b) Employees are required to contribute 25% of the total premium cost of the employee's selected plan. The Employer shall contribute 75% of the premium cost of the employee's selected plan.

2. Pursuant to D.C. Official Code § 1-621.01 (2012 Repl.), all District employees covered by this agreement and hired before October 1, 1987, shall be eligible to participate in group health insurance coverage provided through the Federal Employees Health Benefits Program (FEHB) as provided in Chapter 89 of Title 5 of the United States Code. The United States Office of Personnel Management administers this program.

3. The plan descriptions shall provide the terms of coverage and administration of the respective plans. Plan summaries and the full plans will be available on the DCHR website. Where the full plan is not posted a link to the plans will be provided on the DCHR website.

SECTION C – Optical and Dental:

1. The District shall provide Optical and Dental Plan coverage at a level of benefits that is at least equal in coverage and level of benefits to the plan(s) provided on the effective date of this agreement. Benefit levels shall not be reduced during the term of this agreement. District employees are required to execute an enrollment form in order to participate in the Optical and Dental program.

2. The District may elect to provide additional Optical and/or Dental insurance providers, provided that additional insurance providers do not reduce the current level of

benefits provided to employees. Should the District Government decide to expand or reduce the list of eligible insurance providers, the District shall give Union representatives notice of the additions or reductions after the award but prior to implementation.

SECTION D – Short and Long Term Disability:

1. Employees covered by this Agreement shall be eligible to enroll, at their own expense, in the District's Short and Long Term Disability Insurance Programs, which provide for partial income replacement when employees are required to be absent from duty due to a non-work-related qualifying medical condition. Employees may use income replacement benefits under the program in conjunction with annual or sick leave benefits provided for in this Agreement.

2. Short and Long Term Disability Benefit levels shall not be decreased or revised during the term of this Agreement without the express written consent of the Union.

3. The District may elect to provide additional Short and/or Long Term Disability coverage providers, provided that additional insurance providers do not reduce or substantively modify the current level of benefits provided to employees. If the District decides to expand or reduce the list of eligible disability insurance providers, the District shall give the Union notice of the additions or reductions after the award but prior to implementation.

SECTION E – Indemnity Benefits:

Employer shall provide access to the indemnity benefits currently in effect for Union employees.

SECTION F -- Annual Leave:

1. In accordance with D.C. Official Code §1-612.03 (2012 Repl.), full-time employees covered by the terms of this Agreement are entitled to:

(a) one-half (1/2) day (4 hours) for each full biweekly pay period for an employee with less than three (3) years of service (accruing a total of thirteen (13) annual leave days per annum);

(b) three-fourths (3/4) day (6 hours) for each full biweekly pay period, except that the accrual for the last full biweekly pay period in the year is one and one-fourth days (10 hours), for an employee with more than three (3) but less than fifteen (15) years of service (accruing a total of twenty (20) annual leave days per annum); and,

(c) one (1) day (8 hours) for each full biweekly pay period for an employee with fifteen (15) or more years of service (accruing a total of twenty-six (26) annual leave days per annum).

2. Part-Time employees who work on a prearranged scheduled tour of duty are entitled to earn leave as provided above on a pro rata basis.

3. Employees shall be eligible to use annual leave in accordance with the District of Columbia Laws.

4. An employee's request to use annual leave shall not be unreasonably denied.

SECTION G – Sick Leave:

1. In accordance with District of Columbia Code §1-612.03 (2014 Repl.), a full-time employee covered by the terms of this Agreement may accumulate up to thirteen (13) sick days which accrues on the basis of four hours for each full biweekly pay period, and may accumulate up to thirteen (13) days in a calendar year.

2. In the case of part-time employment, the rate at which leave accrues under this subsection shall be a percentage of the rate prescribed above which is determined by dividing 40 into the number of hours in the regularly scheduled work week of that employee during that fiscal year.

3. An employee may use sick leave to:

(a) Seek medical attention and/or recover from illness or injury;

(b) Provide care for a family member who is incapacitated as a result of physical or mental illness, injury, pregnancy, or childbirth;

(c) Provide care for a family member as a result of medical, dental, or optical examination or treatment;

(d) Provide care for a foster child or a prospective or newly adopted child in the employee's care; or

(e) Make any other use allowed by law, including to obtain social, medical or legal services if the employee or the employee's family member is a victim of stalking, domestic violence or sexual abuse as provided for under D.C. Official Code § 32-131.02(b)(4) (2014 Repl.).

4. An employee's request to take sick leave shall not be unreasonably denied.

SECTION H – Other Forms of Leave:

1. Military Leave: An employee is entitled to leave, without loss of pay, leave, or credit for time of service as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code §1-612.03(m)(2014 Repl.).

2. Court Leave: An employee is entitled to leave, without loss of pay, leave, or service credit during a period of absence in which he or she is required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a

State or Local Government to the extent provided in D.C. Official Code §1-612.03(l) (2014 Repl.).

3. Funeral Leave:

An employee is entitled to three (3) days of leave without loss of pay, leave, or service credit to make arrangements for or to attend the funeral or memorial service for an immediate relative in accordance with Funeral and Memorial Service Leave Amendment Act, D.C. Law 20-83, § 2(a), 61 DCR 176, effective February 22, 2014. In addition, the Employer shall grant an employee's request for annual, sick or compensatory time up to three (3) days upon the death of an immediate relative. Approval of additional time shall be at the Employer's discretion. However, requests for leave shall be granted unless the Agency's ability to accomplish its work would be seriously impaired. For purposes of this section "immediate relative" is an individual who is related to an employee by blood, marriage, adoption, or domestic partnership as father, mother, child, husband, wife, sister, brother, aunt, uncle, grandparent, grandchild or similar familial relationship; or an individual for whom the recipient employee is the legal guardian; or a fiancé, fiancée or domestic partner of an employee, as defined in D.C. Official Code §32-701 (2014 Repl.) and related laws. For the purpose of leave certification, employees shall provide a copy of the obituary or death notice, a note from clergy or funeral professional or a death certificate within ten (10) business days of the Employer's request.

4. Administrative Closing – An employee who has previously scheduled leave for a day (or portion of a day) on which the District of Columbia or the Office of the Attorney General closes by order of the Mayor or the Attorney General shall not be charged leave for that day, or portion of the day, that the District agency is closed.

5. Back-to-School Leave – Subject to the discretion of an individual's manager as described in this section, any employee who serves as the primary caregiver for a child enrolled in school, including pre-school, elementary school, middle or junior high school, or high school, may take 2 hours of excused leave (that is without charge to the employee's leave balance) to assist his or her child in preparing for and traveling to the first day of school during the academic year. An employee's individual manager shall make every effort to grant requests for excused absences on the first day; however, the granting of all such requests may not be feasible if it results in disruption of public services provided by the administration. Accordingly, when an employee cannot be granted an excused absence on his or her child's first school day, he or she shall be given an excused absence of 2 hours during the first week of school or as soon thereafter as practicable, in order to assist his or her child in preparing for an attending school.

6. Family Leave – Within any 12-month period, an employee is entitled to up to eight weeks of paid family leave for the birth or adoption of a child or to care for a family member (a person related by blood, legal custody, domestic partnership or marriage) with a serious health condition.

SECTION I -- Pre-Tax Benefits:

1. Employee contributions to benefits programs established pursuant to D.C. Official Code § 1-611.19 (2012 Repl.), including the District of Columbia Employees Health Benefits Program, may be made on a pre-tax basis in accordance with the requirements of the Internal Revenue Code and, to the extent permitted by the Internal Revenue Code, such pre-tax contributions shall not effect a reduction of the amount of any other retirement, pension, or other benefits provided by law.

2. To the extent permitted by the Internal Revenue Code, any amount of contributions made on a pre-tax basis shall be included in the employee's contributions to existing life insurance, retirement system, and for any other District government program keyed to the employee's scheduled rate of pay, but shall not be included for the purpose of computing Federal or District income tax withholdings, including F.I.C.A., on behalf of any such employee.

SECTION J – Retirement:

1. **CIVIL SERVICE RETIREMENT SYSTEM (CSRS):** As prescribed by 5 U.S.C. § 8401 and related chapters, employees first hired by the District of Columbia Government before October 1, 1987, are subject to the provisions of the CSRS, which is administered by the U.S. Office of Personnel Management. Under Optional Retirement the aforementioned employee may choose to retire when he/she reaches:

- (a) Age 55 and 30 years of service;
- (b) Age 60 and 20 years of service;
- (c) Age 62 and 5 years of service.

Under Voluntary Early Retirement, which must be authorized by the U.S. Office of Personnel Management, an employee may choose to retire when he/she reaches:

- (a) Age 50 and 20 years of service;
- (b) Any age and 25 years of service.

The pension of an employee who chooses Voluntary Early Retirement will be reduced by 2% for each year under age 55.

2. **DEFINED CONTRIBUTION PENSION PLAN:** The District shall continue the Defined Contribution Pension Plan currently in effect which includes:

- (a) All eligible employees hired by the District on or after October 1, 1987, shall be enrolled into the defined contribution pension plan as prescribed by D.C. Official Code § 1-626.09 (2012 Repl.).

(b) After the completion of one year of service, the District shall contribute an amount not less than 5% of their base salary to an employee's Defined Contribution Pension Plan account. The District government funds this plan. There is no employee contribution to the Defined Contribution Pension Plan. After two years of plan participation, an employee is entitled to 20% of the account. After three years of plan participation, an employee is entitled to 40% of the account. After 4 years of plan participation, an employee is entitled to 60% of the account. An employee is fully vested after five years of plan participation and is entitled to 100% of the account.

3. DEFERRED COMPENSATION PROGRAM: All District employees covered by this Agreement shall be eligible to participate in the District's Deferred Compensation Program described in Section 1-626.05 and related Chapters of the D.C. Official Code (2012 Repl.). The Deferred Compensation Program is a savings system through pre-tax deductions and allows employees to accumulate funds for long-term goals, including retirement. The portion of salary contributed reduces the amount of taxable income in each paycheck. The Internal Revenue Service determines the annual maximum deferral amount. Under the program, employees may choose from various fixed or variable rate investment options.

SECTION K – Holidays:

1. The following legal public holidays are provided to all employees covered by this Agreement:

- (a) New Year's Day, January 1st of each year;
- (b) Dr. Martin Luther King, Jr.'s Birthday, the 3rd Monday in January of each year;
- (c) Washington's Birthday, the 3rd Monday in February of each year;
- (d) D.C. Emancipation Day, April 16th of each year;
- (e) Memorial Day, the last Monday in May of each year;
- (f) Independence Day, July 4th of each year;
- (g) Labor Day, the 1st Monday in September of each year;
- (h) Columbus Day, the 2nd Monday in October of each year;
- (i) Veterans Day, November 11th of each year;
- (j) Thanksgiving Day, the 4th Thursday in November of each year; and
- (k) Christmas Day, December 25th of each year.

2. Any other legal public holiday observed by the District and any other day declared a holiday for District workers by the President, Congress, or the Mayor will also be granted to employees covered by this Agreement (together, the holidays described in this section are referred to as Holidays throughout this Agreement). When an employee, having a regularly scheduled tour of duty is relieved or prevented from working on a day District agencies are closed by order of the Mayor, he or she is entitled to the same pay for that day as for a day on which an ordinary day's work is performed.

SECTION L – Benefits Levels:

The level of benefits shall not be decreased or revised during the term of this Agreement without the express written consent of the Union.

ARTICLE 5 COMPENSATORY TIME

SECTION A:

A lawyer who is required to work one or more hours outside his or her normal work hours may, whenever possible, request an equal amount of compensatory time from his or her supervisor before the work is performed. The decision to grant an employee compensatory time is at the discretion of management but shall not be unreasonably denied. The denial of a request shall be in writing and shall state the reason for the denial.

SECTION B:

Compensatory time may be approved for work that exceeds an employee's regular tour of duty, including:

- Extraordinary assignments
- Scheduled or special events
- Travel time outside normal work hours

SECTION C:

If the request is granted, the time will be recorded on the employee's records and may be used in the same manner that annual leave is used. However, accrued compensatory time off must be used by the end of the 26th pay period after the pay period during which it was earned. In no event will an employee be entitled to pay in lieu of compensatory time, except as expressly provided elsewhere in this Agreement.

ARTICLE 6 MONTHLY TRANSIT SUBSIDY

Beginning the first full pay period on or after Council approval, the District of Columbia Government shall subsidize the cost of monthly transit for personal use by employees by twenty-five dollars (\$25.00) per month for actual transportation expenses incurred by employees who commute to and from work.

ARTICLE 7 MILEAGE ALLOWANCE METRO REIMBURSEMENT AND ACCESS TO OFFICIAL GOVERNMENT VEHICLES AND TRANSPORTATION

SECTION A – Parking Spaces:

Three (3) parking spaces shall be set aside from among those allocated to the Office of the Attorney General in the underground parking garage at 441 4th St., NW, Washington, D.C. for use by bargaining unit members as determined by the Union. The parking spaces shall be funded by the Union. The parking rate payable by the Union will not exceed the rate applicable to the parking spaces allocated to the Office of the Attorney General. The Union, within its sole discretion, may utilize one or more of its allocated spaces from time to time to provide short term parking for its members. Upon request, the Union shall notify the Employer which employees are authorized to use the Union parking spaces.

SECTION B – Mileage Allowance:

The parties agree that the mileage allowance established by the U.S. General Services Administration for authorized Federal Government travel shall be the reimbursement rate for Union employees authorized to use their personal vehicles for official District of Columbia business. To receive such allowance, authorization by Employer must be received in advance of the employees' travel. Employees shall use the appropriate District Form to document mileage and timely request reimbursement.

SECTION C – Use of Personal Vehicles:

1. Employees who are authorized and are within the scope of employment while using their personal vehicle for official business are covered by the District of Columbia Non-Liability Act (D.C. Official Code §§2-411 through 2-416 (2012 Repl.)). The Non-Liability Act generally provides that a District Employee is not subject to personal liability in a civil suit for property damage or for personal injury arising out of a motor vehicle accident during the discharge of the employee's official duties, so long as the employee was acting within the scope of his or her employment.

2. Claims by employees for personal property damage or loss incident to the use of their personal vehicle for official business may be made under the Military Personnel and Civilian Employees Claim Act of 1964 (31 U.S.C. §3701 et seq.).

SECTION D – Reimbursement for Use of Personal Vehicles:

Management shall not require an employee to use his/her personal vehicle for government purposes. In the event it becomes necessary for employees to use their personal vehicle for official government business, employees shall obtain prior approval from his/her immediate supervisor and shall be reimbursed for mileage and parking incurred consistent with District of Columbia rules, regulations and orders.

SECTION E - Reimbursement for Taxicab or Online Vehicle Expenses:

Employees who must travel by taxicab or online vehicle (e.g. Uber or Zipcar) for official government business to a destination that is not reasonably accessible by Metro shall be reimbursed for their travel, provided that they receive prior authorization from an immediate supervisor for reimbursement.

SECTION F – Metro Fare Cards:

Upon request, Employer shall provide metro fare cards in electronic form to employees for official government travel within the WMATA system. The metro fare card value shall be equivalent to the cost of travel at the time of day during which the employee travels.

SECTION G – Availability of Fleet Vehicles:

Upon prior approval by an immediate supervisor, management shall facilitate the request for a Department of Public Works fleet vehicle to the extent available. Employees may use the vehicle for official government business at no charge to the Employee.

ARTICLE 8 SICK LEAVE INCENTIVE PROGRAM

In order to recognize an employee's productivity through his/her responsible use of accrued sick leave, the Employer agrees to provide time-off in accordance with the following:

SECTION A – Accrual:

A full time employee who is in a pay status for the leave year shall accrue annually:

1. Three (3) days off for utilizing a total of no more than two (2) days of accrued sick leave.
2. Two (2) days off for utilizing a total of more than two (2) but not more than four (4) days of accrued sick leave.

3. One (1) day off for utilizing a total of more than four (4) but no more than five (5) days of accrued sick leave.

SECTION B – Employees in a Non-pay Status:

Employees in a non-pay status for no more than two (2) pay periods for the leave year shall remain eligible for incentive days under this Article. Sick leave usage for maternity or catastrophic illness/injury, not to exceed two (2) consecutive pay periods, shall not be counted against sick leave for calculating eligibility for incentive leave under this Article.

SECTION C – Procedure for Use of Time Accrued:

Time off pursuant to a sick leave incentive award shall be selected by the employee and requested at least three (3) full workdays in advance of the leave date. Requests for time off pursuant to an incentive award shall be given priority consideration and the employee's supervisor shall approve such requests for time off unless staffing needs or workload considerations dictate otherwise. If the request is denied, the employee shall request and be granted a different day off within one month of the date the employee initially requested. Requests for time off shall be made on the standard "Application for Leave" form.

SECTION D – Use of Time Accrued:

All incentive days must be used in full-day increments following the leave year in which they were earned. Incentive days may not be substituted for any other type of absence from duty. There shall be no carryover or payment for any unused incentive days.

SECTION E – Part Time Employees:

Part-time employees are not eligible for the sick leave incentive as provided in this Article.

ARTICLE 9 ANNUAL LEAVE BUY-OUT

SECTION A – Payment for Annual Leave:

An employee who is separated or is otherwise entitled to a lump-sum payment under personnel regulations for the District of Columbia Government shall receive payment for each hour of unused annual leave in the employee's official leave record.

SECTION B – Computation:

The lump-sum payment shall be computed on the basis of the employee's hourly pay rate at the time of separation.

ARTICLE 10 BACK PAY

Arbitration awards or settlement agreements in cases involving an individual employee shall be paid within a reasonable time of receipt from the employee of relevant documentation, including documentation of interim earnings and other potential offsets. Employer shall submit the SF-52 and all other required documentation to the Department of Human Resources or the Office of Pay and Retirement Services within thirty (30) days following receipt from the employee of relevant documentation.

ARTICLE 11 WAITING PERIODS FOR ADVANCEMENT WITHIN STEPS

The within-grade waiting periods on the A-35 salary scale for step advancement for bargaining unit employees with a prearranged regularly scheduled tour of duty are as follows:

1. Steps 2, 3, 4 and 5: fifty-two (52) calendar weeks of creditable service;
2. Steps 6, 7, 8, 9 and 10: one hundred and four (104) calendar weeks of creditable service.

ARTICLE 12 GRIEVANCE AND ARBITRATION PROCEDURES

Grievance procedures shall be determined by the terms and conditions of Article 28 in the Non Compensation Agreement.

ARTICLE 13 SAVINGS CLAUSE

SECTION A:

In the event any article, section or portion of this Agreement is held to be invalid and unenforceable by any court or other authority of competent jurisdiction, such decision shall apply only to the specific article, section, or portion thereof specified in the decision; and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof to the extent possible.

SECTION B:

The terms of this Agreement supersede any subsequently enacted D.C. laws, District Personnel Manual (DPM) regulations, or departmental rules concerning compensation covered herein for the term of this agreement.

ARTICLE 14
DURATION AND FINALITY

SECTION A -- Effective Date:

This agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the District of Columbia Comprehensive Merit Personnel Act D.C. Official Code, § 1-617.15(a), (2012 Repl.). This Agreement shall be effective on the date provided by law (i.e., when it is approved by the Council or as otherwise effective pursuant to D.C. Official Code § 1-617.17 (2012 Repl.)) and shall remain in full force and effect until September 30, 2020, or until a new compensation agreement becomes effective. Notice to reopen the Agreement shall be provided as required by D.C. Official Code § 1-617.17 (f)(1)(A)(i) (2012 Repl.).

SECTION B – Finality:

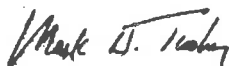
This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable compensation issues, and contains the full agreement of the parties as to all such compensation issues that were or could have been negotiated.

ARTICLE 15
INCORPORATION OF NON-COMPENSATION AGREEMENT

The terms and conditions of the Non Compensation Agreement between the District of Columbia and the American Federation of Government Employees, Local 1403, AFL-CIO, effective October 1, 2017 through September 30, 2020 (Non-Compensation Agreement), are incorporated herein by reference into this Agreement. The provisions of this Compensation Agreement shall control to the extent of any inconsistency.

On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



**Mark H. Tuohey, III, Director
Mayor's Office of Legal Counsel**

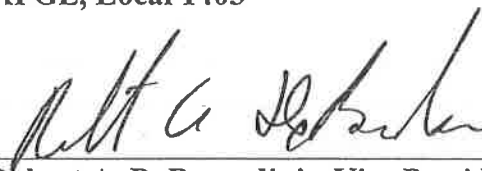


**Karl A. Racine, Attorney General
Office of the Attorney General**

**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**




**Steve Anderson, President
AFGE, Local 1403**




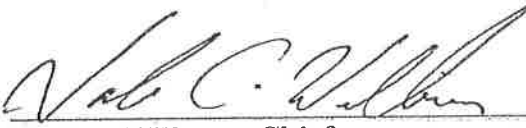
**Robert A. DeBerardinis, Vice President
AFGE, Local 1403**

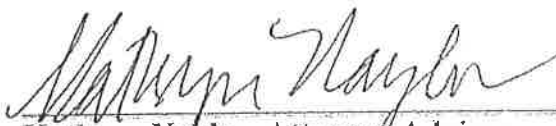
On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

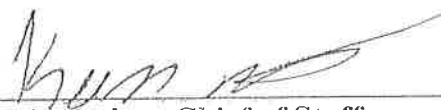
**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**

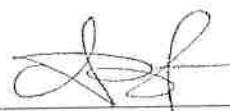

Lionel C. Sims Jr., Esq., Director
Office of Labor Relations & Collective
Bargaining


Ronald R. Ross, Deputy Director
Mayor's Office of Legal Counsel

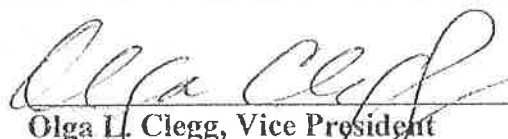

Nadine Wilburn, Chief
Personnel, Labor & Employment Division
Office of the Attorney General



Kathryn Naylor, Attorney Advisor
Office of Labor Relations & Collective
Bargaining



Kevin Stokes, Chief of Staff
Office of Labor Relations & Collective
Bargaining



Asha Bryant, Attorney Advisor
Office of Labor Relations & Collective
Bargaining

**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**


Olga L. Clegg, Vice President
AFGE, Local 1403


Anne Hollander
AFGE, Local 1403

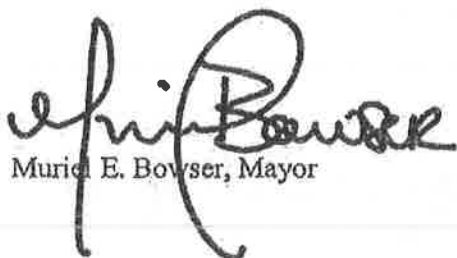

Beth-Sherri Akyereko
AFGE, Local 1403


Dave Rosenthal
AFGE Local 1403


Marie-Claire Brown
AFGE Local 1403

APPROVAL

This compensation collective bargaining agreement between the District of Columbia and Compensation Unit 33 represented by AFGE, Local 1403, dated 10-31-2017, has been reviewed in accordance with Section 1-617.17 of the District of Columbia Official Code (2012 Repl.) and is hereby approved on this 16th day of January, ~~2017~~²⁰¹⁸.



Muriel E. Bowser, Mayor

District of Columbia Government Salary Schedule: Legal Services (Union)



Fiscal Year:	2020	Service Code Definition:	Attorneys (includes both OAG and other agencies)
Effective Date:	October 13, 2019		
Union/Nonunion:	Union	Affected CBU/Service Code(s):	BQA A35
Pay Plan/Schedule:	LS (Legal Service)		
Peoplesoft Schedule:	LA0002		
% Increase:	1.80%		
Resolution Number:			
Date of Resolution:			

Grade	1	2	3	4	Steps 5	6	7	8	9	10	Between Steps
09 \$	58,058 \$	59,995 \$	61,932 \$	63,869 \$	65,806 \$	67,743 \$	69,680 \$	71,617 \$	73,554 \$	75,491 \$	1,937
10 \$	63,945 \$	66,076 \$	68,207 \$	70,338 \$	72,469 \$	74,600 \$	76,731 \$	78,862 \$	80,993 \$	83,124 \$	2,131
11 \$	70,242 \$	72,588 \$	74,934 \$	77,280 \$	79,626 \$	81,972 \$	84,318 \$	86,664 \$	89,010 \$	91,356 \$	2,346
12 \$	84,199 \$	87,007 \$	89,815 \$	92,623 \$	95,431 \$	98,239 \$	101,047 \$	103,855 \$	106,663 \$	109,471 \$	2,808
13 \$	100,133 \$	103,470 \$	106,807 \$	110,144 \$	113,481 \$	116,818 \$	120,155 \$	123,492 \$	126,829 \$	130,166 \$	3,337
14 \$	118,319 \$	122,265 \$	126,211 \$	130,157 \$	134,103 \$	138,049 \$	141,995 \$	145,941 \$	149,887 \$	153,833 \$	3,946
15 \$	139,189 \$	143,826 \$	148,464 \$	153,101 \$	157,739 \$	162,376 \$	167,014 \$	171,651 \$	174,147 \$	177,661 \$	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)



Fiscal Year: 2019 Service Code Definition: Attorneys (includes both OAG and other agencies)

Effective Date: October 14, 2018

Union/Nonunion: Union Affected CBU/Service Code(s): BQA A35

Pay Plan/Schedule: LS (Legal Service)
Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	1	2	3	4	Steps	6	7	8	9	10	Between Steps
09 \$	57,034	\$ 58,936	\$ 60,838	\$ 62,740	\$ 64,642	\$ 66,544	\$ 68,446	\$ 70,348	\$ 72,250	\$ 74,152	1,902
10 \$	62,812	\$ 64,906	\$ 67,000	\$ 69,094	\$ 71,188	\$ 73,282	\$ 75,376	\$ 77,470	\$ 79,564	\$ 81,658	2,094
11 \$	69,002	\$ 71,306	\$ 73,610	\$ 75,914	\$ 78,218	\$ 80,522	\$ 82,826	\$ 85,130	\$ 87,434	\$ 89,738	2,304
12 \$	82,708	\$ 85,467	\$ 88,226	\$ 90,985	\$ 93,744	\$ 96,503	\$ 99,262	\$ 102,021	\$ 104,780	\$ 107,539	2,759
13 \$	98,362	\$ 101,640	\$ 104,918	\$ 108,196	\$ 111,474	\$ 114,752	\$ 118,030	\$ 121,308	\$ 124,586	\$ 127,864	3,278
14 \$	116,228	\$ 120,104	\$ 123,980	\$ 127,856	\$ 131,732	\$ 135,608	\$ 139,484	\$ 143,360	\$ 147,236	\$ 151,112	3,876
15 \$	136,728	\$ 141,283	\$ 145,839	\$ 150,394	\$ 154,950	\$ 159,505	\$ 164,061	\$ 168,616	\$ 173,172	\$ 177,728	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)



Fiscal Year:	2018	Service Code Definition:	Attorneys (includes both OAG and other agencies)
Effective Date:	October 1, 2017		
Union/Nonunion:	Union	Affected CBU/Service Code(s):	BQA A35
Pay Plan/Schedule:	LS (Legal Service)		
Peoplesoft Schedule:	LA0002		
% Increase:	1.80%		
Resolution Number:			
Date of Resolution:			

Grade	1	2	3	4	Steps	6	7	8	9	10	Between Steps
09 \$	56,027 \$	57,895 \$	59,763 \$	61,631 \$	63,499 \$	65,367 \$	67,235 \$	69,103 \$	70,971 \$	72,839 \$	1,868
10 \$	61,701 \$	63,758 \$	65,815 \$	67,872 \$	69,929 \$	71,986 \$	74,043 \$	76,100 \$	78,157 \$	80,214 \$	2,057
11 \$	67,783 \$	70,046 \$	72,309 \$	74,572 \$	76,835 \$	79,098 \$	81,361 \$	83,624 \$	85,887 \$	88,150 \$	2,263
12 \$	81,246 \$	83,956 \$	86,666 \$	89,376 \$	92,086 \$	94,796 \$	97,506 \$	100,216 \$	102,926 \$	105,636 \$	2,710
13 \$	96,623 \$	99,843 \$	103,063 \$	106,283 \$	109,503 \$	112,723 \$	115,943 \$	119,163 \$	122,383 \$	125,603 \$	3,220
14 \$	114,171 \$	117,979 \$	121,787 \$	125,595 \$	129,403 \$	133,211 \$	137,019 \$	140,827 \$	144,635 \$	148,443 \$	3,808
15 \$	134,310 \$	138,785 \$	143,260 \$	147,735 \$	152,210 \$	156,685 \$	161,160 \$	165,635 \$	169,043 \$	171,434 \$	Varies

MASTER AGREEMENT

BETWEEN

**THE AMERICAN FEDERATION OF STATE,
COUNTY AND MUNICIPAL EMPLOYEES,
DISTRICT COUNCIL 20,
AFL-CIO**

AND

**THE GOVERNMENT OF THE
DISTRICT OF COLUMBIA**

EFFECTIVE THROUGH SEPTEMBER 30, 2010

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PREAMBLE

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title I, Chapter 6, Subchapter 1, D.C. Official Code § 1-601.02) states that the Council of the District of Columbia declares that it is the purpose and policy of this act to assure that the District of Columbia Government shall have a modern flexible system of public personnel administration, which shall “provide for a positive policy of labor-management relations including collective bargaining between the District of Columbia and its employees”

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.01) states [t]he District of Columbia Government finds and declares that an effective collective bargaining process is in the general public interest and will improve the morale of public employees and the quality of service to the public.

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.01(b) provides for collective bargaining between the Mayor of the District of Columbia and labor organizations accorded exclusive recognition for employee representation for employees of the District of Columbia Government.

Pursuant to the District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.10), various local unions or District Council 20 of the American Federation of State, County and Municipal Employees, AFL-CIO, (herein “AFSCME” or the “Union”) have been certified and/or recognized as the exclusive collective bargaining agent for employees of the District of Columbia Government (hereinafter the “District” or the “Employer”).

Accordingly, AFSCME and the District enter into this Agreement, which shall have as its purposes:

- (1) Promotion of a positive policy of labor-management relations between the District of Columbia Government and its employees;
- (2) Improvement of morale of employees in service to the District of Columbia Government;
- (3) Enhancement of the quality of public service to the citizens of the District of Columbia;
- (4) Creation of a government that works better; and
- (5) Promotion of the rights of District of Columbia Government employees to express their views without fear of retaliation.

AFSCME and the District of Columbia Government declare that each party has been afforded the opportunity to put forth all its non-compensation proposals and to bargain in good faith. Both parties agree that this Agreement is the result of their collective bargaining and each party affirms its contents without reservation. This Preamble is intended to provide the background and purpose of the Collective Bargaining Agreement. Alleged violations of the Preamble per se will not be cited as contract violations.

ARTICLE 1 **RECOGNITION**

Section 1 – Recognition:

The District of Columbia Government (hereinafter referred to as the “District” or “Employer”) hereby recognizes as the sole and exclusive representative for the purpose of collective bargaining, the American Federation of State, County and Municipal Employees, AFL-CIO, District of Columbia District Council 20, and its affiliated Local Unions (hereinafter referred to collectively as the "Union" or "AFSCME") for each of the bargaining units under the personnel authority of the Mayor for which AFSCME is the certified collective bargaining representative.

Section 2 - Bargaining Units Descriptions:

This Agreement may also include agencies with independent personnel authority if they have executed an addendum opting to be covered by the provisions herein.

Section 3 - Coverage:

AFSCME, the certified exclusive representative of all employees in the bargaining unit referenced above, shall be responsible for representing the interests of employees in the units without discrimination as to membership; provided, however, that an employee who does not pay dues or service fees may be required by the Union to pay reasonable costs for personal representation.

Section 4 – New Units:

Bargaining units of employees under the administrative jurisdiction of the Mayor of the District of Columbia certified during the term of this Agreement shall be covered by the provisions of this Agreement, if agreed to by the parties.

Section 5 – Unit Clarification(s):

The Union and the Employer shall file a Joint Petition with the Public Employee Relations Board (hereinafter referenced as PERB) to clarify and correct inaccuracies contained on the current unit certifications. Prior to filing of the joint petition, the Union and Employer shall confer on the revised unit descriptions.

ARTICLE 2

MANAGEMENT RIGHTS

Section 1 – Management Rights in Accordance with the Comprehensive Merit Personnel Act (CMPA):

(a) Management's rights shall be administered consistent with D.C. Official Code §1-617.08, 2001 edition as amended.

(b) All matters shall be deemed negotiable except those that are proscribed by this subchapter. Negotiations concerning compensation are authorized to the extent provided in Sections 1-617.16 and 1-617.17.

Section 2 - Impact of the Exercise of Management Rights:

Management rights are not subject to negotiations; however, in the Employer's exercise of such rights, the Union may request the opportunity to bargain the impact and effects, where there has been an adverse impact upon employees regarding terms and conditions of employment.

ARTICLE 3

UNION RIGHTS AND SECURITY

Section 1 – Exclusive Agent:

The District shall not negotiate with any other employee organization or group with reference to terms and/or conditions of employment for employees represented by AFSCME. AFSCME shall have the right of unchallenged representation in its bargaining units for the duration of this Agreement in accordance with PERB Interim Rules, Section 502.9(b).

Section 2 – Meeting Space:

Upon request at least one day in advance, the Employer will provide meeting space as available for bargaining unit business. Except as provided elsewhere in this Agreement, meetings will be held on the non-work time of all employees attending the meetings. The Union will be responsible for maintaining decorum at meetings on the Employer's premises and for restoring the space to the same condition to which it existed prior to the meetings.

Section 3 – Access to Employees:

The Union shall have access to all new and rehired employees to explain Union membership, services and programs. Such access shall occur during either a formal orientation session or upon

such employees' reporting to their work site within thirty (30) calendar days of employees' appointment or reappointment.

Section 4 - Dues Checkoff:

The Employer agrees to deduct union dues bi-weekly from the pay of employee members upon proper authorization. The employee must complete and sign Form 277 to authorize the withholding. The amount to be deducted shall be certified to the Employer in writing by the appropriate official of District Council 20. It is the responsibility of the employee and the Union to bring errors or changes in status to the attention of the Employer. Corrections or changes will be made at the earliest opportunity after notification is received but in no case will changes be made retroactively. Union dues withholding authorization may be cancelled upon written notification to the Union and the Employer within the thirty (30) calendar day period prior to the anniversary date of this Agreement. When Union dues are cancelled, the Employer shall withhold a service fee in accordance with Section 5 of this Article.

Section 5 - Service Fees:

In keeping with the principle that employees who benefit by the Agreement should share in the cost of its administration, the Union shall require that employees who do not pay Union dues shall pay an amount (not to exceed Union dues) that represents the cost of negotiation and/or representation. Such deductions shall be allowed when the Union presents evidence that at least 51% of the employees in the unit are members of the Union.

Section 6 – Cost of Processing:

The Employer shall deduct \$.05 per deduction (dues or service fee) per pay period from each employee who has dues or service fees deducted. This amount represents the fair value of the cost to the Employer for performing the administrative services and is payable to the Office of Labor Relations and Collective Bargaining.

Section 7 - Hold Harmless:

The Union shall indemnify, defend and hold the Employer harmless against any and all claims, demands and other forms of liability, which may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer, shall be returned to the Employer or conveyed by the Union to the employee(s), as appropriate.

ARTICLE 4

LABOR-MANAGEMENT MEETINGS

Section 1 – Labor-Management Partnerships:

Consistent with the principles of the D.C. Labor-Management Partnership Council, the parties agree to establish and support appropriate partnerships within the individual agencies covered by this Agreement. The purpose of such partnership will be to promote labor-management cooperation within a high-quality work environment designed to improve the quality of services delivered to the public.

Agency partnership should ordinarily be made up of equal numbers of high-level officials of labor and management who will meet regularly to consider such issues as they choose to discuss. Decisions by the partnership are by consensus only.

Section 2 – Labor-Management Contract Review Committee:

Appropriate high-level management and union representatives shall meet at least monthly, at either party's request, to discuss problems covering the implementation of this Agreement. The findings and recommendations of the Contract Review Committee will be referred to the Director for action. The Director or his/her designee shall respond in writing to any written finding and recommendation of the committee within a reasonable period.

ARTICLE 5

DISCRIMINATION

Section 1 – General Provisions:

The Employer agrees that it will not in any way discriminate against any employee because of his/her membership or affiliation in or with the Union or service in any capacity on behalf of the Union. Each employee of the District Government has the right, freely and without fear of penalty or reprisal:

- (1) To form, join and assist a labor organization or to refrain from this activity;
- (2) To engage in collective bargaining concerning terms and conditions of employment, as may be appropriate under this law and rules and regulations through a duly designated majority representative; and,
- (3) To be protected in the exercise of these rights.

Neither party to this Agreement will discriminate against any employee with regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, political affiliation, or as otherwise provided by law.

Section 2 – Equal Employment Practices:

The Employer agrees to vigorously continue the implementation of its Equal Employment opportunity Program as approved by the Director, D.C. Office of Human Rights. For the purpose of this Agreement, the Department/Agency's Affirmative Action Plan will be observed. Progress reports will be sent to the Union periodically as to the implementation of the Affirmative Action Plan.

The Union shall designate an Affirmative Action Coordinator who shall, upon request, attend meetings of the Department's Affirmative Action Counselors, and be permitted to meet with Department EEO officials to discuss implementation of the Affirmative Action Plan including Departmental policies and programs.

Vacancy Announcements for Departmental vacancies shall be posted at all work locations. One copy of the notice shall be supplied to appropriate Union Shop Stewards.

Section 3 – Discrimination Charges:

Any charges of discrimination shall be considered by the appropriate administrative agency having jurisdiction over the matter and shall therefore not be subject to the negotiated grievance procedure.

ARTICLE 6

UNION RIGHTS AND RESPONSIBILITIES

Section 1 – Union Stewards:

Union Stewards shall be designated by the Union and shall be recognized as employee representatives. Union Stewards shall be employed at the same work area or shift as employees they are designated to represent. When a union steward is transferred by an action of management (not including promotion or transfer at the employee's request), the steward may continue to act as a steward for his/her former work site for a period not to exceed 45 days from original notification. The Union will supply the Employer with lists of stewards' names, which shall be posted on appropriate bulletin boards. The Union shall notify the Employer of changes in the roster of Stewards. Stewards are authorized to perform and discharge union duties and responsibilities, which may be assigned to them under the terms of this Agreement.

Section 2 – Performance of Duties:

Stewards shall obtain permission from their immediate supervisors prior to leaving their work assignments to properly and expeditiously carry out their duties during a reasonable amount of official time to be estimated in advance whenever possible. Before attempting to see an employee, the Steward will obtain permission from the employee's supervisor. Such permission will be granted unless the employee cannot be immediately relieved from his assigned duties, in which case permission will be granted as soon as possible thereafter. If the immediate supervisor is unavailable, permission will be requested from the next highest level of supervision. Requests by Stewards for permission to meet with employees and/or by employees to meet with Stewards will not require prior explanation to the supervisor of the problems involved other than to identify the area to be visited and the general purpose of the visit i.e., grievance investigation, labor-management meetings, negotiation sessions, etc.

A Steward thus engaged will report back to his/her supervisor on completion of such duties and return to their job. The employer agrees that there shall be no restraint, interference, coercion, or discrimination against a Steward in the performance of such duties.

Section 3 – Union Activities on Employer's Time and Premises:

The Employer agrees that during working hours, on the Employer's premises and without loss of pay, in accordance with Article 6 of this Agreement, Union representatives shall be allowed to:

- A. Post Union notices on designated Union bulletin boards (with a copy given to the Employer);
- B. Attend negotiation meetings;
- C. Transmit communications authorized by the District Council and Local Union or its officers to the Employer or his/her representative;
- D. Consult with the Employer or his/her representative, District Council and Local Union Officers, other Union representatives or employers, concerning the enforcement of any provisions of this Agreement, and other Labor-Management activities. Official time does not include internal Union activities; and
- E. Solicitation of Union membership and distribution of literature shall be confined to the non-working time of all employees involved and out of sight of the public.

Section 4 – Visits by Union Representatives:

The Employer agrees that representatives of the American Federation of State, County and Municipal Employees whether local, Union representatives, District council representatives, or

International representatives shall have full and free access except in secured areas, to the premises of the Employer at any time during working hours to conduct Union business. Advance notification will be given to the appropriate supervisor of the facility to be visited to permit scheduling that will cause minimal disruption of the work activities.

Section 5 – Union Insignia:

The Employer agrees that the employee has a right to participate and identify with the Union as his/her representative in collective bargaining matters; therefore, the Employer agrees that such identification devices as emblems, buttons and pins supplied by the Union to the employees within the bargaining unit may be worn on their uniforms, except for uniformed police.

Section 6 – Official Time:

Union representatives who engage in labor management activities during working hours shall indicate on the “Official Time Report” the activity performed. No Union representative will be disadvantaged in the assessment of his/her performance based on use of documented official time while conducting labor management business.

1	Labor negotiations.
2	Contacts between employee representatives and employees provided for in the negotiated grievance procedure.
3	Grievance meetings and arbitration hearings.
4	Disciplinary or adverse action meetings, if the Union is designated as representative of the employee.
5	Attendance at an examination of an employee who reasonably believe he or she may be the subject of a disciplinary or adverse action and the employee has requested representation.
6	Attendance at board or other committee meetings on which the Union representatives are authorized membership by the Employer or the Agreement.
7	Attendance at meetings between the Employer and the Union.
8	Attendance at agency recognized/sponsored activities to which the Union has been invited.

Distribution: Original to Office of Labor Relations & Collective Bargaining
Copy kept by Supervisor & Union Representative

ARTICLE 7

DISCIPLINE

Section 1:

Discipline shall be imposed for cause, as provided in the D.C. Official Code § 1-616.51 (2001 ed.).

Section 2:

For the purposes of this Article, discipline shall include the following:

- a. **Corrective Actions:** Written reprimands or suspensions of nine (9) days or less;
- b. **Adverse Actions:** Removal, suspension for more than nine (9) days; or a reduction in rank or grade or pay for cause.

Section 3:

Discipline will be appropriate to the circumstances, and shall be primarily corrective, rather than punitive in nature. After discovery of the incident, the investigations shall be conducted in a timely manner and discipline shall be imposed upon the conclusion of any investigation or the gathering of any required documents, consistent with the principle of progressive discipline and D.C. Office of Personnel regulations.

Section 4:

If a supervisor has reason to discipline an employee, it shall be done in a manner that will not embarrass the employee before other employees or the public.

Section 5:

Unless there is a reasonable cause to believe that an employee's conduct is an immediate hazard to the agency, the employee or other employees, or is detrimental to public health, safety or welfare, an employee against whom adverse action is proposed shall be entitled to at least thirty (30) days advance written notice of proposed adverse action (or fifteen (15) days if corrective action is proposed). The notice will identify the causes and the reasons for the proposed action.

Section 6:

Recognizing that the Union is the exclusive representative of the employees in the bargaining unit, the Department shall in good faith attempt to notify the Union of proposed disciplinary actions. Each Department shall notify the union of the method of notification. Further the Employer agrees

to notify the employee of his or her right to representation in corrective or adverse actions. The material upon which the proposed discipline is based shall be made available to the employee and his/her authorized representatives for review. The employee or his/her authorized representative will be entitled to receive a copy of the material upon written request.

Any information that cannot be disclosed to the employee, his representative, or physician shall not be used to support the proposed action.

Section 7:

Except in the special circumstances referred to in Section 5 above, an employee shall be entitled to at least ten (10) workdays to answer the notice of proposed corrective or adverse action. If the proposed action is removal, the employee shall upon request, be granted an opportunity to be heard prior to a final decision. This opportunity to be heard shall be afforded by a person designated by the agency head. This person shall not be in the supervisory chain between the proposing and/or deciding official(s) and shall not be subordinate to the proposing official. This person shall review the employee's answer, discuss the proposed action with the employee and/or his representative and appropriate representatives of the Employer and make a recommendation to the deciding official who will act upon the recommendation, as he/she deems proper.

Section 8:

The person proposing a disciplinary action shall not be the deciding official unless the proposing official is the agency head or Director of Personnel.

Section 9:

Except in the special circumstances referred to in Section 5 above, an employee against whom a corrective or adverse action has been proposed shall be kept in an active duty status during the notice period.

Section 10:

The deciding official shall issue a written decision within forty-five (45) calendar days from the date of receipt of the notice of proposed action which shall withdraw the notice of proposed action or sustain the proposed action in whole or in part. The forty-five (45) day period for issuing a final decision may be extended by agreement of the employee and the deciding official. If the proposed action is sustained in whole or in part, the written decision shall identify which causes have been sustained and which have been dismissed, describe whether the proposal penalty has been sustained or reduced and inform the employee of his or her right to appeal or grieve the decision, and the right to be represented. The final decision shall also specify the effective date of this action.

Section 11:

In any circumstance in which the Employer has reasonable cause to believe that an employee's conduct is an immediate hazard to the employing agency, to the employee involved or other employees, or is detrimental to public health, safety or welfare the Employer may place an employee on administrative leave whether or not notice of proposed action has been given to the employee.

Section 12:

Notice of final decision, dated and signed by the deciding official, shall be delivered to the employee on or before the time the action is effective. If the employee is not in a duty status at that time, the notice shall be sent to the employee's last known address by certified or registered mail.

Section 13:

Except as provided in Section 14 of this Article, employees may grieve actions through the negotiated grievance procedure, or appeal to the office of Employee Appeals (OEA) in accordance with OEA regulations but not both. Once the employee has selected the review procedure, that choice shall be the exclusive method of review.

Section 14:

The removal of an employee during his or her probationary period is neither grievable nor appealable and shall be done in accordance with the DPM.

Section 15:

If a final decision is grieved through the negotiated grievance procedure a written grievance shall be filed with the deciding official within fifteen (15) workdays after the effective date of the action.

Section 16 – Troubled Employees:

In appropriate cases, consideration shall be given to correcting the problem through the D.C. Consultation and Counseling Service. When the District implements a new employee assistance program, this shall take the place of the D.C. Consultation and Counseling Service.

Section 17:

Whenever an employee is questioned by a supervisor with respect to a matter for which a disciplinary action is intended against the employee, the employee may, upon request, consult with a union official or other representative. Upon such request, the supervisor will stop the questioning until the employee can consult with such representative, but in no event will such questioning be

delayed beyond the end of the employee's following shift. When and if questioning is resumed, an employee may have a union official or other representative present.

ARTICLE 8

TRAINING AND CAREER LADDER

Section 1 – Basic Training:

Other than skills necessary to qualify for the position, the Employer agrees to provide each employee with basic training or orientation for the safe and effective performance of his/her job. Such training shall be provided at the Employer's expense and, if possible, during the employee's regular workday. If the employee is required to participate in training outside of regular work hours, the employee will be compensated in accordance with the Compensation Units 1 and 2 Agreement. Continued training shall be within budgetary constraints.

Section 2 - Continued Training Opportunities:

The Employer will encourage and assist employees in obtaining career related training and education outside the Department by collecting and posting current information available on training and educational opportunities. The Employer will inform employees of time or expense assistance the Employer may be able to provide.

Section 3 - Career Ladder:

The parties recognize and endorse the value of employee training and career ladder programs. Both parties subscribe to the principles of providing career development opportunities for employees who demonstrate potential for advancement. The feasibility of upward mobility and training programs for unit employees shall be a proper subject for labor-management meetings. Career ladder promotions when effected, shall be in accordance with DPM Chapter 8, Part II, Subpart 8, and Appendix A.

Section 4 - Experience Verification:

When an institution of higher learning provides credit for on-the-job experience, the Employer will, at the request of the employee, provide pertinent information to verify the employee's experience with the District. The employee shall provide the relevant documents and information necessary for the release of the employee's information to the relevant institution.

Section 5 - Union Sponsored Career Advancement Programs:

Management and the Union support the objective of meaningful career advancement for District Government workers in the areas of promotion, transfers and filling of vacancies. In keeping with this objective, the Union will investigate and develop programs to enhance opportunities for

career advancement such as: career counseling services; placement of career planning resource materials on site; correspondence course arrangements with area colleges, universities, vocational and technical schools; and workshops on resume writing and interview skills.

Programs that are developed will be presented and discussed during appropriate labor-management committee meetings for review and consideration.

ARTICLE 9

SAFETY AND HEALTH

Section 1 - Working Conditions:

A. The District shall provide and maintain safe and healthful working conditions for all employees as required by applicable laws. It is understood that the District may exceed standards established by regulations consistent with the objectives set by law. The Employer will make every effort to provide and maintain safe working conditions. AFSCME will cooperate in these efforts by encouraging its members to work in a safe manner and to obey established safety practices and regulations.

B. Matters involving safety and health will be governed by the D.C. Occupational Safety and Health Plan in accordance with Subchapter XXI of the Comprehensive Merit Personnel Act (1980, as amended). The District will promptly make every effort to qualify its plan under the Occupational Safety and Health Administration (OSHA) as established by the U.S. Department of Labor.

C. The District shall furnish and maintain each work place in accordance with standards provided within this Section.

Section 2 - Employees Working Alone:

Employees shall not be required to work alone in areas beyond the call, observation or periodic check of others where dangerous chemicals, explosives, toxic gases, radiation, laser light, high voltage or rotary machinery are to be handled, or in known dangerous situations whenever the health and safety of an employee would be endangered by working alone.

Section 3 - Corrective Actions:

A. If an employee observes a condition, which he or she, believes to be unsafe, the employee should report the condition to the immediate supervisor.

B. If the supervisor and employee agree that a condition constitutes an immediate hazard to the health and safety of the employee, the supervisor shall take immediate precautions to protect the employee.

C. If the supervisor and employee do not agree that a condition constitutes an immediate hazard to the health and safety of the employee, the matter may be immediately referred by the employee to the next level supervisor or designee. The supervisor or designee shall meet as soon as possible with the employee and his or her AFSCME representative, and shall make a determination.

D. Employees shall not be required to operate equipment that has been determined by the Employer or the appropriate D.C. Safety Officer to be unsafe to use, when by doing so they might injure themselves or others.

Section 4 - Medical Service: On-the-Job Injury:

A. The District shall make first-aid kits reasonably available for use in case of on-the-job injuries. If additional treatment appears to be necessary, the District shall arrange immediately for transportation to an appropriate medical facility.

B. The need for additional first-aid kits will be an appropriate issue for Safety Committee determination. Recommendations of the Safety Committee will be referred to the appropriate agency officials.

Section 5 - Safety Devices and Equipment:

Protective devices and protective equipment shall be provided by the District and shall be used by the employees.

Section 6 - Safety Training:

A. The District shall provide safety training to employees as necessary for performance of their job. Issues involving safety training may be presented to the Safety Committee established in Section 8(A).

B. The District shall provide CPR training to all employees who request such training.

Section 7 - Information on Toxic Substances:

Employees who have been identified by the Safety Committee and the Department or District Safety Officer as having been exposed to a toxic substance (including, but not limited to asbestos) in sufficient quantity or duration to meet District Government standards shall receive appropriate health screening. In the absence of District Government standards, the Safety Committee and Safety Officer will refer to standards established by other appropriate authorities such as Occupational Safety and Health Administration (OSHA), National Institute for Occupational Safety and Health (NIOSH) or the Environmental Protection Agency (EPA).

Section 8 - Safety Committees:

A. A Safety Committee of three (3) representatives from AFSCME and three (3) representatives from the District is hereby established in each department/agency.

B. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons of the Committee. The Agency's Risk Management official shall serve on the Safety Committee as one of the Agency's representative.

C. The Safety Committee shall:

1. Meet on a monthly basis, unless mutually agreed otherwise. Prior to regularly scheduled monthly meeting, labor and management must submit their respective agendas to each other at least five (5) days in advance;

2. Conduct safety surveys, consider training needs, and make recommendations to the agency/department head and the Office of Risk Management;

3. Receive appropriate health and safety training.

D. Final reports or responses from agency/department heads (or designees) shall be provided to the Safety Committee within a reasonable period of time on safety matters initiated by the Committee.

E. In departments/agencies where there is more than one Local Union, there shall be a safety committee for each Local Union, unless otherwise agreed upon.

F. Safety Committees may be reorganized upon agreement of both parties.

Section 9 - Medical Qualification Requirements:

The District agrees to abide by the provisions of Chapter 8, Sections 848.19 and 848.20 of the D.C. Personnel Regulations as published in the D.C. Register, Volume 32, April 5, 1985 (32 DCR 1858, 1911).

Section 10 - Light Duty:

A. The District agrees to provide light duty assignments for Employees injured on the job to the extent that such light duty is available as follows:

1. To be eligible for light duty, the employee must be certified by the employee's attending physician. The certification must identify the employee's impairments and the type of light duty he or she is capable of performing.

2. The Employee will be given light duty assignments for which he or she is qualified, initially within his or her own Bureau or organizational unit. If light duty is not available within the Bureau or organizational unit, suitable work will be sought elsewhere in the department/agency.

3. Light duty assignments shall not normally extend beyond 45 working days. However, if there are no other requests for light duty, this period may be extended until such time as the request is made by another employee. Employees unable to perform their regularly assigned duties after the expiration of that time shall make application for disability compensation or exercise such other options as may be available to employees under the provisions of this Agreement or under law, and in accordance with paragraph 5 below.

4. Where there are more requests for light duty than there are light duty assignments, assignments shall be made in the order of earlier date of request.

5. When light duty is not available, an employee must return to full duty or seek compensation or retirement from appropriate channels, or other assistance as may be available in accordance with Section 9. In the event compensation or retirement is not approved, the employee may be required to take a fitness for duty examination and may be separated if (a) found unfit to perform or (b) found fit but refuses to report for full duty.

Section 11 - Excessive Temperatures in Buildings:

Employees, other than those determined by the Employer to be essential, shall be released from duty or reassigned to other duties of a similar nature at a suitably temperate site because of excessively hot or cold conditions in the building. This determination will be made by the Employer as expeditiously as possible and shall be based upon existing procedures. In lieu of dismissal, the Employer may reassign employees to other duties of similar nature at a suitably temperate site. The cost of authorized transportation will be assumed by the Employer. Administrative leave will be granted if authorized by the Mayor or his or her designee.

Section 12 - Employee Health Services:

Employees covered by this Agreement shall have access to employee health services provided by the Employer consistent with the Comprehensive Merit Personnel Act (D.C. Law 2-139). Employee health services shall include such services as provisions for emergency diagnosis and emergency treatment of illness, physical examination including, but not limited to, pre-employment, fitness for duty or disability retirement evaluation; treatment of minor illness; preventive services; health information to assist employees to protect, conserve, and improve physical and mental health; and counseling and appropriate referrals to the D.C. Consultation and Counseling Service.

Section 13 - Maintenance of Health Records:

Medical records of employees shall be maintained in accordance with the provisions of Chapter 31 of the D.C. Government regulations that maintain confidentiality of those records. Medical records shall not be disclosed to anyone except in compliance with applicable rules relating to disclosure of information. Copies of rules relating to medical information will be made available to AFSCME.

Section 14:

A. The Employer agrees to follow Mayor's order 87-95 regarding ergonomic policy for use of video display terminals.

B. VDT continuous users who operate a VDT for more than two continuous hours shall be allowed to move out of their chairs for brief periods to perform other tasks as specified by their supervisor.

C. If a pregnant employee, who is a continuous VDT user, submits a medical statement from her physician which recommends limiting her use of the VDT during the term of her pregnancy because of exposure to radiation, reasonable consideration will be given to providing the employee with other available duties, within the work unit, for which she is qualified and which her doctor certifies that she can perform.

Section 15:

The Employer agrees to provide the Union with a copy of all current D.C. Safety Officers, and revisions as they occur.

ARTICLE 10 **GENERAL PROVISIONS**

Section 1 – Work Rules:

Employees will be advised of verbal and written work rules, which they are required to follow. The Employer agrees that proposed new written work rules and the revision of existing written work rules shall be subject to notice and consultation with the Union.

Section 2 - Distribution of Agreement:

The Employer and the Union agree to share equally in the cost of reproducing this contract for employees and supervisors. The parties shall mutually agree upon the cost and number of copies to be printed.

ARTICLE 11

BULLETIN BOARDS

The Employer agrees to furnish suitable Bulletin Boards and/or space to be placed at locations mutually acceptable to the Union and the Employer. The Union shall limit its posting of notices and bulletins to such Bulletin Boards.

ARTICLE 12

PERSONNEL FILES

Section 1 - Official Files:

The Employer shall maintain the official files of all personnel in all units covered by this Agreement in the Office of Personnel. Records of corrective actions or adverse actions shall be removed from an employee's official file in accordance with the DPM.

Section 2 - Right to Examine:

Each employee shall have the right to examine the contents of his/her personnel files upon request.

Section 3 – Right to Respond:

Each employee shall have the right to answer any material filed in his/her personnel file and his/her answer shall be attached to the material to which it relates.

Section 4 - Right to Copy:

An employee may copy any material in his/her personnel file.

Section 5 – Access by Union:

Upon presentation of written authorization by an employee, the Union representative may examine the employee's personnel file and make copies of the material.

Section 6 – Confidential Information:

The DC Office of Personnel shall keep all arrests by the Metropolitan Police, fingerprint records, and other confidential reports in a confidential file apart from the official personnel folder.

Section 7 - Employee to Receive Copies:

A. The employee shall receive a copy of all material placed in his/her folder in accordance with present personnel practices. Consistent with this Article when the Employer sends documents to be placed in an employee's personnel folder which could result in disciplinary action or non-routine documents which may adversely affect the employee, the employee shall be asked to acknowledge receipt of the document. The employee's signature does not imply agreement with the material but simply indicates he/she received a copy.

B. If an employee alleges that he/she was not asked to acknowledge receipt of material placed in his/her personnel folder as provided in this section the employee will be given the opportunity to respond to that document and the response will be included in the folder.

Section 8 – Access by Others:

The Employer shall inform the employee of all requests outside of the normal for information about him/her or from his/her personnel folder. The access card signed by all those who have requested and have been given access to the employee's file shall be available for review by the employee.

ARTICLE 13 **SENIORITY**

Section 1 - Definition:

Seniority means an employee's length of continuous service with the Employer from his/her date of hire for purposes of this Article only. Employees hired on the same day shall use alphabetical order of surname in determining seniority.

Section 2 - Breaks in Continuous Service:

An employee's continuous service shall be broken by voluntary resignation, discharge for cause or retirement. If an employee returns to his former, or a comparable, position within one year, the seniority he had at the time of his/her departure will be restored but he/she shall not accrue additional seniority during his/her period of absence.

Section 3 - Seniority Lists:

Each agency with employees covered by this Agreement shall provide the Union semi-annually with list of names of employees represented by the Union in that Agency. The list will be in seniority order as defined by Section 1 of this Article. Also, each agency will supply the Union semi-annually with lists of new hires in bargaining unit positions and with names of unit employees who have left the agency since the last seniority list.

Section 4 - Reassignments:

A reassignment requested by an employee to a position in the same classification within an agency/department may be effected by mutual agreement.

Section 5 - Promotions:

A. Whenever a job opening occurs, in any existing job classification or as the result of the development or establishment of a new job classification, a notice of such opening shall be posted on all bulletin boards for ten (10) working days prior to the closing date. A copy of the notices of job openings will be given to the appropriate Union Steward at the time of posting.

B. During this period, employees who wish to apply for the open position or job including employees on layoff may do so. The application shall be in writing, and it shall be submitted to the appropriate Personnel Office.

C. Management has the right to determine job qualifications, provided they are limited to those factors' directly required to satisfactorily perform his/her job. Where all job factors are relatively equal, the employee with the greatest departmental seniority within the unit shall be promoted.

Section 6 - Change to Lower Grade:

A. The term "change to lower grade", as used in this provision means change of assignment from a position in one job classification to a lower paying position in the same job classification.

B. Demotions may be made to avoid laying off employees, to provide for employees who request a change to lower grade for personal convenience, or to change an employee to a lower grade when he/she is unable to perform satisfactorily the duties of his/her position.

Section 7 - Individual Work Schedules:

Work schedule changes initiated by the Employer affecting an individual employee shall be in accord with department/agency seniority, except where specific skills are needed.

Section 8 - Pay for Work Performed in Higher Graded Position:

A. Employees detailed or assigned to perform the duties of a higher graded position for more than four (4) pay periods in any calendar year shall receive the pay of the higher graded position. Assignment to a higher graded position for periods of at least one (1) pay period shall count toward the accumulation of the four (4) pay period requirement. The applicable rate of pay will be determined by application of D.C. government procedures concerning grade and step placement for

temporary promotions, and will be effective the first pay period beginning after the qualifying period has passed. An employee on detail to a lower graded position shall maintain the pay for his/her original position. Advance notice will be given to the Union of any detail exceeding one pay period.

B. This provision shall not apply to training programs.

C. Issues involving changed or additional duties assigned to an employee, within his/her present position, shall be considered in accordance with position classification procedures.

ARTICLE 14

INCLEMENT WEATHER CONDITIONS

Section 1 – Inclement Weather Work:

A. Any full-time employee who is scheduled to report for work and who presents himself for work as scheduled shall be assigned to at least eight (8) hours work.

B. If weather conditions do not permit the employee to perform his/her regularly scheduled duties and there is no other work available in line with his/her normal duties, the employee shall be given the option to perform other work or be paid at his/her regular rate for a minimum of four (4) hours and released from duty at his/her election on annual leave or leave without pay.

C. Employees working on snow detail or who are required to shovel snow shall be assigned in the following order:

1. Volunteers
2. In the inverse order of seniority

D. Employees with established health concerns may request to be exempt from snow shoveling assignments.

Section 2 - Reporting Time:

A. During inclement weather where the District Government has declared an emergency, employees (other than those designated emergency employees) will be given a reasonable amount of time to report for duty without charge to leave. Those employees required to remain on their post until relieved will be compensated at the appropriate overtime rate or compensatory leave for the time it takes his/her relief to report for duty.

B. The Employer agrees to dismiss all non-emergency employees when early dismissal is authorized by higher officials during inclement weather.

ARTICLE 15

HOURS OF WORK

Section 1 - Workday:

Except as provided in this Article, the normal workday for full-time employees shall consist of eight (8) hours of work within a 24-hour period. The normal hours of work shall be consecutive except that they may be interrupted by a lunch period.

Section 2 - Workweek:

Except as provided in this Article, the workweek for full-time employees shall normally consist of five (5) consecutive days, eight (8) hours of work, Monday through Friday, totaling forty (40) hours. Special schedules will be established for employees, other than employees in continuous operations, who are required to work on Saturday, Sunday or seasonal schedules as part of their regular workweek.

Section 3 - Continuous Operations and Shifts:

The workday for employees in 24-hour continuous operations shall consist of eight hours of work. Work schedules for employees assigned to shifts, showing the employee's workdays, and hours, shall be posted on appropriate bulletin boards. All employees shall be scheduled to work regular work shifts i.e., each work shift shall have a regular starting and quitting time.

Section 4 - Changes in Work Schedules:

Except in emergencies, regular work schedules shall not be changed without ten (10) working days advance notice.

Section 5 - Flexible/Alternative Work Schedules:

A. The normal work hours may be adjusted to allow for flexible/ alternative work schedules, with appropriate adjustments in affected leave and compensation items (e.g., overtime, premium pay, compensatory leave, etc.). Such schedules may be appropriate where (1) it is cost effective, (2) it increases employee morale and productivity, or (3) it better serves the needs of the public. The Union will be given advance notice (when flexible/alternative work schedules are proposed) and shall be given the opportunity to consult.

B. An alternative work schedule will provide that overtime compensation will not begin until the regularly scheduled workday or tour of duty has been completed. Other premiums will be based on the regularly scheduled workday of the employees. An alternative work schedule shall not affect the existing leave system. Leave will continue to be earned at the same number of hours per pay period as for employees on five (5) day, forty (40) hour schedules and will be changed on an hour-by-hour basis.

ARTICLE 16
ADMINISTRATION OF LEAVE

Section 1 – General:

Employees shall be eligible to use leave in accordance with the personnel rules and regulations. Any request for a leave of absence shall be submitted in writing by the employee to his/her immediate supervisor. The request shall state the length of time off the employee desires, the type of leave requested and the reason for the request. An excused absence is an absence from duty without loss of pay and without charge to leave when such absence is authorized by statute or administrative discretion.

Section 2 - Annual Leave:

A. Normal Requests for Leave: A request for a short leave of absence, not to exceed three days, shall be requested in writing on the proper form and answered before the end of the work shift in which the request is submitted. A request for a leave of absence between four to seven days must be submitted five (5) calendar days in advance and answered within five days, except for scheduled vacations, as provided for in Section 2 of this Article. If the request is disapproved, the supervisor shall return the SF-71 with reasons for the disapproval indicated. Requests for annual leave shall not be unreasonably denied.

B. Emergency Requests: Any employee's request for immediate leave due to family death or sickness shall be granted or denied immediately.

C. Carryover: Annual leave, which is not used, may be accumulated from year to year. In general, the maximum allowable leave is thirty (30) days, unless the employee had a greater amount of allowable leave at the beginning of the leave year. Employees shall receive a lump sum leave payment for all accrued annual leave not used at the time of retirement, resignation or other separation from the employer, consistent with the negotiated Compensation Agreement.

D. Vacation Schedules: Every effort will be made to grant employees leave during the time requested. If the operations would suffer by scheduling all requests during a given period of time, a schedule will be worked out with all conflicts to be resolved by the application of seniority. After vacations are posted, no changes shall be made unless mutually agreeable or an emergency arises. Employees will be encouraged to schedule vacations through the year.

Section 3 - Sick Leave:

A. Requests:

1. Supervisors shall approve sick leave of employees incapacitated from the performance of their duties. Employees shall request sick leave as far in advance as possible prior to the start of their regular tour of duty on the first day of absence.

2. Sick leave shall be requested and approved in advance for visits to and/or appointments with doctors, dentists, practitioners, opticians, and chiropractors for the purpose of securing diagnostic examinations, treatments and x-rays.

3. Employees shall not be required to furnish a doctor's certificate to substantiate requests for approval of sick leave unless such sick leave exceeds three work days continuous duration. However, if Management has given written notice to an employee that there is a good reason to believe that the employee has abused sick leave privileges, then the employee must furnish a doctor's certificate for each absence from work, which is claimed as sick leave regardless of its duration. The Union will encourage employees to conserve sick leave for use during periods of extended illness.

4. Advance sick leave requests will be given prompt consideration by the Employer consistent with Section 3(b) of this Article when the following provisions are met:

(a) The request must be submitted in writing and must be supported by acceptable medical certificates.

(b) All available accumulated sick leave to the employee's credit must be exhausted. The employee must use annual leave he/she might otherwise forfeit.

(c) In the case of employees serving under temporary appointments, or under probationary or trial periods, advance sick leave should not exceed an amount which is reasonably assured will be subsequently earned during such period.

(d) The amount of sick leave advanced to an employee's account will not exceed 240 hours at any time. Where it is known that the employee is to be separated, the total sick leave advanced may not exceed an amount which can be liquidated by subsequent accrual prior to the separation.

(e) There must be a reasonable assurance that the employee will return to duty.

B. Advance Sick Leave: Advance sick leave may be granted to permanent or probationary employees in amounts not to exceed 240 hours. Furthermore, an employee may not be indebted for more than 240 hours of sick leave at any one time. Sick leave may be advanced to

employees holding a limited appointment or one expiring on a specific date, but not in excess of the total sick leave that would accrue during the remaining period of such appointment. In either case the employee request must be supported by a statement from his/her physician attesting that the employee has a serious disability or ailment and is incapacitated for duty and stating the period of time expected to be involved. The request should be denied only if the requirements of Section 3 (a) and (b) are not met or there is a reason to believe that the employee will not return to duty or that he/she has abused the sick leave privilege in the past.

C. All accrued and accumulated sick leave must be exhausted before the advance sick leave is credited. Accrued and accumulated annual leave may remain standing to the credit of employees. The Employer will use its best efforts to answer an employee's request for advanced sick leave within fifteen (15) working days. However, an employee is responsible for applying advance sick leave in writing as far in advance as possible. If the request is denied, the reasons for such denial shall be given in writing. Further, the employee will be given consideration for LWOP consistent with the provisions of personnel rules and regulations.

Section 4 – Other Paid Leave:

A. **Military Leave:** Full-time employees are entitled to leave as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code Section 1-612.03(m) and applicable rules and regulations and the Compensation Units 1 & 2 Agreement, which provide in part the following:

1. Members of the D.C. National Guard are entitled to unlimited military leave without loss of pay for any parade or encampment with the D.C. National Guard when ordered by the Commanding General, excluding weekly drills and meetings.

2. Additional military leave with pay will be granted to full-time employees who are members of the reserve components of the Armed Forces or the National Guard for the purpose of providing military aid to enforce the law for a period not to exceed 22 workdays per calendar year.

B. **Court Leave:** Employees shall be granted leave of absence with pay anytime they are required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a State or Local Government, in accordance with personnel rules and regulations.

C. **Voting Leave:** Where the polls are not open at least three hours either before or after an employee's regular hours of work, he/she may, upon request, be granted an amount of excused time which will permit him/her to report to work three hours after the polls open or leave work three hours before the polls close, whichever requires the lesser amount of time off. Leave for voting will be allowed in accordance with the personnel rules and regulations.

D. **Funeral Leave:** Funeral leave shall be granted in accordance with the Compensation Units 1 & 2 Agreement.

E. Civic Duty: Upon advance request and adequate justification employees required to appear before a court or other public body on public business in which they are not personally involved shall be granted leave of absence with pay unless paid leave is prohibited by Federal or District Regulations or Statutes.

F. Examinations: Employees shall be excused without charge to leave in accordance with personnel rules and regulations for the purpose of taking an employment medical examination and examination for induction or enlistment in the active Armed Forces, a District Government owned vehicle operator examination, a civil service examination or other examination which his/her department has requested him/her to take in order to qualify for reassignment, promotion, or continuance of his/her present job, but not for the reserve Armed Forces. An employee shall also be excused without charge to leave for the purpose of taking an examination whenever, in the judgment of the Department or agency head, the District Government will benefit thereby. Absence from duty in order to take an examination primarily for the employee's own benefit and not connected to the District Government must be requested in accordance with the general leave provisions.

Section 5 - Leave Without Pay:

A. General: Leave of absence without pay for a limited period may be granted at the supervisor's discretion for a reasonable purpose if requested in advance in writing.

B. Union: Employees elected to any Union office or selected by the Union to do work which takes them from their employment with the Employer shall at the written request of the employee and the Union be granted a leave of absence without pay; provided the written request states the purpose and duration of the absence, and is submitted thirty (30) calendar days in advance of the commencement of the desired period of absence. If the Employer indicates that the requested leave will unduly hamper its operations, it may offer an alternative for consideration by the Union.

C. The initial leave of absence shall not exceed one (1) year. Leaves of absence for Union officials may be extended for similar periods. No more than one employee from a bargaining unit shall be on such extended leave at the same time.

D. Parenthood Leave: Maternity leave before and following childbirth shall be granted at the request of the employee. The employee is obligated to advise her supervisor substantially in advance of the anticipated leave date. This period of absence shall be determined by the employee, her physician and her supervisor. Maternity leave is chargeable to sick leave or any combination of sick leave, annual leave, or leave without pay. Paternity leave may be granted for a period of up to two (2) weeks following childbirth, and may be extended at the supervisor's discretion. Such leave shall be a combination of annual leave or leave without pay.

E. Leave may be granted for a period of up to two (2) weeks to an employee who is adopting a child, with extensions made at the discretion of the supervisor. Such leave shall be a combination of annual leave or leave without pay.

F. Union Officer Leave: Attendance at Union sponsored programs may be approved annual leave or leave without pay in accordance with normal leave practices unless Administrative Leave has been approved.

G. Educational Leave: After completing one (1) year of service an employee upon request may be granted a leave of absence for educational purposes provided that successful completion of the course will contribute to the work of the Department. The period of leave of absence may not exceed one (1) year, but may be extended at the discretion of the Employer. If an employee is returning from educational leave during which he/she has acquired the qualification of a higher rated position he/she shall not have lost any of his/her rights in being evaluated for the higher graded position.

ARTICLE 17

ADMINISTRATION OF OVERTIME

Section 1 -Distribution:

Overtime work shall be equally distributed among employees. Specific arrangements for the equitable distribution of overtime shall be agreed to at Union Management Cooperation Meetings. Individual employee qualifications shall be considered when decisions are made on which employees shall be called for overtime work.

Section 2:

Management will solicit volunteers when overtime work is required. In the event a sufficient number of qualified volunteers are not available to perform the job functions, overtime work will be assigned to equally qualified employees in inverse order of seniority, unless a different system is worked out on a local-by-local basis. Instances of hardship should be presented to the supervisor and shall be considered on a case-by-case basis.

ARTICLE 18

WAGES

Section 1:

The salaries and wages of employees shall be paid bi-weekly. In the event the scheduled payday is a holiday, the preceding day shall be the payday. If, for any reason, an employee's paycheck is not available on the prescribed day, or if it does not reflect the full amount due, that employee will be paid as quickly thereafter as is possible, and under no circumstances will he or she be required to wait until the next regular payday.

Section 2:

If an employee's paycheck is delayed, the employee shall immediately notify his/her supervisor. The supervisor shall initiate efforts through the agency controller to obtain a supplemental payment. Supplemental payments will not effectuate normal payroll deductions. Appropriate payroll deductions will be deducted from the employee's subsequent paycheck. (Except DHS, see Attachment 6.)

ARTICLE 19 **REDUCTION-IN-FORCE**

Section 1 - Definition:

The term reduction-in-force, as used in this Agreement means the separation of a permanent employee, his/her reduction in grade or pay, or his/her reduction in rank because of (a) reorganization, (b) abolishment of his/her position, (c) lack of work, (d) lack of funds, (e) new equipment, (f) job consolidation or (g) displacement by an employee with greater retention rights who was displaced because of (a) through (f) above.

Section 2 – Consultation:

The Employer agrees to consult in advance with the Union prior to reaching decisions that might lead to a reduction-in-force in the bargaining unit. The Employer further agrees to minimize the effect and such reduction-in-force on employees and to consult with the Union toward this end.

Section 3 - Procedure:

A reduction-in-force will be conducted in accordance with the provisions set forth in the Comprehensive Merit Personnel Act [(CMPA), D.C. Official Code § 1-624].

Section 4 – Impact and Effects Bargaining:

In the event of a reduction-in-force, the Employer shall, upon request, provide the Union with appropriate information to insure that the Union can engage in impact and effects bargaining over the reduction-in-force.

Section 5 - Review of Procedures:

In the event of reduction-in-force, the affected employee will receive credit for his/her performance in accordance with the Comprehensive Merit Personnel Act, [D.C. Official Code Ann., Title 1, Section 1-624 (2001 Edition)].

ARTICLE 20

CONTRACTING OUT

Section 1:

During the term of this Agreement the Department shall not contract out work traditionally performed by employees covered by this Agreement, except where Manpower (including expertise and technology) and/or Equipment in the department/agency are not available to perform such work, when it is determined by the Mayor that budgetary conditions exist requiring contracting out, or when it is determined by the Department that emergency conditions exist requiring such contracting out (provided however that the contracting out is for a period of time that the emergency exists). The Agency shall consult with the Union prior to any formal notice to contract out bargaining unit work.

Section 2:

When there will be adverse impact to bargaining unit employees, the Employer shall consult with the Union thirty (30) days prior to final action, except in emergencies. The Union shall have full opportunity to make its recommendations known to the Employer who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The Agency shall consult with the Union to determine if the needs of the Government may be met by means other than contracting out work traditionally performed by bargaining unit employees.

ARTICLE 21

STRIKES AND LOCKOUTS

Section 1 - Definition:

The term strike as used herein means any unauthorized concerted work stoppage or slowdown.

Section 2 - Strikes:

It shall be unlawful for any District Government employee or the Union to participate in, authorize or ratify a strike against the District.

Section 3 - Lockouts:

No lockout of employees shall be instituted by the Employer during the term of this Agreement except that the Employer in a strike situation retains the right to close down any facilities to provide for the safety of employees, equipment or the public.

Section 4 - Other Considerations:

At no time however, shall employees be required to act as strikebreakers.

ARTICLE 22 **GRIEVANCE PROCEDURES**

Section 1:

Any grievance or dispute which may arise between the parties involving the application, meaning or interpretation of this Agreement, shall be settled as described in this Article unless otherwise agreed to by the parties.

Section 2 - Procedure:

This procedure is designed to enable the parties to settle grievances at the lowest possible administrative level. Therefore, grievances should be filed at the lowest level where resolution is possible. Accordingly, a grievance may be filed at the Step in the grievance procedure where the alleged action, which precipitated the grievance, occurred.

Step 1: The employee and/or the Union shall take up the grievance or dispute with the employee's immediate supervisor as soon as is practicable, but no later than fifteen (15) working days from the date of the occurrence or when the Union and/or the employee first had knowledge of or should have known of the occurrence. The supervisor shall attempt to adjust the matter and shall respond to the Steward as soon as is practicable, but not later than fifteen (15) working days after the receipt of the grievance.

Step 2: If the grievance has not been settled, it shall be presented in writing by the employee and/or the Union to the second level supervisor within ten (10) working days after the Step 1 response is due or received, whichever is sooner. The written grievance shall be clearly identified as a grievance submitted under the provisions of this Article, and shall list the contract provision violated, a general description of the incident giving rise to the grievance, the date or approximate date and location of the violation and the remedy sought. The second level supervisor shall respond to the Union and/or employee in writing within ten (10) working days after receipt of the written grievance.

Step 3: If the grievance is still unresolved, it shall be presented in writing by the employee and/or Union to the third level supervisor within ten (10) working days after the Step 2 response is due or received, whichever is sooner. The third level supervisor shall respond in writing (with a copy to the Local President) within ten (10) working days after receipt of the written grievance.

Step 4: If the grievance is still unresolved, it shall be presented by the employee and/or the Union to the Office of the Director or his/her designated representative, in writing within fifteen (15) working days after the Step 3 response is due or received, whichever is sooner. The office of the Director, or his/her designated representative shall respond in writing (with a copy to the Local President) within fifteen (15) working days after the receipt of the written grievance and a copy to the Office of Labor Relations and Collective Bargaining.

Step 5: If the grievance is still unresolved, the Union may by written notice request arbitration within twenty (20) days after the reply at Step 4 is due or received, whichever is sooner.

Section 3 - Union Participation:

A. The Employer shall notify the Union in writing of all grievances filed by the employees, all grievance hearings and determinations when such employees present grievances without the Union. The Union shall have the right to have a representative present at any grievance hearing and shall be given forty-eight (48) hours notice of all grievance hearings.

B. Any grievance of a general nature affecting a large group of employees and which concerns the misinterpretation, misapplication, violation or failure to comply with the provisions of the Agreement shall be filed at the option of the Union at the Step or level of supervision where the grievance originates without resorting to previous steps.

Section 4 - Who May Grieve:

Either an employee or the Union may raise a grievance, and if raised by the employee, the Union may associate itself therewith at any time if the employee so desires. Whenever the Union shall raise or is associated with a grievance under this procedure, such a grievance shall become the Union's grievance with the Employer. If raised by the Union, the employee may not thereafter raise the grievance him/herself, and if raised by the employee, he/she may not thereafter cause the Union to raise the same grievance independently.

Section 5 - Selection of the Arbitrator:

A. The arbitration proceeding shall be conducted by an arbitrator to be selected by the Employer, through the Office of Labor Relations and Collective Bargaining, and by the Union as soon as possible after notice of intent to arbitrate is received. If the parties fail to select an arbitrator, the Federal Mediation and Conciliation Service (FMCS) or the American Arbitration Association (AAA) shall be requested to provide a list of seven (7) arbitrators from which an arbitrator shall be selected within seven (7) days after receipt of the list by both parties.

B. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The party requesting arbitration shall strike the first name. The arbitration hearing shall be conducted pursuant to the American Arbitration Association guidelines unless modified by this Agreement.

Section 6 - Decision of the Arbitrator:

The decision of the arbitrator shall be final and binding on the parties and shall not be inconsistent with the terms of this Agreement. The arbitrator shall be requested to render his/her decision in writing within thirty (30) days after the conclusion of the arbitration hearing.

Section 7 - Expenses of the Arbitrator:

Expenses for the arbitrator's services and the proceeding shall be borne equally by the Employer and the Union. However, each party shall be responsible for compensating its own representatives and witnesses. If either party desires a record of the arbitration proceedings, it may cause such a recording to be made, providing it pays for the record and make copies available without charge to the other party and the arbitrator.

Section 8 - Time Off For Grievance Hearings:

The Employee, Union Steward and/or Union representative shall upon request, be permitted to meet and discuss grievances with designated management officials at each step of the Grievance Procedure within the time specified consistent with Section 3 of Article 6 on Union Stewards.

Section 9 – Time Limits:

All time limits set forth, in this Article may be extended by mutual consent, but if not so extended, must be strictly observed. If the matter in dispute is not resolved within the time period provided for in any step, the next step may be invoked.

Section 10:

Matters not within the jurisdiction of the department/agency will not be processed as a grievance under this Article unless the matter is specifically included in another provision of this Agreement or the Compensation Agreement.

Section 11:

A. The parties agree that a process of grievance mediation may facilitate satisfactory solutions to grievances prior to arbitration. Therefore, on an experimental basis and when mutually agreed to by the parties, a mediator may be selected and utilized to facilitate settlements. The mediator may not impose a settlement on the parties, and any settlement reached will not be precedential unless otherwise agreed to by the parties on a case-by-case basis.

B. Grievances may be combined for the purpose of mediation upon mutual agreement by the parties.

ARTICLE 23
EMPLOYEE RIGHTS

Employees of the Unit shall have and shall be protected in the exercise of the right, freely and without fear of penalty or reprisal, to form, join and assist the Union or to refrain from any such activity. Except as expressly provided herein, the freedom shall be recognized as extending to participation in the management of the Union and acting for it in the capacity of a union representative, including representation of its views to the officials of the Mayor, D.C. Council or Congress.

ARTICLE 24
NEW TECHNOLOGY AND EQUIPMENT

Section 1:

Whenever new equipment or technological changes will significantly affect operations, the Employer shall provide notice to the Union at least 60 days in advance. This time limit does not apply to the introduction of equipment or technological changes on an experimental basis. When the Employer introduces such equipment or technological changes on an experimental basis the Employer will notify the Union upon introduction as where the experiment is being conducted and its nature and intended duration and will provide 60 days notice if the experiment is to be instituted permanently.

Section 2:

The Employer shall provide any reasonable training for affected employees to acquire the skills and knowledge necessary for new equipment or procedures. The training shall be held during working hours, when reasonably available. The Employer shall bear the expense of the training.

Section 3:

If training is required by the Agency for employment and the training is held outside the employee's normal tour of duty, the employee shall receive compensatory time.

ARTICLE 25
JOB DESCRIPTIONS

Each employee within the unit shall receive a copy of his/her current job description upon request. When an employee's job description is changed, the employee and the Union shall be provided a copy of the new job description.

ARTICLE 26
SAVINGS CLAUSE

In the event any Article, Section or portion of the Agreement shall be held invalid and unenforceable by any court or higher authority of competent jurisdiction, such decision shall apply only to the specific Article, Section, or portion thereof specified in the decision, and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated Article, Section or portion thereof.

ARTICLE 27
DURATION AND FINALITY

Section 1 - Duration of Agreement:

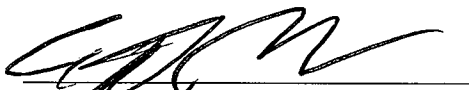
This Agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the CMPA (Section 1-617.15(a), D.C. Official Code, 2001 Edition). This Agreement shall be effective as of the day of final approval, and shall remain in full force and effect until the 30th day of September, 2010. Should either party desire to renegotiate, renew, extend or modify this Contract, notice will be given in writing in accordance with the requirements of the Comprehensive Merit Personnel Act. This Agreement shall remain in full force and effect during the period of negotiations.

Section 2 - Finality:

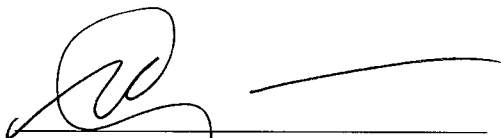
This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable non-compensation issues, and contains the full agreement of the parties as to all such non-compensation issues that were or could have been negotiated. The Agreement shall not be reconsidered during its life unless by mutual consent or as required by law.

On this _____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



Edward Reiskin
Interim City Administrator/
Deputy Mayor for Public Safety
And Justice

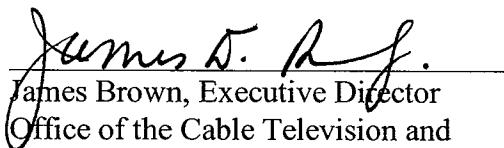


Natasha Campbell, Esq.
Supervisory Attorney Advisor
Office of Labor Relations
and Collective Bargaining

Carol Mitten, Director
Office of Property Management

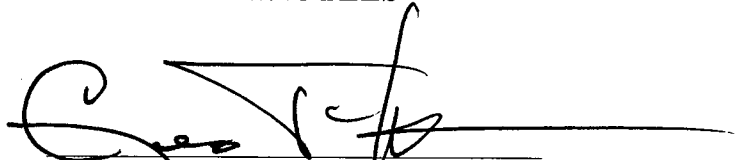


Benita Anderson, Labor Liaison
Office of Property Management

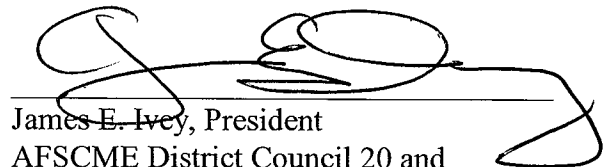


James Brown, Executive Director
Office of the Cable Television and
Telecommunications

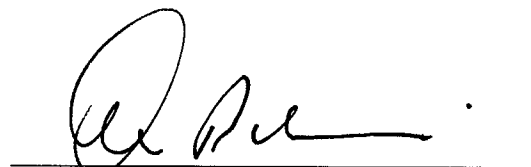
**FOR THE AMERICAN FEDERATION
OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES**



Geo T. Johnson, Executive Director
AFSCME District Council 20



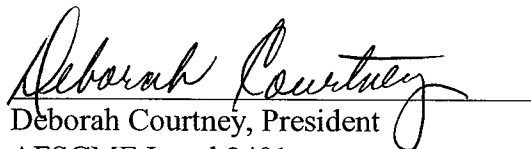
James E. Ivey, President
AFSCME District Council 20 and
AFSCME Local 2091



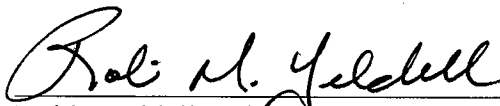
Al Bilik, Executive Assistant
AFSCME District Council 20



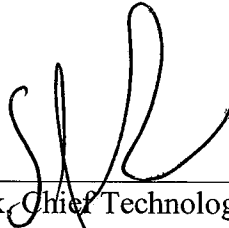
Brenda Featherstone, President
AFSCME Local 1200



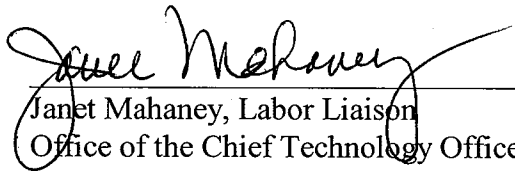
Deborah Courtney, President
AFSCME Local 2401



Robin Yeldell, Labor Liaison
Office of Cable Television and
Technology



Suzanne Peck, Chief Technology Officer
Office of the Chief Technology Officer



Janet Mahaney, Labor Liaison
Office of the Chief Technology Officer



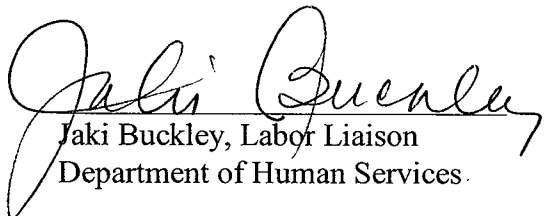
William Howland, Director
Department of Public Works



Bertha Guerra, Labor Liaison
Department of Public Works



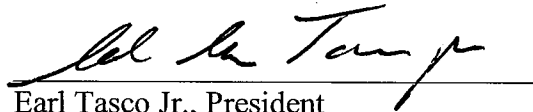
Brian Wilbon, Interim Director
Department of Human Services



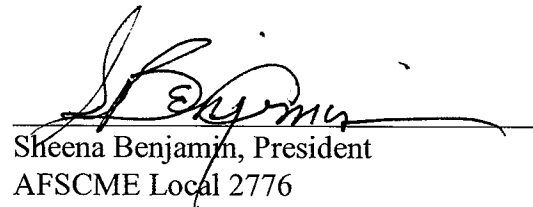
Jaki Buckley, Labor Liaison
Department of Human Services



Cliff Dedrick, President
AFSCME Local 2743

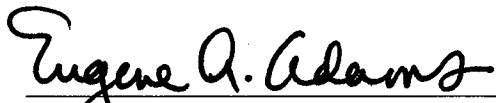


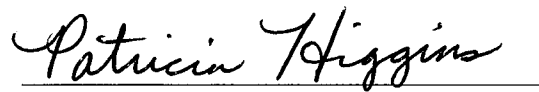
Earl Tasco Jr., President
AFSCME Local 2092

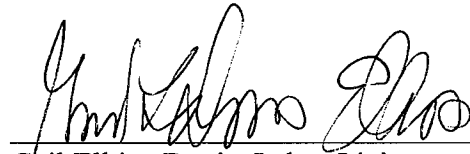


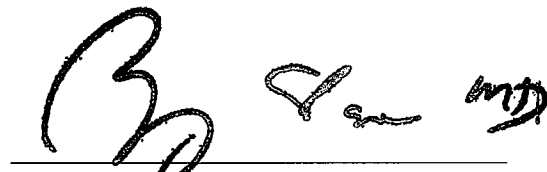
Sheena Benjamin, President
AFSCME Local 2776

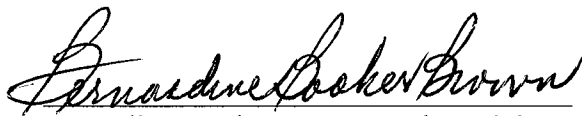




Eugene Adams, Acting Attorney General
Office of the Attorney General

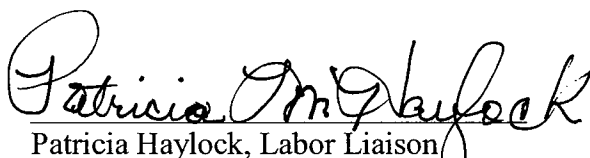

Patricia Higgins, Labor Liaison
Department of Health


Gail Elkins Davis, Labor Liaison
Office of the Attorney General


Dr. Gregg Kane, Director
Department of Health


Bernadine Booker-Brown, Labor Liaison
Department of Health


Thomas Hampton, ~~Director~~ *Commissioner*
Department of Insurance, Securities
and Banking

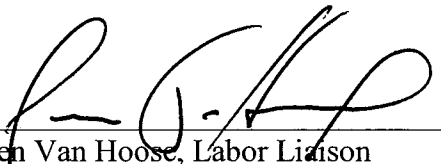

Patricia Haylock, Labor Liaison
Department of Insurance, Securities
and Banking

Dr. Patrick Canavan, Director
Department of Consumer and
Regulatory Affairs

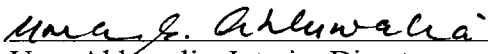
Deborah Bonsack, Labor Liaison
Department of Consumer and
Regulatory Affairs



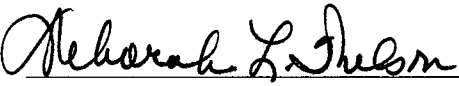
Dr. Natwar Gandhi, Chief Financial Officer
Office of the Chief Financial Officer



Ben Van Hoose, Labor Liaison
Office of the Chief Financial Officer



Uma Ahluwalia, Interim Director
Child and Family Services Agency



Debra Wilson, Labor Liaison
Child and Family Services Agency

ATTACHMENT 6

DEPARTMENT OF HUMAN SERVICES AND THE AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES LOCAL 2401

PARTIES

The parties to this Supplemental Agreement and Attachment to the Master Agreement between the American Federation of State, County and Municipal Employees (AFSCME), District of Columbia Council 20, AFL-CIO and the District of Columbia Government” are AFSCME, Local 2401 and District of Columbia agencies under the personnel authority of the Mayor that have collective bargaining units for which AFSCME, Local 2401 is the certified exclusive collective bargaining representative.

CASELOAD SIZE AND COVERAGE

Unmanageable caseloads and workloads in social service programs are a national problem, which has led to worker burnout, high turnover rates and service gaps for clients. Although, the Union recognizes the Agency's obligation to provide the optimum level of service to all eligible residents of the District of Columbia, consistent with statutory and court-mandated obligations; and to accomplish this within the budgetary and manpower resources which are available for that purpose, the Parties agree that a joint labor-management effort is appropriate to address this problem and the impact on the employees represented by AFSCME, Local 2401.

Accordingly, the parties agree to establish a joint labor-management committee to examine caseload size and coverage and the impact of workload assignments on bargaining unit employees. The committee shall explore solutions to the problem of unmanageable caseloads within the Department of Human Services (DHS) and Office of the Attorney General, Child Support Division and consider issues related to caseload size and coverage in agencies providing direct service delivery and those focusing on oversight or monitoring functions. Membership on the committee shall be determined and appointed by the parties but shall include individuals who have a working knowledge of the issues to be examined by the committee.

The parties agree that the committee shall:

1. Focus immediate attention on the DHS, Income Maintenance Agency;
2. Determine relevant comparisons for analysis of the District's caseload issues, e.g. national standards in relevant program areas, studies and reports, guidance of relevant industry associations and governing bodies;

3. Seek the participation and assistance of the Child and Family Service Agency.
4. Recommend maximum caseload assignments that will allow employees to effectively perform their job responsibilities.

Within one year of its establishment, the committee shall issue its report and recommendations for a joint labor-management strategy for a long-term solution to the issue of unmanageable caseloads. During the initial year, the committee shall also explore the implementation of pilot programs within relevant agencies to as a means of developing more immediate options for addressing impacts on employees while allowing agencies to provide the optimum level of service to all eligible residents of the District of Columbia, within the budgetary and manpower resources, that include reasonable, obtainable performance requirements for bargaining unit employees.

This provision shall not be interpreted, in any way, to preclude management from assigning work or assigning employees. Rather, this provision represents the parties' joint commitment to work collaboratively to accomplish agency mission requirements and strategic plan goals, while recognizing the rights of employees and their desire for reasonable terms and conditions of employment.

OFFICIAL TRAVEL

The Employer agrees to provide and maintain vehicles for all field related duties in safe operating condition, and to present them for D.C. Safety Inspection at the prescribed time.

Management shall reimburse its employees for expenses incurred for official travel. Employees who have official approval to use their personnel vehicles for agency business shall be paid in accordance with the Compensation Agreement between the District of Columbia and Compensation Units 1 and 2. Reimbursement will be paid directly to the employee with a reasonable time after said expenses have been properly vouchered by said employee.

REST PERIODS

When an employee is required to work two (2) consecutive eight (8) hour shifts, the employee shall be afforded fifteen (15) minutes after the first shift and before the second shift providing there is no interruption of client services.

SAFETY COMMITTEE

A. A Safety Committee of three (3) representatives from AFSCME and three (3) representatives from the District is hereby established in each department/agency. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons

of the Committee. The Agency's Risk Management official shall serve on the Safety Committee as one of the agency representatives. The Safety Committee shall:

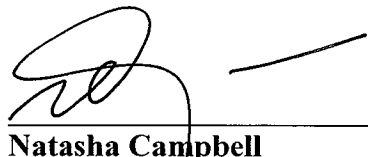
1. Meet on a monthly basis, unless mutually agreed otherwise. Prior to regularly scheduled monthly meeting, labor and management must submit their respective agendas to each other at least five (5) days in advance;
2. Conduct safety surveys, consider training needs, and make recommendations to the agency/department head and the Office of Risk Management;
3. Make recommendations to the Office of Risk Management and the department/agency heads; and,
4. Receive appropriate health and safety training.

B. Final reports or responses from agency/department heads (or designees) shall be provided to the Safety Committee within a reasonable period of time on safety matters initiated by the Committee.

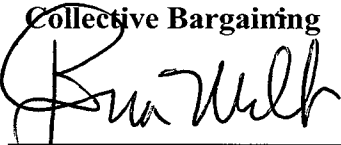
C. Safety Committees may be reorganized upon agreement of both parties.

On this ____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



**Natasha Campbell
Supervisory Attorney Advisor
Office of Labor Relations and
Collective Bargaining**



**Brian Wilton, Interim Director
Office of Human Services**

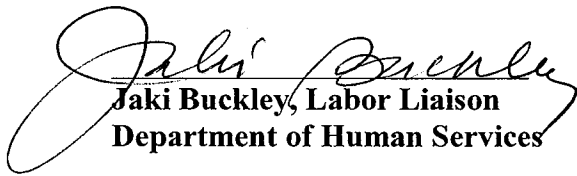
**FOR THE AMERICAN
FEDERATION OF STATE,
COUNTY AND MUNICIPAL**

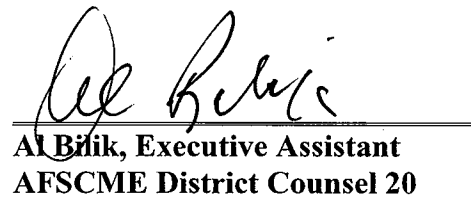


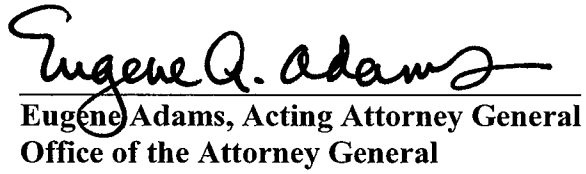
**Geo. T. Johnson,
Executive Director, AFSCME,
District Council 20**

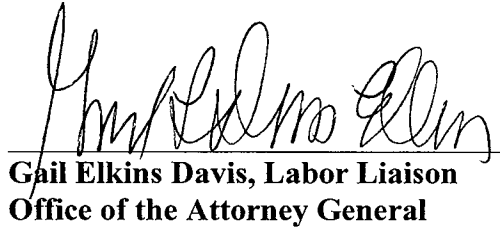


**Deborah Courtney, President
AFSCME, Local 2401**


Jaki Buckley, Labor Liaison
Department of Human Services


Al Bilik, Executive Assistant
AFSCME District Counsel 20


Eugene Adams, Acting Attorney General
Office of the Attorney General


Gail Elkins Davis, Labor Liaison
Office of the Attorney General

**ATTACHMENT NO. 11
TO MASTER AGREEMENT
BETWEEN THE
GOVERNMENT OF THE DISTRICT OF COLUMBIA
AND
AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES
COVERING THE
DISTRICT OF COLUMBIA DEPARTMENT OF PUBLIC WORKS EMPLOYEES
IN THE BARGAINING UNIT REPRESENTED BY
AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES
LOCAL 2091**

**ARTICLE 1
RECOGNITION**

The Parties shall file Joint Petitions with the Public Employee Relations Board ("PERB") to clarify and correct unit certifications, which are inaccurate, or confusing as a result of Agency reorganizations, realignments or name changes. Prior to filing of the joint petitions, the Parties shall confer on the revised unit descriptions.

**ARTICLE 2
REST PERIODS**

All employees working eight (8) hour shifts shall be provided a fifteen (15) minute rest period for each half shift or four (4) hours worked to be scheduled by the supervisor to insure continuity of operations. Where possible, rest periods shall be scheduled at the middle of each half-shift or four (4) hours. The same principle shall apply for overtime worked beyond the regular shift except that the employee need work only one (1) or more hours to qualify for the fifteen (15) minute overtime rest period. Where possible, this initial overtime rest period shall be granted prior to the overtime work. The employee shall be given a fifteen (15) minute rest period for every four (4) hours or major portion thereof worked.

**ARTICLE 3
CLEAN-UP TIME**

Employees working eight (8) hour shifts shall be granted a fifteen (15) minute personal clean-up time prior to the end of the shift or prior to the end of overtime.

ARTICLE 4

ICE MACHINES AND WATER COOLERS

Section 1: The Employer agrees to furnish and maintain water coolers, ice machines, and cups wherever and whenever necessary. The Employer agrees to service and keep all water coolers, ice machines and drinking fountains in proper working condition.

Section 2: The Employer agrees to provide a stove or microwave and a refrigerator, at all permanent locations for employees' use. The Employer shall maintain stoves, microwaves and refrigerators in good working order subject to normal wear and tear.

ARTICLE 5

SAFETY COMMITTEES

Section 1: A Safety Committee comprised of five (5) representatives from AFSCME Local 2091 and five (5) representatives from the District are hereby established in the Department Solid Waste Management Administration. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons of the Committee. The Safety Committee shall:

- A.** Meet on a monthly basis unless mutually agreed otherwise. Prior to regularly scheduled monthly meetings the parties shall submit issues for the agenda. A final agenda must be submitted at least five (5) days in advance of the meeting.
- B.** Conduct safety surveys, consider training needs and make recommendations to the Agency; and,
- C.** Consult with and advise department/agency safety officer and head; and
- D.** Cooperate with the Office of Risk Management.

Section 2: Final reports shall be provided to the Safety Committee on all safety matters initiated by the Committee.

Section 3: The Safety Committee may be reorganized upon agreement of both parties.

ARTICLE 6

OVERTIME

Section 1: Management retains the unfettered right to determine necessary job requirements for assignments and to determine the employees who are eligible to work the assignments.

Section 2: Where management determines that employees are equally capable to perform overtime assignments, assignments will be offered to employees on a volunteer basis and distributed equitably among those employees.

Section 3: A list shall be posted for employees to sign up for overtime hours. For work on a Saturday after a Holiday, the list shall be posted for at least five days, two weeks prior to the Holiday. The employee must be present to sign his/her own name on the list. Management will not arbitrarily deny employees overtime. If an employee who volunteers is denied overtime, the supervisor shall notify the employee of the denial.

Section 4: Based on operational demands and/or emergencies when it becomes necessary for management to order mandatory overtime, prior to assigning employees, management will first attempt to request volunteers. If there is an insufficient number of volunteers, mandatory assignments shall be made equitably from among all qualified employees on a reverse seniority basis. For work on a Saturday after a Holiday, the list of mandatory assignments shall be posted at least five days prior to the Holiday.

Section 5: To be eligible for an overtime assignment employees must be able to perform the duties of the assignment as determined by management. Any employee who volunteers and is subsequently assigned to report for duty or is given a mandatory work assignment beyond normal work hours, but fails to report, shall be considered absent without leave (AWOL) and may be disciplined accordingly.

ARTICLE 7 EQUIPMENT AND TOOLS

Section 1: Employees shall be responsible for all equipment and tools issued to the employee by Management or signed out by the employee for temporary use. It shall be the responsibility of each employee to maintain tools and equipment in good working order and to notify management of the need to repair and/or service tools and equipment.

Section 2: Employees may be charged for lost tools and equipment or for loss or damages that result from the failure of an employee to make reasonable efforts to prevent such loss of damage.

Section 3: Employees may submit tools and equipment for replacement based upon a determination that the items are unserviceable; provided that the tools and/or equipment submitted for replacement is an item issued by the Department to the employee. Management shall determine serviceability of the items and establish the procedure to be used by employees to request replacements.

ARTICLE 8 UNIFORMS

Section 1: Employees assigned to the Solid Waste Education and Enforcement Program whose duties require uniforms shall be issued five (5) pairs of pants; five (5) long sleeve shirts; five (5) short sleeve shirts; five (5) winter polo shirts; five (5) summer polo shirts; one (1) pair safety shoes; one (1) raincoat or rain suit; and one (1) winter jacket.

Section 2: All other employees whose duties require uniforms, shall be issued eleven (11) basic uniforms (including shirts, pants and/or coveralls); one (1) set of thermal coveralls for employees who work outside; one (1) light jacket with zip-in lining; one (1) pair safety shoes; one (1) raincoat or rain suit. If appropriate, employees will also be issued one (1) safety vest; one (1) pair of safety goggles and one (1) back brace.

Section 3: Employees issued uniforms and safety equipment are required to wear uniforms and safety equipment on duty.

Section 4: Employees terminating their employment must return all uniforms and safety equipment to the General Foreman prior to receiving their final paycheck.

Section 5: Each employee shall be responsible for the care and upkeep of issued uniforms and safety equipment. Employees may be charged for lost uniforms and equipment or for loss or damages that results from the failure of an employee to make reasonable efforts to prevent such loss or damage.

Section 6: Employees may submit uniform items, including shoes (worn out) or safety equipment for replacement based upon a determination that the items are unserviceable; provided that the uniform and or equipment submitted for replacement is an item issued by the Department to the employee, as described above. The Uniform Committee shall determine serviceability of the items and establish the procedure to be used by employees to request replacements. Requests for replacement shall be submitted to the supervisor.

Section 7: At the request of the employee, the Uniform Committee will consider additional uniforms or protective equipment for employees engaging in brazing, welding, cutting, snow detail, or environmental hazards.

Section 8: Employees assigned to collection of dead animals will be provided appropriate equipment for protection. The Union may recommend new protective equipment and modifications to existing equipment for consideration by the Employer. The Employer shall provide and maintain in working order appropriately refrigerated vehicles used in dead animal collection.

ARTICLE 9

TRASH COLLECTION ROUTE MONITORING

On an as needed basis, the Parties shall form a joint labor-management work group to monitor trash collection routes by: (1) investigating complaints concerning inequities in route structure and (2) recommending to management necessary adjustments for implementation with supporting justification. Reports and recommendations will be a matter of record. The Union shall appoint no more than two employees to the route monitoring work group. An employee designated by the Union must be intimately familiar with the issues being studied. After completion of route inspections or other assigned committee duties, employees will return to their regularly assigned duties. If necessary, the employee shall be furnished transportation by the Employer to perform assigned route monitoring functions.

ARTICLE 10

REFUSE COLLECTION

Section 1 - Refuse Collection: Each workday employees assigned to a refuse collection crew shall be responsible for the satisfactory completion of a scheduled route or task. Upon satisfactory completion of a scheduled route or task, employees shall be considered to have completed their day. If more than eight (8) hours are required to satisfactory complete a scheduled route, the employees shall be compensated for the total number of hours worked. Notwithstanding the above, no crew shall be required to collect more than four (4) loads using a 16-Cubic Yard packer vehicle. A refuse collection crew shall be composed of a crew chief/motor vehicle operator and two sanitation work collectors.

Section 2: Each workday employees assigned to a refuse collection crew shall be responsible for the satisfactory completion of a scheduled route or task.

Section 3: The daily task for employees engaged in the collection of refuse means the satisfactory completion of a refuse collection route by a crew using the following work standards:

- A. All containerized and non-containerized refuse must be collected at the authorized point of collection and containers returned to their original location;
- B. All small bulk items, tree limbs and brush, bagged leaves and grass, Christmas trees, other containerized or bagged yard waste will be collected at the authorized point of collection; and
- C. The clean up of all spillage.

Section 4: In addition to the above work standards, refuse collection crews in the twice a week area shall perform the following task on assigned days.

Mondays and Tuesdays: Satisfactory completion of assigned route, not to exceed four (4) loads using a 16-Cubic Yard packer vehicle.

Wednesdays: Assigned to street and alley cleaning: All crews. Management reserves the right to assign trash collection work in lieu of street and alley cleaning assignments on Wednesdays.

Thursdays and Fridays: Satisfactory completion of assigned route to include all collectible bulky items, as set forth in Article 10, Section 3.B.

Section 5: The Parties agree that the joint labor-management work group, established in Article 9 of this Attachment, shall immediately begin the investigation of trash collection route structure and practices and, within six months of the date of this Agreement, consult, confer and provide recommendations concerning more effective methods of responding to constituent needs and current Agency workload requirements. Thereafter, the parties shall meet and bargain over (or in the alternative, through collaborative processes agree on) any proposed changes to trash collection route structure and practices.

Section 6 - Alley Cleaning: The employer reserves the right to assign trash crews to an alley-cleaning route. Satisfactory completion of an alley cleaning route shall include sweeping, brooming, shoveling and removal of all visible trash, small bulk, tree limbs and brush, bagged leaves and grass, Christmas trees, other containerized or bagged yard waste, and dirt from fence line to fence line. Upon satisfactory completion of a scheduled route or task, employees shall be considered to have completed their day.

ARTICLE 11 ENVIRONMENTAL CRIMES UNIT (ECU)

Section 1: Although employees assigned to the Environmental Crimes Unit (ECU) work under the general oversight of the MPD supervisor (sergeant) for daily operations, it is understood that these employees will remain administratively accountable to the command level DPW (Division Official).

Section 2: The employer agrees to provide employees assigned to ECU access to employee health services as proscribed in Article 9, entitled, ***Safety and Health***, Sections 7 and 12.

ARTICLE 12
COMMITTEE TO REVIEW PROCESS OF COLLECTION OF REFUSE AND
RECYCLABLE PRODUCTS

Section 1: The Union and the Department agree to establish the “Committee to Review the Current Process of Collection of Refuse and Recyclable Products” (the Committee) to review the process of collection of refuse and recyclable products.

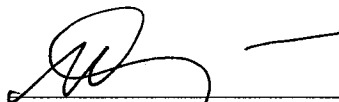
Section 2: The parties agree that within one month of the date of the ratification of this Agreement, the Committee to Review the Current Process of Collection of Refuse and Recyclable Products will be established.

Section 3: The Committee shall be comprised of eight (8) members, with four (4) members designated by the Union and four (4) members designated by the Employer. The Committee will submit a report of its findings, including pros and cons of the current system or any proposed system(s); recommendations and conclusion(s) no later than (4) months after the initial meeting. The four (4) month period may be extended by mutual consent of the parties. The arbitration provisions outlined in the collective bargaining agreement may be invoked by either party to resolve issues. The Committee may by consensus discuss and consider other issues that are not mandatory bargaining subjects, if directly related to reviewing the current process of trash collection and recyclable products.


Section 4: The Committee shall meet at least once per month, unless mutually agreed otherwise. Each party may bring a specialist to speak on or clarify.

On this ____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.


**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



Natasha Campbell
Supervisory Attorney Advisor
Office of Labor Relations
And Collective Bargaining

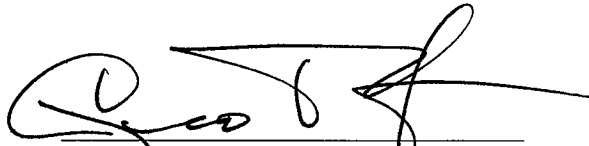


William Howland
Director
Department of Public Works

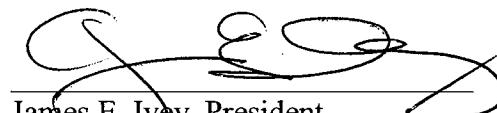


Bertha Guerra, Labor Liaison
Department of Public Works

**FOR THE AMERICAN FEDERATION
OF STATE, COUNTY AND
MUNICIPAL EMPLOYEES**



Geo. T. Johnson, Executive Director
AFSCME District Council 20



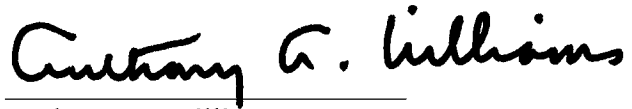
James E. Ivey, President
AFSCME District Council 20 and
AFSCME Local 2091



Al Bilik, Executive Assistant
AFSCME District Council 20

APPROVAL

The Collective Bargaining Agreement between the District of Columbia Government and the American Federation of State, County and Municipal Employees, District Council 20 (for Locals 2091, 2743, 2401, 1200 and 2092), dated has been reviewed in accordance with Section 1715(a) of the District of Columbia Comprehensive Merit Personnel Act of 1978 (Section 1-617.15(a), D.C. Official Code, 2001 Edition) and is hereby approved this 28th day of December, 2006.

A handwritten signature in black ink, reading "Anthony A. Williams". The signature is written in a cursive style with a horizontal line underneath.

Anthony A. Williams
Mayor

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT G

Response to Question #23 - 4 pages

Qu. 23 Intra District Transfers _FY20 and FY21 to date.xlsx
FY20 OHR Seller

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	UNPDLE	20	Universal Paid Leave	Department of Employment Services	12,776	Complaint processing per section 108 of the Universal Paid Leave Act.
				Total	12,776	

Qu. 23 Intra District Transfers _FY20 and FY21 to date.xlsx
FY20 OHR Buyer

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	K309HM	01	FY 20 655 15th St	Department of General Services	190,000	Buildout of office space for OHR
OHR	IDCASL	20	SLI	Office of Disability Rights	4,540	Sign Language Interpretation
OHR	9FMHM0	20	Fleet Services	Department of Public Services	1,511	Fleet
OHR	0DCRTP	02	DCRT Data Migration Project - 2010	Office of the Chief Technology Officer	69,977	OHR Case Management System
OHR	0DCRTP	03	DCRT Data Migration Project - 2013	Office of the Chief Technology Officer	12,748	OHR Case Management System
OHR	0DETHM	10	FY20-DC NET RTS	Office of the Chief Technology Officer	808	OCTO Assessment
Total					279,585	

Qu. 23 Intra District Transfers _FY20 and FY21 to date.xlsx
FY21 OHR Seller

Program	Project	Ph	Title	Buyer Agency	Grand Total	Purpose of MOU
OHR	UNPDLE	21	Universal Paid Leave	Department of Employment Services	1,858,227	Complaint processing per section 108 of the Universal Paid Leave Act.
				Total	1,858,227	

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	L21HM0	03	NON-DCNET SERVICES	Office of Finance and Resource Management	2,000	NON-DCNET SERVICES
OHR	9FMHM0	21	Fleet Services	Department of Public Works	2,118	Fleet
OHR	DTHM21	10	DCNET SERVICES	Office of the Chief Technology Officer	2,245	OCTO Assessment
Total					6,363	

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT H

Response to Question #25 - 9 pages

FY2020 OHR Purchase Card Expenditures – Stephanie Franklin (Purchaser)

***NOTE:** In Q2 of FY2020 at the onset of the public health emergency due to the coronavirus (COVID-19) pandemic, District agencies were required to select a single agency purchase card holder to manage expenditures under the emergency status. Though prior to this, OHR had two purchase card holders (Albert Santiago and Stephanie Franklin), the agency Interim Director (as of March 2020) selected Stephanie Franklin as the sole purchase card holder for the duration of the public health emergency*

Purchase Date	Amount	Vendor Name	Purpose of Expenditure	Purchaser
10/3/2019	15.89	ADOBE *800-833-6687	Adobe Acrobat software trial for agency Director.	Stephanie Franklin
10/04/2019	120.00	PAYPAL	Rented space at IN3 to conduct focus group for Street Harassment Prevention Program.	Stephanie Franklin
10/10/2019	149.00	REV.COM	Transcription services from focus groups conducted for the Street Harassment Prevention Program.	Stephanie Franklin
10/14/2019	99.00	DC BAR	Employment Law 2019 Trends course at DC Bar for staff member, Stirling Phillips.	Stephanie Franklin
11/04/2019	15.89	ADOBE *800-833-6687	Adobe Acrobat subscription for agency Director.	Stephanie Franklin
11/21/2019	19.00	CREATIVEMARKET.COM	Design assets for agency publications including infographics.	Stephanie Franklin
11/26/2019	91.16	STICKER MULE	Stickers printed for Human Rights Month event.	Stephanie Franklin
11/26/2019	4.00	REV.COM	Transcription services for closed captioning of video.	Stephanie Franklin
11/26/2019	85.84	PUREBUTTONS COM LLC	Buttons printed for Human Rights Month event.	Stephanie Franklin
11/27/2019	47.60	2COCOM*MOVAVI.COM	Video editing software for OHR promotional material.	Stephanie Franklin
11/27/2019	(6.00)	PUREBUTTONS COM LLC	Credit applied to order of buttons printed for Human Rights Month event.	Stephanie Franklin
12/02/2019	496.87	JESMAR GRAPHICS	Tote bags Human Rights Month event. 50% deposit.	Stephanie Franklin

			Initial invoice.	
12/02/2019	275.60	CHAMPION AWARDS	Trophies for Human Rights Month event.	Stephanie Franklin
12/03/2019	15.89	ADOBE *800-833-6687	Adobe Acrobat software for agency Director.	Stephanie Franklin
12/09/2019	496.88	JESMAR GRAPHICS	Tote bag event giveaways from Human Rights Month event in December 2019. Remaining balance payment.	Stephanie Franklin
12/09/2019	14.00	METRO 025-UNION STN N	Metro cards for employee travel to meetings, trainings and other work-related activities/events.	Stephanie Franklin
12/09/2019	10.00	METRO 025-UNION STN N	Metro cards for employee travel to meetings, trainings and other work-related activities/events.	Stephanie Franklin
12/09/2019	24.00	METRO 025-UNION STN N	Metro cards for employee travel to meetings, trainings and other work-related activities/events.	Stephanie Franklin
12/09/2019	21.00	METRO 025-UNION STN N	Metro cards for employee travel to meetings, trainings and other work-related activities/events.	Stephanie Franklin
12/11/2019	20.00	NEXTSPARK - FLEXIQUIZ	Survey tool for EEO Training Series.	Stephanie Franklin
01/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat Pro subscription for agency Director.	Stephanie Franklin
01/13/2020	20.00	NEXTSPARK - FLEXIQUIZ	Quiz software for EEO Counseling Program.	Stephanie Franklin
02/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat program for agency Director.	Stephanie Franklin
02/03/2020	959.88	ADOBE CREATIVE CLOUD	Adobe Creative Suite annual subscription for agency material production. Used by the Communications & Community Engagement Unit.	Stephanie Franklin
02/13/2020	2.00	REV.COM	Transcription services for closed captioning on agency video production.	Stephanie Franklin
02/25/2020	95.00	IDEALIST.ORG 2752794	Job posting for recruitment of additional OHR staff on web platform.	Stephanie Franklin
02/26/2020	1.00	REV.COM	Transcription services for closed captioning on agency video production.	Stephanie Franklin
02/26/2020	25.87	INDEED	Job posting for recruitment of additional OHR staff on	Stephanie Franklin

			web platform.	
03/02/2020	54.13	INDEED	Job posting for recruitment of additional OHR staff on web platform.	Stephanie Franklin
03/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat Pro subscription for Agency Director.	Stephanie Franklin
03/05/2020	995.00	NATIONAL EMPLOYMENT LA	Training registration for Mediation Manager.	Stephanie Franklin
03/18/2020	949.97	LOGMEIN	GoToMeeting videoconference web platform annual subscription for OHR Mediation Team and general use during modified telework posture due to the public health emergency.	Stephanie Franklin
03/18/2020	543.78	EIG	Constant Contact email marketing platform for agency community email blasts and other use by OHR Communications and Community Engagement Team.	Stephanie Franklin
04/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat subscription for agency Director.	Stephanie Franklin
05/01/2020	13.90	DOCUSIGN	COVID-19 related purchase for secure electronic document management trial. This service is used to securely deliver and receive digitally signed and authorized agreements on OHR cases.	Stephanie Franklin
05/04/2020	2,544.00	DOCUSIGN	COVID-19 related purchase for secure electronic document management annual subscription for 5 users. This service is used to securely deliver and receive digitally signed and authorized agreements on OHR cases.	Stephanie Franklin
05/04/2020	15.89	ADOBE *800-833-6687	Adobe Pro subscription charged monthly for agency Director's use.	Stephanie Franklin
05/21/2020	180.00	CHARGE.PREZI.COM	Annual presentation digital software subscription used on a weekly basis by OHR Communications & Community Engagement Unit.	Stephanie Franklin
05/27/2020	1,271.37	SHRED-IT USA LLC	Quarterly shredding service for disposal of confidential materials at OHR.	Stephanie Franklin
06/03/2020	15.89	ADOBE *800-833-6687	Adobe Pro subscription charged monthly for agency	Stephanie Franklin

			Director's use.	
06/15/2020	190.67	ACROBAT PRO SUBS	Annual Adobe Pro subscription for agency OHR HR Manager's use.	Stephanie Franklin
06/16/2020	550.00	DC BAR	DC Bar course registration for two employees in OHR Enforcement Unit in June 2020.	Stephanie Franklin
06/16/2020	825.00	DC BAR	DC Bar course registration for three employees in OHR Legal Unit in July 2020.	Stephanie Franklin
06/16/2020	1,650.00	DC BAR	DC Bar course registration for six employees in OHR Enforcement Unit in June 2020.	Stephanie Franklin
06/30/2020	401.00	DC BAR	DC Bar License Renewal for agency General Counsel.	Stephanie Franklin
06/30/2020	401.00	DC BAR	DC Bar License Renewal for agency Attorney Advisor.	Stephanie Franklin
06/30/2020	401.00	DC BAR	DC Bar License Renewal for agency Attorney Advisor.	Stephanie Franklin
07/02/2020	19.00	EB THE SCIENCE AMP PR	The Science & Practice of Trauma Informed Leadership Training registration for agency Mediation Manager.	Stephanie Franklin
07/02/2020	19.00	EB THE SCIENCE AMP PR	The Science & Practice of Trauma Informed Leadership Training registration for agency Administrative Officer.	Stephanie Franklin
07/02/2020	19.00	EB THE SCIENCE AMP PR	The Science & Practice of Trauma Informed Leadership Training registration for Enforcement Unit Manager.	Stephanie Franklin
07/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat subscription for agency Director.	Stephanie Franklin
07/03/2020	44.60	STANDARD OFFICE SUPPLY	Notary equipment and supplies for OHR staff.	Stephanie Franklin
07/08/2020	72.85	STANDARD OFFICE SUPPLY	Notary equipment and supplies for OHR staff.	Stephanie Franklin
08/03/2020	15.89	ADOBE *800-833-6687	Adobe Acrobat subscription for agency Director.	Stephanie Franklin
08/04/2020	1,980.00	EEOC TRAINING INST	EEOC Training Institute Registration for a virtual	Stephanie Franklin

			conference for OHR Mediation Team staff members.	
08/17/2020	2.66	INTERNATIONAL TRANSACTION	International transaction fee for QR Code Generator platform. Invoice is charged in Euros instead of USD.	Stephanie Franklin
08/17/2020	177.55	QR-CODE-GENERATOR.COM	QR code generator web platform subscription for campaign QR codes used for the transgender survey.	Stephanie Franklin
09/02/2020	357.00	INDEED	Job posting web platform for OHR employment vacancy advertisement.	Stephanie Franklin
09/17/2020	165.93	SHRED-IT	Document shredding services.	Stephanie Franklin
09/18/2020	543.78	EIG	Constant Contact annual subscription for email marketing.	Stephanie Franklin
09/21/2020	5,160.00	CLEAR CHANNEL OUTDOOR	Advertising and production costs with Clear Channel Outdoors for Transgender and Nonbinary Employment Survey. This includes five bus shelter ads.	Stephanie Franklin
09/22/2020	1,375.00	DC BAR	Course registration for five OHR Staff members to participate in a two-day virtual training series hosted by DC Bar.	Stephanie Franklin

FY2020 OHR Purchase Card Expenditures – Albert Santiago (Purchaser)

Purchase Date	Amount	Vendor Name	Purpose of Expenditure	Purchaser
10/16/2019	129.00	DC BAR	Legal Training for Linda Taylor –Mediator	Albert Santiago
10/31/2019	99.00	DC BAR	Legal Training for Stirling Phillips – Mediator	Albert Santiago
10/31/2019	129.00	DC BAR	Legal Training for Linda Taylor –Mediator	Albert Santiago
11/08/2019	1,200.00	MSI*IDPLLC	Fair Housing Training for Ajan Brown-Community Engagement Specialist	Albert Santiago
11/12/2019	117.45	STANDARD OFFICE SUPPLY	Public Notary Supplies for Bianca Bell previous EEO Specialist	Albert Santiago
11/13/2019	168.00	SUPERIOR COURIERS LLC	Cost for official courier services for November	Albert Santiago
12/02/2019	112.00	SUPERIOR COURIERS LLC	Cost for official courier services in the month of December	Albert Santiago
12/18/2019	176.00	SPECTRUM MANAGEMENT LL	Provided 2 copies of office keys - Locksmith	Albert Santiago
12/18/2019	117.45	STANDARD OFFICE SUPPLY	Public Notary Supplies for Sandy Gallardo – Intake Officer – Enforcement Team	Albert Santiago
01/06/2020	56.00	SUPERIOR COURIERS LLC	Cost for official courier services in the month of January	Albert Santiago
01/09/2020	77.95	INT*IN *CAPITOL MARKIN	Self-ink date stamp for the Commission on Human Rights	Albert Santiago
01/14/2020	23.67	FEDEX	Fedex Ground Delivery of Confidential documents	Albert Santiago
01/14/2020	10.16	INTERNATIONAL TRANSACTION	International Transaction fee- Japan	Albert Santiago
01/14/2020	677.11	JTB ITNET SETTLEMENT	Hotel Reservation for the attendee of the 14th United Nations Congress on Crime Prevention & Criminal Justice in Japan(Albert Santiago

			Kyoto Congress)- Charles Thornton	
01/16/2020	170.21	SHRED-IT	Quarterly shredding service for disposal of confidential materials at OHR.	Albert Santiago
01/18/2020	27.23	INTERNATIONAL TRANSACTION	International Transaction fee	Albert Santiago
01/18/2020	1,815.28	JTB ITNET SETTLEMENT	Travel expenses associated with the 14 th United Nations Congress on Crime Prevention & Criminal Justice in Japan(Kyoto Congress)- Charles Thornton	Albert Santiago
01/31/2020	209.99	SUCCESSORIES	Recognition Award Plaque	Albert Santiago
02/04/2020	2,380.56	LEXIS NEXIS	Lexis Nexis Annual Subscription fees	Albert Santiago
02/04/2020	28.00	SUPERIOR COURIERS LLC	Cost for official courier services in the month of February 2020	Albert Santiago
02/26/2020	2,795.00	EB STRATEGIC GOVERNME	The Advanced Learning Institute training on Strategic Government Communications: Engaging Your Audiences and Advancing Agency Missions- Stephanie Franklin	Albert Santiago
03/06/2020	26.00	SUPERIOR COURIERS LLC	Cost for official courier services in the month of March 2020	Albert Santiago
03/11/2020	117.45	STANDARD OFFICE SUPPLY	Public Notary Supplies for Alexis Applegate –Attorney Advisor	Albert Santiago
03/17/2020	158.22	IN *CAPITOL MARKING PR	Signature Stamp for previous Agency Director- Michelle Garcia	Albert Santiago
04/02/2020	150.00	NEW YORK STATE BAR ASS	Legal Training fees	Albert Santiago

FY2021 to date, OHR Purchase Card Expenditures – Stephanie Franklin (Purchaser)

Purchase Date	Amount	Vendor Name	Purpose of Expenditure	Purchaser
10/06/2020	500.00	NATIONAL FAIR HOUSING	National Fair Housing Alliance 2-day training registration for OHR Enforcement Staff Members, Mary Wallace and Meghan Burns.	Stephanie Franklin
10/12/2020	154.00	MURPHY CAP AND GOWN	Vendor for purchase of robe for newly onboarded Administrative Law Judge, Judge Brandes Ash to the Commission on Human Rights.	Stephanie Franklin
11/05/2020	1,986.25	NATIONAL EMPLOYMENT LA	National Employment Law Institute virtual conference registration for OHR Legal team (4 employees) in December 2020: Hnin Khaing, Thomas Deal, Charles Abbott and Alexis Applegate	Stephanie Franklin
11/09/2020	118.54	SHRED-IT	Document shredding service (Shred-It) monthly payment for October 2020.	Stephanie Franklin
11/11/2020	402.15	SHRED-IT	Document shredding service (Shred-It) payment for overdue balance carrying over from August and September 2020.	Stephanie Franklin
12/14/2020	2,060.00	PLANET DEPOS	Deposition services for OHR Office of General Counsel. Services used by Attorney Advisor, Charles Abbott on 12/10/2020.	Stephanie Franklin
12/31/2020	8.50	FEDEX	Legal case material same-day FedEx delivery requested by OHR Attorney Advisor, Charles Abbott.	Stephanie Franklin
01/06/2021	(370.80)	PLANET DEPOS	Partial deposit return/refund for deposition services rendered. Request	Stephanie Franklin

			made by OHR Attorney Advisor, Charles Abbott.	
02/02/2021	959.88	ADOBE CREATIVE CLOUD	Annual subscription for Adobe Creative Suite used by Communications Director, Stephanie Franklin, to design, brand and layout agency publications, campaign ads and enforcement materials.	Stephanie Franklin
02/12/2021	120.82	SHRED-IT	Document shredding service (Shred-It) monthly payment for January 2021.	Stephanie Franklin
02/15/2021	240.00	FLEXIQUIZ - NEXTSPARK	Survey tool for EEO Training Series.	Stephanie Franklin

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT I
Response to Question #26 - 25 pages



DATE: 7/14/2020

DUE DATE: _____

DEADLINE DATE: _____

☐ Expedite Process

SUBJECT:	MOU DGS OHR - Buildout Tenant Improvement Allowance 655 15th Street NW			
ORIGINATOR:	NAME: Ik Imo PHONE NUMBER: (202) 679-3284			
TITLE	NAME		Director Received Date:	
			INITIAL	DATE
Training Specialist	VENOLA JOHNSON			
Applicable Associate Director	<input type="checkbox"/> RALPH McLEAN, ACTING <input type="checkbox"/> DONNY GONZALEZ <input type="checkbox"/> GEORGE LEWIS <input type="checkbox"/> IKEOGU IMO <input type="checkbox"/> SHAWN WINSLOW <input type="checkbox"/> PAUL BLACKMAN <input type="checkbox"/> JOHN A. STOKES <input type="checkbox"/> JARED LANG		II	
Resource Allocation	WANDA JONES		WJ	
Chief Operating Officer	YOHANCE FULLER		YF	
Deputy Chief Operating Officer	DANIELLE MEADORS		DM	
Chief Administrative Officer	MICHELLE DEE		MD	
Agency Fiscal Officer	ANTOINETTE HUDSON-BECKHAM			
Supervisory Attorney (Legal Sufficiency)	<input type="checkbox"/> BETH-SHERRI AKYEREKO <input type="checkbox"/> CHARLES BROWN <input type="checkbox"/> KATHERINE JOUGH <input type="checkbox"/> KRISTEN WALP <input type="checkbox"/> VAUGHN ADAMS		KJ	
General Counsel	XAVIER BELTRAN		XB	

DLRS _____

Office of the Director

Director	KEITH A. ANDERSON			KAA	
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Summary:

For all documents:

Title of Document:

Contracting Party (if applicable):

For Portfolio Division documents only:

Realty Specialist:

Attorney Assigned (if applicable):

District as: ☐ Landlord ☐ Tenant ☐ Licensee ☐ Licensor ☐ Declarant
☐ Permittor ☐ Permittee ☐ Grantee ☐ Grantor ☐ Other

Type of Document: ☐ In-Lease ☐ Amendment to In-Lease ☐ In-License ☐ Out-License
☐ Out-Lease ☐ Amendment to Out-Lease ☐ MOU ☐ LOI
☐ ANC Letter ☐ Other
_____ (Legal - insert from Salesforce options)

Date Document Executed: _____

☐ ELMO

**MEMORANDUM OF UNDERSTANDING BETWEEN
OFFICE OF HUMAN RIGHTS AND
THE DEPARTMENT OF GENERAL SERVICES
FY2020**

I. INTRODUCTION

This Memorandum of Understanding (“MOU”) is entered into between the Office of Human Rights (“OHR” or “Buyer”), and the Department of General Services (“DGS” or “Seller”), collectively referred to herein as the “Parties.”

II. PROGRAM GOALS AND OBJECTIVES

The District of Columbia, by and through DGS, executed that certain Award of In Lease, dated July 18, 2014 with The Metropolitan Square Associates, LLC (“Landlord”), for premises located on the 4th and 5th floors in a building situated at 655 15th Street, NW, Washington, DC (the “Base Lease”), which was amended by the First Amendment to Award of In Lease, dated December 21, 2015 (the “First Amendment”), which was amended by the Second Amendment to Award of In Lease, dated February 13, 2018 (the “Second Amendment”) (the Base Lease, First Amendment, and Second Amendment are collectively referred to as the “Lease”). The purpose of this MOU is to accommodate the Intra-District transfer of funding from OHR to DGS for the Landlord buildout of approximately 4,108 square feet of office space that remains unfinished pursuant to the Lease (the “Project”). The Project scope is based on the final space design provided by Atelier Architects, dated March 6, 2020.

The Parties seek to enter into this MOU to outline the terms pursuant to which OHR will provide funding in the amount of One Hundred Ninety Thousand Dollars (\$190,000.00) to pay for a portion of the total Project cost. The balance of the Project cost will be paid for using Tenant Improvement Allowance per the Lease.

III. SCOPE OF SERVICES

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purpose of this MOU expeditiously and economically, the Parties do hereby agree:

A. Responsibilities of OHR

1. Transfer One Hundred Ninety Thousand Dollars (\$190,000.00) to DGS for completion of the Project.
2. OHR has agreed and approved all final plans, materials, furnishings, and fixtures and other elements for the new space in accordance with practices and building codes followed by District of Columbia Government.

3. All costs associated with the procurement of furniture, file storage, installation of furniture and moving expenses are specifically excluded from this MOU and will be the sole responsibility of OHR.

B. Responsibilities of DGS

1. Appoint a point of contact empowered to discuss the terms of this MOU.
2. Agree to accept the transfer of funds from OHR and administer such funds in accordance with the terms of this MOU.
3. DGS shall manage this Project in accordance with the final space design, dated March 6, 2020, by Atelier Architects.
4. DGS shall provide monthly updates to OHR as to the progress of the Project and consult with OHR regarding material changes to final plans.

IV. DURATION AND EFFECTIVE DATE OF MOU

This MOU shall be effective on the date on which the MOU is fully executed by both the DGS Director or his/her designee, and the Buyer Director or his/her designee. The MOU shall remain in force until September 30, 2020, or upon completion of the provision of goods and services required under this MOU, whichever is sooner.

V. AUTHORITY FOR MOU

D.C. Official Code § 1-301.01(k); D.C. Official Code § 10-551.01

VI. FUNDING PROVISIONS

A. COST OF SERVICES

Total cost of services under this MOU shall not exceed One Hundred Ninety Thousand Dollars (\$190,000.00) and is based upon the most recent Project construction estimate, confirmed by email dated May 5, 2020. In the event of termination of this MOU, all funds received and unspent by Seller pursuant to this MOU shall be returned to Buyer.

B. PAYMENT AND ASSIGNMENTS

Payment of all goods and services shall be made through an Intra-District transfer advance by Seller to Buyer on or before two business days following the Effective Date.

1. Seller shall provide Buyer with listing of itemized costs upon completion of the Project.
2. Seller shall return any excess advance to Buyer within 30 days of completion of Project.

C. ANTI-DEFICIENCY CONSIDERATIONS

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 , (iii) D.C. Official Code § 47-105, and (iv) D.C. Official Code § 1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

VII. COMPLIANCE AND MONITORING

Seller shall be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements.

VIII. RECORDS AND REPORTS

Seller shall maintain records of the transfer of all funds for a period of three years from the date of expiration or termination of the MOU and, upon request of Buyer, make these documents available for inspection by duly authorized representatives of Buyer and other officials of the District or federal government as may be specified by Buyer in its sole discretion.

IX. NOTICE

The following individuals are the contact points for each Party under this MOU:

For Buyer:	For DGS:
Josephine Ansah-Brew Administrative Support Specialist Office of Human Rights 441 4 th St. NW Suite 507 Washington, DC 20001 Phone: 202-812-5712 Email: josephine.ansahbrew@dc.gov	Ikeogu Imo, Associate Director Department of General Services Portfolio Management Division 2000 14 th Street, NW 8 th Floor Washington, DC 20009 Phone: 202-741-7742 Email: ikeogu.imo@dc.gov

X. RESOLUTION OF DISPUTES

The Director of DGS and the Buyer Director or their respective designees shall resolve all adjustments and disputes arising from services provided under this MOU. In the event that the Parties are unable to resolve a financial issue, the matter shall be referred to the D.C. Office of the Chief Financial Officer.

XI. MODIFICATIONS

The terms and conditions of this MOU may be modified only upon written agreement by the Parties.

XII. MISCELLANEOUS

The Parties shall comply with all applicable laws, rules and regulations whether now in force or hereafter enacted or promulgated.

IN WITNESS WHEREOF, the Parties hereto have executed this MOU as follows:

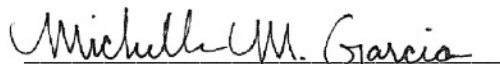
DEPARTMENT OF GENERAL SERVICES

eSigned via SeamlessDocs.com
Key: 664ddfea7bb7ac4a54dbd00915caafed

Keith A. Anderson
Director

Date: July 20, 2020

OFFICE OF HUMAN RIGHTS



Michelle M. Garcia
Interim Director

Date: 6/23/2020



INTRA-DISTRICT STANDARD REQUEST FORM
Government of the District of Columbia



PART I

GENERAL

MOU NUMBER: _____

DATE OF MOU: _____

SELLER INFORMATION

AGENCY: Department of General Services AGENCY CODE: AM0

NAME OF CONTACT: Antoinette Hudson Beckham, Agency Fiscal Officer

ADDRESS : 2000 U Street, 5th Floor
Washington, DC 20001

TELEPHONE # : (202)-698-7476

FAX # : _____

AUTHORIZING OFFICER _____

DATE: ____ / ____ / ____

BUYER INFORMATION

AGENCY: Office of Human Rights AGENCY CODE: HM0

NAME OF CONTACT: Adreana Deane, Agency Fiscal Officer

ADDRESS : 899 North Capitol Street, NE, 5th Floor
Washington, DC 20002

TELEPHONE # : (202) 442-9222

FAX # : (202) 442-4811

AUTHORIZING OFFICER Adreana D. Deane

DATE: 7 / 13 / 2020

PLEASE NEXT PAGE FOR GOODS/SERVICES DESCRIPTION AND FUNDING INFORMATION

PART II

MOU NUMBER: _____ 2 OF 2

2 OF 2

SERVICE INFORMATION AND FUNDING CODES									
---------------------------------------	--	--	--	--	--	--	--	--	--

TOTAL: \$190,000.00

Downloaded from <http://ajphaphysocpubs.phapublications.org/> on November 10, 2015

TOTAL: _____

DATE: _____		TOTAL: _____	

TOTAL:

[illegible]

DATE:	TOTAL:
-------	--------

TOTAL:

[illegible]

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MEMORANDUM OF UNDERSTANDING BETWEEN THE
OFFICE OF DISABILITY RIGHTS AND THE
OFFICE OF THE CITY ADMINISTRATOR
FOR
SIGN LANGUAGE INTERPRETATION SERVICES
FOR PARTICIPATING AGENCIES
(INTRA-DISTRICT FUNDING)
FY 2020

This Memorandum of Understanding ("MOU") is made as of the ____ day of August 2020 by and between the Office of Disability Rights (ODR) ("Seller") and the Office of the City Administrator (OCA) ("Buyer") on behalf of participating District agencies listed in Attachment A.

For and in consideration of the mutual promises contained herein, the Seller and Buyer agencies (hereafter the "Parties") agree as follows:

I. BACKGROUND

- A. This MOU assesses the participating agencies listed in Attachment A for the costs of sign language interpretation services provided through ODR and shall serve as the basis for imposing and collecting assessments from other participating agencies who request sign language interpretation services from ODR after the effective date of this MOU. The City Administrator is signing the MOU on behalf of all participating agencies.
- B. The Office of the Chief Financial Officer, by and through the Agency Fiscal Officer of the Office of Disability Rights, will collect one hundred percent (100%) of the assessments against the participating agencies for the costs of sign language interpretation services (as set forth in Attachment A) as advances after the effective date of this MOU in order to obligate funds for the purchase order issued by ODR for the provision of sign language interpretation services. If an agency requests sign language interpretation services and the costs of those services are not covered by Attachment A, the request will be processed separately from, or as an addendum to, this MOU.

II. SERVICES/OBLIGATIONS OF PARTIES

- A. ODR shall, upon the request of participating agencies, provide sign language interpretation services (via a private contract vendor) for the participating agencies for meetings, conferences, trainings, and other interactions with District residents and consumers who are deaf and hard-of-hearing. The program will also provide interpreter services as a reasonable accommodation for District

government employees who are deaf or hard-of-hearing for meetings, conferences, and trainings.

- B. The following guidelines shall apply to the provision of sign language interpretation services by ODR under this MOU:
1. Interpreters must be requested by a participating agency with at least five (5) business days' notice.
 2. Interpreters generally are not available on an emergency/short-notice basis.
 3. Interpreters are only available for travel within the District.
 4. Interpreters may be provided for District government employees who are deaf or hard-of-hearing as a reasonable accommodation for meetings, conferences and trainings.
 5. If a participating agency cancels a request for an interpreter with less than three (3) business days' notice, the agency shall be responsible for the full cost charged by the contract vendor for the cancellation.
- C. If a request for sign language interpretation services from a participating agency falls outside of the guidelines described in subsection B of this section, interpreter services may be sought independently at the agency's own cost. ODR can assist with arranging for these services.
- D. The City Administrator, on behalf of the participating agencies, agrees to the terms, projected costs, and fund availability associated with the MOU.

III. FUNDING PROVISIONS

A. PAYMENT AND COST OF SERVICES

1. Payment for the services shall be made through Intra-District advances by the participating agencies to ODR in the amounts set forth in Attachment A, and any subsequent addendum. The participating agencies shall submit their advances within ten (10) business days after the effective date of this MOU.
2. ODR and a participating agency listed in Attachment A may increase the relevant amount listed in Attachment A by the mutual agreement of ODR and the participating agency. In addition, an agency not listed in Attachment A may participate in this MOU by the mutual agreement of ODR and the agency.

3. ODR shall provide itemized invoices for each completed service request, which shall explain the amounts billed for that request.
4. Advances to ODR for the services to be performed shall not exceed the amounts set forth in Attachment A, as may be modified pursuant to paragraph A.2 of this section.
5. ODR will relieve the advance and bill the participating agencies through the Intra-District process only for the actual costs of those goods and services actually provided pursuant to the terms of this MOU.
6. ODR shall return any excess advances to the participating agencies by September 30, 2020.

B. FY 2020 ASSESSMENT AMOUNT

The FY 2020 assessment amounts listed in Attachment A are based on the participating agencies' actual FY 2019 expenditures.

C. ADDITIONAL CHARGES

The cost for services under this MOU shall not exceed, for any participating agency, the amount listed on Attachment A for that participating agency for Fiscal Year 2020. Each participating agency shall be responsible for obtaining, and paying for, any SLI services for the agency above the MOU advance amount, unless otherwise agreed to by ODR and the participating agency. Costs above the advance amounts may occur because of increased demand for services by a participating agency, because of increased costs of services, or for other reasons not under the control of ODR. ODR shall notify the participating agencies if increased costs are expected to occur. It is also the responsibility of each participating agency to inform ODR of any current or future activities that may affect projected expenditures. Additional charges shall be paid pursuant to the terms of section III.A.2 of this MOU.

D. ANTI-DEFICIENCY CONSIDERATIONS

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08, (iii) D.C. Official Code § 47-105, and (iv) D.C. Official Code § 1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

IV. DURATION OF MOU

The period of this MOU shall be from October 1, 2019, through September 30, 2020, unless terminated in writing by the Parties before the expiration.

V. AUTHORITY FOR MOU

The authority for this MOU includes D.C. Official Code § 1-301.01(k)

VI. RECORDS AND REPORTS

ODR shall maintain records and receipts for the expenditure of all funds provided for a period of no less than three (3) years from the date of expiration or termination of the MOU and shall make these documents available for inspection by duly authorized representatives of the participating agencies and other officials as may be specified by the City Administrator.

VII. NOTICE

The following individuals are the contact points for each Party under this MOU:

For the Seller/ODR

Haydn Demas, ADA Compliance Specialist
Office of Disability Rights
441 4th Street NW, Suite 729N Washington, DC 20001
Phone: 202-724-5055
Email: haydn.demas@dc.gov

For the Buyer/OCA

Barry Kreiswirth, General Counsel
Office of the City Administrator
1350 Pennsylvania Avenue NW, Suite 513
Washington, DC 20004
Phone: 202-615-2091
Email: barry.kreiswirth@dc.gov

VIII. MODIFICATIONS

The terms and conditions of this MOU may be modified only upon prior written agreement by the Parties.

[signature page follows]

IN WITNESS WHEREOF, the Parties hereto have executed this MOU as of the day and year written below:

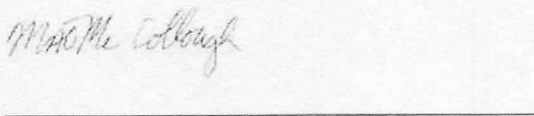
Buyer (on behalf of the participating agencies):

A handwritten signature in black ink, appearing to read 'Kevin Donahue', written over a horizontal line.

Date: 9/4/20

Kevin Donahue, Interim City Administrator

Seller:

A handwritten signature in black ink, appearing to read 'Mathew McCollough', written over a horizontal line.

Date: 8/25/2020

Mathew McCollough, Director (ODR)

ATTACHMENT A

Participating Agencies FY 2020 Advance Amounts

Participating Agencies — FY 2019 Usage and FY 2020 Advance Amounts				
Agency Code	Agency Acronym	Buyer Agency Name	Actual FY19 Usage	FY 2020 MOU Advance Amount
AA0	EOM	Executive Office of the Mayor	\$21,357.40	\$21,358.00
BA0	OS	Office of the Secretary	380.00	380.00
BD0	OP	Office of Planning		1,000.00
BE0	DCHR	Department of Human Resources	4,380.00	4,380.00
BN0	HSEMA	Homeland Security and Emergency Management Agency	3,950.00	3,950.00
CF0	DOES	Department of Employment Services	22,231.00	22,231.00
CI0	OCTFME	Office of Cable Television, Film, Music, and Entertainment		1,000.00
CR0	DCRA	Department of Consumer and Regulatory Affairs	3,242.00	3,242.00
DB0	DHCD	Department of Housing and Community Development	2,700.00	2,700.00
EB0	DMPED	Office of the Deputy Mayor for Planning and Economic Development	3,570.00	3,570.00
EN0	DSLBD	Department of Small and Local Business Development	1,995.00	1,995.00
FA0	MPD	Metropolitan Police Department	1,110.00	1,110.00
FB0	FEMS	Fire and Emergency Medical Services Department	1,017.50	1,018.00
GA0	DCPS	D.C. Public Schools	51,995.50	51,996.00
GD0	OSSE	Office of the State Superintendent of Education	4,216.00	4,216.00
GW0	ODME	Deputy Mayor for Education	660.00	660.00
HA0	DPR	Department of Parks and Recreation	1,950.00	1,950.00
HC0	DOH	Department of Health	1,510.00	1,510.00
HM0	OHR	Office of Human Rights	6,363.00	6,363.00
JA0	DHS	Department of Human Services	9,259.00	9,259.00
JZ0	DYRS	Department of Youth Rehabilitation Services	150.00	150.00
KA0	DDOT	District Department of Transportation	10,750.00	10,750.00
KG0	DOEE	Department of Energy and Environment	1,042.50	1,043.00
KV0	DMV	Department of Motor Vehicles	2,100.00	2,100.00
PO0	OCP	Office of Contracting and Procurement	900.00	900.00
SR0	DISB	Department of Insurance, Securities, and Banking	1,841.00	1,841.00
Subtotal - Fund 0703			\$158,669.90	\$160,672.00



INTRA-DISTRICT STANDARD REQUEST FORM

Government of the District of Columbia



PART I

GENERAL

MOU NUMBER: JR0-2020-SLI

DATE OF MOU: 4-Sep-20

SELLER INFORMATION

AGENCY: Office of Disability Rights

AGENCY CODE: JR0

NAME OF CONTACT: Anthony L. Young, Agency Fiscal Officer

ADDRESS : 250 E Street, SW, 6th floor

Washington, DC 20024

TELEPHONE # : (202) 730-1567 (202) 679-3713 mobile

FAX # : _____

AUTHORIZING OFFICER *Anthony L. Young*

DATE: 09/30/20

BUYER INFORMATION

AGENCY: Department of Health

AGENCY CODE: HC0

NAME OF CONTACT: Adreana Deane, Agency Fiscal Officer

ADDRESS : 899 North Capitol Street, NE, 5th Floor

Washington, DC 20002

TELEPHONE # : (202) 442-9222

FAX # : _____

AUTHORIZING OFFICER *Adreana A. Deane*

DATE: 10 / 6 / 20

PLEASE NEXT PAGE FOR GOODS/SERVICES DESCRIPTION AND FUNDING INFORMATION

MOU NUMBER: JR0-2020-SLI 2 OF 2

2 OF 2

GOOD/ SERVICE: Sign Language Interpretation (SLI) Services

TOTAL: \$1,950.00

GOOD/ SERVICE:

TOTAL: _____

GOOD/ SERVICE:

TOTAL: _____

GOOD/ SERVICE:

TOTAL: _____

[illegible]

**AMENDED MEMORANDUM OF UNDERSTANDING
BETWEEN
DISTRICT OF COLUMBIA
DEPARTMENT OF EMPLOYMENT SERVICES
AND
OFFICE OF HUMAN RIGHTS**

I. INTRODUCTION

This Memorandum of Understanding (MOU) is between the District of Columbia Department of Employment Services (DOES) and the Office of Human Rights (OHR), referred to individually as “Party” and collectively as “Parties”.

DOES connects District residents, job seekers, and employers to opportunities and resources that empower fair, safe, effective working communities. DOES, a proud partner of the American Job Center, is an equal opportunity employer/service provider. Translation and interpretation services are available upon request to persons with limited or no English proficiency. Auxiliary aids and services are available upon request to persons with disabilities. DOES through its Office of Paid Family Leave (OPFL) administers and enforces the District of Columbia’s paid family leave program, which provides medical, family, and parental leave benefits to covered employees in the District of Columbia.

OHR was established to eradicate discrimination, increase equal opportunity, and protect human rights for persons who live in or visit the District of Columbia. OHR proactively enforces local and federal human rights laws, including the DC Human Rights Act, through complaints filed at the OHR or through Director’s Inquiries, which allow OHR to identify and investigate practices and policies that may be discriminatory.

II. PURPOSE AND INTENT

D.C. Code § 32-541.08(e) states:

“For complaints, other than a claim determination, that arise under this act, the administrative enforcement procedure and relief shall be the same as that in D.C. FMLA.”

OHR currently enforces the D.C. FMLA. As such, OHR will process complaints other than a claim determination under Section 108 of the Universal Paid Leave Act. On August 31, 2020, the Council enacted the Local Budget Emergency Act of 2020 (Bill 23-0766), which requires that DOES effectuate an intra-District transfer of \$1,858,227 to the Office of Human Rights for implementation of the Universal Paid Leave Implementation Fund Act of 2016. The intent of this MOU is to establish a collaborative relationship between the Parties for the efficient and effective resolution of paid family leave complaints, other than claims determinations, as required pursuant to D.C. Code § 32-541.08(e) and for execution of the requisite intra-District fund transfer.

III. RESPONSIBILITIES OF THE PARTIES

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purposes of this MOU expeditiously and economically, the Parties do hereby agree:

A. RESPONSIBILITIES OF DOES

DOES shall:

1. Transfer \$1,858,227.00 to OHR via Intra-District advance, in accordance with Section VI.B. of this MOU.
2. Provide all PFL directives, policy statements, requirements, or communications that pertain, in whole or in part, to the paid family leave complaints process or protocols, within 48 hours of finalization or receipt.
3. Cooperate with OHR to ensure the proper expenditure of local administrative grant funds consistent with all applicable District of Columbia and federal laws, regulations, directives, policy statements, and requirements.
4. Provide claimants' claims files, when requested by OHR, within ten (10) calendar days of receipt of the request.
5. Work collaboratively to create a secure transmission mechanism for claimants' claims files.
6. Communicate with OHR in a timely manner by responding to all correspondence within twenty-four (24) hours, or the next business day.

B. RESPONSIBILITIES OF OHR

OHR shall:

1. Receive, review, investigate, and resolve all complaints on paid family leave claims, other than claims determinations.
2. Consistent with D.C. Code § 32-541.06(j), develop and deliver educational program for the public through awareness campaign about claims processed by OHR.
3. Receive complaints directly from claimants.
4. Request claimant's claim file from DOES, if needed.

5. Work collaboratively to create a secure transmission mechanism for claimants' claims files.
6. OHR shall utilize any and all funds provided it pursuant to this MOU solely to educate the public and to investigate and adjudicate PFL complaints filed during the fiscal within which the funds were either appropriated or certified for the named expenditure or obligation.

IV. DURATION OF MOU

- A. The period of this MOU shall be from October 1, 2020 through September 30, 2021, unless otherwise dictated by applicable law(s).

V. AUTHORITY FOR MOU

D.C. Official Code § 1-301.01(k) and any other authority under the Parties' programs.

VI. FUNDING PROVISIONS

A. Payment Amount

1. Total payment under this MOU shall not exceed \$1,858,227.00 for FY 2021.

B. Payment Terms

1. DOES shall make the intra-District fund transfer to OHR no later than October 2, 2020.
2. OHR will return any excess advance to DOES by September 30, 2021.
3. The Parties' Directors or designees shall resolve all adjustments and disputes arising from services performed under this MOU. In the event that the Parties are unable to resolve a financial issue, the matter shall be referred to the D.C. Office of Financial Operations and Systems.

1. Anti-Deficiency Considerations

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the Parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-

Deficiency Act, D.C. Official Code §§47-355.01-355.08, (iii) D.C. Official Code §47-105 (2001), and (iv) D.C. Official Code §1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

VII. RECORDS AND REPORTS

OHR shall maintain records and receipts for the expenditure of all funds provided for a minimum of three (3) years from the date of expiration or termination of the MOU and upon the District of Columbia's request make these documents available for inspection by duly authorized representatives of DOES and other officials as may be specified by the District of Columbia at its sole discretion.

OHR shall provide, upon DOES' reasonable request or at regular intervals agreed to by the Parties, copies of accounting statements, budget plans, etc., as may be required by DOES pursuant to the paid family leave administrative grant and applicable federal and local laws, regulations, and directives.

VIII. CONFIDENTIAL INFORMATION

All case information exchanged between the Parties shall be treated with confidentiality provision established under D.C. Code § 32-541.06(h). The Parties to this MOU shall use, restrict, safeguard, and dispose of all information related to services provided pursuant to this MOU, in accordance with all relevant federal and local statutes, regulations, and policies.

IX. TERMINATION

This Agreement shall terminate on September 30, 2021, unless otherwise required by law.

X. NOTICE

The following individuals are the contact point for each Party under this MOU:

Jeffrey J. Reddig
Attorney Advisor, Office of Paid Family Leave
Department of Employment Services
4058 Minnesota Avenue, NE
Suite 4500
Washington, DC 20019
Phone: (202) 664-5754
Email: jeffrey.reddig@dc.gov

Hnin Khaing
General Counsel
D.C. Office of Human Rights

Marion S. Barry, Jr. Building
441 4th Street, NW Suite 570N
Washington, DC 20001
Phone: (202) 741-5865
Email: hnin.khaing@dc.gov

XI. MODIFICATIONS

The terms and conditions of this MOU may be modified only upon prior written agreement by the Parties, prior to its expiration or termination.

XII. MISCELLANEOUS

A. The Parties shall comply with all applicable laws, rules and regulations whether now in force or hereafter enacted or promulgated.

B. DOES-OHR PROGRAM MEETINGS

1. OHR and DOES shall meet from time to time upon the reasonable request of either Party to discuss issues of mutual concern and interest. OHR and DOES shall cooperate in setting the agendas for these meetings and shall alternate chairing the meetings. OHR and DOES shall work cooperatively and in good faith to promptly address issues of concern raised during the meetings.
2. The OHR Director and DOES Director each have designated these staff members to address issues that arise under this MOU. The address and phone numbers to members are as shown below.

OHR MEMBERS

Interim Director – Michelle Garcia - (202) 492-5557
General Counsel – Hnin Khaing – (202) 679-5797

Office of Human Rights
441 4th Street, NW
Suite 570N
Washington, DC 20001
(202) 727-4559

DOES MEMBERS

Director – Dr. Unique Morris-Hughes
Deputy Director – Monnikka Madison – (202) 698 -3702
Attorney for Paid Family Leave Program – Jeffrey Reddig – (202) 664-5754

Department of Employment Services
Office of Paid Family Leave

4058 Minnesota Ave, NE
Suite 4500
Washington, DC 20019

3. This list may be updated as needed by the OHR Director and by the DOES Director. Amendments or substitutions to the list may be made at any time by written notification from the OHR Director or the DOES Director.

C. PROCUREMENT PRACTICES ACT

If a District of Columbia agency or instrumentality plans to utilize the goods or services of an agent or third party (e.g., contractor, consultant) to provide any of the goods or services specified under this MOU, then the agency or instrumentality shall abide by the provisions of the District of Columbia Procurement Practices Reform Act of 2010 (D.C. Official Code §2-351.01 et seq.) to procure the goods or services of the agent or third party.

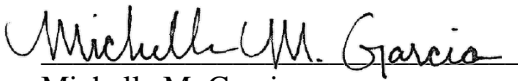
IN WITNESS WHEREOF, the Parties hereto have executed this Amended MOU as follows:

DOES

Dr. Unique Morris-Hughes
Director

Date: 11-24-20

OHR



Michelle M. Garcia
Interim Director

Date: 11/19/2020

Q26 MOUs for FY20 and FY21 to date.xlsx
FY20 OHR Seller

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	UNPDLE	20	Universal Paid Leave	Department of Employment Services	12,776	Complaint processing per section 108 of the Universal Paid Leave Act.
				Total	12,776	

Q26 MOUs for FY20 and FY21 to date.xlsx
FY20 OHR Buyer

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	K309HM	01	FY 20 655 15th St	Department of General Services	190,000	Buildout of office space for OHR
OHR	IDCASL	20	SLI	Office of Disability Rights	4,540	Sign Language Interpretation
OHR	9FMHM0	20	Fleet Services	Department of Public Services	1,511	Fleet
OHR	0DCRTP	02	DCRT Data Migration Project - 2010	Office of the Chief Technology Officer	69,977	OHR Case Management System
OHR	0DCRTP	03	DCRT Data Migration Project - 2013	Office of the Chief Technology Officer	12,748	OHR Case Management System
OHR	0DETHM	10	FY20-DC NET RTS	Office of the Chief Technology Officer	808	OCTO Assessment
Total					279,585	

Q26 MOUs for FY20 and FY21 to date.xlsx
FY21 OHR Seller

Program	Project	Ph	Title	Buyer Agency	Grand Total	Purpose of MOU
OHR	UNPDLE	21	Universal Paid Leave	Department of Employment Services	1,858,227	Complaint processing per section 108 of the Universal Paid Leave Act.
				Total	1,858,227	

Program	Project	Ph	Title	Seller Agency	Grand Total	Purpose of MOU
OHR	L21HM0	03	NON-DCNET SERVICES	Office of Finance and Risk Management	2,000	To cover the costs associated with Requests for Telephone Services (RTS)
OHR	9FMHM0	21	Fleet Services	Department of Public Works	2,118	Fleet
OHR	DTHM21	10	DCNET Services	Office of the Chief Technology Officer	2,245	OCTO Assessment
Total					6,363	

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT J
Response to Question #28 - 11 pages

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
FUND LEVEL

Approp Fund	GAAP Category Title	Comp Source Group	Comp Object	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explanations	FY 2021 BUDGET	FY 2021 EXPENDITURE
0100	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0111 - CONTINUING FULL TIME	2,641,736.95	3,062,724.42	-420,987.47		4,799,097.52	652,528.64
		0011 - REGULAR PAY - CONT FULL TIME - Total		2,641,736.95	3,062,724.42	-420,987.47		4,799,097.52	652,528.64
		0012 - REGULAR PAY - OTHER	0121 - TEMPORARY FULL-TIME	0	0	0		231,442.86	0
			0125 - TERM FULL-TIME	769,026.5	199,566.76	569,459.74		248,139.1	60,536.44
		0012 - REGULAR PAY - OTHER - Total		769,026.5	199,566.76	569,459.74		479,581.96	60,536.44
		0013 - ADDITIONAL GROSS PAY	0132 - ADMINISTRATIVE PREMIUM	0	8,834.46	-8,834.46		0	0
			0134 - TERMINAL LEAVE	0	24,642.03	-24,642.03		0	0
			0138 - BONUS PAY	0	3,078.27	-3,078.27		0	0
		0013 - ADDITIONAL GROSS PAY - Total		0	36,554.76	-36,554.76		0	0
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0141 - GROUP LIFE INSURANCE	0	1,853.54	-1,853.54		0	373.67
			0142 - HEALTH BENEFITS	0	415,465.09	-415,465.09		0	90,905.73
			0147 - MISC FRINGE BENEFITS	869,714.18	-27,979.09	897,693.27		1,327,577.86	0
			0148 - RETIREMENT CONTRIBUTION - FICA	0	194,839.42	-194,839.42		0	41,160.19
			0154 - OPTICAL PLAN	0	2,657.92	-2,657.92		0	573.2
			0155 - DENTAL PLAN	0	8,031.11	-8,031.11		0	1,717.5
			0157 - PREPAID LEGAL	0	1,141.54	-1,141.54		0	277.02
			0158 - MEDICARE CONTRIBUTION	0	46,176.55	-46,176.55		0	9,775.48
			0159 - RETIREMENT	0	143,745.11	-143,745.11		0	31,931.39
			0160 - DC METRO BENEFITS	0	168.75	-168.75		0	0
			0161 - DC HEALTH BENEFIT FEES	0	18,314.07	-18,314.07		0	3,867.34
			0014 - FRINGE BENEFITS - CURR PERSONNEL - Total		869,714.18	804,414.01	65,300.17		1,327,577.86
		0015 - OVERTIME PAY	0133 - OVERTIME PAY	0	935.71	-935.71		0	400.05
		0015 - OVERTIME PAY - Total		0	935.71	-935.71		0	400.05
		PERSONNEL SERVICES - Total		4,280,477.63	4,104,195.66	176,281.97		6,606,257.34	894,046.65
	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0201 - OFFICE SUPPLIES	0	0	0		18,450	0
			0210 - GENERAL	11,747.58	617.66	11,129.92		11,621.6	11,621
		0020 - SUPPLIES AND MATERIALS - Total		11,747.58	617.66	11,129.92		30,071.6	11,621
		0031 - TELECOMMUNICATIONS	0308 - TELECOMMUNICATIONS	0	808.36	-808.36		0	4,245
		0031 - TELECOMMUNICATIONS - Total		0	808.36	-808.36		0	4,245
		0032 - RENTALS - LAND AND STRUCTURES	0309 - RENTALS - LAND AND STRUCTURES	0	0	0		0	0
		0032 - RENTALS - LAND AND STRUCTURES - Total		0	0	0		0	0
		0040 - OTHER SERVICES AND CHARGES	0404 - MAINTENANCE AND REPAIRS - AUTO	2,000	1,511.05	488.95		2,117.9	0
			0408 - PROF SERVICE FEES AND CONTR	20,070.36	50,278.16	-30,207.8		606,577.03	1,175
			0410 - OFFICE SUPPORT	9,045.9	896.27	8,149.63		16,245.9	12,245.9
			0411 - PRINTING, DUPLICATING, ETC	10,000	0	10,000		10,000	10,000
			0416 - POSTAGE	0	0	0		1,000	0
		0040 - OTHER SERVICES AND CHARGES - Total		41,116.26	52,685.48	-11,569.22		635,940.83	23,420.9
		0041 - CONTRACTUAL SERVICES - OTHER	0409 - CONTRACTUAL SERVICES - OTHER	584,522.04	614,589.7	-30,067.66		662,110.67	42,151.54
		0041 - CONTRACTUAL SERVICES - OTHER - Total		584,522.04	614,589.7	-30,067.66		662,110.67	42,151.54
		0070 - EQUIPMENT & EQUIPMENT RENTAL	0702 - PURCHASES - EQUIPMENT AND MACHINERY	0	0	0		7,276.57	0
		0070 - EQUIPMENT & EQUIPMENT RENTAL - Total		0	0	0		7,276.57	0
		NON-PERSONNEL SERVICES - Total		637,385.88	668,701.2	-31,315.32		1,335,399.67	81,438.44
0100 - Total		4,917,863.51	4,772,896.86	144,966.65	Variance is primarily a result of vacancy savings.	7,941,657.01	975,485.09		

OFFICE OF HUMAN RIGHTS**FY20 - FY21 BUDGET****FUND LEVEL**

Approp Fund	GAAP Category Title	Comp Source Group	Comp Object	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explanations	FY 2021 BUDGET	FY 2021 EXPENDITURE	
0200	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0111 - CONTINUING FULL TIME	30	26,029.17	-25,999.17		86,494.3	14,193.17	
			0011 - REGULAR PAY - CONT FULL TIME - Total	30	26,029.17	-25,999.17		86,494.3	14,193.17	
		0012 - REGULAR PAY - OTHER	0125 - TERM FULL-TIME	0	0	0		87,931	0	
			0012 - REGULAR PAY - OTHER - Total	0	0	0		87,931	0	
		0013 - ADDITIONAL GROSS PAY	0132 - ADMINISTRATIVE PREMIUM	0	-6,818.46	6,818.46		0	0	
			0134 - TERMINAL LEAVE	0	6,818.46	-6,818.46		0	0	
		0013 - ADDITIONAL GROSS PAY - Total	0	0	0		0	0		
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0141 - GROUP LIFE INSURANCE	0	54.23	-54.23		0	8.24	
			0142 - HEALTH BENEFITS	0	3,533.01	-3,533.01		0	2,241.04	
			0147 - MISC FRINGE BENEFITS	4,014.31	-10,597.46	14,611.77		42,385.34	0	
			0148 - RETIREMENT CONTRIBUTION - FICA	0	6,060.6	-6,060.6		0	812.76	
			0154 - OPTICAL PLAN	0	64.69	-64.69		0	10.67	
			0155 - DENTAL PLAN	0	207.65	-207.65		0	35.2	
			0158 - MEDICARE CONTRIBUTION	0	1,417.47	-1,417.47		0	190.15	
			0159 - RETIREMENT	0	3,003.57	3,003.57		0	709.63	
			0161 - DC HEALTH BENEFIT FEES	0	270.55	-270.55		0	101.06	
			0014 - FRINGE BENEFITS - CURR PERSONNEL - Total	4,014.31	4,014.31	0		42,385.34	4,108.75	
		PERSONNEL SERVICES - Total			4,044.31	30,043.48	-25,999.17		216,810.64	18,301.92
	NON-PERSONNEL SERVICES	0031 - TELECOMMUNICATIONS	0308 - TELECOMMUNICATIONS	0	0	0		0	0	
			0031 - TELECOMMUNICATIONS - Total	0	0	0		0	0	
		0040 - OTHER SERVICES AND CHARGES	0402 - TRAVEL - OUT OF CITY	12,000	12,000	0		12,000	20,955.86	
			0408 - PROF SERVICE FEES AND CONTR	25,461.69	6,066.57	19,395.12		82,859.47	14,480.91	
			0410 - OFFICE SUPPORT	0	0	0		0	-1,732.34	
			0411 - PRINTING, DUPLICATING, ETC	0	0	0		9,082.05	0	
			0419 - TUITION FOR EMPLOYEE TRAINING	10,721.96	10,721.96	0		8,254.14	4,140.34	
			0040 - OTHER SERVICES AND CHARGES - Total	48,183.65	28,788.53	19,395.12		112,195.66	37,844.77	
		0041 - CONTRACTUAL SERVICES - OTHER	0409 - CONTRACTUAL SERVICES - OTHER	6,604.05	0	6,604.05		9,771.76	0	
			0041 - CONTRACTUAL SERVICES - OTHER - Total	6,604.05	0	6,604.05		9,771.76	0	
		NON-PERSONNEL SERVICES - Total			54,787.7	28,788.53	25,999.17		121,967.42	37,844.77
		0200 - Total			58,832.01	58,832.01	0	N/A	338,778.06	56,146.69
0400	NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	0409 - CONTRACTUAL SERVICES - OTHER	89,158.89	73,358.89	15,800		0	0	
			0041 - CONTRACTUAL SERVICES - OTHER - Total	89,158.89	73,358.89	15,800		0	0	
		NON-PERSONNEL SERVICES - Total			89,158.89	73,358.89	15,800		0	0
0400 - Total			89,158.89	73,358.89	15,800	Variance due to contractor underspending.	0	0		
0450	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0111 - CONTINUING FULL TIME	0	0	0		0	0	
			0011 - REGULAR PAY - CONT FULL TIME - Total	0	0	0		0	0	
		0012 - REGULAR PAY - OTHER	0125 - TERM FULL-TIME	0	0	0		0	0	
			0012 - REGULAR PAY - OTHER - Total	0	0	0		0	0	
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0147 - MISC FRINGE BENEFITS	0	0	0		0	0	
			0014 - FRINGE BENEFITS - CURR PERSONNEL - Total	0	0	0		0	0	
		PERSONNEL SERVICES - Total			0	0	0		0	0
		0450 - Total			0	0	0	N/A	0	0

OFFICE OF HUMAN RIGHTS**FY20 - FY21 BUDGET****FUND LEVEL**

Approp Fund	GAAP Category Title	Comp Source Group	Comp Object	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explanations	FY 2021 BUDGET	FY 2021 EXPENDITURE
0700	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0111 - CONTINUING FULL TIME	288,744	10,670.48	278,073.52		930,373	5,505.14
		0011 - REGULAR PAY - CONT FULL TIME - Total		288,744	10,670.48	278,073.52		930,373	5,505.14
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0141 - GROUP LIFE INSURANCE	0	3.05	-3.05		0	3.17
			0142 - HEALTH BENEFITS	0	357.17	-357.17		0	488.61
			0147 - MISC FRINGE BENEFITS	0	1,068.82	-1,068.82		217,854	0
			0148 - RETIREMENT CONTRIBUTION - FICA	0	313.57	-313.57		0	322.99
			0154 - OPTICAL PLAN	0	3.32	-3.32		0	2.83
			0155 - DENTAL PLAN	0	9.65	-9.65		0	7.99
			0158 - MEDICARE CONTRIBUTION	0	73.31	-73.31		0	75.54
			0159 - RETIREMENT	0	263.74	-263.74		0	275.23
			0161 - DC HEALTH BENEFIT FEES	0	12.46	-12.46		0	23
		0014 - FRINGE BENEFITS - CURR PERSONNEL - Total		0	2,105.09	-2,105.09		217,854	1,199.36
		PERSONNEL SERVICES - Total		288,744	12,775.57	275,968.43		1,148,227	6,704.5
	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0201 - OFFICE SUPPLIES	7,500	0	7,500		175,000	0
			0210 - GENERAL	0	0	0		0	30,000
		0020 - SUPPLIES AND MATERIALS - Total		7,500	0	7,500		175,000	30,000
		0035 - OCCUPANCY FIXED COSTS	0310 - OCCUPANCY FIXED COSTS	0	0	0		230,000	0
		0035 - OCCUPANCY FIXED COSTS - Total		0	0	0		230,000	0
		0040 - OTHER SERVICES AND CHARGES	0408 - PROF SERVICE FEES AND CONTR	22,500	0	22,500		0	0
			0410 - OFFICE SUPPORT	0	0	0		200,000	0
			0411 - PRINTING, DUPLICATING, ETC	5,000	0	5,000		0	0
		0040 - OTHER SERVICES AND CHARGES - Total		27,500	0	27,500		200,000	0
		0041 - CONTRACTUAL SERVICES - OTHER	0409 - CONTRACTUAL SERVICES - OTHER	4,559.72	3,119.72	1,440		0	0
		0041 - CONTRACTUAL SERVICES - OTHER - Total		4,559.72	3,119.72	1,440		0	0
		0050 - SUBSIDIES AND TRANSFERS	0507 - SUBSIDIES	0	0	0		100,000	0
		0050 - SUBSIDIES AND TRANSFERS - Total		0	0	0		100,000	0
		NON-PERSONNEL SERVICES - Total		39,559.72	3,119.72	36,440		705,000	30,000
0700 - Total				328,303.72	15,895.29	312,408.43	NPS and PS variances are both a result of low complaint case processing for the Universal Paid Leave Act.	1,853,227	36,704.5

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
ACTIVITY LEVEL

PROGRAM: 1000 - OFFICE OF HUMAN RIGHTS (CC)

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explaintaion	FY 2021 BUDGET	FY 2021 EXPENDITURE
0100	1020 - CONTRACTING AND PROCUREMENT	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0	0	0		0	0
			0040 - OTHER SERVICES AND CHARGES	0	0	0		0	0
		NON-PERSONNEL SERVICES - Total		0	0	0		0	0
		1020 - CONTRACTING AND PROCUREMENT - Total		0	0	0		0	0
	1030 - PROPERTY MANAGEMENT	NON-PERSONNEL SERVICES	0032 - RENTALS - LAND AND STRUCTURES	0	0	0		0	0
			0040 - OTHER SERVICES AND CHARGES	2,000	1,511.05	488.95		2,117.9	0
			0041 - CONTRACTUAL SERVICES - OTHER	190,000	190,000	0		0	0
		NON-PERSONNEL SERVICES - Total		192,000	191,511.05	488.95		2,117.9	0
		1030 - PROPERTY MANAGEMENT - Total		192,000	191,511.05	488.95		2,117.9	0
	1040 - INFORMATION TECHNOLOGY	NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	143,840.07	141,263.67	2,576.4		0	0
			NON-PERSONNEL SERVICES - Total	143,840.07	141,263.67	2,576.4		0	0
		1040 - INFORMATION TECHNOLOGY - Total		143,840.07	141,263.67	2,576.4		0	0
	1060 - LEGAL SERVICES	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	239,339.66	336,907.77	-97,568.11		429,146.53	72,532.47
			0012 - REGULAR PAY - OTHER	100,353.53	0	100,353.53		0	0
			0013 - ADDITIONAL GROSS PAY	0	1,700.11	-1,700.11		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	82,029.91	73,960.62	8,069.29		102,655.53	16,668.05
		PERSONNEL SERVICES - Total		421,723.1	412,568.5	9,154.6		531,802.06	89,200.52
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	1,747.58	601.77	1,145.81		1,621.6	1,621
			0040 - OTHER SERVICES AND CHARGES	0.07	0	0.07		545.46	0
		NON-PERSONNEL SERVICES - Total		1,747.65	601.77	1,145.88		2,167.06	1,621
		1060 - LEGAL SERVICES - Total		423,470.75	413,170.27	10,300.48		533,969.12	90,821.52
	1090 - PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	388,296.81	316,216.86	72,079.95		586,136.03	55,909.73
			0013 - ADDITIONAL GROSS PAY	0	9,873.91	-9,873.91		0	0

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
ACTIVITY LEVEL

PROGRAM: 1000 - OFFICE OF HUMAN RIGHTS (CC)

			0014 - FRINGE BENEFITS - CURR PERSONNEL	93,766.93	78,741.3	15,025.63		140,551.06	14,422.14
			PERSONNEL SERVICES - Total	482,063.74	404,832.07	77,231.67		726,687.09	70,331.87
		NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	0	40,269.24	-40,269.24		27,000	0
			0041 - CONTRACTUAL SERVICES - OTHER	0	9,503.09	-9,503.09		20,000	0
			NON-PERSONNEL SERVICES - Total	0	49,772.33	-49,772.33		47,000	0
		1090 - PERFORMANCE MANAGEMENT	- Total	482,063.74	454,604.4	27,459.34		773,687.09	70,331.87
2030 - INVESTIGATIONS		PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0	0	0		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	0		0	0
			PERSONNEL SERVICES - Total	0	0	0		0	0
		2030 - INVESTIGATIONS	- Total	0	0	0		0	0
2070 - PUBLIC EDUCATION		PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0	0	0		85,570	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	0		20,793.51	0
			PERSONNEL SERVICES - Total	0	0	0		106,363.51	0
		2070 - PUBLIC EDUCATION	- Total	0	0	0		106,363.51	0
2090 - LANGUAGE ACCESS OVERSIGHT		PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	46,192	0	46,192		0	0
			PERSONNEL SERVICES - Total	46,192	0	46,192		0	0
		2090 - LANGUAGE ACCESS OVERSIGHT	- Total	46,192	0	46,192		0	0
0100 - Total				1,287,566.56	1,200,549.39	87,017.17	Variance primarily due to vacancy savings.	1,416,137.62	161,153.39
0700	1060 - LEGAL SERVICES	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	52,258	5,897.46	46,360.54		0	4,798.7
			0014 - FRINGE BENEFITS - CURR PERSONNEL	0	1,219.96	-1,219.96		0	981.2
			PERSONNEL SERVICES - Total	52,258	7,117.42	45,140.58		0	5,779.9
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0	0	0		25,000	0
			0035 - OCCUPANCY FIXED COSTS	0	0	0		100,000	0
			0040 - OTHER SERVICES AND CHARGES	2,500	0	2,500		0	0

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
ACTIVITY LEVEL

PROGRAM: 1000 - OFFICE OF HUMAN RIGHTS (CC)

		0041 - CONTRACTUAL SERVICES - OTHER	1,440	0	1,440		0	0
		NON-PERSONNEL SERVICES - Total	3,940	0	3,940		125,000	0
	1060 - LEGAL SERVICES	- Total	56,198	7,117.42	49,080.58		125,000	5,779.9
1090 - PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	29,991	1,442.21	28,548.79		0	1,274.83
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0	354.81	-354.81		0	313.61
		PERSONNEL SERVICES - Total	29,991	1,797.02	28,193.98		0	1,588.44
	NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	0.	0.	0		0	0
		NON-PERSONNEL SERVICES - Total	0.	0.	0		0	0
	1090 - PERFORMANCE MANAGEMENT	- Total	29,991.	1,797.02	28,193.98		0	1,588.44
2070 - PUBLIC EDUCATION	NON-PERSONNEL SERVICES	0035 - OCCUPANCY FIXED COSTS	0	0	0		100,000	0
		NON-PERSONNEL SERVICES - Total	0	0	0		100,000	0
	2070 - PUBLIC EDUCATION	- Total	0	0	0		100,000	0
0700 - Total			86,189.	8,914.44	77,274.56	Variance primarily due to vacancy savings.	225,000	7,368.34

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
ACTIVITY LEVEL

PROGRAM: 2000 - OHR-EQUAL JUSTICE

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explanation	FY 2021 BUDGET	FY 2021 EXPENDITURE
0100	2010 - INTAKE	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	81,517.76	374,239.13	-292,721.37		432,936.56	70,010.65
			0012 - REGULAR PAY - OTHER	300,923.95	0	300,923.95		0	0
			0013 - ADDITIONAL GROSS PAY	0	14,918.4	-14,918.4		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	92,352.85	113,465.8	-21,112.95		105,186.67	23,530.42
			0015 - OVERTIME PAY	0	272.93	-272.93		0	0
			PERSONNEL SERVICES - Total	474,794.56	502,896.26	-28,101.7		538,123.23	93,541.07
		NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	-114,926	0	-114,926		0	0
			NON-PERSONNEL SERVICES - Total	-114,926	0	-114,926		0	0
		2010 - INTAKE - Total		359,868.56	502,896.26	-143,027.7		538,123.23	93,541.07
2020 - MEDIATION	2020 - MEDIATION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	150,733.42	489,391.09	-338,657.67		409,614.03	109,241.92
			0012 - REGULAR PAY - OTHER	306,530.39	0	306,530.39		82,238.63	0
			0013 - ADDITIONAL GROSS PAY	0	868	-868		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	110,421.06	111,156.41	-735.35		119,520.19	25,294.25
			PERSONNEL SERVICES - Total	567,684.87	601,415.5	-33,730.63		611,372.85	134,536.17
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	15,000	15,000	0		92,353	25,296.41
			NON-PERSONNEL SERVICES - Total	15,000	15,000	0		92,353	25,296.41
		2020 - MEDIATION - Total		582,684.87	616,415.5	-33,730.63		703,725.85	159,832.58
2030 - INVESTIGATIONS	2030 - INVESTIGATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	887,280.7	1,161,961.63	-274,680.93		1,626,400.72	259,786.8
			0012 - REGULAR PAY - OTHER	61,218.63	125,224.71	-64,006.08		203,930.27	40,789.47
			0013 - ADDITIONAL GROSS PAY	0	7,070.46	-7,070.46		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	286,275.69	321,528.07	-35,252.38		493,333.51	77,185.29
			0015 - OVERTIME PAY	0	662.78	-662.78		0	400.05
			PERSONNEL SERVICES - Total	1,234,775.02	1,616,447.65	-381,672.63		2,323,664.5	378,161.61
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	10,000	15.89	9,984.11		10,000	10,000
			0031 - TELECOMMUNICATIONS	0	808.36	-808.36		0	4,245

Attachment FY20 Oversight - Q4 2 of 2
Equal Justice

		0040 - OTHER SERVICES AND CHARGES	19,079	10,771.27	8,307.73		30,020.28	13,420.9
		0041 - CONTRACTUAL SERVICES - OTHER	89,506.22	119,233.91	-29,727.69		193,573.42	1,221.56
		0070 - EQUIPMENT & EQUIPMENT RENTAL	0	0	0		7,276.57	0
		NON-PERSONNEL SERVICES - Total	118,585.22	130,829.43	-12,244.21		240,870.27	28,887.46
2030 - INVESTIGATIONS		- Total	1,353,360.24	1,747,277.08	-393,916.84		2,564,534.77	407,049.07
2050 - FAIR HOUSING PROGRAM	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	13,953.02	6,183.56	7,769.46		15,263.7	0
		0014 - FRINGE BENEFITS - CURR PERSONNEL	3,369.34	1,269.75	2,099.59		3,709.08	0
		PERSONNEL SERVICES - Total	17,322.36	7,453.31	9,869.05		18,972.78	0
2050 - FAIR HOUSING PROGRAM		- Total	17,322.36	7,453.31	9,869.05		18,972.78	0
2060 - RESEARCH AND COMPLIANCE	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	10,000	0	10,000		10,000	10,000
		NON-PERSONNEL SERVICES - Total	10,000	0	10,000		10,000	10,000
2060 - RESEARCH AND COMPLIANCE		- Total	10,000	0	10,000		10,000	10,000
2070 - PUBLIC EDUCATION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	382,055.88	193,669.52	188,386.36		741,584.09	28,317.24
		0012 - REGULAR PAY - OTHER	0	74,342.05	-74,342.05		193,413.06	19,746.97
		0013 - ADDITIONAL GROSS PAY	0	1,700.07	-1,700.07		0	0
		0014 - FRINGE BENEFITS - CURR PERSONNEL	92,259.65	56,678.84	35,580.81		227,204.31	11,042.02
		PERSONNEL SERVICES - Total	474,315.53	326,390.48	147,925.05		1,162,201.46	59,106.23
	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0	0	0		18,450	0
		0040 - OTHER SERVICES AND CHARGES	0	0	0		370,000	0
		0041 - CONTRACTUAL SERVICES - OTHER	135,099.75	135,049.28	50.47		341,177.25	13,545.57
		NON-PERSONNEL SERVICES - Total	135,099.75	135,049.28	50.47		729,627.25	13,545.57
2070 - PUBLIC EDUCATION		- Total	609,415.28	461,439.76	147,975.52		1,891,828.71	72,651.8
2085 - BULLYING PREVENTION OVERSIGHT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	114,926.76	0	114,926.76		114,952	0
		0014 - FRINGE BENEFITS - CURR PERSONNEL	27,752.71	0	27,752.71		27,753	0
		PERSONNEL SERVICES - Total	142,679.47	0	142,679.47		142,705	0
	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	37.19	0	37.19		37.19	0
		NON-PERSONNEL SERVICES - Total	37.19	0	37.19		37.19	0
2085 - BULLYING PREVENTION OVERSIGHT		- Total	142,716.66	0	142,716.66		142,742.19	0

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Equal Justice

	2090 - LANGUAGE ACCESS OVERSIGHT	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	124,926	133.92	124,792.08		196,220	0
		NON-PERSONNEL SERVICES - Total		124,926	133.92	124,792.08		196,220	0
	2090 - LANGUAGE ACCESS OVERSIGHT - Total			124,926	133.92	124,792.08		196,220	0
0100 - Total				3,200,293.97	3,335,615.83	-135,321.86	Variance is primarily a result of PS expenses , offset by Human Rights Comission.	6,066,147.53	743,074.52
0200	2030 - INVESTIGATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	30	26,029.17	-25,999.17		86,494.3	14,193.17
			0012 - REGULAR PAY - OTHER	0	0	0		87,931	0
			0013 - ADDITIONAL GROSS PAY	0	0	0		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	4,014.31	4,091.88	-77.57		42,385.34	4,108.75
		PERSONNEL SERVICES - Total		4,044.31	30,121.05	-26,076.74		216,810.64	18,301.92
		NON-PERSONNEL SERVICES	0031 - TELECOMMUNICATIONS	0	0	0		0	0
			0040 - OTHER SERVICES AND CHARGES	36,279.65	16,884.53	19,395.12		68,108.3	35,104.43
		NON-PERSONNEL SERVICES - Total		36,279.65	16,884.53	19,395.12		68,108.3	35,104.43
	2030 - INVESTIGATIONS - Total			40,323.96	47,005.58	-6,681.62		284,918.94	53,406.35
	2085 - BULLYING PREVENTION OVERSIGHT	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	6,000	6,000	0		29,087.36	0
			NON-PERSONNEL SERVICES - Total		6,000	6,000	0		29,087.36
	2085 - BULLYING PREVENTION OVERSIGHT - Total			6,000	6,000	0		29,087.36	0
2090 - LANGUAGE ACCESS OVERSIGHT	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	5,904	5,904	0		15,000	2,740.34	
		0041 - CONTRACTUAL SERVICES - OTHER	6,604.05	0	6,604.05		9,771.76	0	
		NON-PERSONNEL SERVICES - Total		12,508.05	5,904	6,604.05		24,771.76	2,740.34
	2090 - LANGUAGE ACCESS OVERSIGHT - Total			12,508.05	5,904	6,604.05		24,771.76	2,740.34
0200 - Total				58,832.01	58,909.58	-77.57	N/A	338,778.06	56,146.69
0400	2085 - BULLYING PREVENTION OVERSIGHT	NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	89,158.89	73,358.89	15,800		0	0
			NON-PERSONNEL SERVICES - Total		89,158.89	73,358.89	15,800		0
	2085 - BULLYING PREVENTION OVERSIGHT - Total			89,158.89	73,358.89	15,800		0	0
0400 - Total				89,158.89	73,358.89	15,800	Variance due to contractor underspending.	0	0
0700	2010 - INTAKE	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	21,271	0	21,271		0	12.96
			0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	0		0	2.61
		PERSONNEL SERVICES - Total		21,271	0	21,271		0	15.57

Attachment FY20 Oversight - Q4 2 of 2
Equal Justice

	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	10,000	0	10,000		0	0
		0041 - CONTRACTUAL SERVICES - OTHER	0	0	0		0	0
	NON-PERSONNEL SERVICES - Total		10,000	0	10,000		0	0
2010 - INTAKE - Total			31,271	0	31,271		0	15.57
2020 - MEDIATION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	50,038	2,498.71	47,539.29		0	-555.25
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0	404.36	-404.36		0	-89.84
	PERSONNEL SERVICES - Total		50,038	2,903.07	47,134.93		0	-645.09
	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	0	0	0		0	0
		0041 - CONTRACTUAL SERVICES - OTHER	0	0	0		0	0
	NON-PERSONNEL SERVICES - Total		0	0	0		0	0
	2020 - MEDIATION - Total			50,038	2,903.07	47,134.93		0
2030 - INVESTIGATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	102,556	456.21	102,099.79		930,373	-26.1
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0	49.45	-49.45		217,854	-8.22
	PERSONNEL SERVICES - Total		102,556	505.66	102,050.34		1,148,227	-34.32
	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	7,500	0	7,500		100,000	20,000
		0035 - OCCUPANCY FIXED COSTS	0	0	0		30,000	0
		0040 - OTHER SERVICES AND CHARGES	0	0	0		100,000	0
		0041 - CONTRACTUAL SERVICES - OTHER	0	0	0		0	0
	NON-PERSONNEL SERVICES - Total		7,500	0	7,500		230,000	20,000
	2030 - INVESTIGATIONS - Total			110,056	505.66	109,550.34		1,378,227
2060 - RESEARCH AND COMPLIANCE	NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	0	0	0		0	0
	NON-PERSONNEL SERVICES - Total		0	0	0		0	0
2060 - RESEARCH AND COMPLIANCE - Total			0	0	0		0	0
2070 - PUBLIC EDUCATION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	12,979	375.89	12,603.11		0	0
		0014 - FRINGE BENEFITS - CURR PERSONNEL	0	76.51	-76.51		0	0
	PERSONNEL SERVICES - Total		12,979	452.4	12,526.6		0	0
	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	0	0	0		50,000	10,000
		0040 - OTHER SERVICES AND CHARGES	15,000	0	15,000		100,000	0

Attachment FY20 Oversight - Q4 2 of 2
Equal Justice

		0041 - CONTRACTUAL SERVICES - OTHER	0	0	0		0	0
		0050 - SUBSIDIES AND TRANSFERS	0	0	0		100,000	0
		NON-PERSONNEL SERVICES - Total	15,000	0	15,000		250,000	10,000
	2070 - PUBLIC EDUCATION	- Total	27,979	452.4	27,526.6		250,000	10,000
0700 - Total			219,344	3,861.13	215,482.87	Variances in PS and NPS are due to low case processing for the Universal Paid Leave Act.	1,628,227	29,336.16

OFFICE OF HUMAN RIGHTS
FY20 - FY21 BUDGET
ACTIVITY LEVEL

PROGRAM: 3000 - OFFICE OF HUMAN RIGHTS (CC)

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2020 BUDGET	FY 2020 EXPENDITURE	FY 2020 VARIANCE	Variance Explanation	FY 2021 BUDGET	FY 2021 EXPENDITURE
0100	3010 - HUMAN RIGHTS COMMISSION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	337,440.94	184,154.86	153,286.08		357,493.86	56,729.83
			0013 - ADDITIONAL GROSS PAY	0	423.81	-423.81		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	81,486.04	47,613.22	33,872.82		86,871	12,439.35
		PERSONNEL SERVICES - Total		418,926.98	232,191.89	186,735.09		444,364.86	69,169.18
		NON-PERSONNEL 0041 - CONTRACTUAL SERVICES SERVICES OTHER		11,076	4,539.75	6,536.25		15,007	2,088
		NON-PERSONNEL SERVICES - Total		11,076	4,539.75	6,536.25		15,007	2,088
		3010 - HUMAN RIGHTS COMMISSION - Total			430,002.98	236,731.64	193,271.34		459,371.86
	0100 - Total			430,002.98	236,731.64	193,271.34	Variance primarily due to vacancy savings.	459,371.86	71,257.18
0450	3010 - HUMAN RIGHTS COMMISSION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	0	0	0		0	0
			0012 - REGULAR PAY - OTHER	0	0	0		0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	0		0	0
		PERSONNEL SERVICES - Total		0	0	0		0	0
		3010 - HUMAN RIGHTS COMMISSION - Total			0	0	0		0
	0450 - Total			0	0	0	N/A	0	0
0700	3010 - HUMAN RIGHTS COMMISSION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	19,651	0	19,651		0	0
			PERSONNEL SERVICES - Total		19,651	0	19,651		0
		NON-PERSONNEL 0041 - CONTRACTUAL SERVICES SERVICES OTHER		0	0	0		0	0
		NON-PERSONNEL SERVICES - Total		0	0	0		0	0
	3010 - HUMAN RIGHTS COMMISSION - Total			19,651	0	19,651		0	0
0700 - Total			19,651	0	19,651	Variance due to vacancy savings.	0	0	
Overall - Total				5,394,158.13	4,921,060.62	473,097.51		10,133,662.07	1,068,336.28

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT K

Response to Question #30 - 3 pages

FY20 R

Date	Agy Fund	Admin	Grant No	Grant No Title
7/8/20	0100	OHR	N/A	Local Funding
10/9/20	0705	OHR	N/A	Universal Paid Leave Intra-District

Reprogramming

Reprogramming Amount
\$ 279,696.00
\$ 293,744.00
\$ 573,440.00

nings

Description of Reprogramming
This request is necessary to provide funding for additional office space, data migration to implment the new case mamagement system, extend the contract for executing the trans employment survey and report, and hire contractors to assist with investigations to reduce the case backlog.
This request is necessary to provide funding for personal services in order to meet the MOU requirements in FY20.

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT L

Response to Question #33 - 22 pages

**Contract Monitor: Josephine
Ansah-Brew**

Qu 33: List of contract, procurement, and lease entered

Contracting Party	Nature of Contract /Service Provided	Contract budgeted amount
Adela Ferman	Administrative & Intake Support services	\$ 9,370.00
Alease Parson	Intake and Investigations Support and Consulting Services	\$ 17,550.00
Alexis Hawkins	Summer Law Clerk Support for the Office of General Counsel	\$ 6,000.00
Allison Carlon	Summer Law Clerk Support for the Investigations	\$ 6,000.00
Angele Nsenga	Legal Support Services for Office of General Counsel	\$ 10,500.00
Bhaavya Sinha	Summer Law Clerk for Investigations Unit	\$ 7,000.00
Christin Vivona	Summer Law Clerk for Investigations Unit	\$ 1,010.50
David Kaib	Consultant for Transgender Employment Survey & Analysis	\$ 5,000.00

Dupont Computers	IT Supplies and Laptops for Situational Telework Status	\$ 24,999.50
Dupont Computers	IT Supplies and Laptops for Situational Telework Status	\$ 24,999.50
Ethiopian Community Center	Language Access Education & Outreach on Human Rights for Amharic Speakers	\$ 5,000.00
Elizabeth Maloney	Summer Law Clerk to support Office of the General Council	\$ 6,000.00
Iris Jacob	Youth Bullying Prevention Program Consultant for the Task Force	\$ 18,300.00
Justin Silvey	Legal Analysis & Letter of Determination Writer for Investigations Unit	\$ 8,100.00
Joy Bagwell	LOD Writer	\$ 22,600.00
Khelli Bryant	Fair Housing Investigation Program Support	\$ 10,000.00

Lacy O'neal	Contract Mediator	\$ 2,500.00
Latoya Douglas	Investigations Contractor	\$ 4,375.00
Metro Office Products	General Office Supples	\$ 20,000.00
Metro Office Products	Equipment Maintenace Agreement & Toners	\$ 24,999.90
Multicultural Community Services	Language Translation & Interpretation Services	\$ 24,999.50
Marco Murillo	Renovation & improvement services for the DC Commission on Human Rights	\$ 9,800.00
MAS TV/El Planeta LLC	Language Access News Paper AD for "Census 2020"	\$ 5,000.00
National Coalition Building Institute	Affiliation Fees	\$ 1,200.00
Neal Gross Company	Court Reporting Services for Hearing and Deposition	\$ 4,000.00

Nora Elmubarak	Summer Law Clerk for the Commission on Human Rights	\$ 5,000.00
North Capitol Partners	Storage, moving, and furniture installation Services for the 655 15th St. annex office Location	\$ 10,000.00
Peter Goldberg	Contract Mediator	\$ 10,000.00
Robert Davis	Contract Mediator	\$ 5,000.00
Sonia Adjroud	Transgender Employment Research Fellow	\$ 20,900.00
Sonia Adjroud	Reviewing and analyzing match-pair testing data on the experiences of the transgender and gender non-binary communities regarding employment. Purchase and coordinate Survey Participant Incentives (SPI)	\$ 15,000.00
Sylvia Moreno	Language Access Compliance Report Consultant	\$ 6,400.00
Synergy International Systems	Modifications to the Case Management System for the Commission on Human Rights	\$ 8,088.00
Synergy International Systems	Migration of Data from Synergy's Server to OCTO's dedicated server	\$ 5,250.00

T. Miller Films	Statehood Event Videographer	\$ 3,000.00
The Aquiline Group	Event Planning, Marketing, Print & Design	\$ 24,999.50
Equal Rights Center	Fair Housing Training	\$ 2,625.00
Washington Hispanic Newspaper	Public Education AD on Language Access	\$ 5,500.00
West Publishing Corporation	Online Legal Research Services -West Law	\$ 9,840.00
West Publishing Corporation	CLEAR Investigative Data on-line Subscription	\$ 4,704.00

ed into or extended by your agency during FY 20 and FY 21, to date

Actual Amount Spent	Term of Contract	Competatively Bid?
\$ 9,370.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 14,550.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 6,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 6,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 10,352.50	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 7,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 1,010.50	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 3,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement

\$ 24,013.94	October 1, 2019 to September 30, 2020	DC Supply Schedule
\$ 24,684.24	October 1, 2019 to September 30, 2020	DC Supply Schedule
\$ 5,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 6,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 18,300.00	October 1, 2019 to September 30, 2020	N/A
\$ 8,100.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 22,600.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 7,630.00	October 1, 2019 to September 30, 2020	Single Quote Procurement

\$ 2,500.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 2,100.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
19, 997.18	October 1, 2019 to September 30, 2020	DC Supply Schedule
\$ 24,999.50	October 1, 2019 to September 30, 2020	DC Supply Schedule
\$ 24,999.50	October 1, 2019 to September 30, 2020	Yes
\$ 9,800.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 5,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 1,200.00	October 1, 2019 to September 30, 2020	N/A
\$ 3,924.75	October 1, 2019 to September 30, 2020	Single Quote Procurement

\$ 5,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 9,725.05	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 10,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 5,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 20,900.00	October 1, 2019 to September 30, 2020	N/A... Fellow was selected as a good candidate for the research
\$ 15,000.00	October 1, 2019 to September 30, 2020	N/A... Fellow was selected as a good candidate for the research
\$ 6,400.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 8,088.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 5,250.00	October 1, 2019 to September 30, 2020	Single Quote Procurement

\$ 3,000.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 24,999.50	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 2,625.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 5,500.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 9,840.00	October 1, 2019 to September 30, 2020	Single Quote Procurement
\$ 4,704.00	October 1, 2019 to September 30, 2020	Single Quote Procurement

Contract Monitoring Results /Outcome	Funding Source
The Contractor delivered Administrative & Intake Support services and met the requirements of the contract	Local: \$9,730.00 Federal:\$2,270
The Contractor provided Intake and Investigations Support Consulting Services and met the requirements of the contract	Federal
The Law Clerk provided the required legal and administrative support for the Office of General Counsel (OGC) and met the expectations	Local: \$3,000 Federal:\$3000
The Law Clerk provided the required legal and administrative support for the Invetigations Unit and met the expectations	Local
The Legal Contractor provided the required legal review and writing services for the Office of General Counsel (OGC) and met the contract requirements	Local
The Law Clerk provided the required legal and administrative support for the Investigations unit and met the expectations	Local:\$6,000 Federal:\$1,000
The Law Clerk provided the required legal and administrative support for the Investigations unit and met the expectations	Local
The Contractor provided consulting services in regards to transgender employment survey & analysis and delivered a comprehensive report, according to the requirements of the contract	Local

The contractor provided IT Supplies and Dell Laptops in accordance to the contract requirements	Local
The contractor provided the second set of IT Supplies and Dell Laptops for OHR to continue to support employees with the equipment and supplies that they need to work effectively remotely	Local
The Ethiopian Community Center provided Language Access Education & Outreach on Human Rights for Amharic Speakers	Federal
The Law Clerk provided the required legal and administrative support for the Office of General Counsel (OGC) and met the expectations	Local: \$3,000 Federal:\$3,000
The Contractor provided Youth Bullying Prevention & Consulting Services by leading and providing the necessary resources at the Task Force meeting and focus group discussions in accordance to the DC Youth Bullying Prevention Act of 2012	Federal
The Contractor provided routine maintenance and repairs of OHR fax machines, Printers, and copiers	Local
The Contractor provided court reporting services for public hearings that were scheduled with the Commission on Human Rights and met all the requirements of the contract	Local
The Contractor provided mediation services and met all the requirements of the contract	Local

The Contractor provided support for Public Education, Outreach and Event Planning Services, including design and print and met all the requirements of the contract	Federal
The Contractor provided Investigation support services and met the requirements of the contract	Local
The Contractor provided general office Supplies and toners and met the requirements of the contract	Local
The Contractor provided equipment maintenance services including supplies like toners and drums, and met requirements of the contract	Local: \$10,000 Federal: \$14,999.90
The Contractor provided foreign language interpretation and translation services in accordance with the Language Access Act of 2004 and met the requirements of the contract	Local
The Contractor provided renovation & improvement services for the DC Commission on Human Rights' office suite in accordance to the contractual requirement	Local
El-Tiempo Newspaper placed public education AD in Spanish, on the "Census 2020" and met the terms of the agreement	Local
Annual affiliation fees	Local
The Contractor provided court reporting services for public hearings that were scheduled with the Commission on Human Rights and met all the requirements of the contract	Local

The Law Clerk provided the required legal and administrative support for the Commission on Human Rights and met the expectations	Federal
The Contractor provided storage, moving, and furniture installation services for the 655 15th St. annex office Location in accordance to the contract	Federal
The Contractor provided mediation services and met all the requirements of the contract	Local
The Contractor provided mediation services and met all the requirements of the contract	Local
The Fellow conducted transgender employment research to find out more about employment discrimination against the transgender population	Local
The Fellow conducted transgender employment research to find out more about employment discrimination against the transgender population	Local
The Contractor drafted the Language Access Compliance Report in collaboration with the Language Access Program Director and submitted all the deliverables	Local
The Contractor provided the necessary modifications to the Case Management System(CMS) for the Commission on Human Rights but did not meet the timeline for delivery and launching of the CMS due to security issues that are currently being resolved	Local
The Contractor came across some security glitches during the data migration to OCTO's server and are currently working with OCTO's security team to resolve the issues	Federal

The Contractor was professional during the Statehood Event as the Videographer and provided the completed work to our Communications Director	Local
The Contractor has a good track record and provided Event Planning, Marketing, Print & Design services according to the contract	Local
The Contractor provided Fair Housing Training for OHR employees who work on Fair Housing Discrimination Cases and met the expectations of the training	Federal
The Contractor met the requirements in placing a Public Education AD in Spanish on the issue of language access and met the requirements of the AD	Local
Contractor met the contract requirements and provided access to West law for OHR employees	Local
Contractor met the contract requirements and provided access to CLEAR investigative data	Federal

Contract Monitor: Josephine
Ansah-Brew

Qu 33: List of contract, procurement, and lease entered into or extended

Contracting Party	Nature of Contract /Service Provided	Contract budgeted amount
Andean Consulting Solutions	Language Translation & Interpretation Services- ACSI Translations	\$10,000.00
Angele Nsenga	Office of General Counsel Legal Support Contractor - Angele Nsenga	\$13,120.00
Aysia Woods	Human Rights Annual Award - Virtual Event Planning & Consulting Services	\$4,750.00
Carahsoft Technology Corp.	DocuSign Subscriptions for Investigation, Intake, Mediation & Legal Units- Carahsoft	\$19,556.63
CDW Government Inc.	Office 365 Licences for new employees	\$5,351.10
Child Trends	Bullying Prevention Services Workshare Agreement	\$25,000.00
Dupont Computers	Computers, Printers, & IT Related Supplies	\$24,999.90
Ethiopian Community Center Inc.	Language Access Education & Outreach on Human Rights for Amharic Speakers	\$1,000.00
Justin Silvey	Professional Legal Services for Investigations Team - LOD Writer	\$10,000.00

Khelli Bryant	Investigation Unit Program Support Specialist Contractor	\$8,800.00
Metropolitan Office Products	Equipment Maintenance & Toners	\$9,999.90
Neal R Gross & Co. Inc.	Court Reporting Services	\$9,999.90
Sonia Adjroud	Transgender Research & Analysis	\$25,000.00
Synergy International Sys, Inc	Commission CMS Annual License Fees	\$2,088.00
The Equal Rights Center	Language Access Testing Workshare Agreement	\$24,945.30
West Publishing Corporation	CLEAR Investigative Data on-line Subscription	\$4,939.20
West Publishing Corporation	Online Legal Reesearch Services -West Law	\$4,939.20

by your agency during FY 20 and FY 21, to date

Actual Amount Spent	Term of Contract	Competatively Bid?
	October 1, 2020 to September 30, 2021	Yes
\$13,119.90	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$2,375.00	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$19,556.63	October 1, 2020 to September 30, 2021	N/A
\$5,351.10	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$3,387.00	October 1, 2020 to September 30, 2021	Workshare Agreement
\$19,564.00	October 1, 2020 to September 30, 2021	DC Supply Schedule
\$0.00	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$5,950.00	October 1, 2020 to September 30, 2021	Single Quote Procurement

\$360.00	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$4,109.78	October 1, 2020 to September 30, 2021	DC Supply Schedule
\$4,109.78	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$11,700.00	October 1, 2020 to September 30, 2021	N/A... Fellow was selected as a good candidate for the research
\$2,088.00	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$18,000.00	October 1, 2020 to September 30, 2021	Workshare Agreement
\$0.00	October 1, 2020 to September 30, 2021	Single Quote Procurement
\$0.00	October 1, 2020 to September 30, 2021	Single Quote Procurement

Contract Monitoring Results /Outcome	Funding Source
ACSI continues to provide Language Translation & Interpretation services through the city-wide contract and is currently meeting the requirements of the contract	Local
The Contractor is currently providing Legal review and writing services to support the Office of General Counsel and is currently meeting the requirements of the contract	Local
The Contractor has completed the planning and marketing stages, and is currently working on launching OHR's first ever virtual Human Rights Annual Award event	Local
The Contractor has provided DocuSign Subscriptions for our Investigation, Intake, Mediation & Legal Units and has met the requirements of the contract	Local
The Contractor has issued 20 additional licenses to OHR according to the Contract	Local
The Contractor is adhering to the project timelines and deliverables accordingly	Local
The Contractor continues to meet the requirements of the contract by providing Laptops and IT Related Supplies as we onboard new staff members	Local
The ECC will provide Language Access Education & Outreach on Human Rights for Amharic Speakers, and plans to meet the requirements of the contract	Local
The contractor continues to meet the requirements and expectations of the contract as a professional legal writer	Local: \$5,000 Federal: \$5,000

The contractor drafts rebuttals in support of the investigations team, and is currently meeting the requirements of the contract	Local
Contractor with years of experience continues to meet the customer service requirement, also responds to service calls within 24 hours	Local
Contractor has been providing Court Reporting Services and copies of the electronic transcript for the Office of General Council and the Commission on Human Rights	Local
The Fellow conducts transgender employment research to assist OHR to better address the common issues through Public awareness programs	Local: \$23,868.75 Federal: \$1,131.25
The contractor has issued the required licenses for the Commission CMS users	Local
ERC is working with our Language Access Director to conduct testing to identify flaws that hinders non-English speaking constituents from accessing government or public services	Federal
The Contractor has provided the CLEAR Investigative Data on-line subscriptions to the designated OHR employees	Local
The Contractor has enrolled employees in West Law and provided each of the enrollees with credentials to access online legal research resources in accordance with the contract	Local

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT M

Response to Question #38 - 12 pages

GOVERNMENT OF THE DISTRICT OF COLUMBIA

ADMINISTRATIVE ISSUANCE SYSTEM

Mayor's Order 2017-313
December 18, 2017

SUBJECT: SEXUAL HARASSMENT POLICY, GUIDANCE AND PROCEDURES

ORIGINATOR: Office of the Mayor

By virtue of the authority vested in me as Mayor of the District of Columbia by sections 422(2), (3), and (11) of the District of Columbia Home Rule Act, 87 Stat. 790; Pub. L. No. 93-198, D.C. Official Code § 1-204.22(2), (3), and (11) (2016 Repl.), and the District of Columbia Human Rights Act of 1977, D.C. Law 2-38, D.C. Official Code §§ 2-1401.01 *et seq.* (2016 Repl.), it is hereby **ORDERED** that:

I. Purpose

The purpose of this Order is to reaffirm and make clear that the District of Columbia Government (the “**District of Columbia**”) does not tolerate any form of sexual harassment in the workplace. Sexual harassment is recognized as one of the most unjust, demeaning, and demoralizing examples of workplace misconduct.

II. Individuals Affected

(a) Prohibitions

The District of Columbia prohibits workplace sexual harassment by all District of Columbia employees, officials, and all employees under the Mayor's jurisdiction. The prohibition also applies to third parties doing business with, or carrying out the goals and objectives of the District of Columbia government, such as vendors, contractors, grantees, customers, and other persons visiting or working at District of Columbia worksites inside and outside District of Columbia agencies, who may not sexually harass District employees. Further, while carrying out their duties as contractors or grantees for the government, contractors and grantees of the District of Columbia may not engage in workplace sexual harassment, although not every procedure set forth in this Order applies to persons not working for the District government. In the course of their duties as members of District of Columbia Boards and Commissions that report up to the Mayor, board members are bound by the procedures and deadlines set forth herein.

(b) Protections

The protections against workplace sexual harassment extend to employees, contractors, interns, and any other persons engaged by the District of Columbia to provide permanent or temporary employment services at District of Columbia worksites inside and outside District of Columbia agencies, and to applicants for District government employment, although not every procedure set forth in this Order applies to persons not working for the government. District of Columbia employees are protected from sexual harassment by contractors, grantees, clients, applicants, and members of the public with whom they interact as part of their District of Columbia employment. Members of Boards and Commissions that report up to the Mayor are also protected as employees. Without limiting this broad definition, persons protected by this Mayor's Order will be referred to as "employees."

(c) Agencies Not Reporting To Mayor

Laws prohibiting sexual harassment apply throughout the District government. Agencies not reporting up to the Mayor are asked to ensure that their employees are given training, information, protections, and processes afforded in this Order to employees of agencies reporting to the Mayor.

III. Definitions of Sexual Harassment**(a) *Quid Pro Quo* Sexual Harassment**

Quid pro quo sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when any one of the following criteria is present:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual.

(b) Hostile Environment Sexual Harassment

Other conduct – if severe or sufficiently pervasive as to alter working conditions – may create a "hostile environment" and is also prohibited. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. Unless the conduct was particularly severe or pervasive, where no warning or admonition is necessary, the person creating such an environment must have been told that the conduct is unwelcome or must stop.

The following are examples of unwelcome conduct that may create an intimidating, hostile or offensive work environment and that are not acceptable in the District of Columbia employment environment, including during work related travel:

1. sex acts;
2. display of sexual organs;
3. giving a preference to a third party who is engaged in a sexual or romantic relationship, to the disadvantage of an employee who is not engaged in a sexual relationship with a supervisor, hiring official, or person exercising authority over the disadvantaged party, (described legally as a "paramour preference");
4. using sexually oriented or sexually degrading language describing an individual or his/her body, clothing, hair, accessories or sexual experiences;
5. sexually offensive comments or off-color language, jokes, or innuendo that a reasonable person would consider to be of a sexual nature, or belittling or demeaning to an individual or a group's sex, sexual orientation, or gender identity;
6. "sexting" or seeking or sending pictures of intimate body parts, or taking or displaying pictures of body parts meant to be covered up (such as "upskirting" pictures), including by sending messages of a suggestive nature on self-destructive messaging apps where documentation of the written word or images is difficult to document;
7. displaying or disseminating sexually suggestive objects, books, screensavers, magazines, photographs, music, cartoons, or computer internet sites or references;
8. unnecessary and inappropriate touching or physical contact, such as intentional and repeated brushing against a colleague's body, touching or brushing a colleague's hair or clothing, massages, groping, patting, pinching, or hugging, that a reasonable person would consider to be of a sexual nature;
9. leering, ogling, or making sexually suggestive gestures or sounds, such as whistling or kissing noises;
10. making inquiries about someone's private sex life or describing one's own sex life;
11. workplace sexual comments, conduct, displays and suggestions between two willing parties that would cause a reasonable third party to be offended;
12. any unwanted repeated contact, including, but not limited to in-person, or telephonic, for romantic or sexual purposes; and

13. sexual assault, stalking, trapping someone such that they are not free to leave and a sexual encounter is expected or threatened, threats of bodily harm relating to sex or the refusal to have sex, or other crimes related to egregious acts of sexual harassment.

(c) Sexual Harassment is Prohibited by and Between All Persons

1. Sexual harassment may be committed by persons of the same sex, or perceived sex, and by those who share the same sexual orientation or the same gender identity or expression, as well as by persons of the opposite sex or gender identity, and shall be prohibited.
2. Sexual harassment is not limited to inappropriate exercise of authority by persons in power over an employee. It can even occur by an employee towards a supervisor.
3. Supervisors are responsible for ensuring a workplace free of sexual harassment.
4. When sexual harassment occurs between colleagues or by clients or customers upon an employee, and it is brought to an appropriate person's attention, the agency must investigate and remedy the situation.

IV. Consensual Relationships

- (a) Sexual or romantic relationships between employees and supervisors in the employee's chain of command are strongly discouraged.
- (b) The Director of the Department of Human Resources (**DCHR**) is directed to develop and propose reporting mechanisms to help guard against conflicts of interest and "paramour preferences" that could arise when sexual or romantic relations develop within the chain of command.
- (c) The existence of a consensual sexual or romantic relationship between an employee and a supervisor may be a factor in any proceeding in which the relationship is alleged to have contributed to a hostile work environment and/or adversely affected the terms and conditions of employment of the involved parties or a third party.
- (d) Employees who engage in a limited consensual relationship with a supervisor or colleague, such as going out to dinner or on dates, remain free to refuse further sexual overtures and have the right to demand that sexual or sexually harassing conduct going beyond that which was consented to must stop. Alternatively, they also may seek the assistance of a supervisor or manager, the agency General Counsel, or the person designated by the agency pursuant to Section V, below, to demand that sexually harassing conduct cease.

- (e) Conduct that was once welcome or consensual may become unwelcome. Once the conduct is no longer welcome, and the formerly-consenting employee, or a supervisor, agency designee or counsel, tells the other party to stop, all unwelcomed behavior of a sexually harassing nature must cease.
- (f) If legal action is commenced against the District of Columbia and/or a supervisor who engaged in a sexual/intimate relationship with an employee, or a person engaged in a potentially-conflictual relationship, the existence of the sexual or romantic relationship will be a factor in the District of Columbia's decision to provide legal representation to the supervisor or the employee(s) engaged in a potentially-conflictual relationship.

V. Procedures for Stopping Sexual Harassment; Reporting, and Investigating Sexual Harassment Claims

(a) Agency Responsibilities

1. Agencies shall immediately disseminate to all employees the Mayor's letter dated December 18, 2017 discussing our DC Values and condemning sexual harassment, as well as this Mayor's Order. Within thirty (30) days after the effective date of this Order, agencies shall follow up to ensure delivery to difficult-to-reach employees, including employees on leave and work-related travel. Each employee shall confirm receipt of these documents by email or signed copy as instructed by the agency.
2. Within thirty (30) days after the effective date of this Order, all agencies shall designate an Equal Employment Opportunity (EEO) Officer, HR Manager, or any other individual competent in EEO laws to accept sexual harassment complaints and review (henceforth, "**Sexual Harassment Officer**") and investigate claims, and an office to which claims should be reported, in the event the Sexual Harassment Officer is unavailable. The name of such designated Sexual Harassment Officer and office must be submitted to the Office of Human Rights at OHR@dc.gov. Changes or updates to this list must be provided to OHR via OHR@dc.gov within ten (10) business days of any such change. Smaller agencies may by agreement obtain assistance from a sister or superior agency in handling these matters provided its employees are notified of who will review and investigate claims of sexual harassment. For the purpose of this Order, agencies availing themselves of another agency's help will still be referred to as the "agency," even if another agency is providing investigation, human resource, and legal help through a jointly-designated Sexual Harassment Officer and office.
3. Within thirty (30) days after the effective date of this Order, each agency shall display, in noticeable and conspicuous locations accessible and used by a substantial number of agency employees, notices setting forth the District of Columbia's policy prohibiting sexual harassment. Each notice shall contain the identity and location of the agency's designated Sexual Harassment Officer, and office, who is responsible for receiving claims of sexual harassment and ensuring

that they are investigated. The notice shall advise employees that a sexual harassment complaint and any subsequent investigation shall be kept confidential to the greatest extent possible consistent with their investigation and resolution.

4. DCHR and the Office of Human Rights (**OHR**) shall develop and deliver ongoing sexual harassment trainings for employees of the District of Columbia. OHR and DCHR shall conduct workshops for approximately 1500 managers by March 14, 2018 and shall ensure that all agencies have the capacity to respond effectively to allegations of sexual harassment, directly or through agreements with other agencies.
5. The Mayor's Office of Legal Counsel (**MOLC**) and OHR shall conduct a training on sexual harassment law before January 31, 2018 for all agency General Counsels or their designees.
6. Managers shall give all employees time to take a course or refresher course on sexual harassment, to be provided by DCHR or OHR, by February 28, 2018, and all current employees shall take such a course, in person or online. New employees shall take a course on sexual harassment as part of the on-boarding process and in no event more than fourteen (14) days of being on-boarded. All employees shall take a refresher course at least once every two (2) years.
7. Those entering into contracts or grants with the District government must affirm that they will abide by the District of Columbia Human Rights Act including its prohibitions on sexual harassment, consistent with 4 DCMR 1100 *et seq.* District agencies drafting contracts and grants shall include such covenants as part of the contract or grant agreement.
8. The best preventative measure to combat sexual harassment is for the workplace to be a place of respect for all persons, at all times. At work, at all times, we seek to serve the residents of the District of Columbia, a mission that is compromised whenever and wherever sexual harassment occurs.

(b) Employee Communication

1. An employee must either: (A) tell the person who is engaging in offensive or inappropriate sexual conduct to stop and that such conduct is unwelcome; or (B) ask the employee's supervisor or counsel or the agency's designated Sexual Harassment Officer to advise the person that the conduct is offensive and unwelcome. Employees and others engaged in intervention are encouraged to document all intervention efforts or requests to cease reported inappropriate sexual conduct, including conversations, text, or email exchanges. Some conduct is so egregious that no warning is necessary before personnel action or other consequences ensue; other times, it is necessary to indicate that the conduct is unwelcome.

2. Employees who believe they are being sexually harassed are urged to collect and preserve evidence of any offensive conduct. However, even in the absence of emails, pictures, or other physical evidence, employees should report sexual harassment as described below.

(c) Reporting Inappropriate or Potentially Inappropriate Conduct of a Sexual Nature

1. All District of Columbia employees are responsible for ensuring the workplace is free of sexual harassment. Employees who know of incidents of sexual harassment, as well as behavior which may create an intimidating, hostile or offensive work environment, or who are victims of sexual harassment or inappropriate conduct, should report the sexual harassment or inappropriate conduct to the Sexual Harassment Officer or office designated by the agency, or the supervisor or manager of the employee engaging in inappropriate conduct, or to their own supervisor. If the alleged harasser is the employee's immediate supervisor, then the employee should report the conduct to the alleged harasser's supervisor, or to the Sexual Harassment Officer.
2. If the complaint is against an agency director, the report shall be submitted to the appropriate Deputy Mayor for review. If the complaint is against a Deputy Mayor the report shall be submitted to the City Administrator. If the report is against the City Administrator, the report shall be submitted to the Mayor's General Counsel, who shall also receive complaints against any agency director in the Executive Office of the Mayor. If the complaint is against the Mayor's General Counsel or the Mayor, an independent consultant shall be hired to conduct an investigation, and a final investigative report shall be submitted to the Inspector General for the District of Columbia for review.
3. If the alleged harasser is the employee's immediate supervisor, then the employee should report the conduct to the alleged harasser's supervisor, or to the Sexual Harassment Officer.
4. The procedures and remedies specified herein are not intended to preclude an employee from seeking any remedies he or she may have in a court of law.

(d) Agency Review and Investigation of Reported Claims

1. Any supervisor or manager who receives a complaint or concern regarding sexual harassment or inappropriate conduct must take immediate steps to notify the Sexual Harassment Officer, who will ensure that an investigation is conducted and take other appropriate action. Any such effort shall be documented.
2. Where there is an allegation of criminal misconduct, including for example, sexual assault, kidnapping, stalking, and threats to do bodily harm, the agency may, after consulting its General Counsel, place the victim and/or the alleged harasser on administrative leave with pay pending final administrative resolution.

of the complaint or any criminal proceeding. The complainant at his or her choice may report the alleged criminal violation to a law enforcement agency, including the Metropolitan Police Department (MPD). Where either the agency or an appropriate law enforcement officer determines that a criminal violation occurred, the agency shall recommend discipline of the perpetrator up to, and including, termination.

3. When an allegation of sexual harassment is reported, including allegations of criminal conduct, the agency shall notify the agency's General Counsel, who in turn must notify MOLC of the allegation.
4. Allegations of sexual harassment shall be investigated and resolved as soon as practicable, but no later than sixty (60) days after reporting. The agency or office investigating the charges must provide the employee and the alleged harasser with a written notification of its findings and conclusions after the sixty (60) day period, and shall convey the same to MOLC.
5. The agency shall also require that any employee found to have engaged in inappropriate conduct who is not terminated must attend mandatory sexual harassment training within sixty (60) days of receipt of the findings. Such training is supplemental to any disciplinary actions and must occur even if the employee recently received training.
6. The agency shall also remind complainants of sexual assault or other possible crimes of the existence of the DC Victim Hotline. The Hotline, 1-844-443-5732, is available 24/7 by telephone, text or online chat to seamlessly connect victims of crime to free resources to help them navigate the physical, financial, legal, and emotional repercussions of crime. In particular, through the Hotline, victims may be matched with an advocate who can help them decide whether to pursue a matter through the criminal justice process.

(e) Employee Responsibility to Participate in Agency Investigation

1. All District of Columbia employees are expected to cooperate in the agency's investigation of sexual harassment complaints.
2. If an employee who alleges sexual harassment, or is believed to have been the victim of sexual harassment, declines to assist and/or participate in the investigation of the allegation, the agency may on its own initiative initiate and conduct an investigation.
3. Agencies must balance the need to respect a victim's wishes not to proceed or cooperate with an investigation, with the responsibility of the agency to ensure a respectful workplace free of sexual harassment. Employees who were not themselves victimized, who, after a direct request of the agency, decline to

participate in a sexual harassment investigation, may be subject to disciplinary action. Any consideration of whether to recommend disciplinary action for failure to cooperate in an investigation requires heightened sensitivity on the part of the agency, and should be conducted in consultation with the agency's General Counsel and MOLC.

(f) Timely Filing; Statute of Limitations

All complaints of sexual harassment shall be reported as promptly as possible. Agencies may consider alleged acts of sexual harassment for disciplinary purposes beyond the legal statute of limitations, consistent with the District Personnel Manual and any collective bargaining agreements, taking into consideration the sensitive nature of the alleged offense, the pressure the complainant may have felt not to report the conduct, when the victim became aware of behavior that was not immediately apparent, or a pattern of harassing behavior that developed over time. The statute of limitations for complaints filed at OHR is within one year of the harassment or its discovery.

(g) Rights of the Alleged Harasser

Persons accused of sexual harassment deserve the full protections afforded to them under the law in administrative matters, including, but not limited to, the right to respond to allegations of sexual harassment; to counsel and representation, including a union representative or other representative of their choosing, and including the presumption of innocence, unless and until there is a finding of harassment after an investigation by the agency or where appropriate, OHR. The right to counsel does not include the right to have counsel paid for by the government.

(h) Interim Remedial Actions

Pending final resolution of a sexual harassment complaint, and in order to protect the rights of the alleged victim as well as the alleged harasser, the agency may take prompt temporary personnel actions that do not result in any adverse employment action to either party. When an agency becomes aware of an allegation of sexual harassment, the agency shall notify the alleged harasser of the reported behavior to ensure that any such conduct ceases immediately and is not repeated.

Interim remedial actions are administrative rather than disciplinary and may include, but are not limited to, transfers, reassignment of duties or reporting requirements, mandatory administrative leave with pay, or other appropriate measures that do not result in reduction of pay, demotion in title or responsibility, or other loss of employee benefits. Where a request for separation, such as a job reassignment, from the alleged harasser is made by the alleged victim, the agency must require the victim to make the request in writing. DCHR is encouraged to find alternative, reasonably comparable placements, even in different agencies, during the pendency of an investigation for the accuser or accused in lieu of administrative leave with pay, where possible.

(i) Discipline for Making False Statements or Representations

In recognition of the seriousness of workplace sexual harassment charges, the agency shall recommend disciplinary action, up to and including termination, of any employee found to have knowingly and intentionally made materially false statements or representations in relation to a sexual harassment claim or investigation. Termination is only available if such statements were in writing and the allegations were formally made with warnings as to their legal force, or under oath.

Consideration of whether to recommend disciplinary action against an employee who is also the alleged victim of sexual harassment requires heightened sensitivity on the part of the agency and should be conducted in consultation with the agency's General Counsel and MOLC.

(j) Discipline after a Finding of Sexual Harassment

The agency shall recommend appropriate disciplinary action, up to and including termination of any employee found to have engaged in sexual harassment as defined in Section III of this Order.

(k) Referral to the Board of Ethics and Government Accountability (BEGA)

Some claims of sexual harassment may also involve ethical violations, such as if an employee is giving gifts to an employee for sexual favors or to a potential reporter of sexual harassment, or if an employee is using government resources to copy and disseminate inappropriate pictures. Credible violations of the Code of Conduct should be reported to BEGA. Its penalties are in addition to any personnel actions taken by the agency.

VI. Concurrent Remedies and Jurisdiction

(a) Filing a Formal Complaint with the Office of Human Rights

In addition to pursuing action within the agency, an alleged victim of sexual harassment, or a person acting on the victim's behalf with or without the victim's consent, may report a sexual harassment claim within one year of the alleged harassment or its discovery to OHR using its Intake Questionnaire Form.

(b) EEO Counseling Option When Filing a Claim with OHR

EEO Counseling is not required prior to the filing of a complaint with OHR; however, if the employee wishes to first seek informal resolution, EEO Counseling is available. To exercise this option, the employee must contact a certified EEO Counselor within 180 days of the alleged harassment. The EEO Counselor must then resolve the complaint within thirty (30) days, or at maximum sixty (60) days, and issue an Exit Letter outlining the rights of the individual reporting the claim as well as the counselor's efforts to resolve

the claim. If the employee is not satisfied with the outcome of the counseling effort, the employee may file a formal complaint with OHR within fifteen (15) days of receiving the Exit Letter. EEO Counselors will not conduct an investigation. They will simply review the case and try to achieve an informal resolution.

VII. Prohibition against Retaliation

(a) Retaliation Prohibited

Retaliating against an employee for reporting or filing a claim of sexual harassment, assisting another person in filing or asserting a claim of sexual harassment, opposing sexual harassment, acting as a witness in a sexual harassment investigation, refusing to follow orders that would result in sexual harassment, intervening to protect others from sexual harassment or advances, or challenging an allegation of sexual harassment, is strictly prohibited. Employees shall not be penalized as a result of their assertion of rights provided under the District of Columbia Human Rights Act or providing truthful information in connection with an investigation (whether on behalf of a complainant or a respondent). Retaliatory behavior can include but is not limited to unwarranted reprimands, unfairly downgrading personnel evaluations, transfers to less desirable positions, verbal or physical abuse, and altered and more inconvenient work schedules. Employees found to have engaged in retaliatory behavior shall be recommended for termination.

(b) Process for Alleging Retaliation

Employees who believe they have been retaliated against must file a complaint with an EEO Counselor within 180 days of the alleged retaliation and subsequently file a complaint with OHR within fifteen (15) days of receipt of the Exit Letter, if the employee is not satisfied with the outcome of EEO Counseling.

(c) Limits

Lodging a sexual harassment claim or triggering an investigation does not shield an employee from all discipline or discharge. Agencies are free to discipline or terminate employees if the agency is motivated by non-retaliatory and non-discriminatory reasons that would otherwise result in such consequences.

VIII. Confidentiality

The complaint file, including all information and documents contained in the file as well as information received during investigation of the complaint, shall be confidential. The agency shall take all reasonable steps to ensure that no information contained in the complaint file is disseminated except in furtherance of the investigation; resolution of the allegations; execution of any consequences stemming from the investigation; when lawfully released; or when required by court order.

The agency must take all reasonable efforts during the conduct of an investigation to protect the identities of the alleged harasser and the alleged victim, as well as witnesses for either party. However, the alleged harasser shall be promptly advised of the complaint and its substance and be given an opportunity to respond to the allegations.

This confidentiality requirement does not preclude the agency from reporting a suspected illegal or improper act, or conduct related to the investigation, to an appropriate enforcement, investigating and/or legal organization or from cooperating in any related investigation.

IX. Applicability of Personnel Rules

Any proposed personnel action instituted under this Order is subject to the District of Columbia Personnel Regulations as set forth in the District of Columbia Personnel Manual.


X. Implementation

Where responsibility is not otherwise specified, the Director of the Office of Human Rights, or the designee of the Director of the Office of Human Rights, is authorized and directed to implement this Order and to monitor the compliance of executive departments and agencies with its directives.


XI. Rescission/Repeal

To the extent that any provision of this Order is inconsistent with the provisions of any Commissioner's Order, Order of the Commissioner, or previous Mayor's Order, the provisions of this Order shall prevail and shall be deemed to supersede the earlier provisions. Mayor's Order 2004-171, dated October 20, 2004, is rescinded.

XII. EFFECTIVE DATE: This Order shall become effective immediately.


MURIEL BOWSER
MAYOR

ATTEST:


LAUREN C. VAUGHAN
SECRETARY OF THE DISTRICT OF COLUMBIA

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT N

Response to Question #57 - 3 pages

FY2020 Docketed Cases by Protected Trait x Enforcement Area

**Protected by Federal law or cross-filed, with HUD or EEOC, where applicable.*

Protected Trait	Employment	Housing	Public Accommodations	Educational Institutions
Age*				
Color*				
Credit Information				
Disability*				
Familial Status				
Family Responsibilities				
Gender Identity & Expression*				
Genetic Information				
Marital Status				
Matriculation				
National Origin*				
Personal Appearance				
Place of Residence or Business				
Political Affiliation				
Race*				
Religion*				
Sex*				
Sexual Orientation*				
Source of Income				
Status as a Victim of an Intrafamily Offense				
Status as a Victim of Domestic Violence, Sexual Offense or Stalking				
Retaliation* (not a protected trait)				

FY2021 to date, Docketed Cases by Protected Trait x Enforcement Area

**Protected by Federal law or cross-filed, with HUD or EEOC, where applicable.*

Protected Trait	Employment	Housing	Public Accommodations	Educational Institutions
Age*				
Color*				
Credit Information				
Disability*				
Familial Status				
Family Responsibilities				
Gender Identity & Expression*				
Genetic Information				
Marital Status				
Matriculation				
National Origin*				
Personal Appearance				
Place of Residence or Business				
Political Affiliation				
Race*				
Religion*				
Sex*				
Sexual Orientation*				
Source of Income				
Status as a Victim of an Intrafamily Offense				
Status as a Victim of Domestic Violence, Sexual Offense or Stalking				
Retaliation* (not a protected trait)				

FY2020-2021 Docketed Cases by Statute

The tables below represent a breakdown of Docketed Complaints from FY2020 and FY2021 (through February 19, 2021).

**Initial inquiries are the completed complaint questionnaires received by OHR from a member of the public.*

Statute	FY20	FY2021 (through February 19, 2021)
The DC Human Rights Act of 1977	224	
The DC Language Access Act of 2004	4	
The Fair Criminal Record Screening Amendment Act of 2014	27	
The DC Family and Medical Leave Act of 1990	25	
The Protecting Pregnant Workers Fairness Act of 2014	13	
The Unemployed Anti-Discrimination Act of 2012	0	
The Youth Bullying Prevention Act of 2012		
The Fair Credit in Employment Amendment Act of 2016	0	
The Fair Criminal Record Screening for Housing Act of 2016	0	
The Employment Protections for Victims of Domestic Violence, Sexual Offenses, and Stalking Amendment Act of 2018	0	
Inquiries* (non-docketed)	841	
TOTAL	1135	

**Office of Human Rights
FY20-21 Performance Oversight Questions
Committee on Government Operations
Councilmember Robert C. White, Jr. (At-Large), Chair**

ATTACHMENT O
Response to Question #55 - 1 page

BY THE
NUMBERS

FY
19

OHR ENFORCEMENT
AT-A-GLANCE



1598

Initial Inquiries in FY19

Initial inquiries are the completed complaint questionnaires received by OHR from a member of the public.



450+

DOCKETED CASES

Cases accepted for investigation in FY19

These cases must meet legal requirements and be covered by a District or federal civil rights law.



52%

Of cases (246/477) settled through mediation in FY19



2.5

MILLION DOLLARS

in settlements during successful mediations in FY19



26%

Of cases (9/35) closed at the Commission on Human Rights in FY19



SEX &
DISABILITY

Were the most commonly cited protected traits in discrimination complaints filed in FY19



WORKPLACE
DISCRIMINATION

Remains the most prominent area in which individuals allege to have experienced discrimination in the District in FY19



5

New civil rights laws enforced by OHR since 2014

Fair Criminal Record Screening Act of 2014, Protecting Pregnant Workers Fairness Act of 2015, Fair Criminal Record Screening for Housing Act of 2016, Fair Credit Information Amendment Act of 2016, Street Harassment Prevention Act of 2018.

THE STATE OF STREET HARASSMENT IN DC:

A Report on the First Year of Implementing
the Street Harassment Prevention Act

Report Authored by

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This report would not have been possible without the fantastic team that put it together. The Office of Human Rights (OHR) staff worked diligently to build this report and we are very grateful for the contributions made by the members of the Advisory Committee on Street Harassment and District of Columbia government agencies.

We would like to thank the members of the Advisory Committee on Street Harassment who spent many hours advising, discussing, and editing all the work that went into the report and the report itself: Councilmember Brianne K. Nadeau, Mónica Palacio, Michelle M. Garcia, Maya Vizvary, Thomas Yabroff, Naomi Klein, Vendette Parker, Michelle Loggins, Kevin Gaddis, Sarah Fashbaugh, Noor Mir, Indira Henard, Dee Curry, Genise Chamber Woods, Ana Flores, Darakshan Raja, Esther Ford, and Amy Nelson. The following individuals provided invaluable input and/or attended meetings without the official title of an Advisory Committee member: Stephanie Franklin, Helen McClure, Alicia Sanchez Gill, Je’Kendria Trahan, Cheryl Bozarth, and Chandra Robinson Dawson. We are grateful for everyone’s time, thoughtful input, creativity, and careful consideration when making decisions. We would also like to thank Dr. David Kaib, the Assistant Director of Institutional Research and Assessment at American University, who provided invaluable consultation on our data collection and methodology as well as analysis and reporting of our focus group data.

The following individuals provided informal consultation and expert feedback to the Committee, subcommittees, and OHR staff: Holly Kearl, Founder and Executive Director of Stop Street Harassment; Emily May, Co-Founder and Executive Director of Hollaback!; and Dr. Bianca Fileborn, Lecturer in Criminology at the University of Melbourne. They have been studying, preventing, and tackling street harassment for many years and we are so grateful they shared their wisdom with us.

We would like to acknowledge and thank the following for hosting focus groups: American University Health Promotion and Advocacy Center, DC Public Library, DC Rape Crisis Center, Inclusive Innovation Incubator, Miriam’s Kitchen, Martha’s Table, Public Welfare Foundation, and Whitman Walker Health. We would like to acknowledge and thank the ten focus group facilitators and four trauma therapists for dedicating their time and energy in making the focus groups happen; we are not listing names for the purposes of confidentiality. We would also like to acknowledge and thank the people that helped make the street harassment survey occur: the project team at Qualtrics who helped scrub data and analyze the results, as well as Nellie Moore and Karissa Minnich from The Lab @ DC who helped broker the relationship with Qualtrics.

Finally, we would like to acknowledge the End Street Harassment Coalition and all their advocacy that went into passing the Street Harassment Prevention Act, in particular, Collective Action for Safe Spaces, Leila (Jessica) Raven, and Chantal Coudoux.

FOREWORD

The passage of the Street Harassment Prevention Act (SHPA) was a historic moment for the District of Columbia. SHPA was groundbreaking by creating the first legal definition of street harassment in the United States and by uniquely focusing on prevention through education instead of criminalization. The District's approach to understanding and preventing street harassment is quickly becoming a model for the country.

While the passage and implementation of SHPA is unique to DC and makes the city a leader in this area, street harassment is not a problem that is unique to the District. In a 2019 national study, the UCSD Center on Gender Equity and Health and Stop Street Harassment found that 71 percent of women reported experiencing street harassment in their lifetime. In this report, you will find similar local statistics. In a 2019 District-wide study, the Office of Human Rights and the Advisory Committee on Street Harassment found that 69 percent of individuals surveyed have experienced unwanted verbal street harassment in DC in the six months prior to receiving the survey.

In Washington, DC, we value diversity and inclusivity and want all of our residents and visitors to feel safe. No matter one's race, faith, sexual orientation, gender identity, or background – you should be able to live, work, and play in Washington, DC without fear of harassment or violence. Recognizing that verbal street harassment can escalate into physical violence, addressing street harassment, which is at the lower end of the spectrum of aggression, is important for preventing crime in our city and keeping our public spaces safe.

District residents start to experience street harassment at a young age and street harassment occurs regularly - this combination normalizes harassing behavior, behavior that is not aligned with our DC Values. Almost half of the survey respondents were first victimized before the age of 18. Among those individuals who have experienced verbal street harassment in the last six months, 22 percent experience it daily and 37 percent experienced it weekly.

Street harassment, like all forms of abuse and harassment, is about power and control and most frequently targets those who are marginalized, such as members of the disability, LGBTQ+, and immigrant communities. I'm hopeful that that data we've collected on street harassment will help inform future training, reporting, and policies, which will eventually help decrease street harassment and make the District a safer place for everyone.

Sincerely,



Michelle M. Garcia

OHR Interim Director

EXECUTIVE SUMMARY

The Street Harassment Prevention Act (SHPA) became effective on October 1, 2018. SHPA is a first-of-its-kind legal measure in the United States that: (1) creates a legal definition of street harassment; (2) establishes a community-based Advisory Committee to study street harassment and develop model policies and trainings; and (3) requires a public information campaign on street harassment. It was designed to focus uniquely on prevention through education instead of criminalization.

The Advisory Committee on Street Harassment (ACSH) has 16 official members and many others who also participated in the work of the Committee. ACSH meets regularly and has four subcommittees: survey, public awareness, trainings, and reporting. The subcommittees, along with the Office of Human Rights, helped accomplish the tasks required by law, the results of which are outlined below and detailed in the full report.

One of the first accomplishments of implementing SHPA was collecting data on street harassment prevalence and experiences in the District. Survey responses were collected from 1,621 District residents; their responses painted a clear picture of street harassment:

1 | Street Harassment is common in the District.

Most individuals (69%) surveyed had experienced verbal street harassment in DC in the prior six months; 40 percent reported that they had experienced physical street harassment.

2 | District residents are experiencing street harassment frequently.

Among those individuals who had experienced verbal street harassment in the previous six months, 22 percent experienced it daily and 37 percent experienced it weekly. For those who experienced physical street harassment in the previous six months, 25 percent experienced it daily and 30 percent experienced it weekly.

3 | Street harassment most often occurs in public places and is perpetrated by strangers.

Street harassment most frequently occurs on the street or sidewalk, on public transportation, and at nightlife venues. And the people most often doing the harassing are other pedestrians, other passengers, and neighborhood people or people hanging around.

4 | Street harassment experiences start young.

Fifty-two percent of respondents first experienced street harassment before they turned 18 years old.

5 | Street harassment affects the behavior and emotional state of victims.

Fifty-four percent of respondents were so affected by their experiences with street harassment that they changed their route or regular routine as a result; 34 percent reported feeling anxiety or depression; and 29 percent of respondents stopped going to a restaurant, bar, or club.

6 | Vulnerable communities experience higher rates of street harassment.

The respondents that identified with the LGBTQ+, disability, and/or immigrant communities consistently reported higher rates of street harassment throughout the survey.

During fall 2019, ten two-hour focus groups were conducted with various vulnerable populations: people experiencing homelessness, transgender and gender nonconforming¹ individuals, immigrant communities,

¹ Some gender non-conforming/non-binary individuals use the pronouns they/them/theirs. The singular they is used throughout the report to reflect the proper pronouns of focus group participants/survey respondents/etc and to also help ensure anonymity of focus group participants.

religious minorities, college students, and sexual violence victims/survivors. The goal of conducting focus groups was to hear the experiences of people within populations the Advisory Committee believed to experience greater levels of street harassment, whose experiences could be difficult to capture in the survey. The focus group discussion covered topics such as participants' experiences with street harassment, the impact of harassment on them and their lives, the times at which and places in which they most commonly experienced harassment, their experiences with bystander intervention, what would make participants feel safer and more supported, and more. The participants' responses added rich qualitative data to supplemented the quantitative data collected in the survey.

In August 2019, OHR launched a public awareness campaign which included five versions of an informative ad on street harassment and a website with further information and resources. The ads were placed inside 250 buses, on five Capital Bikeshare docks, and at 20 bus shelters for at least four weeks. The ads had four components: (1) the words "I don't need your comments on my..." and three items that correspond with the featured identity (sex, religious minority, homelessness, race, and LGBTQ); (2) various high-risk areas for street harassment, as outlined in SHPA; (3) clarification that "if it's unwanted, it's street harassment"; and (4) an invitation to learn more at our website and our hashtag #NoStreetHarassmentDC.

SHPA requires recommendations on the following areas: trainings, reporting, and policies. Below are summaries of our recommendations that are detailed in the full report.

1. Trainings

We recommend two types of training - in-person Bystander Intervention & Self-Assertion (BISA) training and online Street Harassment Prevention for DC Government employees training; those deemed public-facing employees would be required to take the in-person training. We recommend experts in the field provide train-the-trainer trainings to selected government employees, who would then conduct BISA workshops for the required employees. We recommend the field experts also conduct BISA workshops for government contractors who work heavily with the public and for City Council staff who interact regularly with constituents, create content for the online training, and conduct 16 public BISA workshops (two per ward).

2. Reporting

We recommend a reporting portal to which victims and witnesses of street harassment could report incidences of street harassment for data collection. This reporting mechanism should be done through a nonprofit-government relationship, with the nonprofit responsible for receiving the reports, responding to the reports, and securely maintaining the data collected, and the government agency responsible for marketing the reporting mechanism, collaborating on crafting any responses, funding the nonprofit (through a grant), and publishing aggregate data on an annual basis.

3. Policies

We recommend District agencies use model policies to help address the challenges of street harassment. We recommend the model policies have the following seven components: code of conduct; defining street harassment; statement of confidentiality; reporting street harassment; responding to street harassment; resources; and training and awareness. Street harassment could be perpetrated by community members towards District employees, by employees towards community members, by employees towards other employees, or in any other direction; additionally, SHPA lists high-risk areas for street harassment, many of which include places of work for District employees. Therefore, many District employees may experience or witness street harassment while working, so it's important that policies and protocols are in place.

THE ISSUE OF STREET HARASSMENT

Street harassment is often misunderstood; and because such harassing behavior in public spaces has become normalized and even expected, it's often dismissed. As Dr. Bianca Fileborn delineates, we know street harassment is harmful:

Yet, even in the face of this persistent trivialization, the harms of this behavior have been well documented (Logan, 2015), ranging from objectification (Bowman, 1993), restricted movement through public space (Dhillon & Bakaya, 2014; Johnson & Bennett, 2015; Laniya, 2005), fear and reduced sense of safety (Lenton et al., 1999; Macmillan, Nierobisz, & Welsh, 2000), and emotional and affective harm (Kissling, 1991; Lenton et al., 1999; Tuerkheimer, 1997). (Fileborn, 2018, p. 2)

Further, street harassment can quickly escalate into more severe forms of violence. This escalation is the reason preventing street harassment - which often lies on the lower end of the spectrum of aggression - is important to preventing violence at the higher end on that spectrum.

Street harassment, like all forms of abuse and harassment, is about power and control and most frequently targets those who are marginalized. People who hold marginalized identities experience street harassment differently - often more frequently and with greater severity - and they usually have less access to support. Because we seek to amplify the voices and experiences of DC's marginalized residents, our work sought to use an intersectional lens that acknowledges the varied ways communities experience street harassment.

STREET HARASSMENT PREVENTION ACT

After several years of advocacy and public testimony, the DC Council passed the Street Harassment Prevention Act (SHPA; B22-0129) in June 2018, becoming effective on October 1, 2018. SHPA is a first-of-its-kind legal measure in the United States that: (1) creates a legal definition of street harassment; (2) establishes a community-based Advisory Committee to study street harassment and develop model policies and trainings; and (3) requires a public information campaign on street harassment. It was designed to focus uniquely on prevention through education instead of criminalization.

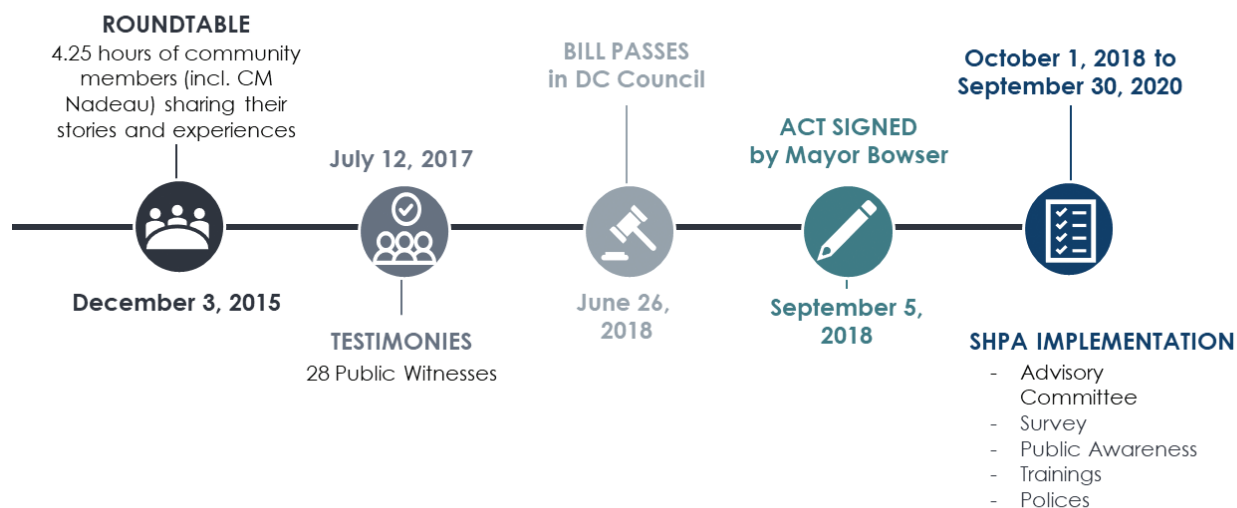
The District of Columbia is the first U.S. city tackling street harassment through prevention legislation; not because we have the worst street harassment problem but because we want to be a pioneer in addressing the problem. There is currently no nationally agreed-upon definition or prevalence measure of street harassment; we hope to provide blueprints for other cities and jurisdictions.

In SHPA, street harassment is defined as:

“Disrespectful, offensive, or threatening statements, gestures, or other conduct directed at an individual in a high-risk area without the individual’s consent and based on the individual’s actual or perceived ethnicity or housing status, or a protected trait identified in the Human Rights Act of 1977.”

GRAPHIC 1

SHPA TIMELINE



The law delineates high-risk areas mentioned in the definition of street harassment. A high-risk area includes all public spaces and entities outside of a private residence. These areas include, but are not limited to, the following:

- Enclosed area within any Metrorail car, Metrobus, MetroAccess vehicle, DC Circulator bus, DC Streetcar or any other commercial vehicle capable of carrying more than six passengers;
- Food service entity;
- Any school, library or other building primarily used for instruction of students;
- Any bank, health care facility, laundromat, retail store, shopping mall, sports arena, music venue and theater;
- All publicly-owned property, including any roadway, sidewalk or parking lot; and
- All buildings or land owned, leased or occupied by District government.

The Street Harassment Prevention Act outlines six main objectives:

1. Forming an Advisory Committee composed of government and community members.
2. Collecting data to understand the prevalence and experiences of street harassment in the District.
3. Conducting public information campaign(s) about street harassment and resources in DC available to victims.
4. Researching and recommending model policies on preventing and responding to street harassment, to be adopted by District agencies.
5. Researching and proposing trainings for preventing and responding to street harassment.
6. Discussing the need, if any, for a reporting process that victims and witnesses of street harassment can use to report instances of street harassment.

The full SHPA legislation can be found in Appendix A.

This report details the work accomplished and knowledge gained on the aforementioned six objectives in Fiscal Year 2019.

ADVISORY COMMITTEE OF STREET HARASSMENT

The Advisory Committee on Street Harassment (ACSH) has 16 official members and several unofficial members. SHPA requires the Committee to meet at least quarterly and follow the Open Meetings Act. ACSH generally meets every six weeks and has four Subcommittees: Survey, Public Awareness, Trainings, and Reporting. Below are the required DC Government Agencies and Communities and their mayoral-appointed representatives.

Eight representatives from the following DC Government Agencies:

- 1. Office of Human Rights**
Maya Vizvary, Street Harassment Prevention Program Analyst
- 2. Office of Victim Services and Justice Grants**
Michelle M. Garcia, Director
Office of Human Rights
Michelle M. Garcia, Interim Director²
- 3. Mayor's Office of LGBTQ Affairs**
Thomas Yabroff, Community Outreach Specialist
- 4. District Department of Transportation**
Naomi Klein, Special Assistant to the Chief of Staff
- 5. Metropolitan Police Department**
Vendette Parker, Inspector
- 6. City Council**
Councilmember Brianne K. Nadeau and designee
Michelle Loggins, Deputy Committee Director for Councilmember K. Nadeau
- 7. Washington Metropolitan Area Transit Authority**
Kevin Gaddis, Deputy Chief of the Patrol Operations Bureau at Metro Transit Police
- 8. Alcoholic Beverage Regulation Administration**
Sarah Fashbaugh, Community Resource Officer

Nine community representatives that engage in policy, advocacy, or direct service within DC related to:

- 9. Street harassment**
Noor Mir, Board Co-Chair for the Collective Action for Safe Spaces
- 10. Gender-based violence**
Indira Henard, Executive Director of the DC Rape Crisis Center
- 11. Gender equity**
Dee Curry, the DC Anti-Violence Project
- 12. LGBTQ rights**
Genise Chamber Woods, Volunteer Coordinator for Black Pride
- 13. Racial equity**
Ana Flores, Senior Manager of Inclusion, Education & Engagement at Human Rights Campaign
- 14. Religious tolerance**
Darakshan Raja, Co-Director of Justice for Muslims Collective
- 15. Poverty or homelessness**
Esther Ford, Case Manager at Miriam's Kitchen
- 16. Immigrant rights**
Amy Nelson, Director of Legal Services for Whitman-Walker Health

Please note, as of February 2020, we still had one vacancy in the community representatives.

² Mónica Palacio served as the OHR Director from November 2013 until February 2020.

DATA COLLECTION/ METHODOLOGY

The purpose of our data collection was two-fold:

Determine the prevalence of Street Harassment (SH) in the District of Columbia

Understand the SH experiences of the groups that are named in the Street Harassment Prevention Act of 2017.

Methodology:

We used mixed methods to collect data, combining quantitative and qualitative approaches:

800 panelists who represent the larger DC population + 800 panelists from specific, vulnerable subpopulations + 10 focus groups with populations we suspect are highly affected by street harassment (based on groups specifically named in the bill).

This approach was a responsible and rigorous way to understand the prevalence of street harassment and have our data enriched by the experiences of particularly vulnerable groups.

We used the research company Qualtrics for the quantitative data collection: our survey lived on its platform, the company recruited and incentivized panelists who met our quotas, and the research team provided supplemental services like data scrubbing and language translation. Panelists were generally people who had signed up to receive surveys on various topics; although respondents from some of the specific, vulnerable subpopulations had to be recruited and were not already part of a Qualtrics panel. Qualtrics (2020) explains that “research panels have gained in popularity over the past decade because they provide an organization with a pre-qualified and willing group of respondents to participate in surveys on an as needed basis. A well-managed research panel allows the organization to quickly and easily get answers to key questions at a fraction of the cost of other research methods.” The Lab @ DC won a Bloomberg Grant to be used for a Qualtrics license - the license allowed us to use the Qualtrics platform to administer our survey and receive responses.

Quantitative Data: Survey

Participants/Respondents:

Stratified, Representative Sample³ of DC Residents (n = 800, 100 from each ward and 53% cis-woman and 47% cis-men) and Targeted Populations (n > 800, with at least 100 respondents from each of the following populations).

- | | |
|---------------------------------------------------|-----------------------------------------------------------|
| 1. Race (not white) | 5. Age (55 years or older) |
| 2. Lower Income (< \$50k yearly household income) | 6. East of the River Residents (Wards 7 ⁴ & 8) |
| 3. Physical Disability | 7. Immigrant Community |
| 4. Religion (not Christian) | 8. LGBTQ+ Community |

Goal:

Determine the prevalence [“the proportion of a population affected by the condition of interest” (Webb & Bain, 2003)] of street harassment in the District.

³ Stratification is the process of dividing members of the population into homogeneous subgroups before sampling; in this case, there are eight strata of 100 residents from each of the eight wards. A representative sample is a subset of a population that seeks to accurately reflect the characteristics of the larger group.

⁴ Please note that there are currently Ward 7 residents in the Kingman Park area that do not live “East of the River”

Survey Limitations:

1. While weighting was not used, the general population sample did fairly closely match the population of DC residents on key characteristics.
2. As with any sampling method, there is potential bias in using panelists to answer our survey. Panelists are people willing to participate in surveys and research.
3. The survey asked respondents about their experiences with street harassment in the previous six months; therefore, the results are limited to experiences from approximately April 2019 - September 2019. Respondents were asked to think about the prior six months to minimize recall bias.
4. Due to research ethics and the challenge of gaining parental consent for this topic, the sample was limited to those aged 18 and older.

Qualitative Data: Focus Groups

Participants/Respondents:

Those who experience street harassment the most frequently and severely:

1. People experiencing homelessness (two specifically for women)
2. Trans & gender nonconforming people (one specifically for black trans women)
3. Immigrant communities (one specifically for religious minorities)
5. Sexual violence survivors
6. College students (one at a Historically Black College/University (HBCU) and one at a Predominantly White Institution (PWI))

Goal:

Help inform the next steps of SHPA - including the public awareness campaign, trainings, and policies - with rich, qualitative data from individuals who will not be extensively reached in the survey.

The limitations of our focus group approach are described in the “Background” section of “Focus Group Findings.”

SURVEY RESULTS

Survey respondents were asked about their experiences with street harassment in the previous six months (survey distributed between September to October 2019). To simplify the language in the Street Harassment Prevention Act, respondents were provided with the following definition for street harassment:

Street harassment is any unwanted statement, gesture, or conduct that is disrespectful, offensive, or threatening and happens in a public space, a place of business or any location that is not a private residence in DC.

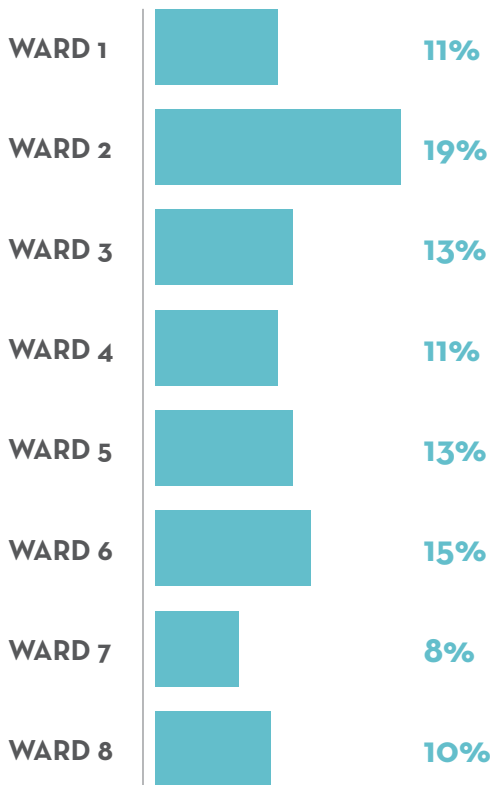
In order to take the survey, respondents had to be DC residents and over 18 years of age. Qualtrics scrubbed the data of any incomplete or faulty responses.

Respondent Demographics

Survey respondents were asked ten questions about their identity at the end of the survey. These responses were used to verify and reach the quotas for the target populations and general population. Below are their responses, in the order the questions were asked. The percentage provided corresponds with the target population for that demographic (if there was one).

GRAPH 1 | Ward

18% of respondents (or 283 of the 1,621) live “East of the River” (Ward 7 or 8).



GRAPH 2 | Age

11% of respondents (or 174 of the 1,621) are over the age of 55.

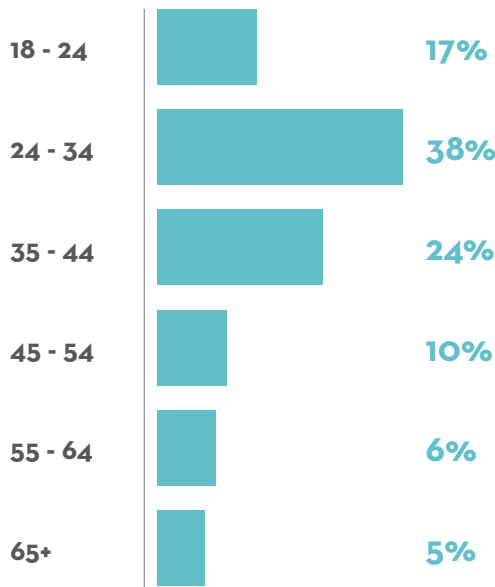


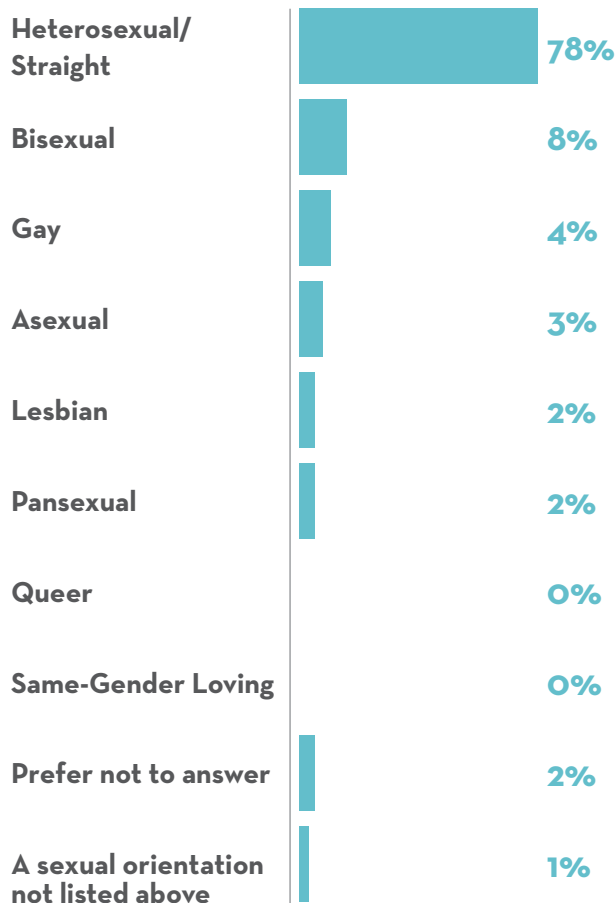
TABLE 1 | Race/Ethnicity

44% (or 720 of the 1,621) of respondents identify as not “White/European American”.

Alaska Native	1%	Middle Eastern/ North African	1%
American Indian	2%	Native Hawaiian/ Pacific Islander	0%
Asian/Asian American	5%	White/European American	54%
Biracial/Multiracial	4%	A racial/ethnic identity not listed above (please specify)	2%
Black/African American	24%	Prefer not to answer	1%
Latino/a/x or Hispanic	6%		
Sub-Saharan African	1%		

GRAPH 3 | Sexual Orientation

20% of respondents (or 322 of the 1,621) are part of the LGBTQ+ community

**GRAPH 4 | Yearly Household Income**

37% of respondents (or 610 of the 1,621) have a yearly household income below \$50,000.

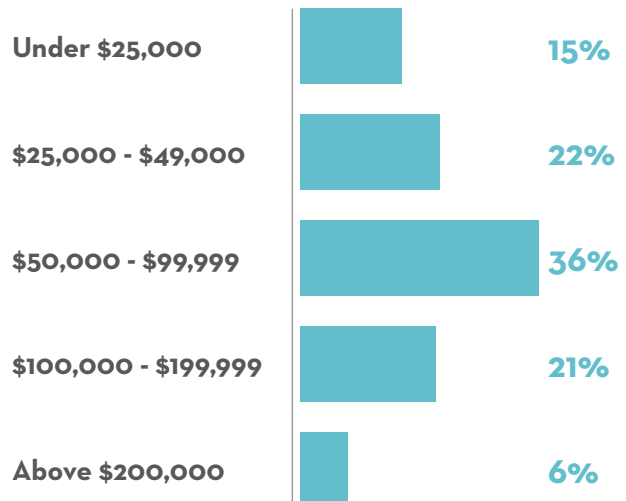


TABLE 2 | Current Living Arrangements

House/apartment/condo	91%	On the street, in a car, in an abandoned building, in a park, or a place that is NOT a house, apartment, shelter, or other housing	1%
Campus/university housing	4%		
Nursing home, adult care facility, or hospital	1%		
Homeless shelter, domestic violence shelter, transitional/halfway house, or in a hotel or motel with an emergency shelter voucher	2%	A living arrangement not listed above	1%

Visible Physical Disability or Mobility Issue

12% of respondents (or 188 of the 1,621) reported having a visible physical disability or mobility issue.

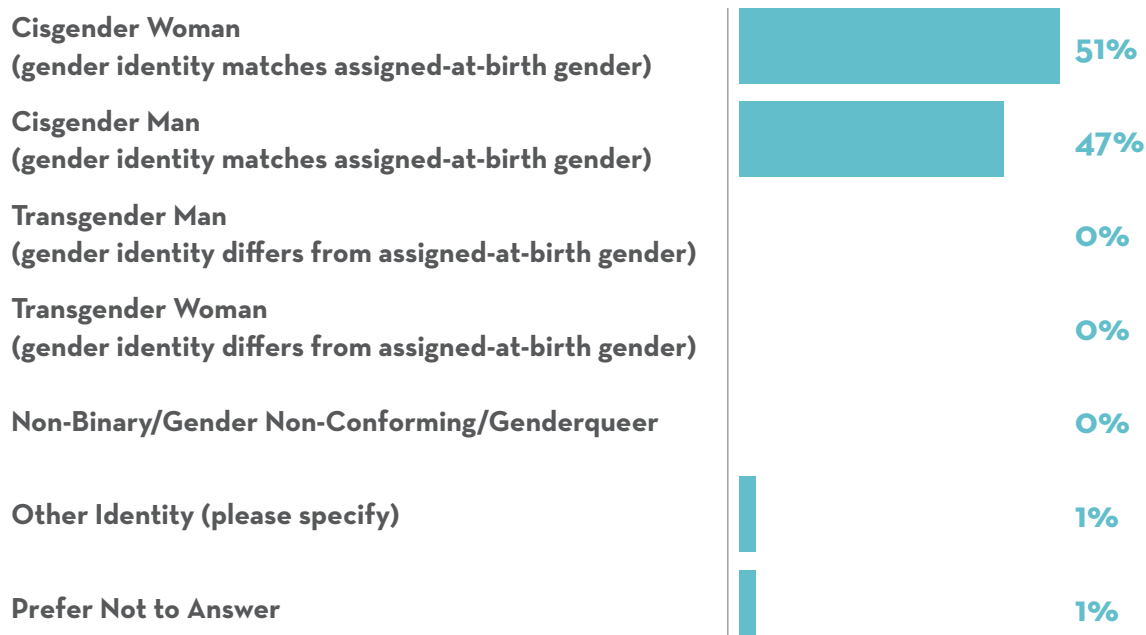
TABLE 3 | Religion

24% of respondents (or 396 of 1,621) identify as not Christian.

Atheist/Agnostic	15%	Muslim	3%
Christian	59%	Sikh	0%
Hindu	1%	Other	6%
Jewish	5%	Prefer not to answer	11%

Identity as an Immigrant

11% of respondents (or 171 of the 1,621) identify as an immigrant.

GRAPH 5 | Gender Identity

Verbal Street Harassment

Respondents were asked if they experienced verbal street harassment in the previous six months (survey distributed between September to October 2019). Verbal street harassment was clarified to include, but not limited to:

receiving unwanted comments, noises, or signals such as whistling, honking, explicit or rude comments, name calling, insults, slurs, gestures, or commands. These could be related to anything about you including, but not limited to, your gender identity or expression, sexual orientation, homelessness, race or skin color, religious affiliation, disability or mobility, immigration status, physical appearance, mental health or state of mind, class or income level, language, etc.

Most individuals surveyed had experienced unwanted verbal street harassment in DC (69%).

Below is a breakdown of responses to this first question. “All Responses” include the 1,621 DC residents that took the survey. “General Population” includes 100 residents per ward and a gender breakdown of 53% cisgender women and 47% cisgender men (the most recent gender breakdown of DC population, provided by the U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates) and is used as our representative sample. The remaining columns correspond with each of the eight targeted populations: non-white; low income (household income less than \$55,000/year); non-Christian; LGBTQ+ community members; residents that live East of the River (Wards 7 and 8); individuals with a physical disability or mobility issue that is visible to others; individuals over the age of 55; and community members that identify as immigrants. The bottom row, “Total,” indicates the number of respondents that are part of that population.

TABLE 4

In the past 6 months, have you experienced any unwanted verbal street harassment in DC?										
	All Responses	General Population	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	69%	68%	68%	63%	67%	72%	61%	78%	37%	78%
No	28%	28%	29%	33%	29%	25%	36%	18%	57%	18%
Unsure	3%	4%	3%	3%	4%	2%	3%	4%	6%	4%
Total	1621	800	720	610	396	322	283	188	174	171

As highlighted in the table above, the target populations that experienced higher rates than the General Population and All Responses, were the LGBTQ+ (72%), disability (78%), and immigrant (78%) communities.

While they were not one of the target populations, 70% of cisgender women experienced unwanted verbal street harassment in DC in the previous six months.

Among those individuals who had experienced verbal street harassment in the previous six months, over half experienced it daily (22%) or weekly (37%).

Respondents who indicated they experienced verbal street harassment in the previous six months, were asked about the frequency of it in the following high-risk locations:

1. While on the street or sidewalk, such as walking, standing, or waiting for a bus
2. On public transportation (on a bus, on metro, or in a metro station)
3. Riding a bicycle, scooter, or skateboard
4. In a car, taxi, or for-hire vehicle like Uber or Lyft (as the driver or as a passenger)
5. Inside of a bar, club, or other nightlife venue
6. Inside of a restaurant, coffee shop, or other food service entity
7. Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater
8. Inside of a school or library
9. While working out (outside, in a gym or at park/rec center, etc.)

Verbal street harassment most frequently occurred on the street or sidewalk, on public transportation, and at nightlife venues.

- Street or sidewalk: 23% reported daily harassment, 34% reported weekly harassment, 15% reported monthly harassment
- Public transportation: 18% reported daily harassment, 27% reported weekly harassment, 15% reported monthly harassment
 - Among those who had experienced verbal street harassment on public transportation, a follow-up question reveals that, more specifically, 25% of respondents indicated that harassment occurred most often at the bus stop/bus shelter, 22% reported that harassment occurred on the bus, and 20% reported that it occurred on the metro
- Nightlife venue: 14% reported daily harassment, 25% reported weekly harassment, 20% reported monthly harassment

Physical Street Harassment

Survey respondents were asked if they had experienced physical street harassment in the previous six months (survey distributed between September to October 2019). Physical street harassment was clarified to include, but not limited to:

being followed without your permission, being purposely touched or brushed up against in an unwelcome way, someone exposing their genitals, and/or someone touching their genitals in front of you.

Most respondents indicated that they had not experienced physical street harassment in DC (57%), while 40% report that they had experienced physical street harassment in DC.

TABLE 5

In the past 6 months, have you experienced any unwanted verbal street harassment in DC?										
	All Responses	General Population	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	40%	43%	41%	35%	38%	49%	43%	61%	11%	54%
No	57%	56%	56%	62%	60%	50%	55%	37%	86%	43%
Unsure	3%	2%	2%	3%	2%	1%	2%	2%	3%	2%
Total	1621	800	720	610	396	322	283	188	174	171

As highlighted in the table above, the target populations that experienced higher rates than the General Population and All Responses, were the LGBTQ+ (49%), disability (61%), and immigrant (54%) communities. East of the River (43%) was the same as the General Population (43%).

While they were not one of the target populations, 40% of cisgender women experienced unwanted physical street harassment in DC in the previous six months.

Among individuals who had experienced physical street harassment in the previous six months, 30% experienced physical harassment weekly and 25% experienced it daily.

Respondents who indicated they experienced physical street harassment in the previous six months, were asked about the frequency of it in the following high-risk locations:

1. While on the street or sidewalk, such as walking, standing, or waiting for a bus
2. On public transportation (on a bus, on metro, or in a metro station)
3. Riding a bicycle, scooter, or skateboard
4. In a car, taxi, or for-hire vehicle like Uber or Lyft (as the driver or as a passenger)
5. Inside of a bar, club, or other nightlife venue
6. Inside of a restaurant, coffee shop, or other food service entity
7. Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater
8. Inside of a school or library
9. While working out (outside, in a gym or at park/rec center, etc.)

Just like verbal street harassment, physical street harassment was most commonly experienced in the street, on public transportation, and in nightlife venues.

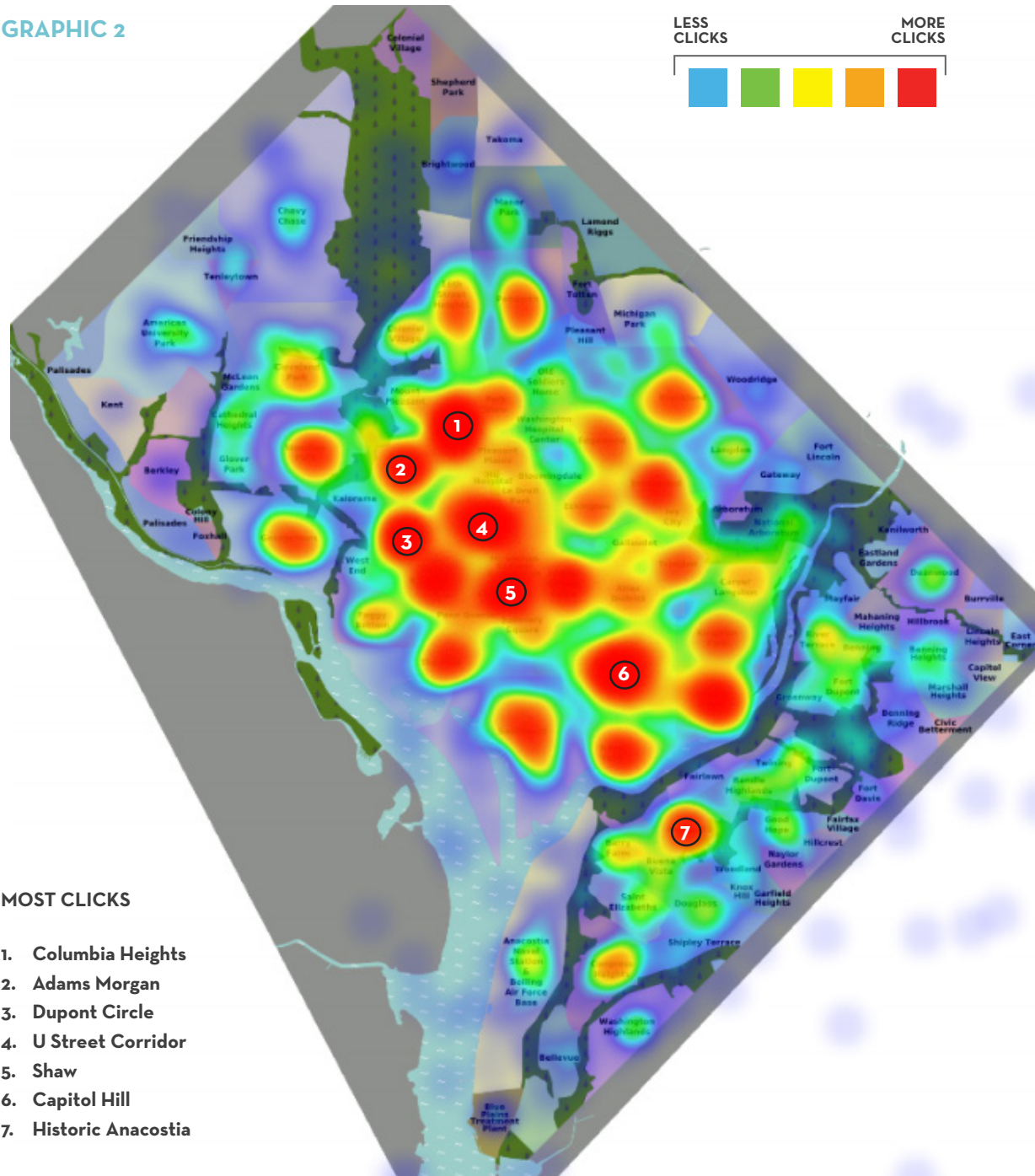
- Street or sidewalk: 23% reported daily harassment, 28% reported weekly harassment, 17% reported monthly harassment
- Public transportation: 21% reported daily harassment, 25% reported weekly harassment, 17% reported monthly harassment
 - Among those who have experienced physical street harassment on public transportation, a follow up question revealed that, more specifically, 26% of respondents indicated that harassment occurred most often at the bus stop/bus shelter, 22% reported that harassment occurred on the bus, and 22% reported that it occurred on the metro
- Nightlife venues: 17% reported daily harassment, 24% reported weekly harassment, 20% reported monthly harassment

Please note: With the exception of the two main questions above (“In the past 6 months, have you experienced any unwanted verbal street harassment in DC?” and “In the past 6 months, have you experienced any unwanted physical street harassment in DC?”), the survey statistics provided are responses only from the respondents who had experienced verbal street harassment and/or physical street harassment in the six months prior to the survey. For example, if the respondent answered “no” to both questions, they were taken to the last section of the survey, which asked about demographics and they did not answer specific questions about their street harassment experiences. Additionally, unless noted, the survey statistics are pulled from the larger “All Responses” (n=1621) and not the “General Population” (n=800). Tables with the responses for all questions, separated by population like Table 4 and Table 5, can be found in Appendix C.

Where Street Harassment is Happening in DC

Respondents who had experienced street harassment in the previous six months were asked to click up to three places on a map of DC to indicate where they experienced street harassment the most frequently:

GRAPHIC 2



**Note: The original map can be found as question 5 in Appendix B, which is the full survey instrument.*

More clicks turn the areas from blue to green to yellow to orange to red; therefore, the red areas received the most clicks. The map clearly shows that street harassment most frequently occurred in the center of the city, where the streets are densely populated during business hours and nightlife. Some of the reddest neighborhoods include: Columbia Heights, Adams Morgan, Dupont Circle, U Street Corridor, Shaw, Capitol Hill, and Historic Anacostia.

Age at First Incident

52% of respondents first experienced street harassment before they turned 18 years old.

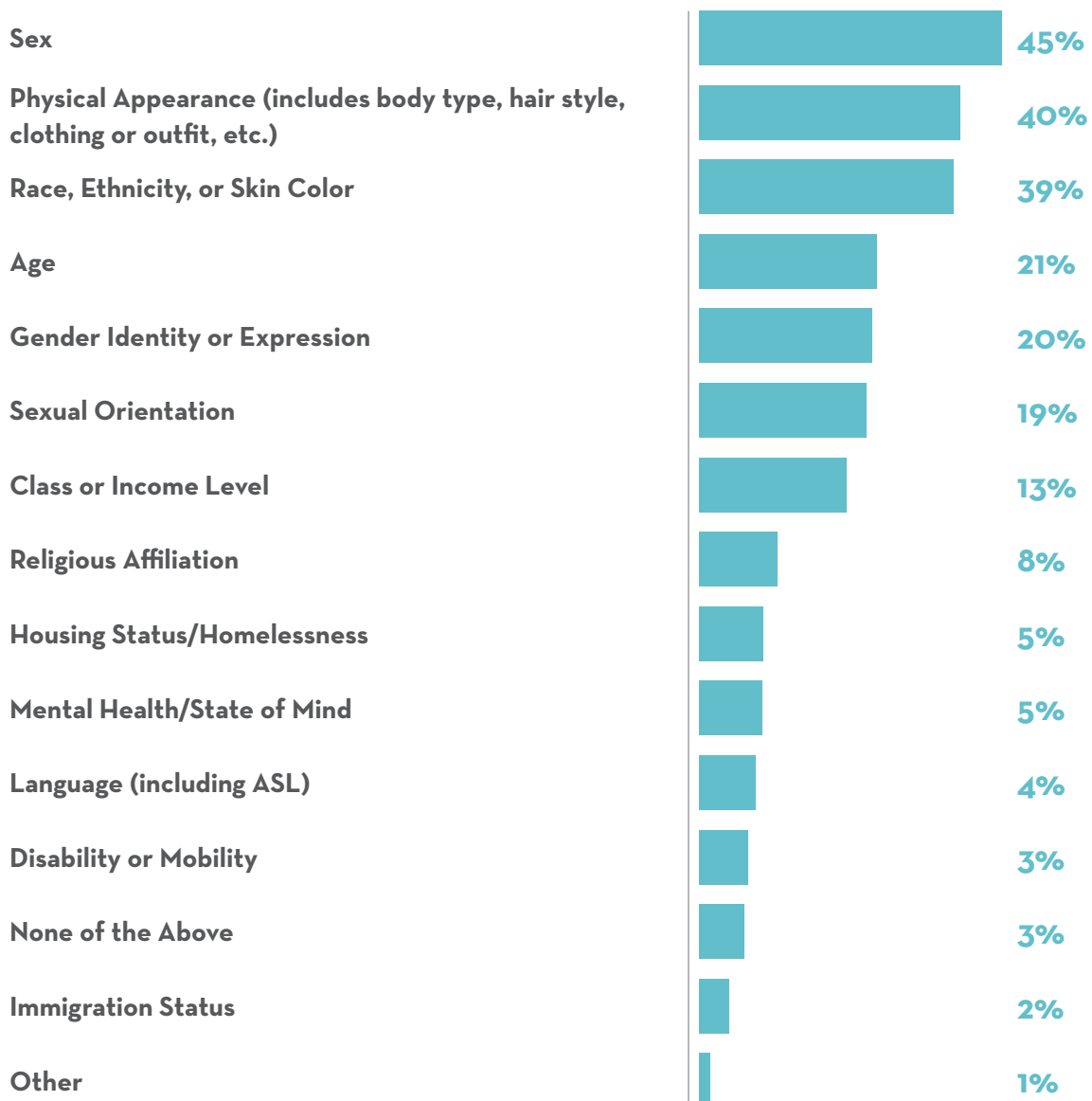
- 14% of respondents were age 0-12 when they first experienced harassment, and 38% were age 13 - 17.
- 58% of respondents indicated that their first experience with street harassment occurred in DC

Harassment Due to Real or Perceived Identity

Respondents were asked if they believed they had been harassed in DC due to their real or perceived identity. If they answered yes, they were able to select all that apply.

Respondents most commonly indicated that they believed they were harassed because of their sex (45%), physical appearance (40%), and/or skin color (39%).

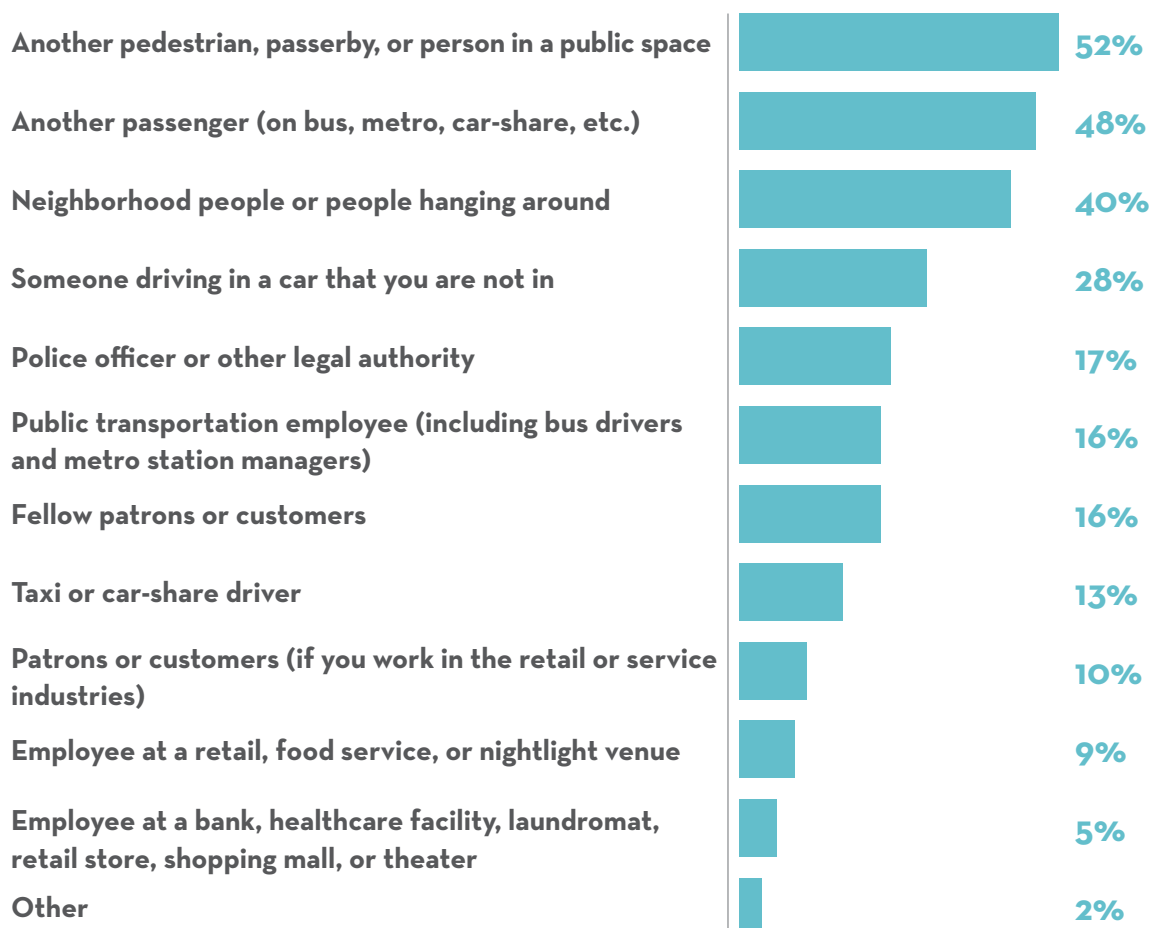
GRAPH 6



Perpetrators of Street Harassment

Because harassment occurred most often on the street/sidewalk or on public transportation, unsurprisingly, the types of people most frequently doing the harassing were other pedestrians (52%), other passengers (48%), or neighborhood people or people hanging around (40%).

GRAPH 7



Effects of Street Harassment

Respondents were asked if they had done any of the listed behaviors as a result of street harassment in DC; they were able to select all that apply.

54% of respondents were so affected by their experiences with street harassment that they changed their route or regular routine as a result.

- Alarming, 34% of respondents reported feeling anxiety or depression after experiencing street harassment.
- An interesting note for local businesses: 29% of respondents stopped going to a particular restaurant or club; this was the third most common behavior/effect.

GRAPH 8



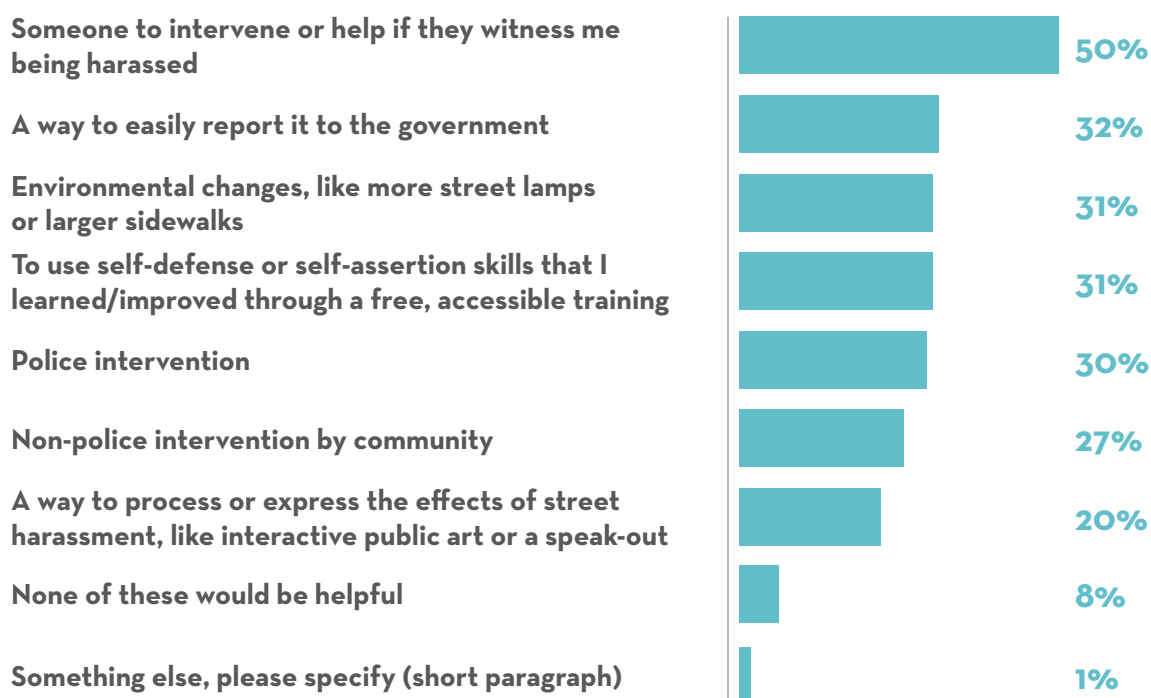
Victims' Desired Actions

Respondents were asked, "When you have experienced street harassment, what would you want to happen?" and they could select all that apply.

The top three responses:

1. 50% of respondents indicated that they preferred for someone to intervene while harassment was occurring.
2. 32% of respondents saw value in a way to easily report it to the government for data collection (no enforcement)
3. 31% would like environmental changes, like more street lamps or larger sidewalks
4. 31% would like to use self-defense or self-assertion skills that they learned/improved through a free, accessible training

GRAPH 9



The full survey instrument can be found in Appendix B.

FOCUS GROUP FINDINGS

Background

The goal of conducting focus groups was to hear the experiences of people within populations believed to experience greater levels of street harassment, whose experiences would be difficult to capture in the survey. Reaching some of these populations was predictably challenging. Additionally, such a design could not fully capture the experiences of any population; for example, the views, thoughts, and opinions from thirteen DC residents that identify as immigrants can in no way represent the views, thoughts, and opinions of all DC residents that identify as immigrants. Rather, the design was structured to record the views of some key populations that might otherwise be missed.

A primary and secondary facilitator conducted each group; facilitators were selected through an informal application process and all were either part of the focus group population or had extensive experience working with that population. The facilitators were trained by David Kaib, PhD, the Assistant Director of Institutional Research and Assessment at American University who provided consultation on our data collection and methodology. In addition, a staff member from the DC Office of Human Rights was present at each focus group, dealing with set up, answering questions about the SHPA, and coordinating the process. A mental health counselor (trauma therapist from the DC Rape Crisis Center) was also present at each group, to be available in case anyone needed emotional support due to the nature of the topic. Focus group participants were provided with food and a token of appreciation for participating.

The mean size of the seven focus group sessions was 8.4 people, ranging from five to thirteen participants. Three additional sessions had three or fewer participants, meaning they were essentially group interviews, or, in one case, a single person interview, rather than a focus group. In order to differentiate those interviews from the focus groups, and to protect the confidentiality of those participants, quotes from the interviews will be cited as “I.” For the focus groups, quotes will be cited by the number of the group. There were a total of 65 participants. The sessions were conducted from August 22 through October 7, 2019. Given the differences in the different study populations, the methods used to recruit participants varied. Focus group participants were given questionnaires with eight demographic questions; filling out the questionnaire was optional and answers were kept anonymous. More information about the groups including logistics/schedules, participant recruitment, and participant demographics can be found in Appendix D.

In interpreting the results, it is important to focus on what was said, rather than what was not. That a particular issue or concern was not raised could be a product of many things, including how the populations of interest were conceptualized, the process of recruitment, the choices made by facilitators, the extent to which participants stayed on topic, the chance involved in who chose to participate, the extent to which participants felt comfortable speaking about a certain issue, and so on. For example, race and racism, when it was mentioned, tended to come later in the sessions, suggesting that it was only after a certain comfort level had been reached that people were willing to open up about it. In addition, in one group, participants initially focused more on their experiences when their friends had been harassed, but over the course of the session focused more on their own direct experiences.

To begin the focus group session, the facilitators read through an informed consent script that discussed SHPA and the role of the focus groups, the confidentiality of the data and discussion from the focus group, and the

expectations of both the facilitators and focus group participants. The facilitators were given ten questions to use to guide the discussion; generally all focus group discussion followed the same order:

1. Participants' experiences with street harassment
2. The impact of harassment on them and their lives
3. The times at which and places in which they most commonly experienced harassment
4. Their experiences with bystander intervention, both from authorities and from others
5. What would make participants feel safer and more supported, both when they are being harassed and afterward, and in places where they have typically experienced harassment
6. Whether some form of non-police reporting of street harassment would be desired
7. Whether participants believe that the population of their group is more likely to experience harassment, and why
8. Participants' reactions to the first public awareness campaign (detailed in the next section), and what they would like both those who experience street harassment and the general public to know or hear about the topic

The full questions and informed consent script can be found in Appendix D.

Experiences of Street Harassment

Question 1: What street harassment experiences do you commonly have?

To begin, participants were provided the definition of street harassment (the same one used in the survey, see above), and asked about their experiences with street harassment. The experiences participants detailed ranged from the routine, frequent, predictable, and brief, to infrequent, ongoing, and escalating. Often, there was an awareness of the possibility of escalation to even more dangerous and harmful behavior. The most commonly cited forms of street harassment by participants were gendered. "Catcalling" was the most common form cited.

Other types of verbal harassment included people on the street, on public transportation, or during a business transaction engaging in the following behavior: asking them out, asking for their number, or if they had a boyfriend. It also included commenting on people's looks, which could range from overtly rude talk about particular body parts to seemingly polite but still invasive comments on how a particular item of clothing looks on someone. Invasive questioning was mentioned often as directed at perceived difference—being disabled, or Muslim, or not fitting within the cis-heterosexual gender binary. Also mentioned were slurs and rude gestures.

I can say every day at least once, I'm harassed by men on the street... And I've been harassed on the Metro bus, the Metro train, people have pulled their private parts out, like she said. I've reported this to the police and I've found that as soon as I reveal where I live, like at the shelter, because the police are going to know the address, they don't do anything about it. They ignore it, they kind of laugh at you and walk away, and poke fun at you. [FG 9]

While much of the discussion focused on gendered forms of harassment, and on men - particularly men in groups - as the harasser, many participants made clear that women also engaged in harassment and that men also experienced harassment. And not all of the harassment experiences discussed were gendered.

About two months ago to me, it happened in the bus. I was talking on my phone and there was a lady that got next to me and she told me to turn off the phone. And asked her, "Why? Why did I do to you?" And she told me, "Because I don't like you. I don't like

you.” I don’t speak a lot of English, but I try to defend myself where I could. And then she told me I’m going to take the phone away from you. And I wanted the other people in the bus to do something so that they can defend me, but sadly nobody cares. [FG 7]

Participants who had experienced homelessness described wealthier people, businesses, and police as disrespecting them, giving them looks, demanding that they move on, and accusing them of trespassing or loitering. In other words, a common form of harassment was people - authorities and non-authorities - trying to control where they went. Another source of harassment noted here was the BIDs (Business Improvement Districts.) Calling the police as a form of harassment was cited by a number of participants as a problem they faced. This was partly a product of an assumption that homeless people were mentally ill, dangerous, or thieves.

For a lot of people our presence strikes fear in people. Again that’s a scary thought that just the word homelessness can cause concern. I’ve gone to churches where they sold meals and the people in the neighborhood now watch literally because of the amount of people, the numbers of homeless people showing up. They will literally call the cops. I’ve seen it happen. I’ve witnessed two bicycle police officers ride in a particular area where there was a church for homeless people go to get fed literally and this is [harassment]. (FG 3)

For homeless participants, harassment was often described as official and institutional. This meant not only police responding to complaints but also seeking them out. Either way, it was seen as rooted in stereotypes about the homeless and associations between homeless people and other marginalized populations.

Yes, yes. I see them harass people every day, all day long. I’ve even witnessed people having an encounter with the Metro Transit Police and they weren’t even doing anything, especially a person that’s homeless. [FG 3]

Participants who are trans, gender nonbinary, or gender nonconforming described many of the same sorts of experiences as cis women, and noted the similarities of their experiences. But they also noted the ways they were targeted beyond that. This included misgendering, slurs, outing, and questions about their sexuality, sexual orientation, and sexual activity. One participant explained, “I feel like misgendering is an act of violence in itself.” [FG 2] This sort of disrespectful behavior was understood as increasing the likelihood of further harassment from third parties, and as a possible precursor to physical harassment or even violence, which were also mentioned.

[Participant 1]: ... like your basic, typical “Faggot” or you know, “What is that a boy or a girl?” You know what I’m saying?...

[Participant 2]: Not to speak on all trans girls but I know most of us, well some of us, people feel the need to out us. Like they notice or they see people like us are transgender they feel like they have the need to say it out loud to a room. Why? But they be like, “Oh, that’s [a] trannie.” Or “That’s a man” or something like that. (FG 4)

Impact of Street Harassment

Question 2: Has experiencing street harassment affected your behavior?

Participants were asked about the impact of street harassment on themselves and their lives. There were some instances in which incidents had larger effects on their behavior—usually when they had major trauma or some other challenge (like homelessness). More commonly, participants discussed actions they took routinely to

reduce the likelihood of street harassment or its impact. Past experiences with harassment, and awareness of the possibility of harassment and what it could lead to, impacted how it was experienced. In short, particular instances of street harassment were not necessarily experienced as particular instances, but rather within much broader patterns of harassment, intimidation, and in some cases, assault, controlling behavior, and violence.

A fairly common response was a sense that one had to be constantly on alert or vigilant, constantly aware of one's surroundings, scanning one's environment for potential signs of danger, and so on. Or if not constantly, then commonly in certain contexts, such as when one passed certain locations or types of places, at certain times, or when dressed in a certain way. And the possibility that harassment could escalate increased the psychological toll. Some spoke of physical manifestations, like sweating or hyperventilating. These sorts of impacts were shaped by participants' history with past harassment, trauma, and/or mental illness.

It's a different level, you know when somebody is harassing you, and especially for a transgender [person]....Just any form of street harassment can turn into something violent. [FG 9]

[I]t's telling me that society or other people feel like because I am my identity, I don't deserve the same rights and treatment as everybody else. [FG 2]

Another common way that harassment impacted participants was in leading them to change their routes or avoid certain locations. This could be because they had experienced harassment in those places, because they knew it was dark, or because they could find themselves without an escape route. It could be because of a particularly traumatizing incident or knowing that harassment was especially likely in that place.

[I]t's like an anxiety that comes with being harassed. Like you get harassed on the train one time, and from then on going on the train is always kind of scary. You do stuff, or you stop doing stuff you used to do. Like there are places I don't go that I used to go. [FG 2]

Another was making sure to sit or stand in certain places—for example, sitting close to the conductor or in the last seat on the Metro so that no one could get behind them. Several participants said they sometimes chose transportation options or even limited travel to avoid harassment, which was not only inconvenient but also expensive. This could also limit where participants could go and when. A participant who uses a wheelchair noted that concerns about harassment had impacted their transportation choices and made it more difficult to engage in adaptive sports. Another way harassment could limit movement and exercise was impacting or reducing running.

Yeah, it affects my money, because then I've got to start taking an Uber. [FG10]

Experiences with harassment could lead to anger or fatalism - a sense that this was simply how the world worked or how human beings (or men) were. Expressions that these experiences are very common were made side by side with expressions of feeling alone, as if participants were 'crazy' and they did not have people to talk to about this experience. One participant suggested that the focus group itself - giving them the space to talk about such things and hear others talk about such things was valuable - made them feel less alone. Another participant stated that they wondered whether they had brought it on themselves. A black participant noted the irony that during the Civil Rights Movement, people fought to not be forced to sit at the back of the bus, but they always did, for fear someone might get behind them and do something.

Where and When Street Harassment Takes Place

Question 3: Are there times or places when you feel especially likely to experience street harassment?

Participants readily provided examples of places and times where they were especially likely to experience street harassment and there were clear patterns in their answers. But a number of participants also made clear that it could happen at any time, or in any place, including ones that seemed to make little sense. For example, one participant noted with exasperation an instance of street harassment when they were with their child in the middle of the day.

Many participants cited night as the most likely time to experience street harassment. The reasons people offered for why was first, because it was dark. Some suggested the anonymity afforded by darkness increased street harassment. Second, night was when potential harassers were drinking, or otherwise incapacitated, lowering their inhibitions and increasing their confidence. It made them “bold,” as one participant put it. [FG 10] Weekends were cited for the same reason, particularly weekend nights. Third, a college participant suggested that night was a time when students would be more likely to have reduced capacity, which made them more vulnerable. Potential harassers might further assume that young women were drunk and therefore easier prey.

And I felt it's like a better time to take advantage of someone because we could've been intoxicated or something, and you're trying to get back to your dorm, but someone could just notice that something's off about you and take advantage of you. Especially because it's at night, and you've probably been out partying, stuff like that. [FG 10]

Perhaps unsurprisingly, the street was the most common place cited as where participants were especially likely to experience street harassment. In particular, participants cited places on the street where men congregated, where men drank (like in front of liquor stores), and where many people walked by.

Another location where men congregated and harassed women was near residence halls at Howard University. Near Metro stops was commonly cited, as well as within the Metro and on buses. Another location was bus stops - that is, places where participants were more likely to be waiting, and therefore giving others the opportunity to harass them. A couple of participants noted that they avoided standing at bus stops and instead tend to wait at a distance to avoid harassment. Students mentioned the neighborhood by American University as a place where they often experienced harassment, especially the main street between campus and the Metro station. Traversing this corridor exposed participants to attention from people walking and in cars. While students at both Howard and American stated that their campus was not generally a place where they experienced harassment, one non-student participant said they experience harassment from students, especially on weekend nights, when students were drinking. (One student mentioned that when construction crews worked on campus over the summers, they did experience harassment.) In general, catcalling often came from men in cars, either stopped at a light, or more often, driving by.

For the participants experiencing homelessness, this meant a great deal of exposure to harassment, not only because they had little choice but to be on the street but also because they were often unwelcome in businesses, parks, libraries, etc. Participants who had experienced homelessness pointed to where they received services as additional places where they experienced harassment. In shelters, this could be from other clients, particularly (but not exclusively) men, and it could also be from staff, who held power over them. The possibility of being kicked out - especially from shelters - created an even stronger power imbalance than normal between the homeless and others. Another source of harassment, cited by women, was from men hanging around such places who tried to exploit homeless women's deprivation for sex, i.e., offering food or alcohol, or a place to stay in exchange. The same dynamics were cited in places where homeless people ate, in particular, or otherwise

received services. This was not an issue at all locations. Some participants pointed to whether staff took the issue seriously as the key factor here. It could also be impacted by how things were structured in a particular location.

Experiences with Bystander Intervention

Question 4: Was there ever a time when a bystander/witness (or other person that is not an authority figure) intervened when you were being harassed? What happened?

Question 5: Was there ever a time where an authority figure of some sort (like a teacher, police officer, manager) intervened when you were being harassed? What happened?

Participants had far more experience with street harassment than with intervention (both positive and negative). Harassment was described both with individual stories and discussions of patterns of activity whereas intervention was discussed almost entirely around individual stories, often explained as the one time they had experienced it.

Good interventions came in broadly two forms, which were not necessarily mutually exclusive. First, they ended a harassment interaction or provided some level of protection. This tended to be more likely an intervention by an authority figure, like a business owner, bus driver, or service staff, telling someone to stop or even ordering them to leave. It could be as simple as telling a young woman that she can move away from someone being inappropriate to her on a bus. The other form was essentially emotional support, either during a harassment interaction or after. This could include telling the harasser that their actions were not appropriate or acting to support the person who had been harassed directly. But this was not necessarily the first thing people thought of when they were asked about intervention. Just as some had difficulty deciding whether some things counted as harassment, some were unclear about what exactly counted as intervention.

The check-in is really nice afterward. I feel like having someone, a witness, like hey I just saw it happen, are you good, do you need something... not even do you need something, like are you good. It's really nice because it restores hope in humanity in a sense, like one good and one evil kind of thing. [I]

I step on the [Metro] train, and this kid yells out, "Oh shit, it's a tranny!" Then I just put my headphones on, I'm like, I'm only going one stop. This will be over really soon, so I'm not listening to them, but I can see them pointing at me, talking about me and laughing at me. Then I just power walk off the train to get to where I'm transferring onto yellow, and I go sit down at this bench. I'm sitting down next to this nice lady who was like, "I saw what happened. That was so awful. I'm so sorry that happened to you." I'm like, "Oh, it's okay." Then these kids, they show up and they followed me off the train over to where I was sitting next to this lady, and kept yelling at me and harassing me. I froze up, I started crying, I had an anxiety attack, I was freaking out, but this nice woke cis ally stood up to these kids, and yelled at them, and told them to leave me alone, and walked with me to another part of the train. Then she rode the train with me all the way home. It was really nice. [FG 2]

There were a few participants who expressed general skepticism toward intervention. This was generally not because they objected to it, but because they felt people would never do it - because people do not care, especially about marginalized people. This sentiment was sometimes paired with the belief that such harassment was not something that could be ended, that it was in human nature, or male nature. Other participants said intervention was unlikely because people would fear the harasser might respond violently or the police or other

authorities might intervene on behalf of the harasser. And sometimes, the authorities, including police, were the ones doing the harassing. In general, participants seemed to think that the same dynamics that made some people a target for street harassment also made authorities likely to side against them in any dispute or to not to take their concerns seriously. This meant many participants would not look to authorities for help. In other cases, participants felt some types of harassment did not merit police attention. In addition, a number of participants noted that the nature of harassment often would make it difficult for police to address it: street harassment is often in passing, without witnesses, it may be difficult to identify the harasser, etc. Given how ubiquitous it is, it would also be unlikely that police could always be there to see it.

Law Enforcement, think also the service providers. I know they use to do sensitivity training in [inaudible] shelters for it but if you're a black man in D.C. you've been here for a number of years, you definitely going to know the verbal abuse that you can receive from any person in authority at any given time. That's like the given but when you kind of dealing with folks that's supposed to be providers of certain services in the community and they constantly speaking to you in manners and the gestures. The way they come off sometimes, it can add to a lot of folks trauma. I just happen to been deal with that and little things they can do just common courtesy. Seems like they just be lacking in so many instances and you wonder how these folks get in these positions. Especially when you're trying to deal with community when you have a lot of people who dealing with trauma and folks are. [FG 3]

A hybrid situation would be where a non-authority bystander either called the police and stayed to serve as a support and a witness or intervened when police arrived to make clear who was the harasser and who needed protection. Given the experiences of many participants that police were selective in who they took seriously, and what types of harm they took seriously, having another person intervene on their behalf with the police once they became involved seemed particularly valuable.

Overall, according to the participants' accounts, bystander intervention provided immediate safety and improved the psychological impact.

'Cause it makes you feel like you're not alone. That person sees what's going on, you're sharing the same logic senses, you guys have that telepathy, that antenna. But when you're in any type of confrontational situation and you feel like you're the only one fighting and you see so many people around you and nobody's standing up for you, you start to feel like maybe you are the problem. Even though you may not be, you start to feel like you're alone, there's nobody that's going to help you, you're helpless so you might as well just surrender now. [FG 4]

That said, many participants who did not have bystander intervention experiences emphasized how positive it would be to have someone intervene on their behalf, or how hurtful it was when people failed to intervene. This was not only because the intervention did not happen but also because it made them feel hurt to have people not step in to help them.

It would feel great. It would feel weird too at the same time because that generally doesn't happen. People sort of turn a blind eye. They feel like that's what women want, attention. [I]

[Facilitator]: Am I also hearing that you would feel safer if you knew that more people would be able to speak up on your behalf?

[Participant]: It helps. It really does. You're not alone. [I]

Feeling Safer and More Supported

Question 6: When you have experienced an instance of street harassment what would make you feel safer? More supported?

Question 7: When you are in a place where you are most likely to experience street harassment, what would make you feel safer? More supported?

Participants indicated that one of the most powerful ways for them to feel safer and supported when they experience street harassment is when someone, or even better, multiple people, intervene. Education was another theme, although this could mean several things. For some, education meant teaching (especially) boys that harassment was not appropriate. For others, it was about addressing ignorance that could lead to inadvertent harassment. For example, education could be about gender and pronouns to reduce misgendering, or about disability. One participant noted that people grab wheelchairs and move them, not realizing that the chair is an extension of the user's body.

One thing that people said made them feel safer and supported was being with friends. Being with friends could make harassment less likely or could mean a better chance at self-defense if something happened. It could also make an instance less impactful because one had emotional support.

I don't know if there's anything that makes me feel better after [an instance of catcalling], other than like again, having my friends with me and just like that extra layer of protection. I feel after the fact with catcalling, it's over and done with. If they drove away, you're not going to do anything about it now. (FG 8)

Another thing that made people feel safer was self-defense. Numerous participants made clear that the law against carrying weapons did not deter them; some because they did not think police would enforce it if they were assaulted, mostly because people feared being attacked more than the legal punishment. Another suggestion was self-defense classes—publicly funded, so that inability to pay would not be a barrier. For homeless participants, one strategy was to project an aura of toughness, of willingness to fight back, or “playing crazy” [I and FG9].

As noted above, darkness was a key feature often mentioned that increased street harassment and apprehension about the possibility of street harassment. This was partly because of what happens at night - that is, nightlife, drinking, etc. - but it's also because darkness increased how aggressive potential harassers were and how potential victims could be more vulnerable. More lighting, particularly street lighting, was something suggested by a number of participants and it was met with enthusiastic agreement when raised by facilitators.

For some participants, security or police would make them feel safe, while for others it would make them feel less safe. Another solution mentioned by some participants was cameras in public places. A number of students pointed to campus police, or even university bus drivers, as someone they could turn to in a dangerous situation - if the street harassment was close to campus. Some other participants had something similar: a place or type of person where they could sometimes get to that made them feel safe. For one, the Metro bus was that place because drivers tended to protect them. Another participant noted that this is one of the problems with nighttime: fewer places where one can get away from someone are open.

Reporting

Question 8: Do you think it would be helpful if there was a way to report when you experience or see street harassment (other than calling the police)? Why or why not? What would make it useful?

When the question of alternatives to police as a solution was raised, some clearly had not considered that as a possibility. There was often confusion over what it would mean to have reporting that did not go to the police. There was also considerable enthusiasm for such a reporting mechanism.

Several PWI students noted that while they could call for help from the police and felt confident that they would be taken seriously, they did not think this option was available for many people who had a different relation to police and were concerned about the possibility that police might respond too aggressively to their concerns. Similar concerns were raised in another session.

I would appreciate having non police avenues to deal with this just because I would feel incredibly guilty calling the police for a lot of the people that cat call or street harass me because a lot of them are, we mentioned earlier, are homeless folks or people who are dealing with mental illness or people who are dealing with alcohol issues. And I feel like calling the police might lead to them just getting more aggravated and I worry that that would lead them to taking it out on the next person. [I]

Some participants expressed that it would be positive to be heard through such reporting: to tell their story would help reduce the impact of harassment. Others said it would be frustrating to make a report or to get a response that did not lead directly to action. On the question of whether they would like some response to their reporting, there was a range of views. It depended on the person, and perhaps on the incident as well. Several participants suggested having this as a choice for the reporter. Such a response might document that the report was made and its details or it could provide resources.

To the extent participants saw such reporting as useful for addressing street harassment, this usually meant seeing patterns in where and when it was occurring. This could be made available to the public, so that people could see high incidence locations and potentially avoid them. The information could also be made available to the government, which could take actions like stationing police in such places or putting more lighting in such places. Two participants in two different sessions suggested that the Office of Human Rights should receive the information and be tasked with enforcement. This might look like holding government agencies or particular businesses accountable both for what their own staff do and perhaps more importantly, what they fail to do in terms of protecting people from harassment.

That's an interesting idea which is that having someone to come and double check so you can experience the environment and compare to the brief logs of the incident compare it to the treatment that that investigator is receiving at that moment. "Can I speak to your manager? I like to tell you about this complaints coming here." "Screw you. I don't have time for you. Get the hell out. You're not here to buy anything. Get out. Don't bother me." Whatever. So the next thing that the investigator should do is bring it up to higher management, so that business owner can be summoned in front of a judge to answer questions about his businesses. Is he telling me his employees on, what is it? [Cultural competency] or not? And it's obviously not. This will happen once the legislation is passed otherwise it's a waste of time. (FG 7)

Indeed, reporting was seen as potentially more impactful when participants thought of it not only in terms of individual action but also in holding institutions accountable, or even making them aware of a problem. Another

reason given for the value of a reporting mechanism was culture change. People who experience harassment might be more willing to speak out.

And if we change then more people will do it. Like you said, we don't get touched, we usually don't call the police and report it to anybody. We usually just tell a friend, but that's not helping. [FG 10]

Population/Identity Experience

Question 9: Do you think [study population] are more likely to experience street harassment than other people?

The question of whether their population was more likely to experience street harassment vexed some participants. Often, they had already addressed ways in which they felt their group was more likely to be targeted for it, particularly exposed to it, etc. In part, this was about insisting that other people experienced it too; that is, even if participants believed they were more likely to experience it, they often did not want to leave the impression that it was unique to them.

The participants in the HBCU college group generally agreed that college students were more likely to experience street harassment, especially women, when first arriving. Being new to college and new to the city made them more vulnerable and attracted attention from people (especially men) who knew they were vulnerable.

I feel like it's more on college students because... Especially freshmen girls because we... This is the first time of being on our own without our parents. It's a different... A lot of us is a different state, a different culture, and sometimes we're just trying to get adjusted, and people can see that and take advantage of it quite easily. So I feel like it's definitely more common on college girls, and especially around big events, like homecoming. [FG 10]

In the PWI college group, members agreed that college women were more likely to experience harassment, but not necessarily because they were college students. One noted that they had not yet experienced life after college so it was hard to tell. Several participants suggested this was more because they were young women than because they were college students - because young women were targeted for such attention from men, and because young women in particular felt obligated to dress in certain ways, spend time in clubs, etc.

Participants who had experienced homelessness agreed that they were more likely to experience harassment, and women stated that they were particularly likely to experience it. This was because of the stigma associated with homelessness, their exposure to the attention of others, the deprivation they experienced that allowed others to attempt to exploit their needs, and their marginalization.

Well, by comparison, between, whether or not your homeless, I was harassed when I had a job, I was harassed when I was housed. If you are asking if there's a difference, I think the difference would be the amount of exposure and the context in which you're exposed. Because if you're asleep at 10 o'clock at night and you're on some spot in the city and someone, there's not very much, there's not a lot of people around, might not have a phone to call the police. The police might not even respond, based on thinking that it's some homeless people having an argument. So there is a difference, I could respond at work at a certain level, but it's different when you're homeless. It really is. [FG 9]

In the general trans / gender nonbinary / gender nonconforming group, members pointed to their visibility, and how people took their difference from the norm as threatening.

I guess we're just more visible. That's the real thing, the visibility. I've noticed it too on days where the way I present changes, if I wear a certain color, do a certain thing with my hair, whatever. The more visible that I am, the more I'm expecting or will receive some sort of harassment, and the more bland clothing or whatever then the less I'll expect, but it still might happen. [FG 2]

Some participants in the black trans women group felt that they experienced street harassment similar to what cis-gender women experienced. Others stated that being trans also made them a target - because of the marginalization of trans women, the stigma trans women face, and the association with sex workers.

Participants in the immigrant group largely agreed that they were more likely to experience harassment but did not have time to discuss their reasons. However, it was discussed earlier in the focus group that some members had noted being targeted for being Muslim (and the stereotype that connects Muslims with terrorism), for not speaking English, or for claims that immigrants had no right to be in the country and "stole" jobs from native born residents.

In my case, this person knew that I didn't speak any English, so I guess he felt like he can continue harassing me after I told him that I didn't speak that much English. And then when he put his arm around my shoulder to kiss my face and he was going to do this on the street. And I feel like also because we're immigrants because they think that we're just criminals. Because they tell us go back to your country. You're not from here. You're worth nothing. And they feel like they have this power to harass and when we call the police, they come, and a lot of cases that you've heard, they don't do anything. [FG 7]

Another participant recalled a time where a government employee assumed they did not speak English and began harassing them; they were able to deescalate the situation in part because they did speak English.

Many women participants felt that men took the way they dressed, the places they went, or whether they were not with a man who was their partner at the current moment, as proof of their sexual availability. Ignoring them, saying "I am not interested," or pointing out a man as their boyfriend often did not dissuade them. A theme was a male sense of entitlement to women's attention and that women who were the subject of their attention were obligated to react positively; failure to do this could lead to an angry response or even violence.

PUBLIC AWARENESS CAMPAIGN



I don't need your comments on my...

*Gender Identity.
Gender Expression.
Sexual Orientation.*

Street Harassment is far too common and can happen in a **store**, at a **restaurant**, or even in **taxi** or **rideshare**.

If it's **unwanted**, it's **Street Harassment**.

Learn more.

For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nostreetharassment.dc.gov. #NoStreetHarassmentDC

Office of Human Rights
DISTRICT OF COLUMBIA

SHPA
STREET HARASSMENT PREVENTION ACT

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

According to the SHPA law, the Office of Human Rights shall:

“No later than September 30, 2019, conduct a public information campaign about street harassment and resources available in the District for victims of street harassment.”

In August 2019, OHR launched a public awareness campaign which included five ads and a website. The ads, seen below (and full-sized in Appendix E), feature:

- The words “I don't need your comments on my...” and then three items that correspond with the featured identity (sex, religious minority, homelessness, race, and LGBTQ)
- Various high-risk areas for street harassment, as outlined in SHPA
- Clarification that “if it's unwanted, it's street harassment”
- An invitation to learn more at our website (including a QR code that takes the viewer to the website) and our hashtag #NoStreetHarassmentDC



I don't need your comments on my...

*Homelessness.
Appearance.
Circumstance.*

Street Harassment is far too common and can happen in a **park**, on the **sidewalk**, or even at a **bus stop**.

If it's **unwanted**, it's **Street Harassment**.

Learn more.

For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nostreetharassment.dc.gov. #NoStreetHarassmentDC

Office of Human Rights
DISTRICT OF COLUMBIA

SHPA
STREET HARASSMENT PREVENTION ACT

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

The ads were placed inside buses, on Capital Bikeshare docks, at bus shelters, and also triggered as geofenced mobile ads when certain apps were opened in specific locations around the city. The ads were up for at least four weeks (sometimes they remained longer if the space was not purchased by another advertiser). The five versions were evenly and randomly distributed amongst the locations.

Bikeshares, Interior Bus Ads, Geofence Mobile Ads

Campaign Run: 9/3-9/29

Company Used: Outfront Media

250 Interior Bus Ads

- 50: 22”x21” size – behind driver
- 200: 11” x 42” size – above seats

5 Bikeshare Locations

- Adams Morgan - NW-Adams Morgan/Columbia Rd & Belmont Rd
- U Street - NW-12th & U St
- Columbia Heights - W/L 14th Street S/O Girard St. NW
- Petworth - NW-Georgia & New Hampshire Ave
- Anacostia - S/L Mississippi 19th street SE

20 Bus Shelter Ads

Both static and digital ads

Campaign Run: 8/26-9/22

Company Used: Clear Channel

20 Shelters in “high-impressions” areas:

- | | |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ward 1 | <ol style="list-style-type: none">1. 16th St & Spring Pl NW2. Columbia Rd & Biltmore Rd NW3. 7th St & S St NW |
| Ward 2 | <ol style="list-style-type: none">1. Connecticut Ave & S St NW2. K St & 18th St NW3. Pennsylvania Ave & 10th St NW4. New York Ave & 14th St NW |
| Ward 3 | <ol style="list-style-type: none">1. Connecticut Ave & Woodley Rd NW2. Wisconsin Ave & Rodman St NW |
| Ward 4 | <ol style="list-style-type: none">1. Georgia Ave & Upshur St NW2. 16th St & Main Dr NW |
| Ward 5 | <ol style="list-style-type: none">1. Benning Rd & 19th St NE2. Bladensburg Rd & Queens Chapel Rd NE |
| Ward 6 | <ol style="list-style-type: none">1. Pennsylvania Ave & Potomac Ave SE2. M St & 6th St SW3. North Capitol & I St NE |
| Ward 7 | <ol style="list-style-type: none">1. Benning Rd & 21st St NE2. Pennsylvania Ave & 30th St SE |
| Ward 8 | <ol style="list-style-type: none">1. Wheeler Rd & Varney St SE2. Alabama Ave & Ainger Pl SE |



Website

At the same time ads were displayed around the city, our website (nostreetharassment.dc.gov) launched. The top portion of the website can be found below:



The website provides an explanation about the public awareness campaign and the SHPA definition of street harassment. There is a square graphic that reads “share your story”; if users click this graphic, they are prompted to anonymously share an incident of street harassment that they have experienced in the District. The link for anonymously sharing incidents of street harassment is still live and OHR continues to capture that data. The website then provides thumbnails of the five aforementioned ads and links to download PDFs of each ad.

Following the ads, the website provides answers to two common questions:

1. Is street harassment considered a crime in DC?

Though incidents of street harassment such as threatening statements or offensive gestures can often incite fear and escalate into violent acts or crime, these activities in themselves may or may not constitute as a criminal act under District law. If you believe you may be a victim of assault, stalking or a bias or hate motivated act in the District, contact the DC Victim Hotline for support at 1-844-4HELPDC (1-844-443-5732). The DC Victims Hotline service provides around-the-clock free, confidential information for victims of ALL crimes in DC. Visit www.dcvictim.org for more information.

2. How do I report street harassment that does not rise to the level of crime?

Currently there is no central reporting mechanism for street harassment incidents in public spaces in DC. However, for ANY incident of harassment or sexual misconduct on public transit, including WMATA Metro stations, trains and buses, you can report your experience by visiting, wmata.com/harassment.

The website ends with links to resources, including blogs about street harassment, local resources for victims and survivors, and national resources (outlining speciality help like the Trevor Project for victims of LGBTQ+ hate/bias and tin6 for male survivors of sexual violence). And, lastly, a link to the SHPA webpage is provided. The SHPA webpage also lives on OHR’s website and provides the definition of street harassment, high-risk areas, links to a one-pager on SHPA and the actual legislation, and information about the Advisory Committee on Street Harassment (including meeting agendas and minutes).

DATA-INFORMED RECOMMENDATIONS

It is important to revisit the victims' desired responses prior to recommending training, reporting, and policy. This is community-based evidence of what DC victims of street harassment, including our more vulnerable community members, would like to see happen in prevention of and response to street harassment in DC.

Survey respondents were asked, "When you have experienced street harassment, what would you want to happen?" and they could select all that apply.

The top three responses were:

1. 50% of respondents indicated that they prefer for someone to intervene while harassment is occurring. (bystander intervention)
2. 32% of respondents saw value in a way to easily report it to the government for data collection (no enforcement)
3. 31% would like environmental changes, like more street lamps or larger sidewalks
4. 31% would like to use self-defense or self-assertion skills that they learned/improved through a free, accessible training

In addition to general consensus that agreed with the above recommendations, there were some actionable suggestions that came from focus group participants:

1. Canvassers on the street often assume someone is part of the gender binary and will say "Hi ma'am/sir, do you have a minute for ___?". Participants' whose gender is non-binary suggested canvassers just stop saying the "ma'am/sir".
2. Women experiencing homelessness explained that when UPO workers come out to respond to a hotline call and loudly declare someone is a woman, that puts them at risk of harassment from men experiencing homelessness around them. Many of the women are trying to hide their gender while sleeping outside to make themselves less vulnerable.

TRAINING RECOMMENDATIONS

According to the SHPA law, this report:

“Proposes model policies and training materials to be adopted by District agencies for preventing and responding to street harassment, including model policies and training materials for public-facing employees;”

We recommend two types of training, and outline audiences, core curriculum elements, and trainers below.

Types of Training

1. Bystander Intervention & Self-Assertion (BISA) Training

Bystander Intervention Training equips trainees with the skills to intervene when they witness harassment and to help the victim of harassment. Self-Assertion teaches participants various ways to assert themselves and respond to harassment. For the strongest efficacy, we recommend the training be in-person and between one to three hours long.

Crucial Curriculum Elements

- Definition of street harassment, as outlined in SHPA
- Stories and statistics from our own data collection (to build empathy)
 - Statistics to include frequency and impacts of street harassment
- Discussion on the role of power imbalances, systemic oppression, and the reason we focus on behaviors and not people
- The steps to bystander intervention (i.e., notice what’s happening)
- 5 Ds of bystander intervention: direct, distract, delegate, delay, document
- Ways to self-assert when participants deal with harassment directed at them
- Role-playing of intervening using some of the 5Ds and self-assertion tactics to develop intervention skills
- Local resources available to victims and ways to report street harassment

The BISA training should be required of all public-facing government employees,⁵ the government contractors who work heavily with the public (e.g., violence interrupters, seasonal workers like lifeguards at DPR, etc.), and for DC Council staff who interact regularly with constituents. Agency leadership may also choose to add employees that interface with the public and are not included in the definitions here.

Public Trainings

Because Advisory Neighborhood Commission (ANC) Commissioners are volunteers, but heavily involved in what happens in public spaces of their respective neighborhoods, they should not be required but rather highly encouraged to attend the public BISA workshops provided in their Ward.

⁵ A public-facing government employee is someone who interacts with the public as a regular part of their job at one of the agencies provided in the list below. Some examples of public-facing employees are librarians with DCPL, investigators with ABRA, traffic control officers with DDOT, and legal instrument examiners at the DMV. The full list of Agencies designated by the Language Access Act as having major public contact can be found on Appendix F.

2. Online Street Harassment Prevention for DC Government Employees Training

Crucial Curriculum Elements

- Definition of street harassment, as outlined in SHPA
- Brief information about the law
 - Stories and statistics from our own data collection (to build empathy)
- Statistics to include frequency and impacts of street harassment
- Local resources available to victims
- Ways to report street harassment as either a witness or a victim

The online training should be required of all government employees to take on a yearly basis, similar to the “Sexual Harassment Prevention for Employees” training. Additionally, we recommend an automatic refresher be sent six months after an employee has completed the Online Training on Street Harassment & Reporting. This refresher should include the basic and main points of the online training.

Justification

From our 2019 Survey on Street Harassment in DC:

When asked the question “When you have experienced an instance of street harassment, what would you want to happen?” 50% of respondents who have experienced street harassment in the last six months said they would like for “someone to intervene or help if they witness me being harassed.” The desire for bystander intervention was the most common response.

From our 2019 Focus Group Report:

As previously mentioned, “....many participants who did not have bystander intervention experiences emphasized how positive it would be to have someone intervene on their behalf, or how hurtful it was when people failed to intervene.”

From the Evidence Base:

While almost all of the evidence on the efficacy of bystander intervention focuses on college students and/or sexual assault, it remains to be one of the top interventions in violence prevention as recommended by the Centers for Disease Control. Additionally, Fileborn (2017) explains: “Bystander intervention often reduced the perceived harm of an incident of street harassment, and can form an important component of street harassment victims’ justice needs.” (p. 187)

How to Deliver Trainings

We recommend experts in the field provide train-the-trainer trainings (these trainings usually take two to three full days) to about 80 selected government employees. These 80 trainers would be responsible for delivering the BISA workshops to public-facing government employees. There should be a nomination and application process for government employees to go through the Train-the-Trainer. It’s crucial that the government employees selected to be trainers have some group facilitation skills and experience in working with sensitive topics like street harassment.

The experts should also conduct BISA workshops for government contractors who work heavily with the public (e.g., violence interrupters, seasonal workers like lifeguards at DPR, etc.), and for City Council staff who interact regularly with constituents.

We also recommend that the experts create content for the online training and refresher that we believe all DC government employees should be required to take annually.

Public Trainings

Ideally, the experts would also conduct 16 public BISA workshops (two per ward) to which ANC Commissioners would also be invited and highly encouraged to attend.

Pilot in FY2022 and Scale in FY2023

Our recommendation is to pilot the BISA program in FY2022, using a few of the listed agencies from footnote 5 as a pool from which to nominate government employees to go through the train-the-trainer program. Those trained employees would be responsible for providing workshops to the public-facing employees in their agency. The selection process, train-the-trainer, and government employee trainer-led workshops should be evaluated; the data from these evaluations should be used to improve the BISA program and scale it government-wide in FY2023. Once the BISA workshops have occurred, we recommend assessing participants' skill usage in FY2024 - asking BISA participants if they have used the BISA skills they learned and, if they have, asking about their experiences using those skills.

We recommend that the pilot year of FY2022 also be used to create the online content and test the online training with a few other agencies (see Appendix F for agency listing). Like the BISA program, the online training should be evaluated and the evaluation results should be used to improve the training for scaling government-wide in FY2023.

We recommend that the field experts conduct training for the public, government contractors that work heavily with the public, City Council staff who interact regularly with constituents, and ANC Commissioners during the pilot year of FY2022. We recommend using FY2021 to develop the RFA for the field experts and working with that organization/group in developing the curricula.

Since the training curricula must include information about reporting street harassment, it should be noted that a reporting mechanism needs to be implemented prior to any of the trainings/workshops being delivered. Our recommendations for a reporting mechanism can be found in the next section of the report.

REPORTING RECOMMENDATIONS

According to the SHPA law, this report shall:

“[Discuss] the need, if any, for a process by which victims and witnesses of street harassment can report instances of street harassment to District agencies;”

Our Recommendation

We believe there is a need for victims and witnesses of street harassment to have the ability to report incidents to the District. While victims may report to the Metropolitan Police Department (MPD) if they believe the harassment constitutes a crime, additional non-law enforcement options should be developed and implemented.

To increase accessibility, we recommend multiple ways to report; for example, victims and witnesses should be able to report through an online form, by calling a number and leaving a voicemail, by sending a text, or by mailing the report through the postal service. Additionally, the reporting forms should also be available in the six non-English languages outlined in the Language Access Act. It's important that the reporting form asks about the location, date, and time of the street harassment incident, the type of street harassment, and if there were bystanders present (if there were, the reporting form should also ask if the bystanders intervened). It might be helpful to collect a few demographics on the victim and perpetrator's identity as well. All of these questions should be voluntary - people reporting can choose to include as much or as little information as they'd like.

Why

Reporting is an opportunity for street harassment victims' voices to be heard and for witnesses to express that street harassment is not okay. Reporting and receiving a trauma-informed response is one way to provide validation to DC residents who experience street harassment.

From our 2019 Survey on Street Harassment in DC:

33% of the respondents who have experienced street harassment in the last six months said they would like “a way to easily report it to the government for data collection - no enforcement,” which was the **second most common** response to the question “When you have experienced an instance of street harassment, what would you want to happen?”

From our 2019 Focus Group Report:

As previously mentioned, “...there was also considerable enthusiasm for such a reporting mechanism....Some participants expressed that it would be positive to be heard through such reporting. To tell their story would help reduce the impact of harassment.”

From the Evidence Base:

Similar to the bystander intervention evidence, much of the research available focuses on disclosing sexual assault and not on reporting street harassment. Dr. Bianca Fileborn (2018) writes about the importance of allowing people to share their street harassment experiences: “Given the extent to which street harassment is trivialized and under-recognized as a form of harm, disclosure can function as an important means of challenging and disrupting the myths and misperceptions that all too readily fill the silences surrounding street harassment” (p. 22 - 23).

Additionally, this reporting mechanism can fill a gap that currently exists with reporting non-crimes to MPD. Currently, when someone reports harassment to MPD, it is up to the officer's discretion whether it constitutes a crime and it is up to the officer's discretion if they make a report for a non-crime. This reporting mechanism gives the power back to the victim and ensures they can tell their story.

If DC were to implement this reporting mechanism, we would be one of the first cities to have a government-backed way to show that street harassment is an important issue that we take seriously. We could provide a blueprint for other city and state governments on how to receive, understand, and potentially use reports of street harassment in a trauma-informed, victim-centered way.

How

We recommend this reporting mechanism be achieved through a government-nonprofit partnership. The nonprofit would be responsible for receiving the reports, responding to the reports, and securely maintaining the data collected. The government would be responsible for marketing the reporting mechanism, collaborating on crafting any responses, funding the nonprofit (through a grant), and publishing aggregate data on an annual basis.

Responses

The responses to the reports should be automatic, trauma-informed, and filled with options. The responses should inform the person reporting what will be done with the data, guarantee the confidentiality of the information provided, and provide options for what to do next. All reports should receive an automatic response thanking the person for reporting, validating their experience, providing local resources for victims, and delineating the differences between this report and reporting crimes to the police. Above the reporting form, there should be information explaining where the report will go and that specifics around the street harassment incident will be kept confidential.

Privacy

The confidentiality of reports is of utmost importance. We do not want victims to be deterred from reporting because they have to share identifying information about themselves; therefore we recommend the reporting mechanism limit the questions collecting demographic information. Additionally, the reporting software or mechanism must securely maintain the records with strong firewalls to prevent infiltration.

Data Use

The nonprofit collecting the data should report aggregate data to OHR quarterly and upon request. OHR would publish the data on an annual basis. It must be noted that this is different data collection from our survey of street harassment; this data is self-reported and therefore is not necessarily generalizable to the larger population.

Future Potential Uses of Data:

Eventually, if multiple reports are received of street harassment happening in the same location (e.g., X bar or Y neighborhood), OHR could recommend bystander intervention training for staff at X bar and/or a restorative justice type of event for Y ANC (open to the affected communities) or suggest infrastructure changes that would make the location less intimidating, such as additional streetlights. Trends in data could also be used to justify environmental changes, such as establishing more streetlights in heavily reported areas that are also identified as being too dark.

Funding

The funding would need to cover the costs of a secure software to be used for reporting, advertising the reporting option to the public, and the employment costs of someone responsible for responding and maintaining the reports at the nonprofit. Depending on staffing and capacity at OHR, funding may be needed to support OHR staff receiving the data and writing the annual report.

MODEL POLICIES

According to the SHPA law, this report shall:

“Proposes model policies and training materials to be adopted by District agencies for preventing and responding to street harassment, including model policies and training materials for public-facing employees;”

Similar to the “Supporting Victims and Survivors of Domestic Violence, Sexual Assault, and Stalking” Issuance (No. 2018-24), we recommend District Agencies use and follow this guidance to help address the challenges of street harassment. We recommend the model policies have the following seven components, with suggested language provided below:

- | | |
|---------------------------------|------------------------------------|
| 1. Code of Conduct | 5. Responding to Street Harassment |
| 2. Defining Street Harassment | 6. Resources |
| 3. Statement of Confidentiality | 7. Training and Awareness |
| 4. Reporting Street Harassment | |

Street harassment could occur by community members towards District employees, by employees towards community members, by employees towards other employees, or in any other direction. People of all genders and identities can engage in harassing behaviors. The Street Harassment Prevention Act lists high-risk areas for street harassment, some of which include: buses, libraries, sidewalks, and any buildings owned by the District government. Therefore, many District employees may experience or witness street harassment while working.

1 | Code of Conduct

The District Government is committed to cultivating a safe, supportive and respectful environment for staff, DC residents, and everyone who interacts with its agencies. Through this policy, the District government is providing comprehensive guidance to help its agencies and employees address the challenges faced by District employees impacted by street harassment and improve employer response to such violence and its effects on employees. Recognizing that harmful actions may still occur in this environment, procedures have been implemented to ensure that those who are harmed have a dependable and supportive recourse.

2 | Street Harassment Definition

For the purposes of these policies and per the Street Harassment Prevention Act (SHPA) of 2017, street harassment is defined as “Disrespectful, offensive, or threatening statements, gestures, or other conduct directed at an individual in a high-risk area without the individual’s consent and based on the individual’s actual or perceived ethnicity or housing status, or a protected trait identified in the Human Rights Act of 1977.”

Verbal street harassment includes, but is not limited to: receiving unwanted comments, noises or signals (such as whistling, honking), explicit or rude comments (such as name calling, insults, slurs), gestures, commands, and/or being repeatedly asked for a date or one’s phone number when one has said no or ignored the harasser. These could be related to anything about an individual including, but not limited to: one’s gender identity or expression, sexual orientation, homelessness, race or skin color, religious affiliation, disability or mobility, immigration status, physical appearance, mental health or state of mind, class or income level, language, etc. Physical street harassment includes, but is not limited to: being followed without one’s permission, being purposely touched or brushed up against in an unwelcome way, someone exposing their genitals, and/or someone touching their genitals in front of someone else.

3 | Confidentiality

The District Government recognizes and respects the right to privacy and the need for confidentiality for staff and for individuals who interact with our organization. The Agency/Office commits to maintain the confidentiality of disclosures of street harassment incidences and violence to the extent possible without jeopardizing safety within the workplace. When information must be disclosed to protect the safety of individuals within the organizational environment, the Agency/Office will limit the breadth and content of such disclosure to information reasonably necessary to protect the safety of the disclosing person and others. The Agency/Office will also provide advance notice to the person who disclosed information, to the extent possible, if the disclosure must be shared with other parties in order to maintain safety in the workplace or a related setting.

4 | Reporting

Each agency shall develop a reporting procedure that provides an effective, confidential, and accessible way for employees who are victims of street harassment to request work-related assistance or report incidents and concerns. This procedure may require the formulation of reporting forms, confidential channels of communication, and whatever else may be necessary to effectuate swift and appropriate agency action in support of the victim/survivor. We recommend that each agency use a similar reporting procedure and the same point of contact (POC) outlined and determined in “Supporting Victims and Survivors of Domestic Violence, Sexual Assault, and Stalking” Issuance (No. 2018-24).

District employees have an additional reporting option that is separate from their workplace. Through a nonprofit-government partnership, there is a reporting portal to which victims and witnesses of street harassment can submit incidences of street harassment. (More information on this reporting portal can be found in the previous section “Reporting Recommendations”). Submissions to the reporting portal can be made online, by text, through a voicemail, or by mail; the nonprofit collects, holds, and responds to reports. This reporting is done anonymously and while there will be trauma-informed responses to reports with various resources available, the purpose of the reporting is for data collection - no enforcement or employer-led action is expected.

5 | Responding to Street Harassment

If a District employee tells you, a colleague and/or manager, they’ve experienced street harassment, here are helpful ways you can respond:

- Believe them about their experience and only ask questions that reinforce your concerns
- Listen and let them direct the conversation. Acknowledge their experience is real and validate their feelings.
- Connect to the resources outlined below

If the street harassment has escalated to violence and/or has become a regular occurrence that is putting the government employee in fear for their safety, the agency point-person is encouraged to follow the “Workplace Safety and Support Plan” as outlined in the aforementioned Issuance No. 2018-24.

In determining whether a safety and support measure is reasonable, the agency shall consider such factors as: the likelihood and type of danger facing the employee; the permanency or length of time of a proposed measure; court orders and requirements; the availability of agency resources; the impact on the agency’s mission and work; and the impact on the safety and well-being of other employees and customers.

6 | Resources

If you believe that a District employee is the victim of street harassment, there are steps you can take to assist. These include making the employee aware of:

Agency Support

- The Agency’s point of contact for domestic violence, sexual harassment, and stalking matters, as

described above (and in Issuance No. 2018-24) may be helpful; and

- The option for developing a Workplace Safety Plan as described above may be indicated.

District Support

- **The DC Victim Hotline**
Available 24/7 by phone or text at 1-844-4HELPDC (1-844- 443-5732) and via chat at www.dcvictim.org
- **Metropolitan Police Department**
mpdc.dc.gov/page/domestic-violence-resources
mpdc.dc.gov/page/sexual-assault-resources
Emergency Phone: 911
Information Center: (202) 727-9099
- **The District's Employee Assistance Program: Inova Employee Assistance Program**
dchr.dc.gov/node/698882 or (800) 346-0110.
- **Metro Harassment Reporting**
To report harassment on Metro, please visit this website: www.wmata.com/about/transit-police/harassment.cfm
- **DC Rape Crisis Center**
Individual and group counseling for DC survivors
24-hour crisis hotline at 202-333-RAPE

National Resources

- **National Street Harassment Hotline**
Call toll-free at (855) 897-5910 or visit www.hotline.rainn.org
- **The National Sexual Assault Hotline**
Free and confidential
Call 1-800-656-4673 or visit www.rainn.org
- **National Domestic Violence Hotline**
24/7, anonymous, confidential help in situations of domestic violence
Call at 1-800-799-7233 (SAFE) or 1-800-787-3224 (TTY)
- **Trevor Project**
24/7 trained counselors to support victims of LGBTQ hate or violence
Call at 1-866-488-7386.
- **1in6**
For male survivors of sexual violence.
Their website www.1in6.org has a 24/7 helpline chat.

7 | Training and Awareness

District government managers and employees should be aware of the sources of support that exist in their agencies, as well as outside resources. As outlined in the report section “Training Recommendations,” all District employees shall take the yearly online course on street harassment that includes information on what street harassment is, how to report street harassment, and resources for support. Additionally, all public-facing District employees must take the Bystander Intervention & Self-Assertion (BISA) Training that is in-person and builds skills in responding to street harassment.

Supervisors, human resource personnel, agency EEO Counselors and Officers, and other employees are encouraged to familiarize themselves with available resources and to seek out training related to the effects of street harassment and the best methods for responding.

CONCLUSION

In the first year of implementing the Street Harassment Prevention Act (SHPA), the Office of Human Rights (OHR) and the Advisory Committee on Street Harassment (ACSH) received and analyzed 1,621 responses on a city-wide survey, conducted ten focus groups, launched a public awareness campaign, and came together to recommend trainings, a reporting mechanism, and policies for District agencies. As the SHPA implementation continues, OHR and ACSH are preparing to implement the second public awareness event. We will continue to include diverse voices in our discussions and collaborate with other agencies and community-based organizations. As we move forward, we will still learn about street harassment in the District and use data and information to help inform future training, reporting, and policies. Protecting the human rights of all persons within the District of Columbia is OHR's highest priority and preventing street harassment in public spaces is ACSH's main goal. We are hopeful that our continued work, creative solutions, and thoughtful collaboration will eventually help decrease street harassment and make the District a safer place for everyone.

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APPENDIX A

SHPA Law

ENROLLED ORIGINAL

SUBTITLE E. STREET HARASSMENT PREVENTION

Sec. 1041. Short title.

This subtitle may be cited as the “Street Harassment Prevention Act of 2018”.

Sec. 1042. Definitions.

For the purposes of this subtitle, the term:

(1) “ACSH” means the Advisory Committee on Street Harassment established by section 1043.

(2) “High-risk area” means:

(A) The enclosed area within any Metrorail car, Metrobus, MetroAccess vehicle, DC Circulator bus, DC Streetcar, or any other commercial vehicle capable of carrying more than 6 passengers;

(B) The area within 25 feet of any Metrorail station, Metrobus stop, DC Circulator stop, DC streetcar stop, or a location designated for the loading and unloading of a commercial vehicle capable of carrying more than 6 passengers;

(C) The enclosed area within any private vehicle-for-hire, as that term is defined in section 4(16A) of the Department of For-Hire Vehicles Establishment Act of 1985, effective March 25, 1985 (D.C. Law 6-97; D.C. Official Code § 50-301.03(16A)), or public vehicle-for-hire, as that term is defined in section 4(17) of the Department of For-Hire Vehicles Establishment Act of 1985, effective March 25, 1985 (D.C. Law 6-97; D.C. Official Code § 50-301.03(17));

(D) A food service entity, as that term is defined in section 401(4) of the Sustainable DC Omnibus Amendment Act of 2014, effective December 17, 2014 (D.C. Law 20-142; D.C. Official Code § 8-1531(4)), hotel, as that term is defined in D.C. Official Code § 25-101(25), nightclub, as that term is defined in D.C. Official Code § 25-101(33), tavern, as that term is defined in D.C. Official Code § 25-101(52), and any other establishment that serves food or alcohol;

(E) Any school, library, or other building primarily used for the instruction of students, including a day care center, nursery, elementary school, secondary school, college, and university;

(F) Any bank, health care facility, laundromat, retail store, shopping mall, sports arena, music venue, and theater;

(G) All the publicly owned property between property lines shown on the records of the District, including any roadway, sidewalk, or parking between such property lines; and

(H) All buildings or land that are owned, leased, or occupied by the District government.

(3) “OHR” means the Office of Human Rights established by section 202 of the Office of Human Rights Establishment Act of 1999, effective October 20, 1999 (D.C. Law 13-38; D.C. Official Code § 2-1411.01).

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(4) "Street harassment" means disrespectful, offensive, or threatening statements, gestures, or other conduct directed at an individual in a high-risk area without the individual's consent and based on the individual's actual or perceived ethnicity or housing status, or a protected trait identified in the Human Rights Act of 1977, effective December 13, 1977 (D.C. Law 2-38; D.C. Official Code § 2-1401.01 *et seq.*).

Sec. 1043. Advisory Committee on Street Harassment.

(a) There is established an Advisory Committee on Street Harassment, which shall be composed of 17 members as follows:

- (1) The Director of OHR, or the Director's designee;
- (2) The Director of the Office of Victim Services and Justice Grants, or the Director's designee;
- (3) The Director of the Mayor's Office of Lesbian, Gay, Bisexual, Transgender and Questioning Affairs, or the Director's designee;
- (4) The Director of the District Department of Transportation, or the Director's designee;
- (5) The Chief of the Metropolitan Police Department, or the Chief's designee;
- (6) The Chairman of the Council, or the Chairman's designee;
- (7) The General Manager of the Washington Metropolitan Area Transit Authority, or the General Manager's designee;
- (8) The Director of the Alcoholic Beverage Regulation Administration, or the Director's designee; and
- (9) Nine community representatives, appointed by the Mayor pursuant to section 2(f) of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01(f)), who are District residents or members of organizations that engage in policy, advocacy, or direct service within the District related to:
 - (A) Street harassment;
 - (B) Gender-based violence;
 - (C) Gender equity;
 - (D) LGBTQ rights;
 - (E) Racial equity;
 - (F) Religious tolerance;
 - (G) Poverty or homelessness; or
 - (H) Immigrant rights.

(b) The Director of OHR, or the Director's designee, shall serve as the ACSH's chairperson.

(c) One community representative shall be selected by a majority vote of the community representatives of the ACSH to serve as vice-chairperson.

(d) The ACSH shall meet at least on a quarterly basis, at times to be determined by the chairperson at the ACSH's first meeting.

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(e) Meetings of the ACSH shall be subject to the Open Meetings Act, effective March 31, 2011 (D.C. Law 18-350; D.C. Official Code § 2-571 *et seq.*).

Sec. 1044. Survey.

No later than April 1, 2019, OHR, in consultation with the ACSH, shall conduct a survey regarding the incidence of street harassment in the District. The specific data elements to be collected in the study shall be determined by the ACSH.

Sec. 1045. Street harassment prevention report; model policies; public information campaign.

(a) No later than September 30, 2019, the ACSH shall submit a report to the Mayor and Council that:

(1) Identifies categories of District employees and District residents most at risk of street harassment;

(2) Proposes model policies and training materials to be adopted by District agencies for preventing and responding to street harassment, including model policies and training materials for public-facing employees;

(3) Proposes strategies to improve public awareness and understanding of street harassment;

(4) Discusses the need, if any, for a process by which victims and witnesses of street harassment can report instances of street harassment to District agencies; and

(5) Summarizes any actions taken by the ACSH after the effective date of this subtitle.

(b) No later than April 1, 2020, all District agencies shall:

(1) Implement the model policies developed pursuant to subsection (a) of this section; and

(2) Integrate training materials developed pursuant to subsection (a) of this section into the training of District employees.

(c) OHR shall:

(1) Monitor District agencies' implementation of the model policies developed pursuant to subsection (a) of this section; and

(2) No later than September 30, 2019, conduct a public information campaign about street harassment and resources available in the District for victims of street harassment.

Sec. 1046. Implementation report.

No later than September 30, 2020, the ACSH shall submit a report to the Mayor and Council that:

(1) Summarizes the work of the ACSH after the effective date of this subtitle;

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(2) Discusses District agencies' implementation of model policies developed pursuant to section 1045(a); and

(3) Summarizes elements of OHR's public information campaign, required by section 1045(c)(2).

Sec. 1047. Section 2(f) of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01(f)), is amended by adding a new paragraph (64) to read as follows:

“(64) The Advisory Committee on Street Harassment, established by section 1043 of the Street Harassment Prevention Act of 2018, passed on 2nd reading on June 26, 2018 (Enrolled version of Bill 22-753).”.

Sec. 1048. Sunset.

This subtitle shall expire on October 1, 2020.

APPENDIX B

SHPA Survey Instrument

In Email

This survey is being conducted on behalf of the Advisory Committee on Street Harassment and the DC Office of Human Rights.

The questions focus on your experiences with street harassment in DC.

Street harassment is any unwanted statement, gesture, or conduct that is disrespectful, offensive, or threatening and happens in a public space, a place of business or any location that is not a private residence in DC.

We are interested in your opinions on the subject whether or not you have experienced street harassment.

These issues are often difficult to talk about, so we thank you for sharing your experiences with us. The information that we gather will be used to help better understand how to address these issues, and make public places safer for everyone. This survey is part of the Street Harassment Prevention Act (SHPA) of 2017; you can learn more about SHPA at nostreetharassment.dc.gov.

Your participation in this survey is voluntary, and you may decline to answer any question. Any information you provide is confidential, and we won't release any identifying information or specific circumstances you mention in any way.

ONE.

In the past 6 months, have you experienced any unwanted verbal street harassment in DC?

This includes, but not limited to: receiving unwanted comments, noises or signals (such as whistling, honking), explicit or rude comments (such as name calling, insults, slurs), gestures, commands, and/or being repeatedly asked for a date or your phone number when you've said no or ignored them. These could be related to anything about you including, but not limited to: your gender identity or expression, sexual orientation, homelessness, race or skin color, religious affiliation, disability or mobility, immigration status, physical appearance, mental health or state of mind, class or income level, language, etc.

- a. Yes
- b. No
- c. Unsure

ANSWER A. POP-UP

How often would you say you experience verbal street harassment?

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months

ANSWER C. POP-UP

Why are you unsure? Choose the best answer.

- ☐ I have experienced verbal street harassment but I am not sure if it was within the last 6 months
- ☐ I am not sure what I experienced was verbal street harassment.
- ☐ I have experienced street harassment but I am not sure if it was in DC.

IF “I am not sure what I experienced...”:

Can you briefly tell us why you chose unsure?

(open text, short paragraph)

[If respondent answers yes or unsure for Q1, they are asked Q2-8; If respondent answers no for Q1, they skip Q2]

TWO.

In DC, do you experience verbal street harassment...

- a. While on the street or sidewalk, such as walking, standing, or waiting for a bus
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- b. On public transportation (on a bus, at a bus stop, on metro, or in a metro station)
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- c. Riding a bicycle, scooter, or skateboard
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- d. In a car, taxi, or for-hire vehicle like Uber or Lyft (as the driver or as a passenger)
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- e. Inside of a bar, club, or other nightlife venue
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- f. Inside of a restaurant, coffee shop, or other food service entity
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- g. Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- h. Inside of a school or library
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- i. While working out (outside, in a gym or at park/rec center, etc.)
_ Daily _ Weekly _ Monthly _ Once Every Few Months _ Not in the Last 6 Months _ N/A (I'm never in this area)
- j. Other public space where verbal street harassment often happens and is not listed above: please specify
(open text, short paragraph)

ANSWER B. POP-UP [only if answer is “Daily” ; “Weekly” ; “Monthly” ; or “Once Every Few Months”]

Of the public transportation options, where would you say verbal street harassment happens most frequently?

- a. On the bus
- b. In the bus shelter or at the bus stop
- c. On the metro
- d. In the metro station
- e. Unsure
- f. It happens at these places equally

THREE.

In the past 6 months, have you experienced any unwanted physical street harassment in DC?

This includes, but not limited to: being followed without your permission, being purposely touched or brushed up against in an unwelcome way, someone exposing their genitals, and/or someone touching their genitals in front of you.

- a. Yes
- b. No
- c. Unsure

ANSWER A. POP-UP

How often would you say you experience physical street harassment?

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months

ANSWER C. POP-UP

Why are you unsure? Choose the best answer.

☐ I have experienced physical street harassment but I am not sure if it was within the last 6 months

☐ I am not sure what I experienced was street harassment.

☐ I have experienced street harassment but I am not sure if it was in DC.

IF “I am not sure what I experienced...”:

Can you briefly tell us why you chose unsure?

(open text, short paragraph)

[If respondent answers yes or unsure for Q3, they are asked Q4-8; If respondent answers no for Q3 but yes or unsure for Q1, they skip Q4; If respondent answers no for Q3 and no for Q1, they skip to Q9]

FOUR.

Do you experience physical street harassment...

a. While on the street or sidewalk, such as walking, standing, or waiting for a bus

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

b. On public transportation (on a bus, at a bus stop, on metro, or in a metro station)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

c. Riding a bicycle, scooter, or skateboard

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

d. In a car, taxi, or for-hire vehicle like Uber or Lyft (as the driver or as a passenger)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

e. Inside of a bar, club, or other nightlife venue (as an employee or customer)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

f. Inside of a restaurant, coffee shop, or other food service entity (as an employee or customer)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

g. Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater (as an employee or customer)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

h. Inside of a school or library (as an employee or student/user)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

i. While working out (outside, in a gym or at park/rec center, etc.)

☐ Daily ☐ Weekly ☐ Monthly ☐ Once Every Few Months ☐ Not in the Last 6 Months ☐ N/A (I'm never in this area)

j. Other public space where physical street harassment often happens and is not listed above: please specify

(open text, short paragraph)

ANSWER B. POP-UP [only if answer is “Daily” ; “Weekly” ; “Monthly” ; or “Once Every Few Months”]

Of the public transportation options, where would you say physical street harassment happens most frequently?

g. On the bus

h. In the bus shelter or at the bus stop

i. On the metro

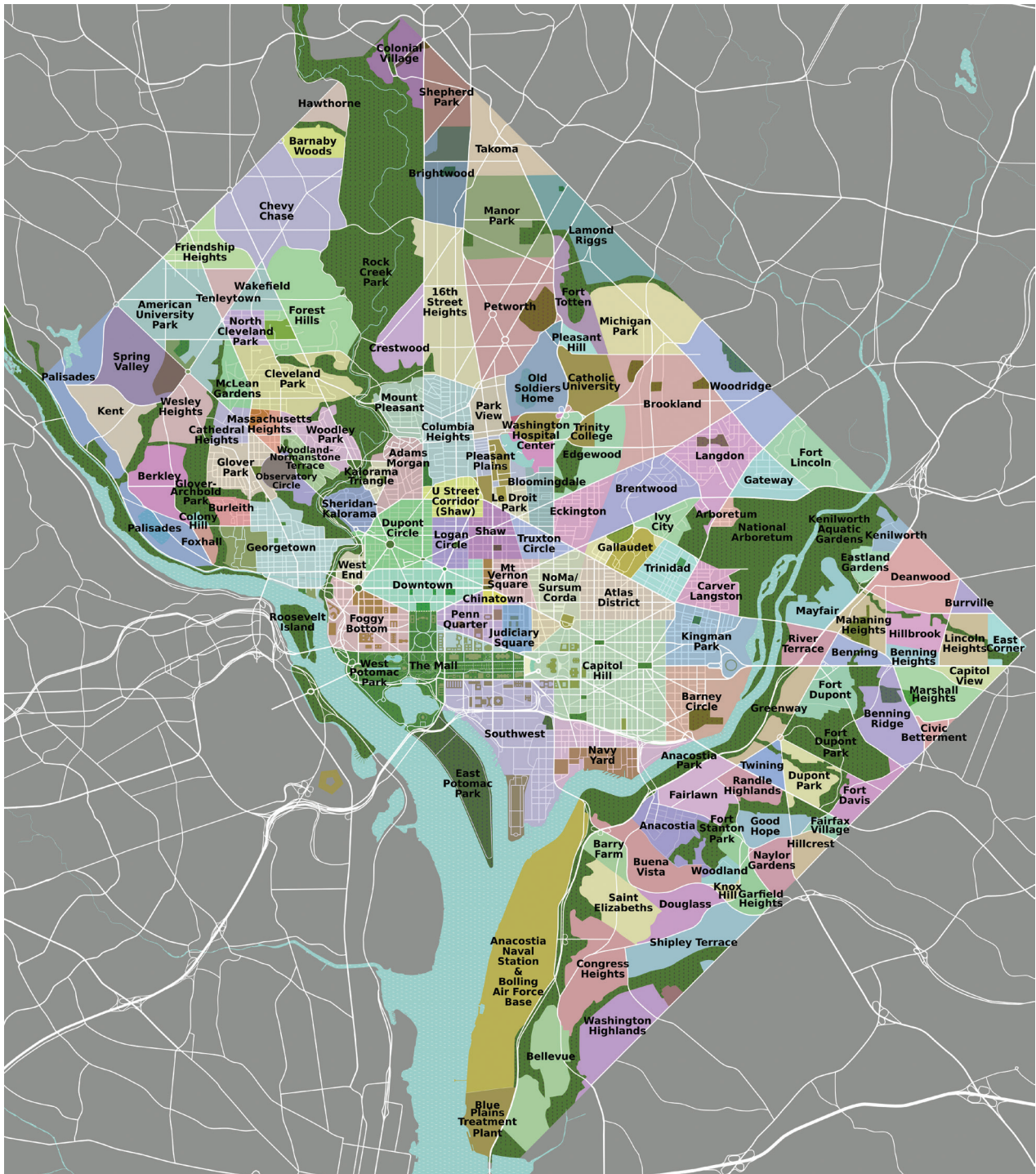
j. In the metro station

k. Unsure

l. It happens at these places equally

FIVE.

Are there places in DC where you often experience street harassment? Click up to three places on the map below.



If you prefer, you may write-in neighborhoods (up to three)

SIX.

[Only one response allowed]

As best you remember, at approximately what age did you first have these experience/s of street harassment?

- a. 12 years old and under
- b. 13 – 17 years old
- c. 18 – 24 years old
- d. 25 years old and older
- e. Unsure

SIX B.

[follow-up]

Did your first experience with street harassment happen in DC?

- a. Yes
- b. No
- c. Unsure

If “No”:

Did you live in DC at the time of the first experience with street harassment?

☐ Yes ☐ No

SEVEN.

While in DC, do you believe you’ve been harassed because of your actual or perceived identity? (CHECK ALL THAT APPLY)

- a. Sex
- b. Gender Identity or Expression
- c. Sexual Orientation
- d. Housing Status/ Homelessness
- e. Race, Ethnicity, or Skin Color
- f. Religious Affiliation
- g. Disability or Mobility
- h. Immigration Status
- i. Physical Appearance (includes body type, hair style, clothing or outfit, etc.)
- j. Mental Health/State of Mind
- k. Class or Income Level
- l. Language (including ASL)
- m. Age
- n. Other (open text)
- o. None of the above

EIGHT.

What type of person is frequently harassing you in a public space in DC? (choose up to three)

- a. Police officer or other legal authority
- b. Public transportation employee (including bus drivers and metro station managers)
- c. Another passenger (on bus, metro, car-share, etc.)
- d. Taxi or car-share driver
- e. Someone driving a car that you are not in
- f. Another pedestrian, passerby, or person in a public space
- g. Employee at a retail, food service, or nightclub venue
- h. Employee at a bank, healthcare facility, laundromat, retail store, shopping mall, or theater

- i. Patrons or customers (if you work in the retail or service industries)
- j. Fellow patrons or customers
- k. Neighborhood people or people hanging around
- l. Other

NINE.

Because of the street harassment experience/s you've had while in DC, have you done any of the following?
(Please select all that apply.)

- a. Changed your route or regular routine
- b. Stopped a hobby or activity or stopped participating in a community or religious group
- c. Stopped going to a restaurant, bar, or club
- d. Changed schools and/or universities or dropped out of school or university, or dropped a course
- e. Moved from a dorm, apartment, house or other form of residence
- f. Sought medical help, including mental health counselling
- g. Filed an official complaint with the police
- h. Reported the incident somewhere, including WMATA's online reporting system
- i. Felt anxiety or depression
- j. Other _____ (open text)
- k. None of the above

TEN.

When you have experienced an instance of street harassment, what would you want to happen? (CHECK ALL THAT APPLY)

- a. Someone to intervene or help if they witness me being harassed
- b. A way to easily report it to the government for data collection (no enforcement)
- c. Police intervention
- d. Non-police intervention by community members trained to de-escalate and process concerning situations
- e. Environmental changes, like more street lamps or larger sidewalks
- f. A way to process or express the effects of street harassment, like interactive public art or a speak-out
- g. None of these would be helpful
- h. Something else, please specify (short paragraph)

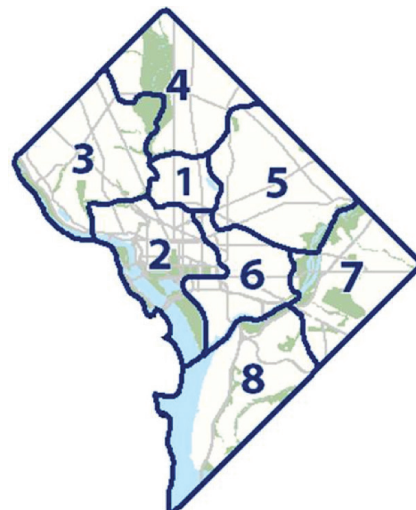
----- DEMOGRAPHICS -----

ELEVEN.

Which DC Ward do you currently live in?

If you're unsure, you can check using this website:
planning.dc.gov/page/neighborhood-planning-01

- A. Ward 1
- B. Ward 2
- C. Ward 3
- D. Ward 4
- E. Ward 5
- F. Ward 6
- G. Ward 7
- H. Ward 8
- I. I don't live in DC



TWELVE.

Although the choices listed below may not represent your full identity or use the language you prefer, for this survey please select the choice(s) that best describes your racial/ethnic identity. (Mark all that apply.)

- A. Alaska Native
- B. American Indian
- C. Asian/Asian American
- D. Biracial/Multiracial [respondents receive follow-up question]
- E. Black/African American
- F. Latino/a/x or Hispanic
- G. Middle Eastern/North African
- H. Native Hawaiian/Pacific Islander
- I. Sub-Saharan African
- J. White/European American
- K. A racial/ethnic identity not listed above (please specify)
- L. Prefer not to answer

ANSWER. D ONLY POP UP

You said that you are biracial or multiracial. Please choose the racial/ethnic identities that best describe you. (Mark all that apply.)

- A. Alaska Native
- B. American Indian
- C. Asian/Asian American
- D. Black/African American
- E. Sub-saharan African
- F. Middle Eastern/North African
- G. Native Hawaiian/Pacific Islander
- H. White/European American
- I. A racial/ethnic identity not listed above (please specify)

THIRTEEN

What best describes your current sexual orientation?

- A. Asexual
- B. Bisexual
- C. Gay
- D. Heterosexual/Straight
- E. Lesbian
- F. Pansexual
- G. Queer
- H. Same-gender loving
- I. A sexual orientation not listed above (please specify)_____
- J. Prefer Not to Answer

FOURTEEN

What is your best estimate of your yearly household income?

- a. Under \$25,000
- b. \$25,000 - \$49,999
- c. \$50,000 - \$99,999
- d. \$100,000 - \$199,999
- e. Above \$200,000

FIFTEEN

What are your current living arrangements?

- a. House/apartment/condo
- b. Campus/university housing
- c. Nursing home, adult care facility, or hospital
- d. Homeless shelter, domestic violence shelter, transitional/halfway house, or in a hotel or motel with an emergency shelter voucher
- e. On the street, in a car, in an abandoned building, in a park, or a place that is NOT a house, apartment, shelter, or other housing
- f. A living arrangement not listed above; please specify: _____

SIXTEEN

Do you have a physical disability or mobility issue that is visible to others?

- a. Yes
- b. No
- c. Prefer not to answer

SEVENTEEN

Do you practice or identify with any of the following religions? (Please choose one)

- a. Aethist/Agnostic
- b. Christian
- c. Hindu
- d. Jewish
- e. Muslim
- f. Sikh
- g. Other, please specify ____
- h. Prefer not to answer

EIGHTEEN

Do you identify as an immigrant?

- a. Yes
- b. No
- c. Unsure
- d. Prefer not to answer

NINETEEN

How do you primarily identify

- A. Cisgender man (gender identity matches assigned-at-birth gender)
- B. Cisgender woman (gender identity matches assigned-at-birth gender)
- C. Transgender man- (gender identity differs from assigned-at-birth gender)
- D. Transgender woman- (gender identity differs from assigned-at-birth gender)
- E. Non-Binary/Gender Non-Conforming/Genderqueer
- F. Other Identity (please specify) _____
- G. Prefer Not to Answer

(Submission Page)

Thank you for sharing your experiences with us. We know sharing these types of experiences can be upsetting and challenging.

The information you shared will help the furthering of the Street Harassment Prevention Act (SHPA). More information about SHPA, as well as the resources below, can be found at www.nostreetharassment.dc.gov.

If you need assistance, support, or advice, please consider the following resources:

Local Resources

- The DC Victim Hotline provides free, confidential information and referrals for victims of all crime in DC: 1-844-4HELPDC (1-844-443-5732). Their website is www.dcvictim.org
- To report harassment on Metro, please visit this website: www.wmata.com/about/transit-police/harassment.cfm
- To report an anti-LGBTQ hate incident with the police (for data collection purposes), you may call the MPD LGBTQ Liaison Unit at 202-727-5427.
- You may also share your story with the Collective Action For Safe Spaces “My Streets, Too” Blog

National Resources

- If you need assistance in coping with street harassment, call the National Street Harassment hotline toll-free at (855) 897-5910 or visit the online hotline.
- The National Sexual Assault Hotline is free and confidential. Call 1-800-656-4673 or visit www.rainn.org
- For anonymous, confidential help in situations of domestic violence, 24/7, please call the National Domestic Violence Hotline at 1-800-799-7233 (SAFE) or 1-800-787-3224 (TTY)
- Are you a LGBTQ youth in need of support? The Trevor Project’s trained counselors are here to support you 24/7. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk, call the TrevorLifeline now at 1-866-488-7386.
- A specific resource tailored for men is the organization 1in6. Their website www.1in6.org has a 24/7 helpline chat.

APPENDIX C

Survey Responses Separated by Population

2019 Street Harassment in DC: Survey Responses, Separated by Population											
	Q1.1 - In the past 6 months, have you experienced any unwanted verbal street harassment in DC? This includes, but not limited to: receiving unwanted comments, noises or signals (such as whistling, honking), explicit or rude comments (such as name calling, sexual comments, etc.)										
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	69%	68%	68%	68%	63%	67%	72%	61%	78%	37%	78%
No	28%	28%	29%	29%	33%	29%	25%	36%	18%	57%	18%
Unsure	3%	4%	3%	3%	4%	4%	3%	3%	4%	6%	4%
Total	1621	800	1374	720	610	396	322	283	188	174	171
	Q1.2 - How often would you say you experience verbal street harassment?										
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Daily	22%	24%	22%	24%	19%	18%	26%	24%	44%	11%	40%
Weekly	37%	38%	36%	35%	36%	39%	34%	38%	29%	20%	26%
Monthly	17%	15%	17%	14%	18%	20%	19%	13%	11%	15%	14%
Once every few months	24%	23%	24%	27%	27%	23%	20%	26%	17%	54%	21%
Total	1119	546	928	490	387	266	233	174	147	65	133
	Q1.3 - Why are you unsure? Choose the best answer.										
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
I have experienced verbal street harassment but I am not sure why	33%	25%	36%	29%	43%	29%	63%	25%	25%	30%	57%
I am not sure what I experienced was street harassment.	52%	57%	49%	52%	48%	43%	25%	50%	38%	70%	43%
I have experienced street harassment, but I am not sure if it was verbal	15%	18%	15%	19%	10%	13%	13%	25%	38%	0%	0%
Total	54	28	47	21	21	14	8	8	8	10	7
	Q2.1 - In DC, do you experience verbal street harassment: While on the street or sidewalk, such as walking, standing, or waiting for a bus										
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Daily	23%	24%	24%	26%	21%	19%	27%	26%	46%	12%	38%
Weekly	34%	36%	33%	32%	33%	33%	33%	32%	31%	15%	29%
Monthly	15%	14%	14%	12%	12%	19%	16%	14%	7%	14%	6%
Once Every Few Months	18%	17%	19%	18%	20%	21%	17%	14%	11%	31%	16%
Not in the Last 6 Months	6%	5%	7%	8%	7%	5%	6%	9%	6%	17%	6%
Never	2%	2%	2%	2%	2%	2%	0%	2%	0%	6%	4%
N/A (I'm never in this area)	2%	2%	2%	2%	4%	2%	1%	2%	0%	5%	1%
Total	1119	546	928	490	387	266	233	174	147	65	133
	Q2.2 - In DC, do you experience verbal street harassment: On public transportation (on a bus, on metro, or in a metro station)										
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Daily	18%	19%	19%	20%	17%	14%	24%	23%	41%	3%	37%
Weekly	27%	30%	27%	28%	28%	25%	25%	27%	31%	12%	26%
Monthly	14%	16%	13%	11%	12%	17%	12%	11%	8%	12%	10%
Once Every Few Months	19%	18%	19%	20%	20%	22%	20%	20%	10%	23%	13%
Not in the Last 6 Months	12%	8%	12%	11%	11%	11%	12%	11%	7%	28%	10%
Never	6%	6%	5%	6%	6%	6%	4%	6%	3%	15%	5%

N/A (I'm never in this area)	4%	4%	4%	4%	3%	6%	5%	2%	8%	1%	6%	0%
Total	1119	546	928	490	387	266	233	174	147	65	133	
Q2.3 - In DC, do you experience verbal street harassment: riding a bicycle, scooter, or skateboard												
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant		
Daily	14%	15%	15%	16%	13%	21%	14%	33%	2%	29%		
Weekly	16%	16%	16%	15%	11%	12%	16%	22%	11%	18%		
Monthly	10%	11%	10%	9%	10%	9%	7%	10%	5%	8%		
Once Every Few Months	11%	12%	11%	12%	14%	12%	9%	9%	2%	10%		
Not in the Last 6 Months	11%	10%	11%	12%	11%	11%	11%	7%	11%	9%		
Never	25%	24%	25%	26%	23%	25%	30%	15%	43%	23%		
N/A (I'm never in this area)	13%	12%	13%	10%	18%	9%	15%	5%	25%	3%		
Total	1119	546	928	490	387	266	174	147	65	133		
Q2.4 - In DC, do you experience verbal street harassment: in a car, taxi, or for-hire vehicle like Uber or Lyft (as the driver or as a passenger)												
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant		
Daily	13%	13%	13%	14%	12%	16%	14%	35%	3%	32%		
Weekly	15%	17%	14%	15%	9%	13%	13%	19%	3%	14%		
Monthly	12%	12%	11%	10%	11%	11%	12%	6%	8%	8%		
Once Every Few Months	14%	13%	14%	16%	16%	20%	14%	12%	9%	14%		
Not in the Last 6 Months	14%	12%	14%	13%	18%	14%	11%	6%	12%	9%		
Never	28%	29%	28%	29%	30%	28%	30%	18%	60%	23%		
N/A (I'm never in this area)	4%	5%	5%	6%	4%	3%	5%	3%	5%	2%		
Total	1119	546	928	490	387	266	174	147	65	133		
Q2.5 - In DC, do you experience verbal street harassment: inside of a bar, club, or other nightlife venue												
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant		
Daily	14%	14%	15%	16%	12%	18%	14%	29%	2%	28%		
Weekly	25%	26%	25%	23%	23%	28%	25%	30%	8%	27%		
Monthly	20%	21%	19%	14%	20%	18%	18%	13%	5%	13%		
Once Every Few Months	15%	14%	15%	18%	14%	15%	12%	10%	17%	13%		
Not in the Last 6 Months	13%	12%	14%	15%	17%	15%	16%	8%	28%	11%		
Never	8%	7%	8%	9%	9%	8%	5%	5%	32%	6%		
N/A (I'm never in this area)	5%	6%	5%	8%	5%	2%	7%	5%	9%	2%		
Total	1119	546	928	490	387	266	174	147	65	133		
Q2.6 - In DC, do you experience verbal street harassment: inside of a restaurant, coffee shop, or other food service entity												
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant		
Daily	14%	14%	14%	15%	10%	15%	13%	30%	3%	32%		
Weekly	18%	17%	18%	17%	18%	17%	20%	26%	5%	19%		
Monthly	12%	13%	13%	14%	10%	16%	13%	12%	8%	9%		
Once Every Few Months	16%	17%	15%	17%	18%	17%	17%	8%	17%	9%		
Not in the Last 6 Months	18%	14%	18%	18%	23%	18%	14%	10%	28%	15%		
Never	19%	21%	19%	20%	19%	18%	19%	12%	32%	15%		
N/A (I'm never in this area)	3%	3%	3%	6%	1%	1%	4%	3%	8%	2%		

	Total	1119	546	928	490	387	266	233	174	147	65	133
Q2.7 - In DC, do you experience verbal street harassment: Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	12%	12%	11%	11%	10%	9%	13%	12%	29%	2%	26%	
Weekly	16%	18%	17%	19%	15%	13%	20%	20%	27%	6%	21%	
Monthly	12%	13%	12%	12%	14%	10%	12%	16%	14%	5%	11%	
Once Every Few Months	15%	15%	15%	16%	15%	17%	16%	14%	5%	14%	6%	
Not in the Last 6 Months	18%	16%	18%	16%	18%	24%	18%	14%	12%	23%	13%	
Never	24%	24%	23%	23%	23%	26%	21%	21%	11%	45%	22%	
N/A (I'm never in this area)	3%	3%	3%	2%	5%	2%	1%	4%	2%	6%	1%	
Total	1119	546	928	490	387	266	233	174	147	65	133	
Q2.8 - In DC, do you experience verbal street harassment: Inside of a school or library												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	12%	12%	12%	13%	10%	9%	15%	15%	28%	3%	27%	
Weekly	12%	13%	13%	12%	10%	10%	14%	11%	24%	2%	18%	
Monthly	7%	8%	7%	8%	7%	6%	9%	6%	8%	0%	7%	
Once Every Few Months	10%	9%	10%	12%	10%	10%	9%	7%	9%	5%	9%	
Not in the Last 6 Months	15%	16%	15%	15%	17%	17%	15%	14%	10%	17%	8%	
Never	36%	35%	36%	36%	36%	40%	32%	36%	16%	58%	27%	
N/A (I'm never in this area)	8%	7%	7%	5%	9%	7%	5%	9%	8%	15%	4%	
Total	1119	546	928	490	387	266	233	174	147	65	133	
Q2.9 - In DC, do you experience verbal street harassment: While working out (outside, in a gym or at park/rec center, etc.)												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	14%	15%	14%	14%	11%	10%	18%	16%	30%	2%	31%	
Weekly	19%	18%	18%	18%	17%	19%	19%	13%	20%	8%	17%	
Monthly	12%	12%	12%	11%	11%	11%	11%	13%	12%	5%	13%	
Once Every Few Months	14%	15%	14%	15%	13%	15%	14%	14%	14%	11%	14%	
Not in the Last 6 Months	16%	13%	16%	16%	16%	20%	17%	18%	10%	25%	11%	
Never	20%	21%	20%	21%	23%	20%	16%	18%	10%	38%	16%	
N/A (I'm never in this area)	5%	5%	5%	4%	9%	5%	5%	7%	5%	12%	0%	
Total	1119	546	928	490	387	266	233	174	147	65	133	
Q2.10 - Of the public transportation options, where would you say verbal street harassment happens most frequently?												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
On the bus	22%	21%	22%	21%	21%	16%	20%	22%	39%	18%	38%	
In the bus shelter or at the bus stop	25%	26%	27%	24%	26%	29%	26%	23%	27%	15%	24%	
On the metro	20%	20%	19%	20%	20%	19%	23%	17%	23%	17%	17%	
In the metro station	16%	15%	15%	18%	14%	14%	17%	15%	11%	21%	10%	
Unsure	3%	4%	4%	3%	4%	4%	5%	3%	4%	3%	2%	
It happens at these places equally	14%	15%	14%	15%	19%	13%	15%	20%	13%	15%	10%	
Total	878	450	723	388	296	207	190	130	132	33	113	

Q2.11 - In the past 6 months, have you experienced any unwanted physical street harassment in DC? This includes, but not limited to: being followed without your permission, being purposely touched or brushed up against in an unwelcome way, some											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Yes	40%	43%	40%	35%	38%	49%	43%	61%	11%	54%	
No	57%	56%	56%	62%	60%	50%	55%	37%	86%	43%	
Unsure	3%	2%	2%	3%	2%	1%	1%	2%	3%	2%	
Total	1621	800	1374	610	396	322	283	188	174	171	
Q2.12 - How often would you say you experience physical street harassment?											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	25%	27%	25%	23%	21%	23%	25%	49%	0%	45%	
Weekly	30%	33%	29%	26%	27%	32%	31%	28%	16%	26%	
Monthly	20%	17%	19%	21%	20%	20%	20%	11%	32%	15%	
Once Every Few Months	25%	23%	26%	29%	32%	24%	29%	12%	53%	14%	
Total	655	340	554	216	149	158	121	114	19	93	
Q2.13 - Why are you unsure? Choose the best answer.											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
I have experienced verbal street harassment but I am not sure what I experienced was street harassment.	48%	47%	39%	39%	44%	25%	14%	0%	17%	75%	
I have experienced street harassment but I am not sure if it was physical.	37%	47%	45%	50%	33%	50%	57%	75%	33%	25%	
Total	40	15	33	18	9	4	7	4	6	4	
Q3.1 - Do you experience physical street harassment... While on the street or sidewalk, such as walking, standing, or waiting for a bus											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	23%	25%	24%	23%	21%	23%	27%	40%	11%	39%	
Weekly	28%	32%	26%	26%	24%	29%	21%	32%	21%	30%	
Monthly	17%	14%	17%	16%	17%	16%	17%	13%	5%	10%	
Once Every Few Months	21%	18%	22%	24%	25%	20%	25%	12%	53%	15%	
Not in the Last 6 Months	7%	7%	7%	6%	10%	8%	3%	2%	5%	5%	
Never	3%	3%	3%	5%	3%	3%	4%	1%	0%	1%	
N/A (I'm never in this area)	1%	1%	1%	2%	0%	0%	2%	0%	5%	0%	
Total	655	340	554	216	149	158	121	114	19	93	
Q3.2 - Do you experience physical street harassment... On public transportation (on a bus, on metro, or in metro station) while in DC											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Daily	21%	23%	21%	22%	18%	25%	22%	39%	11%	35%	
Weekly	25%	26%	24%	19%	20%	22%	21%	31%	5%	32%	
Monthly	17%	18%	17%	18%	17%	14%	21%	16%	17%	9%	
Once Every Few Months	17%	15%	16%	17%	19%	13%	15%	10%	32%	10%	
Not in the Last 6 Months	11%	10%	12%	12%	17%	10%	9%	4%	11%	11%	
Never	7%	7%	8%	8%	7%	4%	8%	4%	21%	3%	
N/A (I'm never in this area)	2%	1%	2%	2%	2%	3%	4%	1%	5%	0%	
Total	655	340	554	216	149	158	121	114	19	93	

|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Q3.7 - Do you experience physical street harassment...Inside of a bank, healthcare facility, laundromat, retail store, shopping mall, or theater (as an employee or customer)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$5k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
	17%	17%	17%	16%	13%	19%	20%	14%	35%	5%	38%
Daily	19%	19%	19%	19%	15%	12%	20%	17%	28%	5%	25%
Weekly	13%	14%	13%	12%	14%	10%	11%	17%	9%	0%	11%
Monthly	11%	11%	11%	10%	8%	12%	11%	12%	8%	21%	3%
Once Every Few Months	16%	15%	16%	14%	17%	17%	16%	17%	11%	32%	8%
Not in the Last 6 Months	23%	23%	24%	26%	30%	28%	21%	23%	8%	37%	16%
Never	1%	1%	1%	2%	2%	1%	2%	1%	2%	0%	0%
N/A (I'm never in this area)	655	340	554	298	216	149	158	121	114	19	93
Total											
Q3.8 - Do you experience physical street harassment...Inside of a school or library (as an employee or student/user)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$5k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
	16%	14%	16%	15%	15%	14%	19%	13%	34%	11%	32%
Daily	18%	19%	18%	17%	12%	15%	17%	20%	30%	0%	26%
Weekly	11%	13%	11%	11%	13%	11%	13%	12%	8%	0%	12%
Monthly	9%	9%	9%	10%	8%	8%	8%	9%	9%	5%	5%
Once Every Few Months	15%	13%	16%	16%	19%	15%	15%	17%	10%	21%	9%
Not in the Last 6 Months	28%	30%	29%	29%	31%	34%	27%	27%	10%	63%	17%
Never	3%	2%	2%	2%	2%	3%	1%	1%	0%	0%	1%
N/A (I'm never in this area)	655	340	554	298	216	149	158	121	114	19	93
Total											
Q3.9 - Do you experience physical street harassment...While working out (outside, in a gym, at a park/rec center, etc.)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$5k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
	18%	19%	18%	18%	18%	13%	19%	16%	36%	5%	35%
Daily	21%	19%	19%	18%	14%	17%	23%	16%	27%	16%	26%
Weekly	15%	17%	15%	15%	15%	17%	14%	19%	14%	5%	11%
Monthly	13%	12%	13%	13%	12%	11%	13%	14%	9%	10%	10%
Once Every Few Months	18%	19%	19%	21%	18%	21%	15%	18%	7%	21%	9%
Not in the Last 6 Months	2%	2%	2%	2%	4%	2%	3%	2%	0%	26%	10%
Never	655	340	554	298	216	149	158	121	114	19	93
N/A (I'm never in this area)											
Total											
Q3.10 - Of the public transportation options, where would you say physical street harassment happens most frequently?											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$5k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
	22%	20%	24%	19%	23%	18%	22%	15%	35%	17%	38%
On the bus	26%	27%	26%	26%	22%	29%	24%	22%	30%	33%	33%
In the bus shelter or at the bus stop	22%	23%	22%	21%	23%	26%	19%	21%	19%	8%	13%
On the metro	14%	13%	11%	14%	14%	10%	14%	13%	8%	17%	6%
In the metro station	4%	4%	4%	5%	4%	6%	4%	5%	3%	8%	3%
Unsure	12%	13%	12%	12%	17%	11%	17%	17%	6%	17%	9%
It happens at these places equally	526	279	437	240	168	109	122	95	105	12	80
Total											
Q4.1 - As best you remember, at approximately what age did you first have these experience/s of street harassment?											

	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
0-12 years old	14%	14%	15%	16%	16%	17%	20%	15%	23%	12%	16%
13-17 years old	38%	36%	37%	39%	38%	39%	38%	43%	29%	11%	30%
18-24 years old	29%	30%	28%	29%	27%	26%	27%	19%	28%	29%	28%
25 years old and older	16%	16%	16%	13%	15%	15%	14%	18%	20%	35%	24%
Unsure	3%	3%	3%	3%	5%	2%	2%	4%	1%	14%	1%
Total	1148	564	954	505	399	274	240	181	151	66	136
Q4.2 - Did your first experience with street harassment happen in DC?											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	58%	60%	57%	63%	55%	47%	59%	64%	79%	44%	73%
No	38%	35%	39%	33%	41%	50%	38%	30%	20%	48%	23%
Unsure	4%	5%	4%	4%	5%	4%	3%	6%	1%	8%	4%
Total	1148	564	954	505	399	274	240	181	151	66	136
Q4.3 - Did you live in DC at the time of the first experience with street harassment? (only for those who answered "no" to Q4.1)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	21%	22%	22%	29%	22%	15%	33%	33%	43%	13%	16%
No	79%	78%	78%	71%	78%	85%	67%	67%	57%	88%	84%
Total	437	197	368	169	162	136	91	55	30	32	31
Q4.4 - While in DC, do you believe you've been harassed because of your actual or perceived identity? (select all that apply)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Sex	45%	44%	45%	42%	43%	53%	51%	48%	36%	33%	40%
Gender Identity or Expression	20%	20%	21%	19%	23%	19%	28%	19%	30%	8%	29%
Sexual Orientation	19%	18%	20%	19%	19%	20%	40%	17%	28%	11%	23%
Housing Status/ Homelessness	5%	3%	6%	7%	6%	4%	7%	6%	15%	2%	12%
Race, Ethnicity, or Skin Color	39%	43%	40%	49%	40%	35%	36%	36%	36%	41%	37%
Religious Affiliation	8%	9%	8%	7%	8%	8%	8%	9%	13%	2%	10%
Disability or Mobility	3%	4%	3%	3%	3%	1%	6%	5%	18%	3%	5%
Immigration Status	24%	3%	3%	3%	2%	3%	4%	2%	7%	0%	17%
Physical Appearance (includes body type, hair style, clothing)	40%	38%	40%	34%	40%	47%	43%	45%	25%	32%	24%
Mental Health/State of Mind	5%	5%	5%	4%	6%	6%	8%	7%	11%	0%	6%
Class or Income Level	13%	13%	12%	11%	11%	15%	14%	13%	13%	15%	10%
Language (including ASL)	4%	4%	4%	5%	5%	4%	8%	4%	9%	2%	10%
Age	21%	21%	21%	19%	21%	22%	27%	28%	15%	14%	15%
Other (please specify)	1%	1%	1%	1%	2%	1%	2%	1%	2%	0%	1%
None of the above	3%	3%	3%	4%	5%	1%	1%	4%	2%	11%	2%
Total	1148	564	954	505	399	274	240	181	151	66	136
Q4.5 - What type of person is frequently harassing you in a public space in DC? (choose up to three)											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Police officer or other legal authority	17%	18%	17%	20%	19%	15%	17%	23%	30%	3%	29%

Public transportation employee (including bus drivers and m	16%	16%	15%	17%	13%	11%	20%	17%	29%	6%	21%
Another passenger (on bus, metro, car-share, etc.)	48%	51%	47%	45%	46%	49%	53%	45%	47%	33%	44%
Taxi or car-share driver	13%	13%	11%	13%	11%	8%	15%	11%	22%	3%	16%
Someone driving in a car that you are not in	28%	27%	28%	28%	30%	29%	30%	31%	23%	24%	22%
Another pedestrian, passerby, or person in a public space	52%	52%	51%	47%	51%	58%	56%	48%	32%	56%	35%
Employee at a retail, food service, or nightclub venue	9%	10%	10%	10%	10%	7%	12%	11%	14%	0%	12%
Employee at a bank, healthcare facility, laundromat, retail st	5%	5%	5%	5%	4%	5%	7%	6%	11%	2%	9%
Patrons or customers (if you work in the retail or service indi	10%	10%	10%	9%	10%	9%	12%	10%	5%	3%	10%
Fellow patrons or customers	16%	18%	16%	16%	17%	19%	19%	16%	11%	14%	11%
Neighborhood people or people hanging around	40%	39%	41%	37%	45%	42%	40%	46%	26%	52%	21%
Other (please specify)	2%	1%	2%	2%	1%	3%	2%	3%	2%	5%	2%
<i>Total</i>	1148	564	954	505	399	274	240	181	151	66	136

Q4.6 - Because of the street harassment experience/s you've had while in DC, have you done any of the following? (Please select all that apply.)											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Changed your route or regular routine	54%	56%	55%	53%	56%	58%	60%	57%	53%	54%	
Stopped a hobby or activity or stopped participating in a con	21%	21%	22%	27%	20%	27%	26%	20%	38%	6%	32%
Stopped going to a restaurant, bar, or club	29%	32%	29%	28%	27%	34%	27%	32%	12%	35%	
Changed schools and/or universities or dropped out of scho	13%	13%	13%	13%	11%	13%	11%	11%	24%	3%	21%
Moved from a dorm, apartment, house or other form of resi	10%	11%	10%	10%	8%	13%	8%	17%	13%	3%	15%
Sought medical help, including mental health counselling	8%	7%	8%	7%	7%	14%	7%	13%	5%	13%	
Filed an official complaint with the police	12%	12%	12%	9%	13%	18%	12%	11%	8%	11%	
Reported the incident somewhere, including WMATA's onlin	9%	9%	9%	10%	7%	10%	10%	9%	6%	14%	
Felt anxiety or depression	34%	34%	34%	32%	40%	45%	34%	22%	39%	21%	
Other	2%	1%	2%	1%	1%	2%	2%	3%	8%	0%	
None of the above	12%	11%	12%	11%	16%	7%	12%	2%	20%	6%	
<i>Total</i>	1148	564	954	505	399	274	240	181	151	66	136

Q4.7 - When you have experienced an instance of street harassment, what would you want to happen? (Please select all that apply)											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Someone to intervene or help if they witness me being hara	50%	50%	49%	48%	51%	52%	49%	51%	35%	55%	
A way to easily report it to the government for data collectio	32%	30%	32%	32%	38%	32%	39%	33%	20%	37%	
Police intervention	30%	31%	30%	28%	29%	33%	26%	34%	30%	38%	
Non-police intervention by community members trained to c	27%	26%	27%	26%	33%	30%	30%	23%	23%	28%	
Environmental changes, like more street lamps or larger side	31%	30%	30%	30%	34%	36%	29%	23%	27%	27%	
A way to process or express the effects of street harassment	20%	18%	19%	18%	18%	26%	19%	26%	15%	29%	
To use self-defense or self-assertion skills that I learned/impi	31%	30%	31%	34%	32%	38%	35%	26%	23%	22%	
None of these would be helpful	8%	9%	8%	9%	8%	8%	10%	4%	17%	4%	
Something else, please specify (short paragraph)	1%	1%	1%	1%	3%	2%	0%	1%	3%	1%	
<i>Total</i>	1148	564	954	505	399	274	240	181	151	66	136

Q6.1 - Which D.C. Ward do you currently live in? If you're unsure, you can check using this website: https://planning.dc.gov/page/neighborhood-planning-01											
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Ward 1	11%	13%	10%	10%	12%	9%	9%	14%	7%	17%	
Ward 2	19%	13%	18%	14%	22%	21%	0%	13%	16%	22%	
Ward 3	13%	13%	12%	11%	15%	14%	0%	12%	16%	13%	
Ward 4	11%	13%	11%	12%	11%	8%	0%	14%	13%	15%	

Ward 5	13%	13%	13%	13%	16%	13%	12%	15%	0%	12%	9%	11%
Ward 6	15%	13%	15%	15%	15%	16%	16%	16%	0%	12%	18%	11%
Ward 7	8%	13%	9%	11%	10%	11%	5%	9%	44%	5%	14%	7%
Ward 8	10%	13%	11%	13%	13%	6%	8%	8%	56%	12%	7%	5%
I don't live in D.C.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	1621	800	1374	720	610	396	322	283	174	171		
Q6.2 - How old are you?												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
under 18	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
18-24	17%	16%	18%	20%	23%	20%	27%	17%	13%	0%	12%	
25-34	38%	41%	37%	38%	37%	42%	41%	39%	34%	0%	37%	
35-44	24%	24%	22%	21%	20%	20%	19%	20%	26%	0%	36%	
45-54	10%	11%	10%	10%	8%	9%	7%	11%	14%	0%	9%	
55-64	6%	5%	7%	6%	7%	4%	4%	4%	10%	58%	4%	
65+	5%	3%	5%	4%	5%	5%	3%	5%	4%	42%	2%	
Total	1621	800	1374	720	610	396	322	283	188	174		
Q6.3 - Although the choices listed below may not represent your full identity or use the language you prefer, for this survey please select the choice(s) that best describes your racial/ethnic identity.												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Alaska Native	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	
American Indian	2%	3%	2%	5%	3%	2%	4%	3%	4%	1%	4%	
Asian/Asian American	5%	5%	5%	10%	4%	9%	4%	4%	5%	3%	15%	
Biracial/Multiracial	4%	5%	5%	10%	3%	3%	10%	5%	5%	1%	5%	
Black/African American	24%	25%	28%	54%	34%	13%	22%	44%	24%	32%	12%	
Latino/a/x or Hispanic	6%	7%	7%	13%	7%	5%	13%	6%	5%	1%	16%	
Sub-Saharan African	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	
Middle Eastern/North African	1%	1%	1%	2%	1%	2%	1%	1%	0%	1%	3%	
Native Hawaiian/Pacific Islander	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
White/European American	54%	49%	46%	0%	43%	62%	50%	37%	51%	55%	40%	
A racial/ethnic identity not listed above (please specify)	2%	2%	2%	4%	2%	1%	1%	1%	3%	2%	2%	
Prefer not to answer	1%	2%	2%	0%	3%	1%	2%	3%	2%	3%	0%	
Total	1621	800	1374	720	610	396	322	283	188	174		
Q6.4 - You said that you are biracial or multiracial. Please choose the racial/ethnic identities that best describe you. (Please select all that apply.)												
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant	
Alaska Native	1%	3%	1%	1%	0%	0%	0%	0%	0%	0%	0%	
American Indian	6%	18%	13%	13%	16%	8%	11%	15%	0%	0%	0%	
Asian/Asian American	14%	20%	30%	30%	32%	62%	37%	23%	44%	0%	33%	
Black/African American	31%	70%	65%	65%	68%	46%	58%	69%	67%	50%	56%	
Sub-saharan African	2%	3%	4%	4%	0%	8%	11%	0%	22%	0%	22%	
Middle Eastern/North African	7%	13%	14%	14%	11%	15%	16%	15%	22%	0%	22%	
Native Hawaiian/Pacific Islander	5%	8%	10%	10%	5%	23%	16%	15%	22%	0%	22%	
White/European American	27%	53%	58%	58%	58%	85%	63%	38%	67%	100%	22%	
A racial/ethnic identity not listed above (please specify)	7%	20%	16%	16%	16%	8%	26%	23%	22%	50%	33%	
Total	147	40	69	69	19	13	19	13	9	2	9	

Q6.5 - What best describes your current sexual orientation?										
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Asexual	3%	4%	3%	3%	4%	16%	4%	5%	3%	4%
Bisexual	8%	7%	8%	9%	10%	40%	7%	9%	1%	9%
Gay	4%	3%	3%	3%	5%	21%	3%	4%	6%	8%
Heterosexual/Straight	78%	80%	77%	74%	71%	0%	77%	69%	87%	72%
Lesbian	2%	1%	2%	2%	3%	8%	2%	3%	1%	2%
Pansexual	1%	2%	2%	2%	2%	2%	1%	3%	0%	1%
Queer	1%	0%	1%	1%	1%	2%	0%	1%	0%	1%
Same-gender loving	1%	1%	1%	1%	1%	1%	1%	3%	2%	1%
A sexual orientation not listed above (please specify)	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%
Prefer Not to Answer	2%	2%	1%	2%	1%	0%	3%	1%	1%	1%
Total	1621	800	720	610	396	322	283	188	174	171
Q6.6 - What is your best estimate of your yearly household income?										
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Under \$25,000	15%	17%	20%	41%	10%	20%	20%	22%	16%	12%
\$25,000 - \$49,999	22%	25%	26%	59%	19%	25%	28%	20%	26%	16%
\$50,000 - \$99,999	36%	35%	36%	0%	38%	30%	35%	28%	28%	31%
\$100,000 - \$199,999	21%	18%	13%	0%	25%	13%	13%	21%	22%	30%
Above \$200,000	6%	5%	4%	0%	9%	7%	3%	10%	7%	11%
Total	1621	800	720	610	396	322	283	188	174	171
Q6.7 - What are your current living arrangements?										
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
House/apartment/condo	91%	91%	87%	88%	90%	83%	90%	78%	94%	86%
Campus/university housing	4%	3%	4%	5%	5%	8%	2%	7%	0%	6%
Nursing home, adult care facility, or hospital	1%	1%	2%	1%	1%	2%	2%	5%	1%	2%
Homeless shelter, domestic violence shelter, transitional/halfway house	2%	2%	3%	2%	2%	4%	3%	4%	1%	2%
On the street, in a car, in an abandoned building, in a park, or other public space	1%	1%	2%	1%	2%	2%	1%	5%	1%	1%
A living arrangement not listed above (please specify)	1%	2%	3%	3%	1%	1%	2%	1%	3%	2%
Total	1621	800	720	610	396	322	283	188	174	171
Q6.8 - Do you have a physical disability or mobility issue that is visible to others?										
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	12%	12%	12%	13%	10%	17%	15%	100%	14%	33%
No	87%	87%	87%	86%	89%	81%	83%	0%	83%	67%
Prefer not to answer	1%	1%	1%	2%	1%	2%	2%	1%	2%	0%
Total	1621	800	720	610	396	322	283	188	174	171
Q6.9 - Do you practice or identify with any of the following religions? (Please select one option)										
All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Atheist/Agnostic	15%	13%	11%	11%	62%	21%	9%	9%	9%	14%

Christian	59%	64%	55%	63%	62%	0%	49%	67%	66%	60%	57%
Hindu	1%	2%	1%	2%	1%	5%	2%	1%	1%	1%	2%
Jewish	5%	3%	6%	2%	3%	20%	2%	5%	8%	10%	4%
Muslim	3%	3%	4%	5%	3%	12%	4%	4%	2%	1%	8%
Sikh	0%	0%	0%	1%	0%	1%	1%	0%	2%	0%	2%
Other, (please specify)	6%	5%	7%	7%	8%	0%	6%	6%	7%	11%	6%
Prefer not to answer	11%	10%	9%	9%	12%	0%	11%	11%	5%	7%	6%
Total	1621	800	1374	720	610	396	322	283	188	174	171
Q6.10 - Do you identify as an immigrant?											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Yes	11%	10%	12%	14%	8%	13%	14%	7%	30%	6%	100%
No	88%	89%	86%	83%	90%	85%	82%	90%	68%	92%	0%
Unsure	1%	1%	1%	2%	2%	2%	2%	2%	2%	1%	0%
Prefer not to answer	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	0%
Total	1621	800	1374	720	610	396	322	283	188	174	171
Q6.11 - How do you primarily identify?											
	All Responses	General Population	Target Population (At Least One)	Non-White	Income < \$55k	Non-Christian	LGBTQ+	East of the River	Disability	Age 55+	Immigrant
Cisgender man (gender identity matches assigned-at-birth gender)	46%	47%	45%	46%	41%	50%	40%	39%	59%	45%	60%
Cisgender woman (gender identity matches assigned-at-birth gender)	51%	53%	52%	51%	55%	47%	57%	58%	37%	49%	36%
Transgender man (gender identity differs from assigned-at-birth gender)	1%	0%	1%	0%	0%	1%	0%	0%	2%	1%	2%
Transgender woman (gender identity differs from assigned-at-birth gender)	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%
Non-Binary/Gender Non-Conforming/Genderqueer	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%
Other Identity (please specify)	1%	0%	1%	1%	1%	1%	1%	1%	0%	2%	0%
Prefer Not to Answer	1%	0%	1%	1%	2%	1%	1%	2%	1%	2%	1%
Total	1621	800	1374	720	610	396	322	283	188	174	171

APPENDIX D

Focus Group Details

Focus Group Introduction

We have now turned on the tape recorder. We'll ask you to wait to say anything until we go over this introduction. We will go over what this is all about, and at the end of that, we will give you the opportunity to leave if you do not wish to participate. If you stay with us, we will consider that your indication that you consent to participate.

Why we are here

This research is being conducted on behalf of the DC Office of Human Rights in response to a law enacted by the DC City Council on street harassment. Street harassment for our purposes is defined as:

Street harassment is any unwanted statement, gesture, or conduct that is disrespectful, offensive, or threatening and happens in a public space, a place of business or any location that is not a private residence in DC.

Your participation here is voluntary, but it is greatly appreciated. Participating will provide you an opportunity to make your voice heard about this issue. The focus group will be audio recorded to ensure our report accurately reflects your views, but will be kept confidential. That means we do not connect what has been said here with anyone's name or other individually identifying information.

We ask that you respect each other's confidentiality as well—please do not reveal what anyone said during this sessions. We do this so that you can feel comfortable speaking frankly about your feelings and experiences.

This is one of 10 focus groups we are conducting. The results of these groups will be reported to an advisory committee for the Office of Human Rights and will inform recommendations to the city council about what to do about the issue of street harassment.

As a thank you for your time and thoughts, we will provide everyone a \$50 Visas gift card at the end of the session. The session will be completed by 8:30pm.

[Introduce the facilitators, Maya and the counselor.]

[Orient folks to the space, including where the bathrooms are.]

We know that for some people this topic could be difficult to talk about, or raise strong emotional reactions. If you find this is happening to you [the counselor] is here to help you and may step out of the room to talk with you.

Introduction about Focus Groups

Also before we begin, I want to go over what you can expect and what our expectations are for you.

- We are interested in what everyone has to say but not in coming to a consensus. We are interested in the range of views, experiences and perspectives in the room.
- We want to hear from everyone but everyone doesn't have to weigh in on every topic or question.
- We ask that you focus on what you know and have observed, which is what you know best.
- Interaction with other participants is encouraged, but please be respectful and non-judgmental.
- You are not here as a stand in for a group or type of people. You are only here to speak on your own behalf.

- We'll do our best to let your views drive the conversation, but we will direct us to make sure we address the questions we need to.

Do you have any questions for us before we begin? If having heard all this, if you are no longer willing to participate, please raise your hand? (If yes, ask them to leave) Ok, let's begin.

Focus group questions:

Street harassment is any unwanted statement, gesture, or conduct that is disrespectful, offensive, or threatening and happens in a public space, a place of business or any location that is not a private residence in DC.

1. What street harassment experiences do you commonly have?
2. Has experiencing street harassment affected your behavior?
[Ask question 2 first; A-F are probes to be asked as follow ups if participants are needing some ideas and not all have to be asked]
Probes:
 - A. Has street harassment affected your health and wellbeing, including mental health?
 - B. Has anyone ever changed their route or regular routine in response to street harassment (or to avoid SH)?
 - C. Has anyone ever changed or stopped a hobby or activity in response to street harassment (or to avoid SH)?
 - D. Has anyone ever left a community or religious group in response to street harassment (or to avoid SH)?
 - E. Has anyone ever changed their enrollment in a school or class in response to street harassment (or to avoid SH)?
 - F. Where you decide to live/stay/sleep?
3. Are there times or places when you feel especially likely to experience street harassment?
Probe - why do you think those times (and/or places) are the ones where you are most likely to experience street harassment?
4. Was there ever a time when a bystander/witness (or other person that is not an authority figure) that intervened when you were being harassed? What happened?
 - What makes this sort of intervention helpful? Unhelpful?
5. Was there ever a time where an authority figure of some sort (like a teacher, police officer, manager) that intervened when you were being harassed? What happened?
 - What makes this sort of intervention helpful? Unhelpful?
6. When you have experienced an instance of street harassment What would make you feel safer? More supported? [In the moment? After the fact?]
7. When you are in a place where you are most likely to experience street harassment, what would make you feel safer? More supported?
 - Probe/Clarifier: Think about changes to your environment, like more street lamps.
8. Do you think it would be helpful if there was a way to report when you experience or see street harassment (other than calling the police)? Why or why not? What would make it useful?
Probe - Would you want there to be a response to your report or would you just like information to be collected on the incident (to have a record of it)?
9. Do you think (target population) are more likely to experience street harassment than other people?
[If yes] Why do you think that is?
10. (Pass around campaign ads) Here are the current public awareness campaign ads, which focuses on what street harassment is, where it happens, and who it happens to most frequently. The next phase of the public awareness campaign will come out next year.

What do you want people who might experience street harassment to know? What do you want others to know about the experience of street harassment?

Interview 1

Date	Location	Time	Population
Thursday, August 22	Shaw Library	11:30 am -1:30 pm	Women Experiencing Homelessness

Recruitment

- Maya Vizvary sent flyers to Karen Malvorah & Amber Harding at Washington Legal Clinic for the Homeless and Jesse Rabinowitz at Miriam's Kitchen on Friday, August 16th.
- Flyer was placed on the bulletin boards in library.
- Maya Vizvary went to N St. Village on 8-21 with flyers and emailed Carolyn Lewis (Bethany Program Manager) with information and flyers.
- One member was recruited the day-of, in the library

Focus Group 2

Date	Location	Time	Population
Monday, August 26	Whitman Walker Health	6:00 – 8:00 pm	Trans, Gender Nonconforming, Gender Nonbinary People (general)

7 participants

Recruitment

- Flyer and blurb were sent out to folks at Whitman Walker, HIPS, DC Center, Casa Ruby.

Focus Group 3

Date	Location	Time	Population
Wednesday, August 28	Miriam's Kitchen	11:30 am – 1:30 pm	People Experiencing Homelessness

7 participants

Recruitment

- Employees of Miriam's Kitchen (on the advocacy and case management teams) recruited their clients for participation.
- They had conversations with DCRCC on how to recruit in a trauma-informed way.

Focus Group 4

Date	Location	Time	Population
Thursday, August 29	Benning Library	11:30 am - 1:30 pm	Black Trans Women

6 participants

Recruitment:

- Kisha Allure led a group for trans women on Tuesday night and brought the flyer to that group.
- Flyer and blurb were sent out to folks at Whitman Walker, HIPS, DC Center, Casa Ruby.

Interview 5

Date	Location	Time	Population
Wednesday, September 4	Public Welfare Foundation	6:00 – 8:00 pm	Immigrant Community (religious minorities)

Recruitment

- Darakshan Raja sent out to south Asian rapid response and Justice for Muslims Collective listservs.
- America Indivisible sent out blurb and flyer to their listservs/network.

Interview 6

Date	Location	Time	Population
Friday, September 6	DCRCC	6:30 - 8:30 pm	Sexual Violence Survivors

Recruitment

- Indira, ED of DCRCC, posted flyer and sent out to clients and therapists
- Ruby, Crisis Services Coordinator, sent email to client list
- Collective Action for Safe Spaces posted the recruitment information on its social media.

Focus Group 7

Date	Location	Time	Population
Monday, September 9	Public Welfare Foundation	6:00 – 8:00 pm	Immigrant Community

13 participants

Recruitment

- Darakshan Raja circulated in South Asian Rapid Response group.
- Flyers passed out at Fiesta del Barrio on 9-7-19.
- Mayor's Office on Latino Affairs did recruitment on day-of: sent flyer to listserv and text messages to specific people.
- Flyer and blurb were translated into the six non-English languages (Spanish, French, Amharic, Vietnamese, Mandarin, and Korean) and sent to appropriate offices (i.e., Mayor's Office on African Affairs) and organizations (i.e., Many Languages One Voice) for them to distribute to their networks.

Focus Group 8

Date	Location	Time	Population
Tuesday , September 10	American University HPAC Hughes Hall	6:30 - 8:30 pm	College Students (PWI)

10 Participants

Recruitment

- Posted from the Health Promotion & Advocacy Center social media accounts.
- Posted from the Greek Wellness Coalition social media accounts.
- Shared with Peer Health Educators, Diversity & Inclusion Peers, two AUx classes.

Focus Group 9

Date	Location	Time	Population
Thursday, September 26	Martha's Table	11:30 am - 1:30 pm	Women Experiencing Homelessness

11 participants

Recruitment

- Dee Curry of Advisory Committee worked with Esther Ford of Miriam's Kitchen.
- Esther recruited the 10 participants and got them transportation to Martha's Table.

Focus Group 10

Date	Location	Time	Population
Monday, October 7	Howard University, Inclusive Innovation Incubator	6:30 - 8:30 pm	College Students (HBCU)

5 Participants

Recruitment

- Emailed professors from the Women Studies department who sent info out to their listserv.
- Recruited student that requested training from DC SAFE.
- Tweeted by C.A.S.C.A.D.E., a student organization for queer Howard students .
- Emailed information to the Manager of the Interpersonal Violence Prevention Program.

Focus Group Participants Demographics

Please select the choice(s) that best describes your racial/ethnic identity. (Circle all that apply.)	
Alaska Native	0
American Indian	5
Asian/ Asian American	3
Biracial/Multiracial	4
Black/African American	26
Latino/a/x or Hispanic	4
Middle Eastern / North African	2
Native Hawaiian / Pacific Islander	0
Sub-Saharan African	0
White / European American	13
A racial /ethnic identity not listed above	2
Prefer not to answer	0
No answer given	1
Total	60

What best describes your sexual orientation?	
Asexual	4
Bisexual	11
Gay	2
Heterosexual/Straight	22
Lesbian	3
Pansexual	2
Queer	5
Same-gender loving	1
A sexual orientation not listed above	3
Prefer not to answer	2
No answer given	0
Total	55
No answer given	1
Total	60

What is your best estimate of your yearly household income?	
Under \$25,000	32
\$25,000-\$49,999	4
\$50,000-\$99,999	8
\$100,000-\$199,999	2
\$200,000 or above	3
No answer given	2
Total	51

What are your current living arrangements?	
House / apartment / condo	18
Campus / university housing	11
Nursing home, adult care facility, or hospital	0
Homeless shelter, domestic violence shelter, transitional housing / halfway house, or in a hotel or motel with an emergency voucher	13
On a street, in a car, in an abandoned building, in a park, or a place that is NOT a house, apartment, shelter, or other housing	6
A living arrangement not listed above	3
No answer given	0
Total	51

Do you have a physical disability or mobility issue that is visible to others?	
Yes	7
No	41
Prefer not to answer	2
No answer given	1
Total	51

Do you practice or identify with any of the following religions?	
Atheist / Agnostic	7
Christian	21
Hindu	0
Jewish	3
Muslim	8
Sikh	0
Other	7
Prefer not to answer	1
None	5
No answer given	0
Total	52

Do you identify as an immigrant?	
Yes	0
No	49
Unsure	2
Prefer not to answer	0
Total	51

**Note: the focus group with immigrant participants ran out of time to answer the confidential demographic questionnaires.*

How do you primarily identify?	
Cisgender man	5
Cisgender woman	30
Transgender man	1
Transgender woman	6
Non-Binary/Gender Non-conforming/Genderqueer	5
Other identity	2
Prefer not to answer	1
No answer given	2
Total	52

Demographic Information was collected from 51 participants. In some cases, more than one option was selected. No demographic information was collected for Focus Group 7. One additional participant did not provide information.

APPENDIX E

Public Awareness Campaign Ads

I don't need your
comments on my...

Homelessness.

Appearance.

Circumstance.

Street Harassment is far too common and can happen in a park, on the sidewalk, or even at a bus stop.

If it's unwanted,
it's Street Harassment.

Learn more.

For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nastreetharassment.dc.gov.

#NoStreetHarassmentDC



SHPA
STREET HARASSMENT PREVENTION ACT

WE ARE
DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR



**I don't need your
comments on my...**

***Gender Identity.
Gender Expression.
Sexual Orientation.***

Street Harassment is far
too common and can
happen in a **store**, at a
restaurant, or even in **taxi**
or **rideshare**.

If it's **unwanted**,
it's **Street Harassment**.

Learn more.

For more information on the District's Street
Harassment Prevention Act, scan the QR
code or visit nostreetharassment.dc.gov.
#NoStreetHarassmentDC




Office of Human Rights
DISTRICT OF COLUMBIA

SHPA
STREET HARASSMENT PREVENTION ACT

 GOVERNMENT OF THE
DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

**I don't need your
comments on my...**

Hair.

Body type.

Skin color.

Street Harassment is far too common and can happen at school, at a sports game, or even on the bus.

If it's unwanted,
it's **Street Harassment**.

Learn more.

For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nostreetharassment.dc.gov.
#NoStreetHarassmentDC



**I don't need your
comments on my...**

Religion.

Race.

Ethnicity.

Street Harassment is far too common and can happen in a **library**, at the **movies**, or even in the **coffee shop**.

If it's **unwanted**,
it's **Street Harassment**.

Learn more.

For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nostreetharassment.dc.gov.
#NoStreetHarassmentDC



**I don't need your
comments on my...**

*Outfit.
Body.
Smile.*

Street Harassment is far too common and can happen in a **bar**, at a **concert**, or even on the **Metro**.

If it's **unwanted**,
it's **Street Harassment**.

Learn more.

*For more information on the District's Street Harassment Prevention Act, scan the QR code or visit nastreetharassment.dc.gov.
#NoStreetHarassmentDC*




Office of Human Rights
DISTRICT OF COLUMBIA

SHPA
STREET HARASSMENT PREVENTION ACT

WE ARE
DISTRICT OF COLUMBIA
GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

APPENDIX F

Agencies Designated by the Language Access Act as Having Major Public Contact

1. Alcoholic Beverage Regulation Administration (ABRA)
2. Child and Family Services Agency (CFSA)
3. Department of Behavioral Health (DOB)
4. Department of Consumer and Regulatory Affairs (DCRA)
5. Department of Corrections (DOC)
6. Department of Employment Services (DOES)
7. Department of Energy & Environment (DOEE)
8. Department of General Services (DGS)
9. District of Columbia Health (DC Health)
10. Department of Health Care Finance (DHCF)
11. Department of Housing and Community Development (DHCD)
12. Department of Human Resources (DCHR)
13. Department of Human Services (DHS)
14. Department of Motor Vehicles (DMV)
15. Department of Parks and Recreation (DPR)
16. Department of Public Works (DPW)
17. Department of Small and Local Business Development (DSLBD)
18. Department of Youth Rehabilitation Services (DYRS)
19. Department on Disability Services (DDS)
20. District Department of Transportation (DDOT)
21. District of Columbia Housing Authority (DCHA)
22. District of Columbia Lottery and Charitable Games Control Board (DCLB)
23. District of Columbia Office of Zoning (DCOZ)
24. District of Columbia Public Library (DCPL)
25. District of Columbia Public Schools (DCPS)
26. Fire and Emergency Medical Services Department (FEMS)
27. Homeland Security and Emergency Management Agency (HSEMA)
28. Metropolitan Police Department (MPD)
29. Office of Administrative Hearings (OAH)
30. Office of Contracting and Procurement (OCP)
31. Office of Human Rights (OHR)
32. Office of Planning (OP)
33. Office of Tax and Revenue (OTR)
34. Office of Unified Communications (OUC)
35. Office of the Attorney General - Child Support Services Division (OAG - CSSD)
36. Office of the People's Counsel (OPC)
37. Office of the State Superintendent of Education (OSSE)
38. Office of the Tenant Advocate (OTA)
39. Department of Aging and Community Living (DACL)



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Washington, DC 20001

ohr.dc.gov





**DISTRICT OF COLUMBIA
OFFICE OF HUMAN RIGHTS
LANGUAGE ACCESS PROGRAM
ANNUAL COMPLIANCE REVIEW**



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note from Language Access Program team

Dear Stakeholders, Partners and DC Residents,

The DC Office of Human Rights (OHR) is proud to publish the Language Access Annual Compliance Report for FY19, prepared by the Language Access Program (LAP) team during the extraordinary coronavirus pandemic. The LAP team firmly believes that more than ever, the District of Columbia must ensure it meets the needs of our city's most vulnerable populations, particularly residents who face language barriers in accessing their rights to government services.

This report reiterates the District's commitment to give all residents equal access to vital government services, documents and programs no matter what language they speak or their level of English proficiency. That commitment was made 16 years ago when the DC Council unanimously passed the Language Access Act. Passing the Language Access Act made DC one of the most inclusive cities in the country. As stewards of that legislation, OHR's Language Access Program's mission is to eliminate linguistic barriers and ensure all District agencies have the tools, capacity and technical knowledge to serve Limited and Non-English Proficient (LEP/NEP) workers, business owners and residents which now represent 30.8% of the foreign-born population and 5.6% of all ages 5 and older in the District. Close to 100,000 foreign-born residents call the District their home today, and city agencies continue to improve how they serve their linguistically diverse customers by offering interpretation services, translating vital documents and posting it to their websites and displaying multilingual signage and videos in public areas. During this world health crisis, as OHR's Language Access Program worked with its partners to produce multilingual public health notices, emergency texts and flyers in various languages for the District's LEP/NEP residents, it was clear the importance of ensuring inclusion.

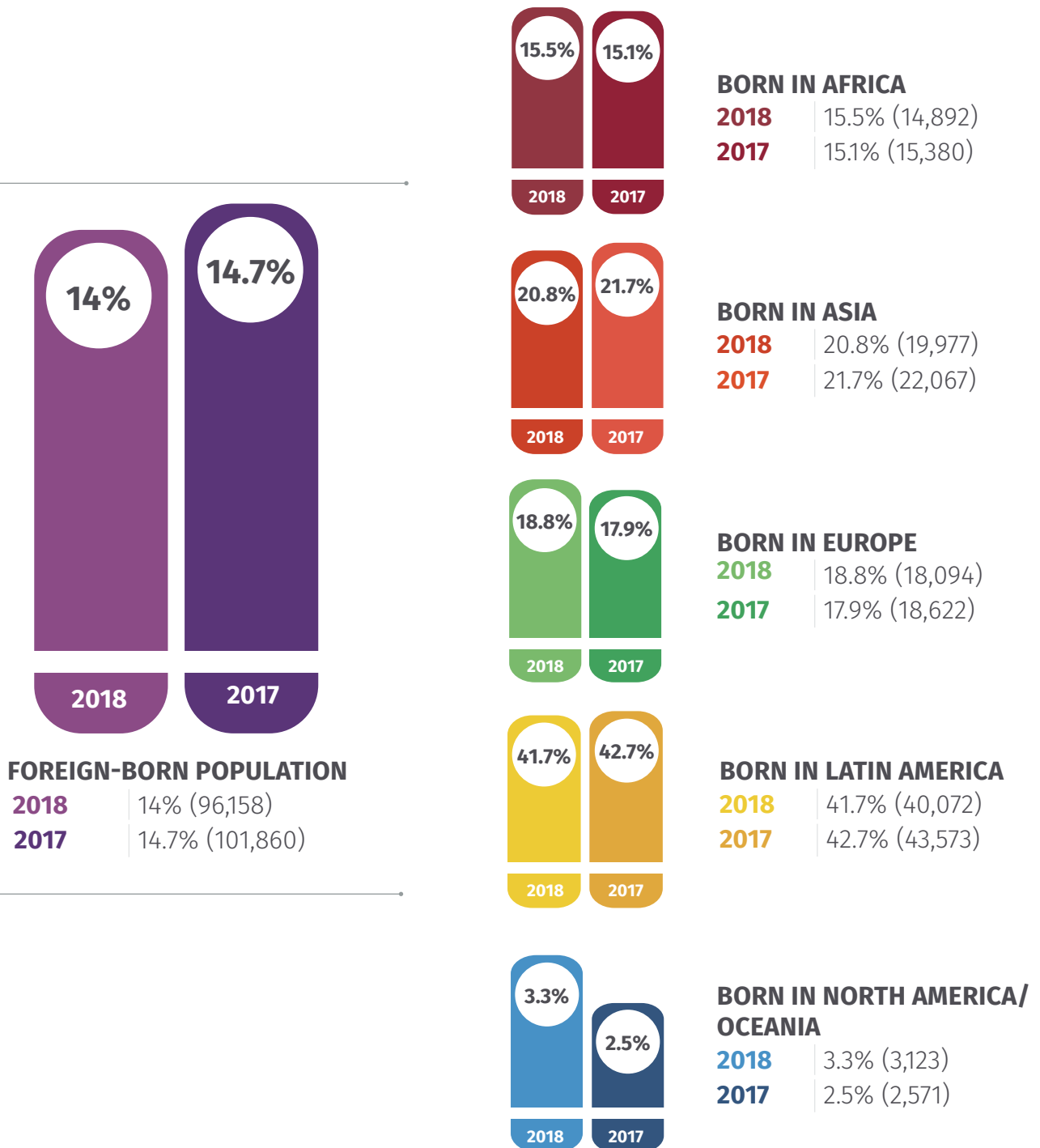
This report includes compliance achievements and reporting for **38** covered entities with major public contact and **23** non-major public contact entities. The scorecards in this report provide detailed information on the agencies' language access compliance performance level of preparedness, accessibility and quality in serving clients. Also highlighted is data reported by agencies in FY19, such as **183,387** encounters with LEP/NEP customers across agencies; language access compliance training for **41,040** District government employees, including contractor and grantee staff; **73,277** calls made by frontline employees to reach a telephonic interpreter to communicate with customers speaking **66** different languages; and the translation of **830** vital documents by agencies with major public contact.

We are very excited about our continuing partnership with language access advocates, LEP/NEP community and government agencies and with great appreciation we thank you for being a part of our Language Access team. We acknowledge that we played no small role in fulfilling many of the LA goals and milestones in FY19 and FY20. We look forward to a long and fruitful relationship between government, and community to successfully accomplish more LA implementation projects together as we head into FY21.

Sincerely,
Rosa Carrillo, Director, Language Access Program
Priscilla Mendizabel, Program Analyst, Language Access Program



Demographic Profile of the District's Foreign-Born and LEP/NEP Populations



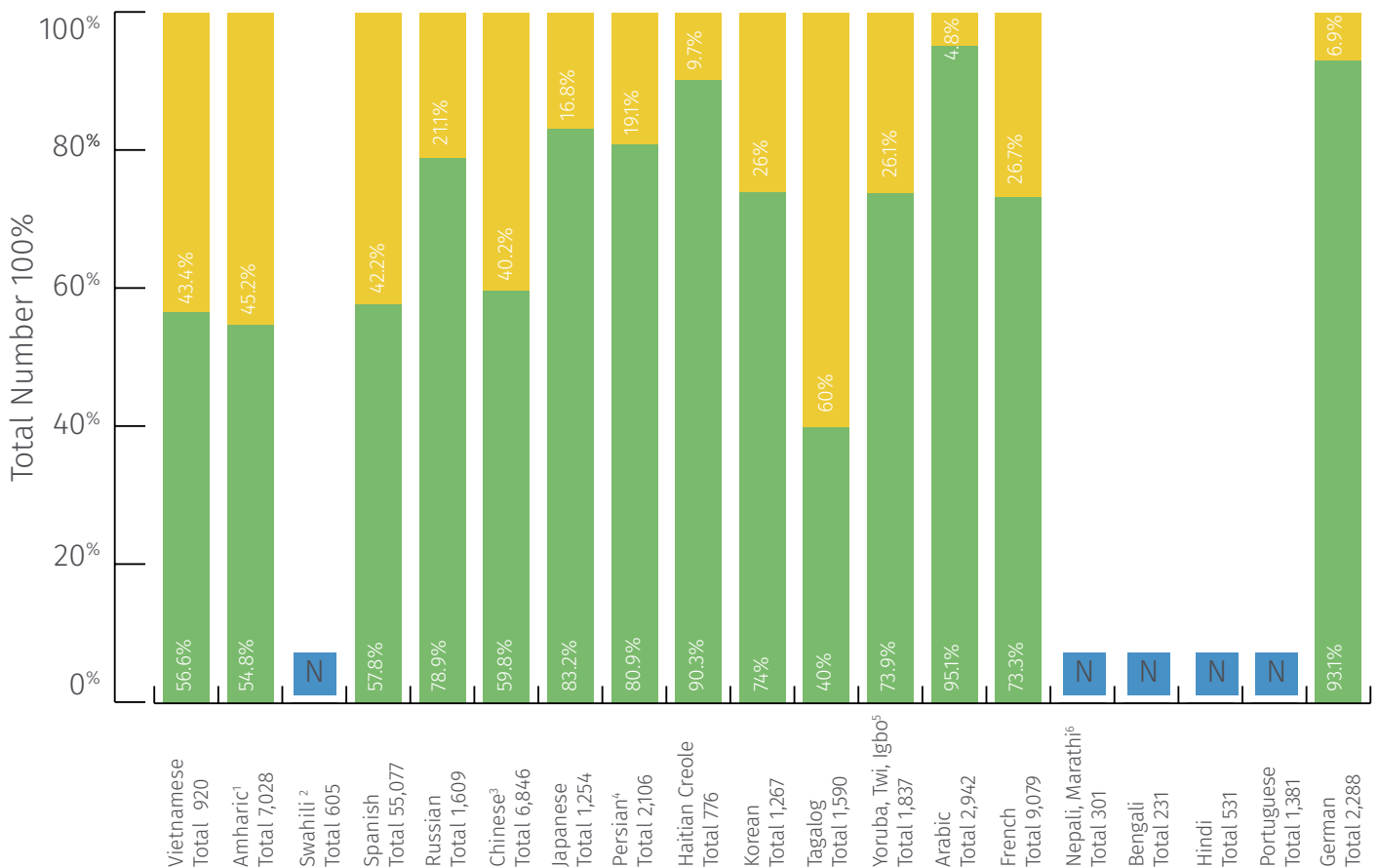
Source: Migration Policy Institute tabulations of 2017 and 2018 and 1 Year estimate data from the U.S. Census Bureau's American Community Survey (ACS)



30.8% of the District's **96,158** foreign-born residents age 5 or older are limited English proficient

- **5.6%** of District residents age 5 or older are limited English proficient
- **38.8%** of the District's foreign-born residents (age 5 or older) who are noncitizens are limited English proficient
- **21.6%** of the District's naturalized foreign-born residents age 5 or older are limited English proficient
- **1.2%** of the District's US-born population age 5 or older is limited English proficient
- **17.4%** of District residents age 5 or older speak a language other than English at home

Language Spoken at Home by English Proficiency (population age 5 or older)



Speak English "very well"

Speak English less than "very well" (LEP/NEP)

The letter N indicates that an estimate could not be provided by the census bureau because the sample cases was too small for this state.

¹ Includes Other Afro-Asiatic languages

² Includes other Central, Eastern, and Southern African languages

³ Includes Mandarin and Cantonese

⁴ Includes Farsi and Dari

⁵ Includes Other Languages of Western Africa

⁶ Includes Other Indic Languages

DC Language Access Act of 2004

The DC Language Access Act of 2004 requires all District government agencies, public-facing contractors and grantees to ensure that limited and non-English proficient (LEP/NEP) individuals access the full range of government services and receive translation and interpretation services. The Act further outlines requirements for covered entities and designates 39 agencies as covered entities with major public contact. It is the task of the Language Access Program to annually monitor and evaluate all covered entities. OHR's FY19 Annual Compliance Review provides individual scorecards for 38¹ covered entities with major public contact assessing their level of compliance with the Language Access Act and a compliance profile for 23 covered entities.

¹ Individual scorecards for covered entities with major public contact can be found starting on pg. 36. Compliance profiles for additional covered entities can be found starting on pg. 24.

Covered Entities with Major Public Contact	Covered Entities
<p>Designate a Language Access Coordinator;</p> <p>Collect data on the agency's interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance;</p> <p>Develop a Biennial Language Access Plan, and report implementation progress to OHR on a quarterly basis; and</p> <p>Conduct outreach to LEP/NEP</p>	<p>Designate a Language Access Point of Contact;</p> <p>Collect data on the agency's interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance; and</p> <p>Submit a yearly implementation report to OHR.</p>
Covered Entities with Major Public Contact	Covered Entities (with designated Language Access Point of Contact)
<p>Alcoholic Beverage Regulation Administration</p> <p>Child and Family Services Agency</p> <p>Department of Aging and Community Living</p> <p>Department of Behavioral Health</p> <p>Department of Consumer and Regulatory Affairs</p> <p>Department of Corrections</p> <p>Department of Employment Services</p> <p>Department of Energy & Environment</p> <p>Department of General Services</p> <p>Department of Health (DC Health)</p> <p>Department of Health Care Finance</p> <p>Department of Housing and Community Development</p> <p>Department of Human Resources</p> <p>Department of Human Services</p> <p>Department of Motor Vehicles</p> <p>Department of Parks and Recreation</p> <p>Department of Public Works</p> <p>Department of Small and Local Business Development</p> <p>Department of Youth Rehabilitation Services</p> <p>Department on Disability Services</p> <p>District Department of Transportation</p> <p>District of Columbia Housing Authority</p> <p>District of Columbia Lottery and Charitable Games Control Board</p> <p>District of Columbia Office of Zoning</p> <p>District of Columbia Public Library</p> <p>District of Columbia Public Schools</p> <p>Fire and Emergency Medical Services Department</p> <p>Homeland Security and Emergency Management Agency</p> <p>Metropolitan Police Department</p> <p>Office of Administrative Hearings</p> <p>Office of the Attorney General – Child Support Services Division</p> <p>Office of Contracting and Procurement</p> <p>Office of Human Rights</p> <p>Office of Planning</p> <p>Office of Tax and Revenue</p> <p>Office of the People's Counsel</p> <p>Office of the State Superintendent of Education</p> <p>Office of the Tenant Advocate</p> <p>Office of Unified Communications</p>	<p>District of Columbia Board of Elections</p> <p>District of Columbia Commission on the Arts and Humanities</p> <p>District of Columbia Health Benefit Exchange Authority</p> <p>District of Columbia Office of Police Complaints</p> <p>District of Columbia State Board of Education</p> <p>Department of Forensic Sciences</p> <p>Department of For-Hire Vehicles</p> <p>Department of Insurance, Securities and Banking</p> <p>District of Columbia Corrections Information Council</p> <p>District of Columbia Developmental Disabilities Council</p> <p>District of Columbia Housing Finance Agency</p> <p>District of Columbia Retirement Board</p> <p>District of Columbia Water and Sewer Authority</p> <p>Office of Cable Television, Film, Music and Entertainment</p> <p>Office of Disability Rights</p> <p>Office of Employee Appeals</p> <p>Office of the Attorney General</p> <p>Office of the Chief Medical Examiner</p> <p>Office of the Chief Technology Officer</p> <p>Office of the Inspector General</p> <p>Office of Victim Services and Justice Grants</p> <p>Public Services Commission</p> <p>Real Property Tax Appeals Commission</p>

Language Access Program



OHR's Language Access Program is tasked with monitoring citywide compliance with the Language Access Act by providing central coordination and technical assistance to covered entities. The work of the program is organized in four areas:

ENFORCEMENT

Investigate language access complaints from individuals or organizations who believe that a covered entity has violated the Language Access Act; issue findings; and monitor implementation of corrective actions.

TECHNICAL ASSISTANCE

Provide training, tools, and guidance on effective implementation of language access compliance requirements; and support the work of Language Access Coordinators and Language Access Point of Contacts.

COMPLIANCE MONITORING

Ensure that all 38 covered entities with major public contact develop attainable two-year plans, report quarterly and take appropriate steps to meet compliance requirements; annually assess covered entities' compliance with the Act's requirements.

COMMUNITY ENGAGEMENT

Provide "Know Your Rights" training and other public education and engagement opportunities to ensure that LEP/NEP individuals exercise their rights under the law.

our
mission

OHR's mission is to eliminate linguistic barriers and ensure that all District agencies have the tools, capacity, and technical knowledge to serve linguistically diverse customers.

FY19 Language Access Program Highlights

In FY19, the Language Access Program worked extensively with agencies to support the goals of implementing language access requirements and improving overall compliance with the Language Access Act. The LAP provided training, technical assistance and individual consultation to Language Access Coordinators (LACs) and Language Access Points of Contact (LAPOCs), and also reached out to the District's linguistically diverse/limited English proficient populations to educate them on their right to request language access services in city government offices.

TRAINING & TECHNICAL ASSISTANCE

42

LANGUAGE ACCESS COMPLIANCE

trainings were delivered directly to 822 District employees, grantees and contractors.

6

LANGUAGE ACCESS AND CULTURAL COMPETENCY

trainings were delivered through DCHR's Center for Learning and Development.

6

BIMONTHLY TECHNICAL ASSISTANCE

sessions were hosted for LACs covering best practices for enhancing data collection and reporting; developing biennial language access plans and ensuring grantee and contractor compliance.

1

LANGUAGE ACCESS COMPLIANCE ORIENTATION

session was held for LAPOCs to provide guidance on language access implementation activities and annual reporting requirements.

15

MEETINGS were held with the Mayor's Offices on African, Asian and Pacific Islander and Latino Affairs to coordinate technical assistance efforts.



DIGITAL LANGUAGE ACCESS SIGNAGE LAUNCH

In April, during the ceremony commemorating the passage of the DC Language Access Act, OHR's Language Access Program (LAP) unveiled the Digital Language Access Signage video promoting the District's interpretation services to limited English proficient (LEP) and non-English proficient (NEP) residents. The educational video explains how LEP/NEP residents can request language services and how agencies can culturally and linguistically serve such populations appropriately. The video was created in collaboration with the Mayor's three ethnic constituency offices and the Office of the Chief Technology Officer. A large number of agencies that have waiting and public facing areas in their agencies are maximizing the video.

LANGUAGE ACCESS ACT 15TH ANNIVERSARY CELEBRATION

On April 24, 2019, the Language Access Program, along with DC government agencies, Language Access advocates and community members, celebrated the 15th anniversary of the passage of the Language Access Act of 2004. The unanimous passage of the act 15 years ago embodied the District of Columbia's pledge to support the city's vibrant immigrant population and ensure that all DC residents have equal access to government services, regardless of their native language or English language proficiency. The commemorative ceremony celebrated the work of DC government agencies that have excelled in providing language access services and in promoting language access rights awareness within the LEP/NEP community.



COMMUNITY ENGAGEMENT

OHR worked with community-based partners to engage diverse LEP/NEP communities and ensure that they know and exercise their right to language access services.

- **1,505 LEP/NEP residents** were engaged and reached through workshops, "Know Your Rights" trainings and community events.
- OHR participated in **67 community events** and meetings to share information on language access and distribute multilingual "Know Your Rights" and "I Speak" cards.
- **2,500** multilingual "I Speak" cards were distributed to LEP/NEP individuals.
- **13 trainings** were offered to constituents, advocates, case managers and service providers covering language access protections that impact their clients and members.
- Through a collaborative effort between the Language Access program and the Ethiopian Community Center (ECC), 230 LEP/NEP African community members were educated on the provisions of the Language Access Act. The educational project aimed to increase language access awareness among Africans in DC and to improve their ability to communicate more effectively with government agencies and service providers.

Language Access Enforcement

The Office of Human Rights investigates language access public complaints filed by individuals who are denied their right to language assistance or who allege that a covered entity has violated the Language Access Act. Once OHR conducts a pre-investigation resolution intervention to ensure that complainants receive immediate services, public complaints are docketed and investigated before the OHR Director issues written findings. Agencies found in violation of the Language Access Act are required to implement corrective actions mandated by OHR.

In FY19, OHR received a total of 19 language access inquiries alleging violation of the Language Access Act:

- **5 were docketed** and **4 are under investigation** following a pre-investigation resolution process.
- **3 were resolved** during the pre-investigation resolution process, and
- **10 were administratively dismissed** based on lack of jurisdiction or failure to state a claim.
- **1 was withdrawn** by the complainant

OHR issued a total of 1 determination in FY19:

- **1 was to the Metropolitan Police Department**, which was found in non-compliance with the Language Access Act for failure to provide translation service.

Corrective Actions Meeting in FY19:

- **4 corrective action meetings** were held with the Department of Motor Vehicles, Department of Human Services, Fire and Emergency Medical Service and the Metropolitan Police Department.
- **1 corrective action meeting** was held with District of Columbia Public Schools and 1 with District of Columbia Housing Authority for noncompliance of inquiries resolved during the pre-investigation resolution process.

COMPLAINT OUTCOMES FY14-FY19

	FY19	FY18	FY17	FY16	FY15	FY14
Inquiries	19	18	40	19	25	17
Resolved in pre-investigation with agency acknowledging violation	3	0	2	4		
Final determination, found in noncompliance	1		2	1	2	
Under investigation	4	4	12	6	13	9
Administrative Dismissals	11	14	24	8	10	8
Lack of jurisdiction	10	9	12	3	5	4
OHR unable to contact Complainant		0	2	1	1	2
Failure to state a claim		5	2	2	1	2
Withdrawn by complainant	1	0	8	2	3	

FY19 COMPLAINTS UNDER INVESTIGATION BY AGENCY

Covered Entity	Number of Complaints
Metropolitan Police Department	1
Department of Corrections	2
District of Columbia Housing Authority	1

INQUIRIES RECEIVED FY14-FY19

Covered Entity	FY19	FY18	FY17	FY16	FY15	FY14
Non-Covered Entities	10	9	14	2	6	5
Department of Motor Vehicles	1		10	4	6	3
Department of Human Services	1	1	7	2	2	3
Metropolitan Police Department	2	4	2	4	1	3
Department of Consumer Regulatory Affairs			1		3	
District of Columbia Public Schools	2			1	1	
Department of Employment Services			1	1	1	
Fire and Emergency Management Services			2		1	
District of Columbia Housing Authority	2			1		1
Department of Disability Services					1	
Office of State Superintendent of Education			1		1	
Office of Zoning and Office of Planning				1		
Department of Health (DC Health)				1		
Department of Youth Rehabilitation Services				1		
Department of For-Hire Vehicles (formerly District of Columbia Taxicab Commission)						1
District of Columbia Board of Elections						1
Department of Behavioral Health						
Office of the Attorney General - Child Support Services Division						
Department of Transportation		1				
Mayor's Office on Community Relations and Services		1				
Department of Public Works		1				
Child and Family Services Agency		1				
Department of Corrections	1					
Total	19	18	38	18	23	17

Through its partnership with the Equal Rights Center (ERC), OHR conducted 126 telephone and 111 in-person tests in FY19 to assess the accessibility of 17 covered entities with major public contact. ERC testers either visited or called these agencies and attempted to obtain information from frontline employees while speaking exclusively in one of seven non-English languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese. The ERC provided the scores and narrative summaries of the test results for each agency, which OHR has incorporated into the agency compliance scorecards under the 'Quality' measure. The ERC also provided an analysis of all data collected from FY19 and FY18 tests to offer a comparative picture on observed trends and overall performance.

SUMMARY OF FINDINGS:

- **64%** of agencies tested in both years improved their interpretation rates from FY18 to FY19.
- At test sites tested in both years, overall **interpretation rates were 10% higher in FY19** than they were in FY18. This was not a statistically significant improvement ($p = .08186$) though the improvement in scores at these divisions was significant.
- At divisions tested in both years, **interpretation rates decreased** very slightly from 2019 to 2018 (**from 84% to 83%**) on in-person tests. However, **interpretation rates for phone tests increased** significantly from FY18 to FY19 (**from 26% to 45%**, $p = .00438$), producing the overall net increase in interpretation rates.
- At all divisions, testers received language assistance in **78%** of in-person tests, as compared to **88%** in FY18, **86%** in FY17, **92%** in FY16, and **88%** in FY15.
- At all divisions, testers received language assistance in **44% of telephone tests** in FY19, as compared to **37%** in FY18, of **57%** in FY17, **43%** in FY16 and **45%** in FY15.
- Testers received interpretation through a **telephonic interpretation service in 49%** of tests and through a **bilingual employee in 11%** of tests.
- **30% or 39 of the 129 phone tests** reached an automated voice menu. **12 of the 39 calls** reached instructions in the tester's language, and **4 out of these 12 calls** were then connected to a live employee.
- At test sites tested in FY19 and either in FY17 or FY18, testers reported **seeing language access signage more frequently at test sites in FY19** than in the previous two years.
- 34% of tested locations displayed language access signage that was visible to all testers, 44% were visible to some testers, and 22% were visible to none of the testers.
- Testers received translated vital documents in their language in **13% of in-person tests** conducted in FY19.

Table 1: Agency Interpretation Rates FY18 vs FY19

(Divisions tested in both years)

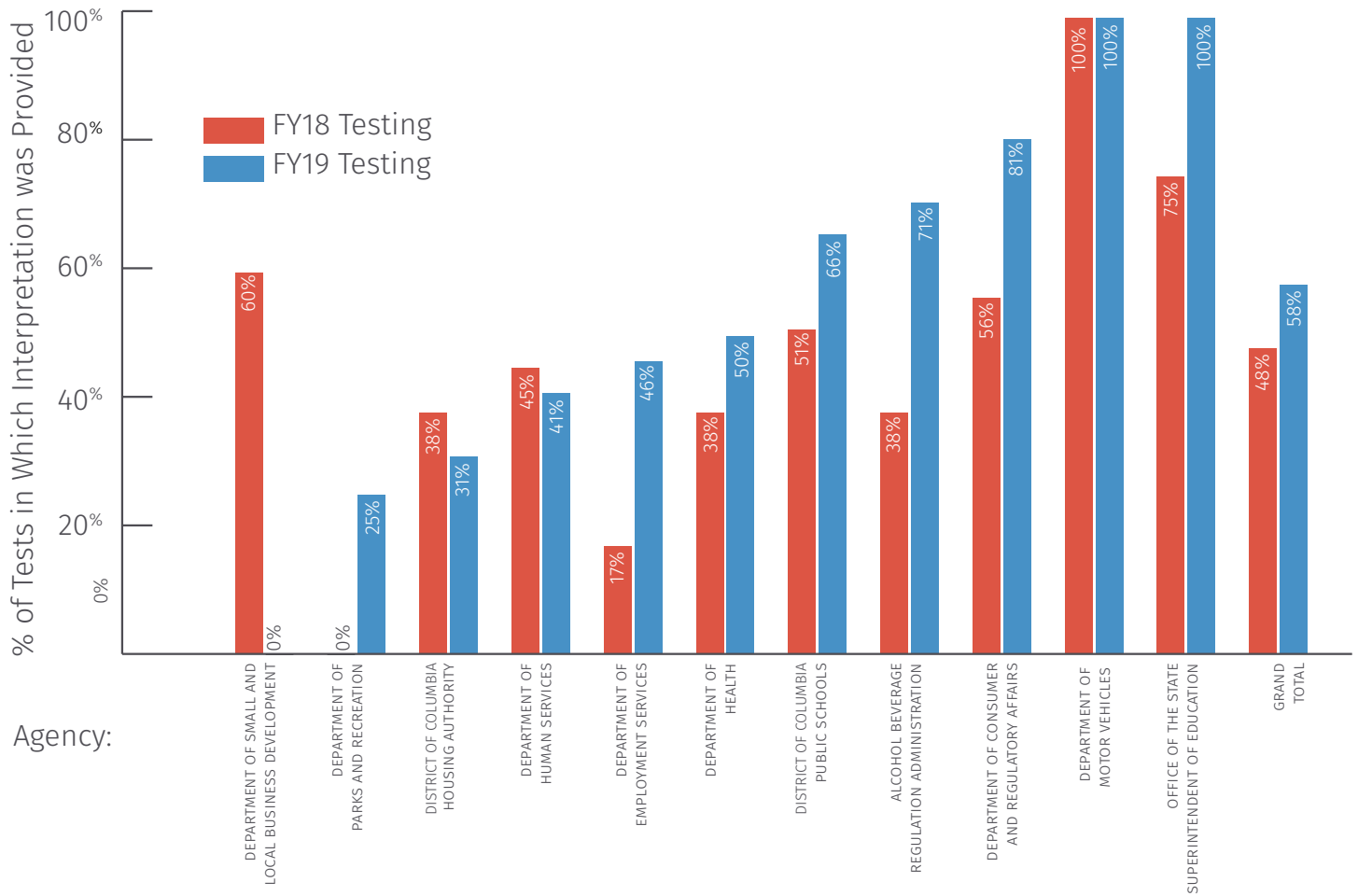
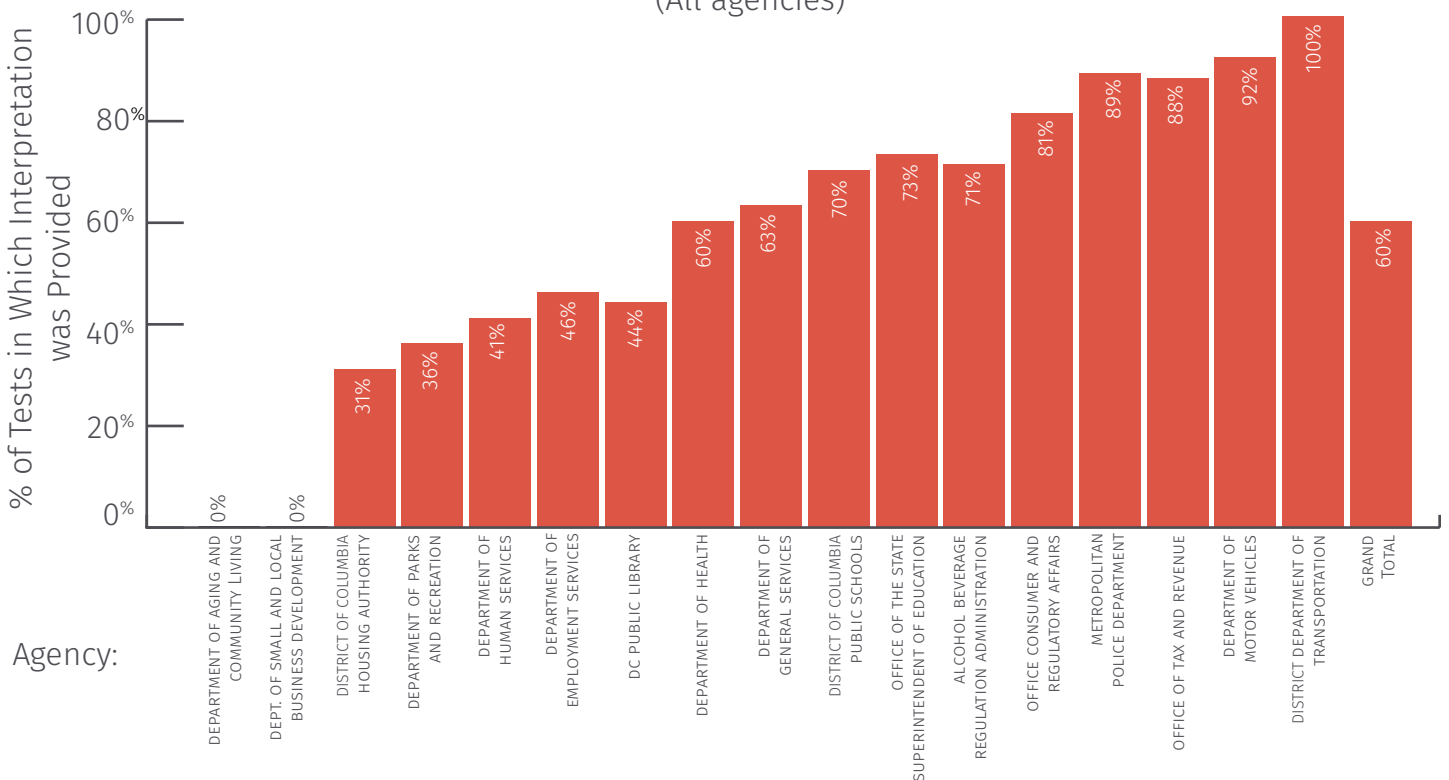


Table 2: Interpretation Rate by Agency

(All agencies)



2019 AGENCIES RANKED BY SCORE	Interpretation Provided	Total Tests Conducted	Staff Attempted to Provide Interpretation	Staff Successfully Provided Interpretation	Appropriate Wait Time for Interpretation	Average Score
Name of Agency Visited In-Person	(# Tests)	(# Tests)	(% Tests)	(% Tests)	(% Tests)	(Points)
Department of Aging and Community Living	0	4	0.0%	0.0%	0.0%	0.00
Department of Small and Local Business Development	0	5	60.0%	0.0%	0.0%	1.20
District of Columbia Housing Authority	4	13	38.0%	31.0%	30.8%	2.00
Department of Parks and Recreation	5	14	50.0%	36.0%	21.4%	2.14
Department of Human Services	12	29	48.0%	41.0%	31.0%	2.41
Department of Employment Services	6	13	50.0%	46.0%	30.8%	2.46
District of Columbia Public Library	7	16	44.0%	44.0%	43.8%	2.63
Department of Health	9	16	63.0%	60.0%	37.5%	3.13
Department of General Services	5	11	70.0%	63.0%	45.5%	3.45
District of Columbia Public Schools	31	44	75.0%	70.0%	62.8%	4.18
Office of State Superintendent of Education	11	15	73.0%	73.0%	73.3%	4.40
Alcohol Beverage Regulation Administration	5	7	86.0%	71.0%	71.4%	4.57
Department of Consumer and Regulatory Affairs	13	16	81.0%	81.0%	68.8%	4.63
Metropolitan Police Department	8	9	89.0%	89.0%	55.6%	4.67
Office of Tax and Revenue	7	8	88.0%	88.0%	75.0%	5.00
Department of Motor Vehicles	11	12	100.0%	92.0%	75.0%	5.33
Department of Transportation	5	5	100.0%	100.0%	100.0%	6.00
Grand Total	139	237	66.0%	60.0%	49.6%	3.49

Table 3: Phone vs. In-Person Services Provided

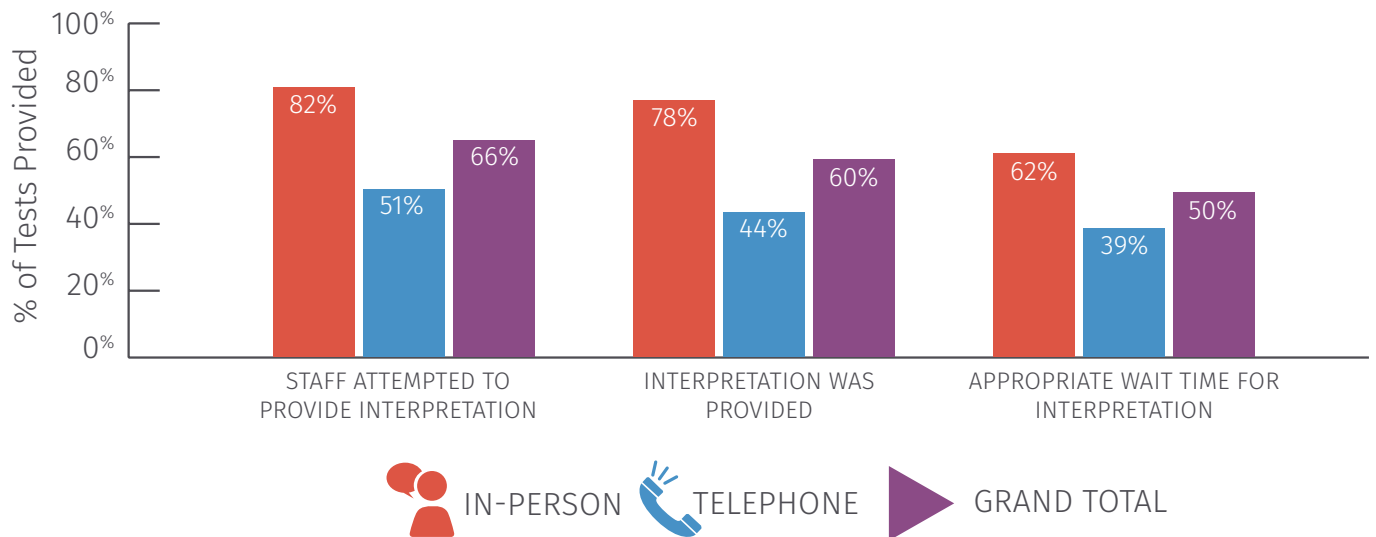


Table 4: Interpretation Rate by Language

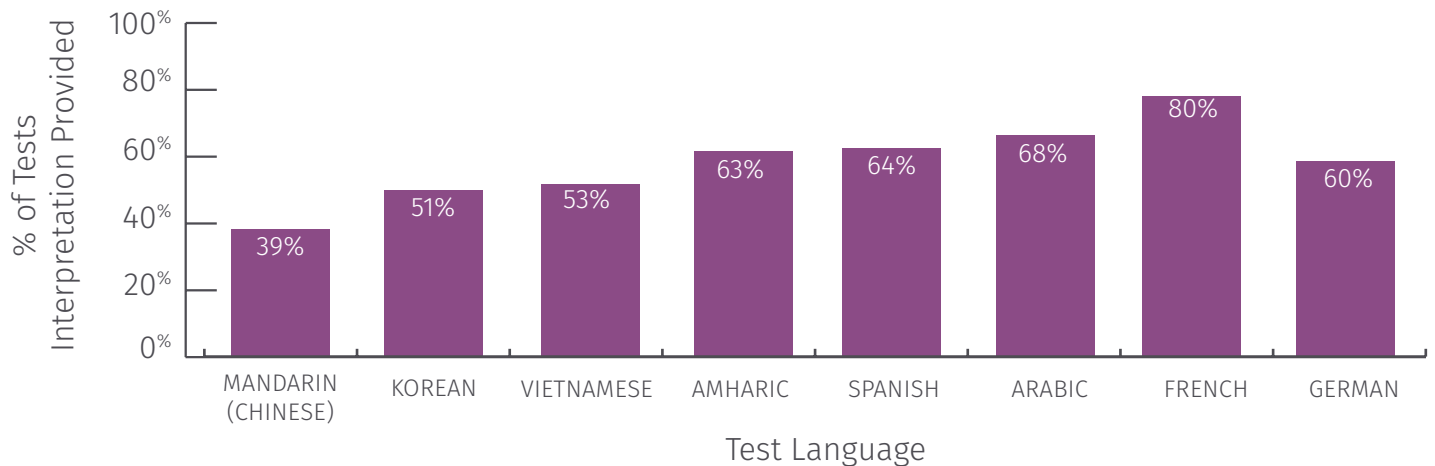


Table 5: Form of Interpretation by Agency

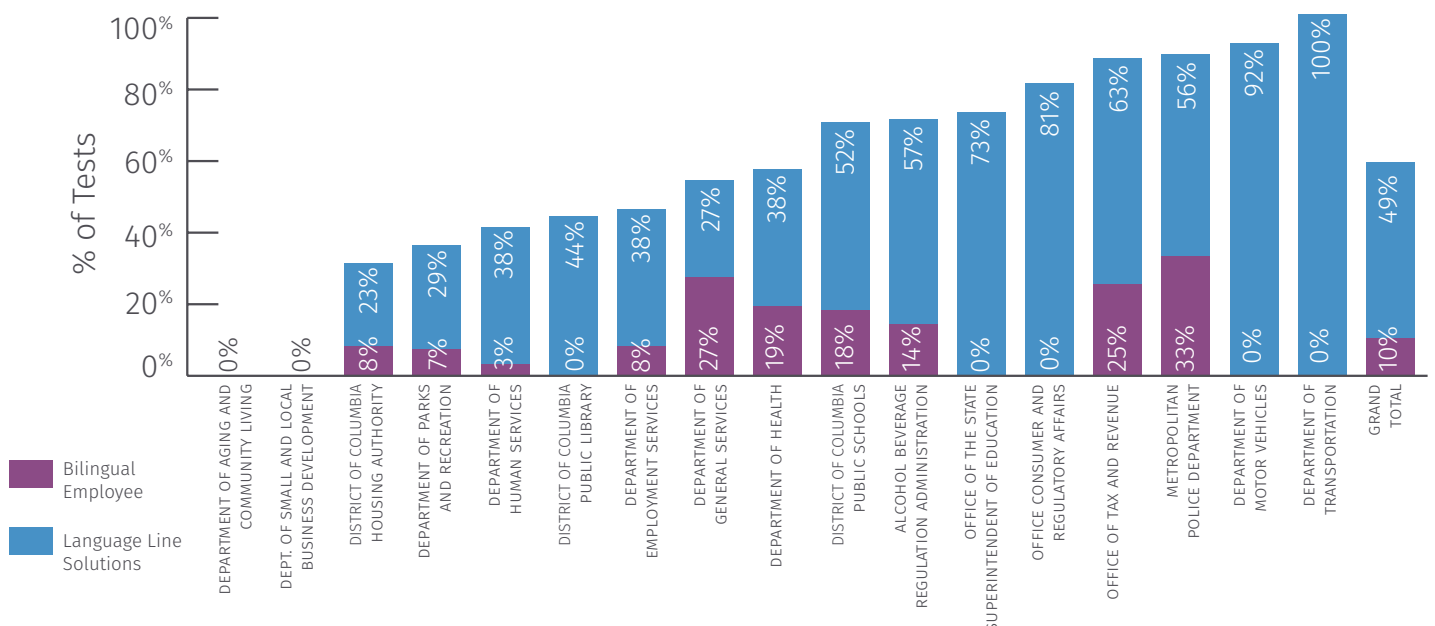


Table 6: Calls Answered by Automated Menus

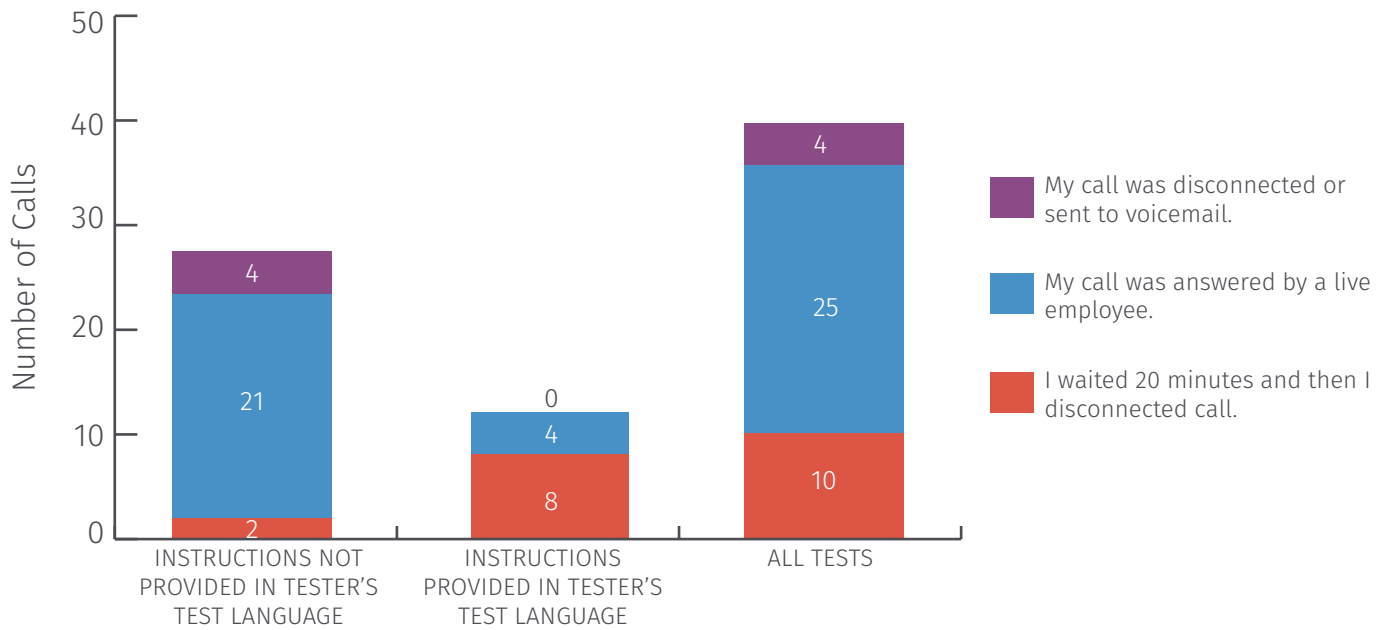


Table 7: Translated Materials by Language

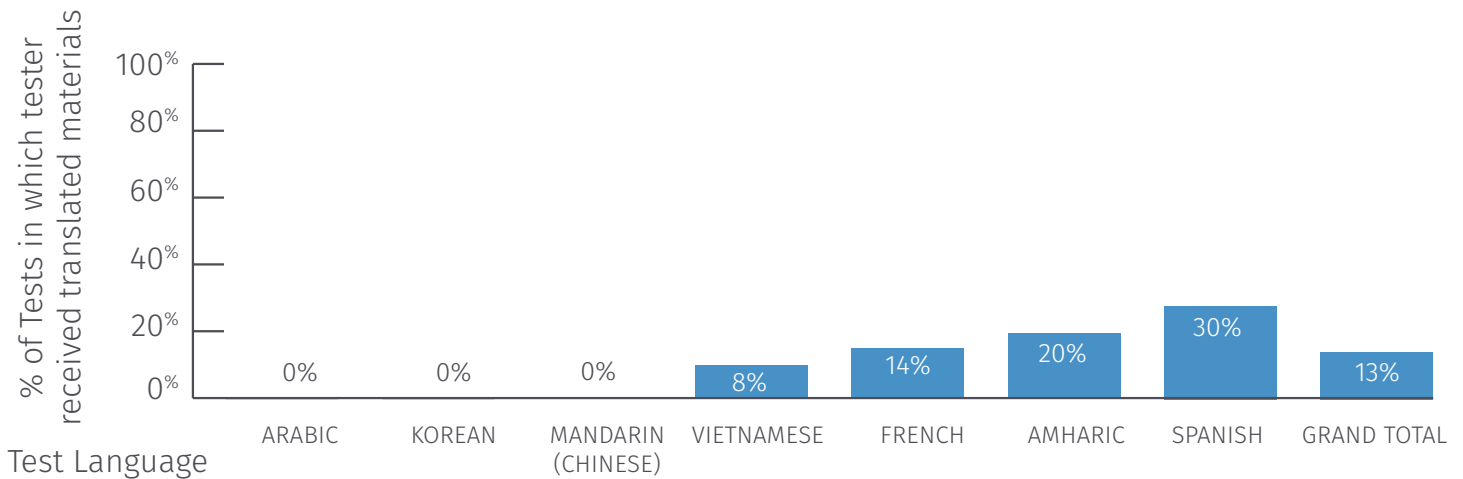
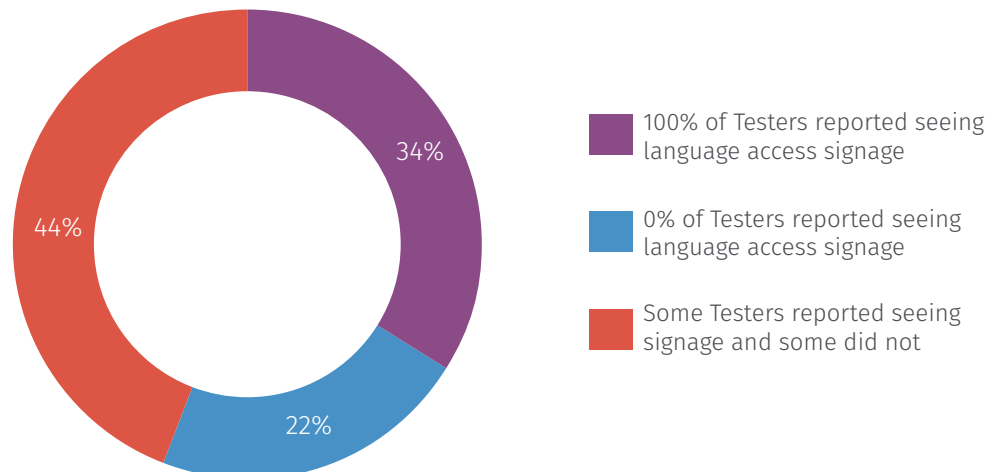


Table 8: Language Access Signage



Stakeholder Highlights

Stakeholder Accomplishments



Section §1209 of the Language Access Act regulations designates the Mayor's Office on African Affairs (MOAA), the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) and the Mayor's Office on Latino Affairs (MOLA) to serve as consultative bodies to assist OHR and District agencies in the implementation of the Language Access Act. The Act's regulations also names the DC Language Access Coalition (Coalition) as an external non-governmental body to consult on the implementation of the Act.

These entities have achieved the following outcomes in FY19 as part of their work to strengthen the District's compliance with the Language Access Act:

MAYOR'S OFFICE ON AFRICAN AFFAIRS

Quality Assurance

MOAA provided technical assistance to District government agencies in FY19 by reviewing more than 25 documents translated into African languages and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOAA provided quality assurance reviews and technical assistance to the Department of Employment Services (DOES), Department of Human Services (DHS), District of Columbia Public Library (DCPL), Department on Disability Services (DDS), Department of For Hire-Vehicles (DFHV) and District of Columbia Public Schools (DCPS). The following is a sample of the documents that were reviewed for quality: (DOES) FAQ Employer & Employee; (DCPS) Family Engagement Survey and Student Guide to Graduation; (DCPL) Library Card Registration form and Back to School Guide; (DDS) Agency Brochure; (DHS) PIT+ Survey 2019 and (DFHV) Open Season to Change DTS Providers.

Outreach to LEP/NEP Residents:

MOAA conducted outreach to engage linguistically diverse LEP/NEP residents in the African community to better connect them to government services and inform them of their language access rights. Through MOAA's outreach, the agency engaged more than 770 community members in events that included a language access Know Your Rights components such as Free Tax Preparation and Financial Inclusion; a Women in Tech in the African Diaspora Panel; an African Community Members vs MPD Soccer Tournament; an African Fashion Show; a Mental Health Discussion and the Dunbar Seniors Resource Fair. Notably, the agency also partnered with DHFV to engage DC's African cab drivers and provided language assistance and Know Your Rights information in Amharic and French.



MAYOR'S OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

Cultural Competency Training

MOAPIA collaborated with OHR, MOAA and MOLA to develop and implement cultural competency trainings for the following agencies: Department of Motor Vehicles (11 sessions) and the Office of Peoples Counsel (1 session). The agency also provided three (3) stand-alone cultural competency trainings with the following agencies: Metropolitan Police Department (2 sessions), Department of Disability Services (2 sessions) and DC Human Resources (1 session).

Bilingual Outreach Specialists at DHS

MOAPIA continues to provide bilingual outreach specialists to the Department of Human Services' H Street and Taylor Street Service Centers. The outreach specialists provide language assistance to Chinese and Vietnamese constituents who want to access Medicare, Medicaid, DC Alliance, SNAP, Child Care Assistance and housing benefits programs. The bilingual specialists not only provide language support but also conduct door-to-door outreach. MOAPIA also worked closely with DHS to discuss the agency's system of tracking the cases of LEP/NEP residents and provided suggestions on more effective ways to serve Asian clients.

Bilingual Outreach

In FY19, MOAPIA assisted in 592 cases overseen by DHS. Of those cases, 310 involved Vietnamese-speaking residents and 282 involved Chinese-speaking constituents. Currently, MOAPIA continues its outreach to LEP/NEP constituents through a phone-banking campaign and social media. MOAPIA reached out to more than 900 residents and 90 small business owners who need language assistance and who can benefit from information such as Public Charge Rule, Medicaid Renewal and/or financial recovery programs.

Outreach to LEP/NEP Residents

In FY19, MOAPIA distributed more than 300 Know Your Rights "I Speak" cards at 30 outreach events that included a language access component.

Quality Assurance

MOAPIA provided technical assistance to District government agencies during FY19 by reviewing more than 82 documents translated into Asian languages. MOAPIA provided quality assurance reviews and technical assistance to the following agencies: Department of Employment Services (DOES), Department of Human Services (DHS), Department of Housing and Community Development (DHCD) and the District of Columbia Public Library (DCPL). The following is a sample of the documents that were reviewed: DC Paid Family Leave Employee Notice (DOES); Medicaid Renewal Fact Sheet (DHS); Rent Control Fact Sheet (DHCD) and Library Card Registration form (DCPL).

Language Access Signage

MOAPIA conducted Language Access site visits at multiple DC agencies that Asians and Pacific Islanders frequently visit to seek services, including the Department of Aging and Community Living (DACL), DC Health (DCH) and Department of Human Services (DHS). At the site visits, MOAPIA provided suggestions to several agencies regarding Language Access signage. If some agencies had Language Access signage or posters that were outdated or did not include every mandated language, especially Asian languages, MOAPIA recommended corrections to provide accurate information.

MAYOR'S OFFICE ON LATINO AFFAIRS

Language Access Monitoring

MOLA monitored, assisted and provided feedback to 37 District government agencies to ensure they implemented language access requirements and adopted best practices.

Bilingual Hiring

MOLA produced and disseminated bi-weekly bilingual job announcements to 10,000+ subscribers in the Latino community. Announcements included job openings in District government designed to increase the linguistic capacity of District agencies by connecting them with qualified bilingual candidates. The agency collaborated with DDOT to prepare Latino candidates for a Multicultural Employment Fair.

Language Access Lunch and Learn

During FY19, MOLA hosted 5 “Lunch & Learn” meetings for Language Access Coordinators and District government employees to share best practices on language access implementation and to address challenges government employees face in serving LEP/NEP customers.

Language Access Signage

MOLA worked with the DC Office of Cable Television, Film, Music and Entertainment and OHR to re-shoot the Language Access digital signage video to make it culturally appropriate. The video provides instructions for LEP/NEP customers who want to request interpretation services when visiting District government agencies.

Quality Assurance

MOLA provided technical assistance to District government agencies throughout FY19 by reviewing over 400 documents translated into Spanish and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOLA provided quality assurance reviews and

technical assistance to the DC Department of Transportation (DDOT), Office of People's Counsel (OPC), DC Fire & Emergency Medical Services (FEMS), Department of Behavioral Health (DBH), Department of Disability Services (DDS), DC Public Library (DCPL), Child and Family Services Agency (CFSA), Department of Columbia Public Schools (DCPS), Department of Motor Vehicles (DMV), the Metropolitan Police Department (MPD) and The Office of the Attorney General (OAG).

Outreach to LEP/NEP Residents

In FY19, MOLA distributed more than 1,000 Know Your Rights "I Speak" cards at outreach events that included a language access component, such as MOLA Legal Resource Fair, Food Distribution Bank, Cinco de Mayo Celebration, Immigrant Heritage Month Kick-Off, DCPS Back-to-School Night, Hispanic Heritage Month Community Celebration, Fiesta DC Festival and Mayor Bowser's State of the District Address.

Cultural Competency Training

MOLA collaborated with OHR, MOAA and MOAPIA to develop and implement a cultural competency training for the Department of Motor Vehicles. The 11-session training was attended by 330 DMV employees. MOLA also collaborated with the Metropolitan Police Department (MPD) to develop a cultural awareness video for MPD officers who interact with the District's Latino population. MOLA also delivered a cultural competency training for MPD staff.

Capacity Building

MOLA provided interpretation equipment and support to grantees, DC government agencies and other community-based organizations to facilitate provision of interpretation services for LEP/NEP individuals.





DC LANGUAGE ACCESS COALITION

The DC Language Access Coalition is an alliance of diverse community based organizations and individuals advocating for language access rights within the District of Columbia. Currently hosted by Many Languages One Voice, the Coalition provides monitoring, evaluation, technical assistance, and community education on language access in the District, and initiates campaigns to ensure District government agencies are accountable to the Language Access Act.

In FY20, the Coalition will continue advocating for the District's underrepresented limited and non-English proficient individuals to ensure they have equal access and can participate fully in DC's public programs and benefits. The Coalition continues to strengthen its membership base and widen the scope of its outreach efforts to better engage partners and LEP/NEP communities in ongoing advocacy efforts.



Covered Entity Compliance Summary

Compliance Profile of Covered Entities

The DC Language Access Act requires all covered entities to provide interpretation and translation services, adopt a comprehensive language access policy, train public contact staff and meet signage and website accessibility requirements. Covered entities not designated as agencies with major public contact are required, by regulation, to a) appoint a Language Access Point of Contact (LAPOC) tasked with coordinating the agency's compliance efforts; b) attend a language access orientation every year; and c) submit an annual report detailing language access implementation efforts and encounters with LEP/NEP customers. The table [below] provides an assessment of 23 covered entities and their level of compliance with these requirements in FY19.

Baseline Compliance Areas					
LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
District of Columbia Board of Elections (DCBOE)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCBOE failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DCBOE to fulfill language access compliance training and reporting requirements and ensure the agency's website contains vital information in the top languages spoken by LEP/NEP voters.</p>
District of Columbia Commission on Arts and Humanities (DCCAH)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4 Top Languages Encountered: Spanish</p> <p>In the area of preparedness, DCCAH reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency still has not translated vital documents and has not created a language support page on its website.</p> <p>In FY20, OHR urges DCCAH to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
District of Columbia Corrections Information Council (CIC)					
✓	✓	✓			<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In the area of preparedness, DCCA did not report LEP/NEP encounters however the agency partnered with the Language Access program to train frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency translated 2 vital documents: "CIC Brochure" and the "CIC Consent". In FY20 The LA program looks forward to the agency's implementation of its plan to include multi-lingual taglines to their surveys and other outgoing documents in order to engage to LEP/NEP population. However, the agency has not created a language support page on its website. In FY20, OHR urges the CIC to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>
District of Columbia Health Benefit Exchange Authority (HBX)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4,741 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Portuguese, Vietnamese, Korean, Cantonese, Russian, Arabic, Thai</p> <p>HBX continued to fulfill the full range of language access compliance requirements in FY19. In the area of preparedness, the agency's FY19 implementation report indicates the agency is moving forward with training its staff and funded entities. The agency also provided its funded entities LA compliance information on the proper way to interact with the LEP/NEP population</p> <p>In the area of accessibility, all customer notices generated by DC Health Link are accompanied by taglines in Amharic, Spanish, French, Korean, Simplified Chinese, Traditional Chinese and Vietnamese. In FY19, HBX incorporated all 18 taglines required by the Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services, for the exchange marketplace. The 18 taglines are included in all notices in production and on the dhealthlink.com website. HBX monitors to ensure that appropriate signage is posted at HBX locations and public events..</p> <p>In the area of quality, HBX has 4 case managers trained and certified to provide in-person interpretation and is working on training and certifying more. In FY20, OHR looks forward to HBX's implementation of its plans to continue promoting language access services, including providing additional translations of documents.</p> <p>OHR commends HBX on its continued efforts to comply with the LA Act. OHR recommends the agency take a significant step towards compliance by developing, implementing and institutionalizing an internal LA policy.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Department of Forensic Sciences (DFS)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFS has not met its requirement or obligation under the LA Act of 2004. In FY19, DFS once again failed to report on LA compliance and implementation activities. Although the agency has limited interaction with the public and/or LEP/NEP persons, OHR urges DFS ensure its public facing staff is trained in language access compliance requirements. In FY20, the agency also should set up a telephonic interpretation service account to communicate with LEP/NEP individuals, as needed, and add a language support section to the agency's website with vital documents translated into the District's top languages.</p>
District of Columbia Housing Finance Agency (DCHFA)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCHFA has not met its requirement or obligation under the LA Act of 2004. In FY19, DCHFA once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges DCHFA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Department of For-Hire Vehicles (DFHV)					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFHV failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DFHV to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in top languages spoken by LEP/NEP drivers.</p>
Office of Cable Television, Film, Music, and Entertainment (OCTFME)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, OCTFME once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTFME to fulfill language access compliance training and reporting requirements and ensure the agency's website contains vital information in the top languages spoken by LEP/NEP viewers and other constituents.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Office of Employee Appeals (OEA)					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OEA has not met its requirement or obligation under the LA Act of 2004. In FY19, OEA once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OEA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of Disability Rights (ODR)					
✓	✓	✓	✓		<p>FY19 Encounters: N/A Top Languages Encountered: N/A</p> <p>ODR submitted a language access implementation report in FY19 and ensured its staff can interact with the LEP/NEP community by downloading the language line solution telephonic interpretation application into their government-issued phones. ODR continues to stock and distribute agency brochures that are translated into Spanish, Amharic, Chinese, French, Korean and Vietnamese.</p> <p>OHR encourages the agency to continue efforts to provide meaningful access to LEP/NEP individuals and to implement plans to translate both the "about" and "services" tab of its website. In FY20, ODR should adopt a language access policy and submit a detailed comprehensive LA compliance report.</p>
Office of Police Complaints (OPC)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 80 Top Languages Encountered: Spanish and Korean</p> <p>In the area of preparedness, OPC reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy.</p> <p>In the area of accessibility, the agency's FY19 annual report indicates OPC worked with community-based organizations such as Briya Public Charter School and CARECEN to engage LEP/NEP residents and assess police-community relations within immigrant communities. The agency has not met compliance requirements for document translation. Although OPC provides a description of key programs and services in Spanish on its website, language accessibility would be improved by posting the same information in additional languages.</p> <p>In the area of quality, the agency followed up on last year's compliance recommendation to provide language access compliance training for public contact staff. It also participated in outreach efforts targeting the District's Asian and Pacific Islander population.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Office of the Attorney General for the District of Columbia (OAG)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OAG has not met its requirement or obligation under the LA Act of 2004. In FY19, OAG once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OAG to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of the Chief Financial Officer (OCFO)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCFO failed to report on language access implementation activities carried out in FY19. In FY20, OHR urges OCFO to fulfill language access compliance training and reporting requirements and adopt a language access policy. OCFO should translate vital documents and create a language support section on its website to provide a description of its services and programs in the top 6 languages spoken by the District's LEP/NEP residents.</p>
Office of the Chief Technology Officer (OCTO)					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCTO has not met its requirement or obligation under the LA Act of 2004. In FY19, OCTO once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTO to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of Victim Services and Justice Grants (OVSJG)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 5,695 Top Languages Encountered: Spanish, Amharic, French, Bengali, Swahili, Vietnamese, Tigrinya, Mandarin, Korean, Japanese, Thai, Haitian Creole, Urdu, Tagalog, Nepali and Russian.</p> <p>In the area of preparedness, OVSJG reported comprehensive data on LEP/NEP encounters. The agency implemented two language access compliance trainings for grantees on how to properly communicate with LEP/NEP individuals. The training also included the procedure for reporting LA-related data. OVSJG developed a tracking mechanism for LEP/NEP encounters and a reporting tool to capture LA-related compliance work. Grantees also were also evaluated for LA compliance during administrative site visits.</p> <p>In FY20, OHR looks forward to working with the OVSJG to develop and institutionalize an internal language access policy and to the agency's development of a language access page on its website.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Public Services Commission (PSC)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: 32 Top Languages Encountered: N/A</p> <p>In FY19, PCS did not meet reporting requirements nor adhere to any recommendations issued by OHR's Language Access program. In FY20, PSC needs to take immediate action to adopt a language access policy, train public contact employees/funded entities on LA compliance requirements and translate vital documents into top languages spoken by LEP/NEP residents. OHR also looks forward to assisting the agency in creating a language support section that provides a summary of its programs with links to translated vital documents in languages including Spanish, Amharic, Chinese, French, Vietnamese and Korean.</p>
Real Property Tax Appeals Commission (RPTAC)					
✓					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>RPTAC has not met its requirement or obligation under the LA Act of 2004. In FY19, RPTAC once again failed to report on LA compliance and implementation activities.</p> <p>Although the agency has limited encounters with LEP/NEP residents, OHR urges RPTAC to ensure its public contact staff can provide language assistance when necessary. OHR recommends RPTAC set up an account with the District's provider for telephonic interpretation service; train public contact staff on language access requirements and resources and provide a language support page on its website summarizing the agency's services in the top 6 languages spoken by the District's LEP/NEP residents</p>
State Board of Education (SBOE)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, SBOE failed to report on LA compliance and implementation activities. In FY20, OHR urges SBOE to fulfill LA compliance requirements such as developing and institutionalizing a LA policy, training staff and ensuring the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>

Covered Entities with Major Public Contact

ABOUT THE SCORECARDS:

This report features compliance scorecards for **38 District agencies with major public contact**. Scorecards provide an overview of how accessible a covered entity with major public contact is to constituents who are limited and non-English proficient (LEP/NEP). Each scorecard includes a numeric evaluation, a narrative description of an agency's accomplishments, and recommendations for addressing gaps in compliance. The numeric evaluation provides an agency's overall compliance score based on three performance categories: preparedness, accessibility, and quality.

The category of preparedness evaluates the extent to which an agency has laid the necessary groundwork for interacting with LEP/NEP constituents, such as by collecting data on encounters and training frontline staff on language access requirements. The category of accessibility measures the current state of language access services at a given agency, including interpretation, translation, website accessibility and outreach. The category of quality reflects how well an agency is implementing its services with respect to customer experiences. Field test results and formal complaints filed against the agency are considered in this category.

To receive a perfect compliance score, an agency must fulfill all of the requirements under each of these three categories. Each requirement corresponds to one point, allowing for a maximum possible score of 14 for agencies that underwent field testing, and 12 for agencies that did not. Individual agency score per requirement is available in the compliance details table on page 36.

The agency's overall compliance score is based on three performance categories: **preparedness, accessibility, and quality.**

RATING METHODOLOGY:

PREPAREDNESS (P)	Requirements	Evaluation Questions
	P1. Agency provided comprehensive data on FY19 encounters.	<p>Did the agency record its encounters with LEP/NEP constituents and report them to OHR?</p> <p>Is the agency using more than one method to collect data?</p> <p>Did agency implement OHR recommendations and/or FY18/19 Biennial Language Access Plan (BLAP) action items related to data collection?</p>
	P2. Agency has a current language access policy.	<p>Did the agency develop or revise its language access policy over the last three years?</p> <p>Has agency submitted a policy for OHR's approval within the last three years?</p>
	P3. Agency staff were trained in FY19:	<p>Did the agency train staff on language access requirements and resources?</p> <p>Did agency implement OHR recommendations and/or FY18/19 BLAP action items related to staff training?</p>
	P4. Agency communicated effectively.	<p>Did the agency send a representative to bimonthly LA Coordinators meetings hosted by OHR?</p> <p>Was the agency responsive to OHR inquiries?</p> <p>Did the agency proactively reach out to OHR?</p>
	P5 Agency took steps to meet grantee and contractor compliance requirements.	<p>Did the agency take reasonable steps to ensure that its grantees and contractors comply with the Language Access Act?</p> <p>Did the agency train grantees/contractors and their employees on language access compliance requirements?</p> <p>Did the agency modify contracts or MOUs, or obtain signed agreements from grantees/contractors to certify compliance?</p>

ACCESSIBILITY (A)	A6. Agency displayed adequate language access signage in public facing locations.	<p>Do agency's public facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?</p> <p>Does the agency visibly display language identification posters, "I Speak" cards, multilingual banners, or other tools allowing LEP/NEP customers to identify their language?</p>
	A7. Vital documents were translated and/or updated in FY19.	<p>Did the agency translate any vital documents in FY19?</p> <p>Has the agency translated documents into all languages that the agency regularly encounters?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to document translation?</p>
	A8. Translated vital documents are accessible on agency website.	<p>Does the agency have any web pages in languages other than English?</p> <p>Are the agency's public facing vital documents available on the website in other languages?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to online accessibility of translated documents?</p>
	A9. Efforts were made to reach out to LEP/NEP communities in FY19.	<p>Did the agency conduct outreach specifically targeting LEP/NEP communities?</p> <p>Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?</p> <p>Did agency implement OHR recommendations or FY18/19 BLAP action items related to outreach to LEP/NEP communities?</p>

QUALITY (Q)	Q10. No complaints were filed against the agency in FY19.	Were any complaints filed against the agency?
	Q11. Agency was not found in non-compliance in FY19.	<p>Did any complaints result in a non-compliance finding?</p> <p>Has the agency received multiple complaints regarding the same issue?</p> <p>Does the agency have outstanding corrective actions?</p>
	Q12. No tester was turned away during tests.	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>Did all testers receive interpretation and, when appropriate, translation services?</p> <p>If not, were there any mitigating circumstances?</p>
	Q13. All testers who accessed employee or interpretation received requested information or services.	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>When testers did receive language assistance, were they able to obtain the information or resources that they requested?</p> <p>Were they able to communicate effectively through the services offered?</p>
	Q14. OHR has observed improvement in LA implementation in FY19.	<p>Has the agency taken steps to provide or sustain full access to LEP/NEP customers?</p> <p>Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers?</p> <p>Do FY19 testing outcomes (where applicable), self-reported updates, OHR observations, or stakeholder feedback indicate that the agency is on track with language access implementation?</p>

Citywide Language Access Implementation Summary

Implementation by the Numbers

Summary of findings based on implementation reports from **38 covered entities** with major public contact and **23 covered entities** assessed in FY19.

PREPAREDNESS

183,387

encounters with LEP/NEP customers were reported in FY19 across all District government agencies.

41,040

District government employees including contractor and grantee staff received language access compliance or refresher training in FY19.

28 out of 38

covered entities with major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

21 out of 38

covered entities with major public contact adopted revised language access policies in FY19.

ACCESSIBILITY

73,277

calls were made by frontline employees in FY19 to reach a telephonic interpreter and communicate with customers speaking **66** different languages.

830

translated vital documents were made available by covered entities with major public contact. Vital documents were translated into Spanish (509), Amharic (139), Chinese (110), French (102), Vietnamese (90), Korean (75), Portuguese (6), Arabic (3) and Tigrinya (2).

36 out of 38

covered entities with major public contact displayed visible language access signage in public facing locations.

30 out of 38

agencies reported conducting outreach activities specifically designed to engage LEP/NEP communities.

9 out of 38

agencies updated their websites by providing links to translated vital documents.

QUALITY

72.7%

of agencies with the same divisions tested **scored higher in 2019** than they did in 2018.

88%

of the in-person field tests provided adequate interpretation services.

78%

of the in-person field tests provided adequate interpretation services.

50%

of agencies with the same divisions tested increased interpretation rates in 2019 compared to 2018.

44%

of the telephone field tests provided adequate interpretation services.

78%

of the in-person field tests provided adequate interpretation services.

19

language access public complaints were filed with OHR in FY19, a slight increase in the number of inquiries as compared to inquiries received in FY18.

Out of **19** complaints received in FY19, **10 were dismissed** based on lack of jurisdiction; **5 were docketed**, **3 were found noncompliant**, and **1 was withdrawn** by the complainant. Of the **5** docketed cases, **4** are under investigation.

Based on language line¹ usage, the top 10 languages served were:

Spanish	Amharic	French	Mandarin	Vietnamese	Arabic	Tigrinya	Bengali	Haitian Creole	Cantonese
60,030	6,233	1,627	1,426	1,069	493	357	331	172	202

Based on agency encounters, the top 10 languages served were:

Spanish	Amharic	French	Vietnamese	Mandarin	Cantonese	Arabic	Korean	Tigrinya	Portuguese
158,178	11,934	3,130	2,622	2,500	808	564	457	454	329

¹ Telephonic Interpretation services provided by Language Line Solutions.

Compliance Scorecards: 38 Major Public Contact Agencies

Data underlying the agency scores can be found beginning on page 76.



Alcoholic Beverage Regulation Administration

4/14
overall
compliance
score



Telephone Tests

2 out of 4 telephone tests provided interpretation service, information or appropriate resources.



In-Person Tests

3 out of 3 in-person tests provided interpretation service, information or appropriate resources.

preparedness
0/5

In FY19, ABRA failed to meet preparedness requirements and must take immediate steps in FY20 to provide language access compliance training to public contact employees.

accessibility
1/4

In FY19, ABRA did not translate vital documents and did not take steps to enhance its website's accessibility to the LEP/NEP community. The agency did not make efforts to engage the LEP/NEP communities.

quality
3/5

The agency made a slight improvement in LA service provision testing. Only two of seven testers did not receive interpretation services in FY19. While no complaints were filed against ABRA in FY19, the agency did not meet reporting requirements.

FY19 Top Languages Encountered:

Spanish, Amharic, Korean, French and Tigrinya

FY19 Encounters: 32 | FY18 Encounters: 37 | FY18 Score: 6/14

The Alcoholic Beverage Regulation Administration (ABRA) met none of the prerequisites in the area of preparedness in FY19. The agency failed to report comprehensive data, and it still lacks an internal Language Access Policy. ABRA only reported two trainings, and it was unclear whether those sessions covered LA requirements. Also, based on ABRA's failure to confirm and a lack of comprehensive data, OHR's LA program cannot verify whether the agency has grantees/contractors.

In the area of accessibility, no vital documents were translated in FY19, and the language support page still is not posted on ABRA's website. The agency listed trainings at outreach events but, again, it is not clear whether the LEP/NEP community was present.

In the area of quality, language access field tests conducted at ABRA showed improvement in its response to non-English speakers seeking services. In FY19, five of seven testers were provided interpretation compared to only three of eight testers in FY18. Interpretation services were provided in two of four phone tests. All three in-person testers (Amharic, Korean and Spanish speakers) received interpretation services within an appropriate time frame. The Amharic and Korean-speaking testers received interpretation services through Language Line Solutions (LLS), and the Spanish-speaking tester received interpretation from a bilingual employee.

In FY20, OHR will continue to engage with and support ABRA with the goal of bringing the agency into compliance with the Language Access Act and its requirements. OHR strongly recommends the agency commit to fulfilling its duty as a public service provider that engages with the District's linguistically diverse business owners and LEP/NEP residents.

Child and Family Services Agency



preparedness

4/5

CFSA fulfilled planning and reporting requirements in FY19 and trained frontline employees and managers on language access compliance requirements.

accessibility

3/4

CFSA translated three vital documents into Spanish and Tigrinya. In FY19, CFSA also participated in 25 citywide community outreach events, a significant and commendable increase over the previous year.

quality

3/3

No complaints were filed against CFSA in FY19. The agency was not tested in FY19. CFSA continues to make steady efforts toward meeting Language Access Act requirements.



FY18 Score
12/12



FY19 Encounters
1793

FY19 Top Languages Encountered:

FY19 Top Languages Encountered: Spanish, Amharic, Tigrinya
Vietnamese, French, Mandarin, Haitian Creole, Oromo, Mongolian

FY18 Encounters: 1787

The Child and Family Services Agency (CFSA) has met four of five preparedness requirements by using two data tracking sources, and it had outstanding attendance at all LAC meetings. OHR looks forward to working with CFSA to update its LA policy, which was last revised in 2016. CFSA's FY19 language access implementation report indicates that the agency delivered nine language access compliance training sessions during the year.

In the area of accessibility, the agency participated in 25 outreach events throughout the city's eight wards. The agency also translated three documents: "Family Team Meetings", "Hearing Results" and "Notice of Investigation" into two languages: Spanish and Tigrinya in addition to confidential case-specific documents. Although the agency increased its numbers in translation there was a discrepancy on the website's Spanish language support page regarding the document titled "How to Become a Foster parent" the title is in English, making it inaccessible to the LEP/NEP community. OHR looks forward to advising CFSA on improving its website accessibility.

In the area of quality, no formal complaints were filed against CFSA, and the agency was a recipient of the "Consistent Agency" award for receiving a perfect score in field testing in 2016 and 2017. CFSA also ensured that as LACs transitioned out of the agency, there was a smooth transition between the outgoing and incoming LAC. CFSA also states that ongoing mandatory trainings help public contact employees serve LEP/NEP clients with a better understanding of their linguistic needs, whether the clients are encountered during visits to the agency, at family team meetings or during home visits.

OHR commends CFSA for adhering to OHR'S recommendations: to expand community engagement in partnership with the three constituency offices (MOLA, MOAPIA and MOAA). OHR recommends that CFSA continue its efforts to enhance its website accessibility by uploading translated documents to the appropriate language support page with the corresponding translated document title.

Department of Aging and Community Living

8/14

overall
compliance
score

preparedness
3/5

DACL met planning and reporting requirements in FY19 and provided language access compliance training for grantees/contractors. In FY20, DACL needs to update a language access policy and ensure that its frontline staff receive language access training.

accessibility
3/4

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.

quality
3/5

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.



Telephone Tests

None of the 4 telephone tests provided interpretation service, information or appropriate resources.



FY19 Encounters

176

FY19 Top Languages Encountered:

Spanish, Vietnamese, Mandarin, Amharic, Haitian Creole, Chinese, French, Bengali

FY18 Encounters: 1,710 | FY18 Score: 8/12

While the Department of Aging and Community Living (DACL) successfully met planning and reporting requirements in FY19, the agency must make efforts in FY20 to address compliance shortfalls, such as updating its LA Policy and recommitting to attending the LAC bi-monthly meetings. OHR recommends the agency strengthen its data collection source by tracking bilingual staff encounters with LEP/NEP constituents. OHR strongly recommends that DACL train its staff starting with its frontline employees as the field test showed that staff is not prepared to engage LEP/NEP seniors or provide them with their right to services in their native language as required under the Language Access Act.

In FY19, DACL had one language access training session attended by 34 frontline staff and managers and translated one document into seven languages. However, the documents are not uploaded onto the language support section of DACL's website. OHR recommends that the agency to translate DACL's brochure, "Long-Term Care Guide," into the most frequently languages encountered by the agency and place links to all translated documents in the "Language Support" section of its website so they are fully accessible to the LEP/NEP community. DACL participated in 11 events to engage with LEP/NEP seniors in the Asian/Pacific Islander and Latino communities by participating, including the Mayor's Senior Town Hall meeting, Health Information Fair and the VIDA Senior Center Health Fair.

In FY19, DACL was tested by telephone and received a score of zero. None of the four testers - Amharic, Arabic, Korean and Vietnamese speakers- who called the DACL Ward 1 Senior Wellness Center received interpretation services and they reported that agency employees explicitly refused to provide interpretation.

Fire and Emergency Medical Services

11/12
overall
compliance
score



FY18 Score
11/12



FY18 Encounters
114

preparedness

5/5

FEMS met all planning and reporting requirements in FY19, trained public contact staff and focused on specific LA waiver procedures.

FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Romanian, Korean, French, Arabic, Tigrinya, Portuguese

FY19 Encounters: 138

accessibility

4/4

FEMS translated one vital document into six languages in FY19 and participated in four community events.

In the area of preparedness, Fire and Emergency Medical Services (FEMS) has an updated Language Access policy. However, the agency must improve its data collection system to capture bilingual staff encounters with the LEP/NEP community. FEMS has maintained its commitment to preparedness by conducting 10 trainings, with four of those sessions dedicated to the interpretation waiver procedures. The agency has certified compliance of its grantees/contractors, however the LA team recommends the agency refine its certification verbiage to be specific about LA requirements.

In the area of accessibility, the agency translated one document the “AMA Waiver” into six languages. OHR commends FEMS on fulfilling last year’s compliance report recommendation to centralize all translated vital documents under the “language support” section of its website. In FY19, FEMS participated in four events with a team of certified bilingual staff and professional interpreters to ensure accessibility to the LEP/NEP participants.

quality

2/3

In FY19, no language access public complaints were filed against FEMS and the agency was not tested. FEMS continues to make strides toward fully implementing language access requirements; however, it has an outstanding corrective action plan that should be completed in FY20.

In the area of quality, the agency currently has an outstanding corrective action from a non-compliance finding in FY17. The LA program urges FEMS to reach an agreement for the proposed corrective action plan in FY20. OHR encourages FEMS to enhance its outreach efforts and collaborate with the Mayor’s Offices on African, Asian & Pacific Islander and Latino Affairs. OHR also recommends that the agency renew its efforts to certify bilingual staff in their respective languages.

10/14
overall
compliance
score

preparedness
3/5

DC Health did not meet some of the planning and reporting requirements in FY19. The agency needs to enhance its training by increasing its frequency and by ensuring funded grantees/contractors fulfill LA compliance requirements.

accessibility
3/4

In FY19, DC Health translated 46 vital documents and conducted outreach. In FY20, DCH needs to improve accessibility of translated documents on the LSP section of its website and expand outreach efforts to engage LEP/NEP residents in the Asian/Pacific Islander and African communities.

quality
4/5

In FY19 no LA public complaints were filed against DC Health. Field tests results showed two of nine in-person testers and five of seven telephone testers did not receive interpretation services.

DC | HEALTH

GOVERNMENT OF THE DISTRICT OF COLUMBIA



Telephone Tests

2 out of 7 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

7 out of 9 in-person tests provided the requested service, information or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Mandarin, Tigrinya, Portuguese, Cantonese, Arabic, Pashto, Korean, Tagalog

FY19 Encounters: 25,680 | FY18 Encounters: 24,887 | FY18 Score: 12/14

In the area of preparedness, the Department of Health (DC Health) reported comprehensive data on language interpretation encounters with bilingual staff, on the telephone and in-person. OHR's Language Access Program strongly recommends the agency update and upload its LA Policy as previously recommended by the LA program. OHR also recommends the agency strengthen the verbiage of grantee certification to include LA requirements and procedures specifically in training, data collection and other areas. The agency has conducted some LA training but should increase the frequency of trainings per the Language Access Program protocols. The LA program looks forward to advising DC Health on its development of a digital LA training. In FY19, the LA program recognized DC Health with its "Most Improved" Award for boosting its annual compliance review score from 2/14 in FY16 to 11/14 in FY17 to 12/14 in FY18.

In the area of accessibility, the agency translated 46 vital documents into nine languages, including the "DC Universal Health Certificate," "Give Your Family a Healthy Start Flyer," and "My School DC Immunization." However, the agency must ensure those documents are accessible to the LEP/NEP community by properly housing them under the language support pages of the DC Health website. The LA program commends the agency for collaborating with community-based health care providers to reach out to traditionally under-served residents and the LEP/NEP community. However, the agency must expand its outreach to the LEP/NEP community by collaborating with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, there were no LA public complaints filed against the agency. Also, in FY19, nine of 16 testers received interpretation service. DC Health divisions provided more consistent language access in-person than they did over the telephone. At DC Health facilities such as Andromeda, Upper Cardozo and Community Connection that were tested over multiple years, overall interpretation rates were better in FY19 than in previous years. But despite improvements at Upper Cardozo in FY19, all three facilities have struggled to provide interpretation over the telephone. In three years, only three of 20 telephone testers received interpretation at these facilities. OHR's LA program urges DC Health to take immediate steps to certify LA compliance of its funded grantees/contractors because field test results show only minimal improvement in providing language access services to the LEP/NEP community.

District of Columbia Housing Authority

7/14
overall
compliance
score



Telephone Tests

4 out of 13 telephone tests were provided the requested service, information or appropriate resources.



FY19 Encounters

1,344

preparedness

3/5

DCHA met reporting requirements in FY19 and moved towards the completion of grantee compliance requisites.

FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Mandarin, Arabic, French, Korean

FY18 Encounters: 167 | FY18 Score: 4/14

accessibility

3/4

DCHA fulfilled three LA requirements: signage, vital document translations and increased outreach efforts.

The District of Columbia Housing Authority (DCHA) showed improvement in the area of preparedness by strengthening data collection by including three sources of data for LEP/NEP encounters. OHR recommends that DCHA continue to work toward updating its internal Language Access policy, which was last revised in 2016. OHR also recommends that DCHA fulfill its plan to certify contractor compliance with the LA Act by including compliance verbiage in its MOUs and ensure LA compliance by training all public contact grantees/contractors. DCHA facilitated 14 LA compliance trainings for 619 of its staff members.

DCHA exhibited a slight improvement in the area of accessibility because of its increase in document translation. However, OHR strongly recommends the agency stop using "Google Translate" as its translation engine. Although the Google service can translate webpages, it is considered a liability to use this resource because there is no certainty about the quality or accuracy of the translated text. The agency improved its outreach to LEP/NEP individuals by participating in five events targeting the Asian, Latino and African immigrant communities.

In the area of quality, the agency dropped a point due to the filing of a formal complaint for failing to provide LA services to a client. In FY19, field test results showed that only 4 out of 13 testers who called DCHA received interpretation services. Testers who called the DCHA call center received LA services in two of four tests. Testers who called DCHA properties only received LA services in two of nine tests. At Claridge Towers, none of the employees who spoke to testers even attempted to provide interpretation services, and two testers—speaking Amharic and Vietnamese—reported that agency employees explicitly refused to provide interpretation.

quality
1/5

One language access public complaint was filed against DCHA in FY19. Nine out of 13 telephone testers were denied language assistance.

Overall, FY19 test results indicate that the agency headquarters and DCHA properties continue to violate the Language Access Act by denying LEP/NEP residents their right to language assistance.

District of Columbia Lottery and Charitable Games



FY18 Score
12/12



FY19 Encounters
275

preparedness
5/5

DCLB met planning and reporting requirements in FY19, trained its frontline staff in language access compliance and continued enhancing its data collection mechanism

accessibility
3/4

DCLB translated three vital documents engaging the Spanish and Korean speaking communities. However, the agency lacks a "language support" feature on its website.

quality
3/3

No language access public complaints were filed against DCLB in FY19. The agency was not tested in FY19. DCLB fully met language access compliance requirements in FY19.

FY19 Top Languages Encountered:

Amharic, Korean, Spanish, Punjabi, Urdu, Hindi, Mandarin,
Cantonese, Bengali
FY18 Encounters: 31

Over the past two years, the District of Columbia Lottery and Charitable Games (DCLB) has consistently met the LA requirements in the area of preparedness by training staff, continuing to collect data in a comprehensive manner and by attending every LAC bi-monthly meeting.

In the area of accessibility, the agency translated three documents into the 6 top languages encountered in the District. Those documents include: "Claim," "Frequently Asked Questions" and the agency's Mission and Vision statement. The agency's website, however, still lacks a language support page. In FY20, OHR looks forward to supporting DCLB in creating the language support pages on its website, thereby making the agency even more accessible to the District's LEP/NEP community. The agency participated in 4 events targeting the Asian and Latino communities, engaging 465 people. It is recommended that the agency collaborate with the Mayor's three Ethnic Constituency Offices to expand its efforts.

In the area of quality, DCLB met all LA requirements. No LA complaints were filed against the agency. The agency also forged a collaborative relationship with the Mayor's Offices of Asian and Pacific Islander and Latino Affairs for the purpose of outreach. OHR commends DCLB for working closely with the Department of Parks and Recreation to reach other LEP/NEP constituents.

District of Columbia Public Library



Telephone Tests

1 out of 9 telephone tests provided the requested service, information or appropriate resources



In-Person Tests

6 out of 7 in-person tests provided the requested service, information or appropriate resources.

preparedness 5/5

DCPL met planning and reporting requirements in FY19, trained new hires and took steps to ensure contractors comply with language access requirements. In FY20, DCPL needs to provide comprehensive training for all branch employees in public contact positions.

accessibility 4/4

DCPL engaged diverse LEP/NEP communities through language-specific programming and targeted outreach.

quality 3/5

No language access public complaints were filed against DCPL in FY19. But only one out of nine telephone testers received interpretation services in FY19. DCPL continues to make efforts to enhance accessibility by certifying bilingual staff.

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Vietnamese, French, Russian, Korean, Japanese

FY19 Encounters: 116 | FY18 Encounters: 77 | FY18 Score: 12/14

In FY19, the District of Columbia Public Library (DCPL) fully met preparedness requirements by submitting timely quarterly and annual reports. DCPL has an updated LA policy on file. Although DCPL's main training hub is under construction, DCPL ensured that new hires attended the language access compliance training through DCHR's Center for Learning and Development. OHR urges DCPL to institute a robust training plan to equip its frontline public contact staff to use language access resources. This staff should receive comprehensive LA training to improve in-person and telephonic testing and, ultimately, to improve customer service for its LEP/NEP constituents. DCPL also strengthened its partnership with OHR's LA Program by consistently attending bi-monthly meetings and maintaining open communication. DCPL met the grantee and contractor compliance requirement by adding LA Act provisions to its contracts/agreements.

In the area of accessibility, DCPL translated its Library Card application into six languages and proactively translated its Summer Reading Challenge marketing materials in Amharic, Spanish and Chinese. OHR will continue providing technical support to DCPL so it can improve its language support page tab on its website. DCPL also expanded its outreach efforts by providing services to over 100 Chinese-speaking residents and tripling the number of community engagement events it attended. OHR commends DCPL for engaging over 600 LEP/NEP readers in its Summer Challenge program. This effort was made in collaboration with the Mayor's three Ethnic Constituency offices (MOLA, MOAPIA, and MOAA). All these accomplishments reflect the agency's implementation of items in the FY19-20 Biennial Language Access Plan.

In the area of quality, DCPL had zero complaints filed against the agency. Language access field tests conducted at the DC Public Library in FY19 showed a decline in the provision of language access services. Interpretation services were provided in seven of 16 tests. Interpretation was provided more consistently in-person (six of seven tests) than over the telephone (one of nine tests). In-person testers largely reported receiving consistent, prompt language access service, but phone testers reported multiple intentional hang-ups and refusal of services. OHR recommends the agency certify its bilingual staff and follow through on plans to improve delivery of LA services to the LEP/NEP community.

District of Columbia Public Schools

9/14
overall
compliance
score

preparedness
3/5

In FY19, DCPS met planning, reporting and training requirements. In FY20, the agency needs to provide LA training for all public contact staff, adopt a language access policy and ensure grantees/contractors fulfill compliance requirements.

accessibility

4/4

DCPS continued to translate numerous vital documents and conducted extensive outreach to ELL students and LEP/NEP families.

quality
2/5

In FY19, one language access public complaint was filed against DCPS in FY19. 28 of 44 did not receive language assistance in FY19. Although DCPS continues to strive to meet LA requirements, the agency does not fully adhere to the core requirements of the Language Access Act. OHR urges the agency to comply fully in FY20.



DISTRICT OF COLUMBIA
PUBLIC SCHOOLS



Telephone Tests

5 out of 23 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

11 out of 21 in-person tests provided the requested service, information or appropriate resources.

FY19 Top Languages Encountered: Spanish, Mandarin, Vietnamese, Amharic, Bengali, Haitian Creole, Czech, French, Nepali, Urdu, Portuguese, Tigrinya, Chinese, Turkish, Cambodian

FY19 Encounters: 36,263 | FY18 Score: 8/14 | FY18 Encounters: 7,263

In the area of preparedness, District of Columbia Public Schools (DCPS) reported comprehensive data on LEP/NEP encounters, including bilingual staff, in-person and telephonic interpretation. OHR recommends that the agency finalize its Language Access policy and institute an acknowledgement of receipt to ensure all staff are informed about the internal LA policy requirements. The agency conducted 21 training events with 371 attendees in FY19. The LA program commends DCPS for designating a staff member specifically to manage its internal LA program.

In the area of accessibility, the agency translated 300 documents into the top 5 languages encountered by the agency and per request, provided translation of documents into other languages. The LA program also commends DCPS for displaying its Language Support Page section prominently at the top of the homepage of the agency's website. DCPS boasts a robust community relations program which held 28 outreach events in FY19 with representation of all DCPS LEP/NEP families.

In the area of quality, one LA public complaint was filed against DCPS in FY19 and the agency was found in non-compliance. Seven DCPS locations were tested in FY19 and also tested in at least one of two previous years. Those locations were Brightwood, Cardozo, Columbia Heights, Coolidge, DCPS Main Office, Roosevelt and Wilson. DCPS slightly increased their average test scores from 3.55 in FY17 and FY18 combined to 3.94, but this was also not a significant improvement.

DCPS and OHR's Language Access program worked together to fulfill the outstanding corrective actions agreed upon in FY18. Those actions included ensuring staff receive language access compliance training; working closely with school principals to designate a LA point of contact; and strengthening coordination with the Office of the State Superintendent of Education. DCPS' designation of Language Access Specialists and in-house translators/language facilitators has strengthened the agency's LA program.

Department of Behavioral Health



FY18 Score
12/12



FY19 Encounters
25,385

preparedness

5/5

DBH met planning and reporting requirements and language access compliance requirements in FY19.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Thai, Chinese, Korean, Arabic, Tigrinya, Mandarin, Hindi, Russian, Cantonese, Japanese

FY18 Encounters: 5,174

accessibility

3/4

In FY19, DBH translated vital documents into six different languages, but had not uploaded them on its website, and participated in 56 community outreach events. In FY20, DBH needs to ensure translated documents on its website language support page.

In the areas of preparedness, in FY19 Department of Behavioral Health met planning and reporting requirements by reporting comprehensive data from three sources of data regarding LEP/NEP encounters. The agency has an updated LA policy on file. The agency delivered 11 language access compliance training sessions for staff, grantees, and new hires with a total of 109 attendees.

In the area of accessibility, DBH has translated eight vital documents into six languages including Spanish (8), Amharic (1), French (1), Vietnamese (1), Chinese (2), Korean (1). Although DBH implemented an interpretation assistance mechanism for people with language needs, DBH has not made this information accessible in the language support page section of the its website. OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section

DBH participated in 56 community outreach events throughout the year targeting both youth and adults. OHR commends the collaboration initiative and partnership that DBH established to increase the networking opportunities with agencies that directly serve LEP/NEP communities.

quality

3/3

No language access public complaints were filed against DBH in FY19. DBH was not tested in FY19. The agency increased and continue improving training within its provider network.

In the area of quality, OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section. In the last two fiscal years DBH received exceptional field-testing scores and therefore did not undergo testing in FY19. OHR looks forward to working with the agency toward LA compliance.

Department of Consumer and Regulatory Affairs

7/14
overall
compliance
score



DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS



Telephone Tests

7 out of 9 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

6 out of 7 in-person tests provided the requested service, information, or appropriate resources.

preparedness

2/5

In FY20, DCRA needs to provide agency-wide training and ensure grantees and contractors comply with language access requirements

FY19 Top Languages Encountered:

Spanish, Mandarin, Korean, Vietnamese, Amharic, French, Arabic

FY19 Encounters: 790 | FY18 Score: 8/14 | FY19 Encounters: 724

accessibility

3/4

DCRA partnered with the Mayor's three Ethnic Constituency offices and community-based organizations to engage the District's LEP/NEP community. However, the agency has yet to translate key vital documents and make multilingual resources available on its website.

In the area of preparedness, the Department of Consumer and Regulatory Affairs (DCRA) continues to lack data tracking for in-person interpretation and bilingual staff encounters with LEP/NEP clients. The data indicates there were three LA trainings in 2019, not enough for the size of this agency's workforce. The data also shows that only new hires were trained in LA protocol and not existing staff.

In the area of accessibility, DCRA translated one document into Spanish, however, the agency did not make it accessible on its website. OHR's LA program looks forward to advising DCRA in enhancing its website's accessibility by further developing its language support section. DCRA participated in eight events in collaboration with the Mayor's three Ethnic Constituency Offices targeting the Latino, Asian and Pacific Islander and African communities.

In the area of quality, in FY19 DCRA underwent field testing and results show that interpretation rates and scores have improved each year since 2017. In 2017 and 2018, the agency's combined average score was 3.81 compared to 4.63 in 2019. Although the field testing scores have improved, there are gaps in delivery of LA and customer service.

quality

2/5

In FY19, no language access public complaints were filed against DCRA. In FY19, three out of 16 testers did not receive language assistance.

OHR has recommended previously that DCRA improve its compliance with language access requirements. Yet the agency has not provided comprehensive training for all frontline employees and has not translated vital documents used daily throughout DCRA's various program offices. The agency also has failed to train and monitor grantees to make sure they fulfill their obligation to provide mandated language access to LEP/NEP customers.

OHR again strongly recommends that in FY20, DCRA comply with the requirements of the Language Access Act which include training, translation and ensuring grantee compliance. OHR urges DCRA to dedicate staff to the establishment of a language access program so that all of DCRA's programs, services and grantees consistently comply with language access requirements.

Department of Corrections

3/12
overall
compliance
score



FY18 Score
8/12



FY19 Encounters
564

preparedness
1/5

DOC needs to improve its planning and reporting requirements in FY20. DOC did not provide language access training to staff or to its providers in FY19. In FY20, DOC should update its language access policy, which dates to 2015.

accessibility
2/4

DOC was not tested in FY19, and two complaints were filed against the agency. The agency must take immediate action to comply with key LA preparedness requirements.

quality
0/3

DOC was not tested in FY19, and no complaints were filed against the agency. Agency needs to take immediate action to comply with key preparedness requirements.

FY19 Top Languages Encountered:

Spanish, Mandarin, Italian, Amharic, Hebrew

FY18 Encounters: 377

In the area of preparedness, the Department of Corrections (DOC) did not report comprehensive data on LEP/NEP encounters because it did not include encounters with bilingual staff. OHR strongly recommends the agency update its LA policy as it dates back to 2015. OHR's LA program looks forward to working with the DOC to develop and implement LA training of its staff. The LA program strongly recommends DOC include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 8 documents into Spanish, including "Notice of LA Compliant," "Informal Resolution Grievance Form," and "Restrictive Housing Placement Form." The agency has information in its most frequently encountered languages tailored to individuals visiting inmates. The LA program encourages DOC to update the translated inmate visitation information that is posted on its website.

Department on Disability Services



preparedness

3/5

DDS reported data on LEP/NEP encounters, provided language access compliance training for contractors and met all reporting requirements.

accessibility

3/4

DDS translated 14 vital and non-vital documents, including case specific documents. It participated in nine community outreach events.

quality

3/3

No language access public complaints were filed against DDS in FY19. DDS continues to make efforts to meet language access compliance requirements.



LIFE. YOUR WAY.
**Department on
Disability Services**



FY18 Score
13/14



FY19 Encounters
260

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Swahili, Haitian Creole,
Tigrinya, French, Cantonese

FY18 Encounters: 494

In FY19, the Department on Disability Services reported data on encounters with LEP/NEP individuals. However, the agency did not track bilingual staff encounters with the LEP/NEP community. OHR recommends that in FY20, the agency update its LA policy which dates back to 2015. The agency reported zero LA compliance training for its staff. DDS was without a Language Access Coordinator for about five months, but the new coordinator has expressed commitment and determination to bring the agency up to date with LA implementation and reporting requirements.

In the area of accessibility, DDS translated seven vital documents into three languages. Those documents include "Client Consent" forms, "Intake Appointment Letter", lobby signs and the agency's one-page summary. The documents, however, are still inaccessible to the LEP/NEP community because DDS failed to upload the translated documents to its website's language support pages, along with the translated document title. DDS participated in nine outreach events; however, it is unclear whether the events engaged or targeted the LEP/NEP community.

In the area of quality, no public complaint was filed against the agency. As previously noted, DDS lacks a vital data point because it is not reporting bilingual staff encounters. OHR recommends the agency take further steps to track this type of encounter. OHR looks forward to the findings of the quality control audit of past translated documents to enhance the accessibility and quality of written communication.

Department of Employment Services



preparedness

5/5

DOES met reporting and planning requirements in FY19 and trained frontline staff and grantees.

accessibility

4/4

DOES translated 200 vital documents and in FY19, the agency developed a fully bilingual website, and has a "language support" section of the agency's website.

quality

3/5

No language access public complaint was filed against DOES in FY19. One correction plan was approved and it has been implemented through FY 19-20. Seven out of 13 telephone field testers did not receive telephonic interpretation.



Telephone Tests

7 out of 13 telephone tests provided the requested interpretation service, information or appropriate resources.



FY19 Encounters

7,208

FY19 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Korean, Vietnamese

FY18 Encounters: 7,824 | FY18 Score: 12/14

In the area of preparedness, the Department of Employment Services (DOES) has successfully and fully implemented all language access requisites by reporting comprehensive data on language encounters: in person, bilingual staff and telephonic interpretation. DOES has an updated Language Access (LA) policy, and trained contractors and grantees in the LA requirements. Additionally, DOES conducted 10 digital LA tutorials for frontline employees.

In the area of accessibility, OHR commends DOES for its work in developing a robust intranet system accessible to staff to provide LA services to LEP/NEP clients. DOES translated 200 documents, mostly into Spanish. The agency centralized all translated documents on the agency's intranet and continuously updates the "DOES en Español" website. OHR strongly recommends DOES explore translation options and tools so that its website is accessible in languages other than English and Spanish. The agency hosted and participated in 17 outreach events and engaged the LEP/NEP communities by collaborating with the Mayor's three Ethnic Constituency offices: Latino, Asian and Pacific Islander and African Affairs.

In the area of quality, although DOES provided frequent LA training and reminders to frontline staff, field testing showed that DOES still did not provide adequate telephonic interpretation assistance. As in previous years, testers at various divisions within DOES reported some intentional hang-ups and refusals of service. Some employees attempted to provide services but did not know how to connect to Language Line Solutions or apologetically suggested (in English) that the tester call back another time. OHR stands by its commitment to assist DOES in addressing this troubling trend of not providing adequate telephonic interpretation services. In FY19, the OHR's Language Access Program granted DOES the "Innovative Language Access Coordinator" award for executing an innovative language access plan that included the development of an internal language access portal and accomplished an accessibility compliance milestone by developing a fully functional bilingual website in Spanish, its most encountered language.

Department of Energy and Environment



preparedness
5/5

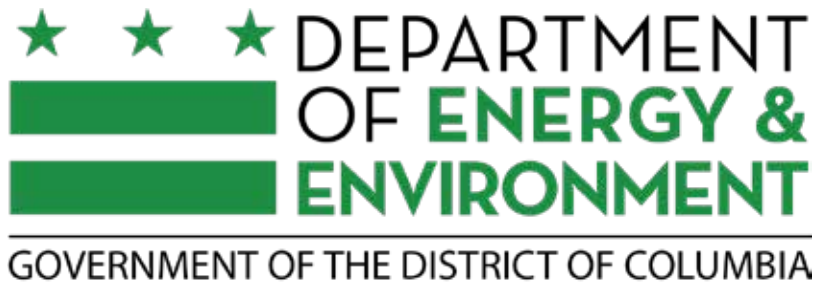
DOEE met planning and reporting requirements in FY19 and trained staff and grantees on language access compliance requirements.

accessibility
3/4

In FY19, DOEE conducted targeted outreach, translated vital documents into multiple languages and hosted bilingual workshops. However, DOEE needs to improve accessibility of translated vital documents on its website.

quality
3/3

No field tests were conducted at DOEE in FY19, and no complaints were filed against the agency. The agency continues to make exceptional efforts to meet all language access compliance requirements.



FY18 Score
12/12



FY19 Encounters
243

FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Chinese, Korean, Mandarin
FY18 Encounters: 564

In the area of preparedness, the Department of Energy and Environment (DOEE) has continued to excel in the implementation of the Language Access Act and its requirements. The agency has reported three sources of encounters: bilingual staff, in-person and telephonic interpretation. The agency has ensured that grantees are reporting on their encounters with the LEP/NEP communities in the District. The agency has an updated LA policy on file, and OHR's LA program will continue to support the agency's efforts to equip its existing and newly hired staff by training them on language access requirements.

In the area of accessibility, the FY19 implementation report indicates the agency has translated seven documents into six languages. Although the agency has translated a number of documents and has made them available on the agency's website, they remain inaccessible because they are not organized by language. In FY20, OHR's LA program looks forward to advising DOEE on how to enhance its website accessibility. The agency participated in 32 events that drew 15,076 participants. But the agency could make a more concerted effort to strengthen collaboration with LEP/NEP communities by working with the Mayor's Ethnic Constituency Offices that act as liaisons to the Latino, Asian and Pacific Islander and African communities.

In the area of quality, the agency adopted the recommendations from last year's compliance review by training its contractors/grantees and certifying five staff in their respective languages.

Department of General Services

4/14
overall
compliance
score

preparedness
0/5

DGS failed to meet reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of public-facing contractors.

accessibility
1/4

DGS failed to report any efforts in FY19 to prioritize the translation of vital documents, develop a language support section on its website or conduct outreach to engage LEP/NEP communities.

quality
3/5

No complaints were filed against DGS in FY19. The agency was field tested and six out of 11 out of in-person testers did not receive language assistance.



In Person Test
5 out of 11 in-person tests provided interpretation services, information or appropriate resources.



FY19 Encounters
N/A

FY19 Top Languages Encountered: N/A
FY18 Score: 2/12 | FY18 Encounters: N/A

In FY19, the Department of General Services (DGS) did not comply with reporting requirements as mandated by the Language Access Act. However, the LA program and partners were able to re-engage DGS and a new LA Coordinator was designated. OHR looks forward in FY20 to supporting the agency in its work towards LA implementation and compliance.

In the area of accessibility, DGS improved its signage and made it visible in some of its public facing areas. For the first time, field tests were conducted at DGS, the agency that provides security to most DC government offices. In five of 11 in-person tests, DGS employees provided interpretation.

Department of Health Care Finance

3/12
overall
compliance
score



FY18 Score
8/12



FY18 Encounters
1259

preparedness
0/5

DHCF failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of contractors.

accessibility
1/4

DHCF failed to report any efforts in FY19 to translate vital documents or to provide a “language support” section on its website.

quality
2/3

No complaints were filed against DHCF in FY19 and the agency was not tested. The agency has not taken any steps to fulfill any of the recommendations from prior review.

FY19 Top Languages Encountered: N/A

FY19 Encounters: N/A

In FY19, the Department of Health Care Finance (DHCF) failed to meet reporting requirements mandated by the Language Access Act. OHR, therefore, is unable to assess the agency’s ability to serve LEP/NEP customers.

DHCF made some attempts in FY19 to engage providers but still must take significant strides to satisfy key requirements of the Language Access Act. OHR’s priority recommendations to DHCF: develop a comprehensive language access policy, provide training for staff to implement such a policy and create a “language support” section on the agency’s website. Currently, LEP/NEP clients have no online access to a description of the agency or to vital documents in their language.

OHR strongly urges DHCF build the internal capacity needed to institute an effective language access program and to oversee the agency’s large network of providers who interact daily with LEP/NEP clients.

Department of Housing and Community Development



10/12
overall
compliance
score



FY19 Encounters
149



FY18 Score
11/14

preparedness
4/5

DHCD did not improve its training compliance requirements and in FY20, the agency needs to provide more training.

FY19 Top Languages Encountered: Spanish
FY18 Encounters: 237

accessibility
3/4

DHCD hosted six public engagement events and translated documents. In FY 20 DHCD needs to take immediate steps to satisfy website accessibility requirements.

In the area of preparedness, the Department of Housing and Community Development (DHCD) has three data tracking sources for LEP/NEP encounters. However, the agency needs to improve its reporting of other information in order to get credit for work related to language access requirements. DHCD has ensured the Language Access certification of its funded entities and has also trained them on LA requirements. However, the agency's LA policy dates back to 2013 and must be updated with a policy receipt acknowledgement from the staff. The OHR Language Access program looks forward to providing DHCD guidance to update LA training.

In the area of accessibility, DHCD has translated 13 vital documents such as "Tenant Petition Complaint," "70% Voluntary Agreement Petition" and "Notice to Vacate for Demolition" on the agency's website. But the documents are not accessible to the LEP/NEP community because their titles are in English and not translated. The agency hosted six outreach events drawing 2,529 participants and worked collaboratively with the Mayor's three Ethnic Constituency Offices, which serve as liaisons to the Latino, Asian and Pacific Islander and African communities. DHCD also ensured that marketing material was available in Spanish, French, Amharic, Vietnamese and Mandarin.

quality
3/3

No complaints were filed against the agency in FY19. DHCD continues to take steps to address the agency's longstanding gaps in language access compliance.

In the area of quality, the agency has complied with the majority of the recommendations set forth in the FY18 LA Annual Compliance review. The LA program recommends that in FY20, the agency make website accessibility a priority to better serve the District's LEP/NEP community.

Department of Human Resources



preparedness
5/5

DCHR met all preparedness requirements in FY19. DCHR reported that 139 employees received Language Access Compliance Training in FY19.

accessibility
2/4

In FY19, DCHR conducted outreach and provided multilingual workshops to LEP/NEP job seekers; translated zero vital documents and failed to meet website accessibility requirement.

quality
3/3

DCHR was not tested in FY19 and no complaints were filed against the agency. DCHR continues to strive to meet all compliance requirements.



FY18 Score
12/12



FY19 Encounters
87

FY19 Top Languages Encountered:

Spanish, Amharic and French
FY18 Encounters: 66

In FY19, the Department of Human Resources (DCHR) met all quarterly reporting deadlines and provided OHR assistance in bringing in an expert who shared information on using the language access metric in performance management evaluation.

DHCR provided two language access training sessions for its staff. Additionally, DCHR collaborated with OHR's Language Access program to offer six Language Access Compliance Training sessions for DC government employees through its Center for Learning and Development.

In the area of Accessibility, DCHR failed to translate vital documents. In FY19, DCHR continued to take major steps to strengthen the agency's ability to serve its LEP/NEP customers by creating visible signage in the public facing areas of the agency. Although DCHR has a minimal level of interaction with LEP/NEP customers, the agency provided comprehensive data tracking of encounters with LEP/NEP clients. In FY19, the agency participated in more than 20 community events, four of which targeted DC residents.

In FY20, OHR will offer technical support to DCHR to help the agency connect with consultative agencies and OHR in a citywide hiring event that will aim to build the capacity of DC's bilingual workforce.

Department of Human Services

9/14

overall
compliance
score

preparedness

4/5

DHS met planning and reporting requirements in FY19 and provided language access training to staff. In FY20, DHS needs to update its LA policy to include language regarding grantees/contractors.

accessibility

3/4

DHS translated 30 vital documents and conducted outreach to engage LEP/NEP communities. DHS must update its website to include "Language Support" pages.

quality

2/5

No language access public complaints were filed against DHS in FY19. Six of 14 in-person testers did not receive the appropriate service or information in their language. 11 out of 15 telephone testers did not receive language assistance in FY19.



Telephone Tests

4 out of 15 telephone tests provided the requested service, information or appropriate resources



In-Person Tests

8 out of 14 in-person tests provided the requested service, information or appropriate resources

FY19 Top Languages Encountered:

Spanish, Amharic, French, Chinese, Vietnamese, Mandarin, Cantonese, Oromo

FY19 Encounters: 27,489 | FY18 Score: 9/14 | FY18 Encounters: 47,279

In the area of preparedness, the Department of Human Services (DHS) has improved its data collection system to capture in-person, bilingual staff and telephonic interpretation encounters. It is strongly recommended that the agency update and implement its LA policy, which dates to 2014. The agency held 10 training sessions to cover the areas of cultural competency, civil rights and language access. All sessions were relevant to the delivery of services for the diverse population served by DHS. OHR is pleased that the agency followed recommendations from the FY18 LA Compliance Review by tripling the frequency of training and increasing the number of participants. DHS has improved its compliance in grantee/contractor requirements by providing language access training to its funded entities however, it is strongly recommended that DHS include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 30 documents into six languages. However, the agency still has not made its website accessible to the LEP/NEP community by creating "Language Support" pages on its website, as recommended in last year's compliance review. The agency participated in 18 outreach events that included 3,845 participants and collaborated with the Mayor's three Ethnic Constituency offices to connect with the District's diverse population.

In the area of quality, the OHR's Language Access Program notes that there has been a significant decline in the quality of LA services provision. This is evident in the field-testing data from 64% in FY17 and FY18 to 41% in FY19. It is imperative that the agency continue to support the LA training of its frontline staff.

Department of Motor Vehicles

7/14
overall
compliance
score



In-Person Tests

11 out of 13 in-person tests provided the requested service, information, or appropriate resources.



FY19 Encounters

5,096

preparedness

4/5

DMV met most of its preparedness requirements in FY19 by training all staff, having updated policy and designating a new LA coordinator.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic,
Vietnamese and Tigrinya

FY18 Encounters: 3,299 | FY18 Score: 11/14

accessibility

2/4

DMV translated two vital documents into six languages. In FY20, DMV needs to strengthen its outreach plan and take steps to engage LEP/NEP communities.

In the area of preparedness, the Department of Motor Vehicles (DMV) reported only one source of encounters with LEP/NEP individuals: telephonic interpretation. OHR strongly recommends that the agency revise its tracking system to capture bilingual staff encounters. The agency has a LA policy on file which is due for review and an acknowledgement receipt from staff.

In collaboration with OHR and the Mayor's three Ethnic Constituency offices (MOLA, MOAA and MOAPIA), almost 350 staff members participated in 14 sessions covering Cultural Competency and Language Access training. DMV took a proactive step by including DGS-assigned security guards as they are the agency's only public facing contractor.

In the area of accessibility, the agency translated two documents "Medical Eye Report" and "Disability Placard" into six languages. However, the translated documents were not uploaded to DMV's website in the language support pages so they are not fully accessible to the LEP/NEP community. The agency failed to follow 2018 Annual Compliance review recommendations to strengthen outreach efforts to engage the District's LEP/NEP community. OHR's LA program urges the agency to reach out more effectively by teaming up with the Mayor's three Ethnic Constituency offices.

quality
1/5

No formal language access complaints were filed against DMV in FY19. Two out of 13 in-person testers did not receive language assistance in FY19.

No formal public complaints were filed against DMV in FY19 although there was one inquiry made to OHR. Additionally, DMV has yet to take corrective action in a non-compliance finding by OHR in FY17. OHR's LA program urges DMV to reach an agreement to resolve this outstanding issue. Field test results in FY19 showed that the agency provided LA services in 11 of 13 tests by using telephonic interpreters at DMV locations.

Department of Parks and Recreation

10/14
overall
compliance
score

preparedness
4/5

DPR met reporting requirements in FY19. DPR showed improvement in the area of LA training and data collection.

accessibility
3/4

DPR translated nine vital documents into five languages but did not post them on its website. The agency, however, consistently conducted extensive outreach to engage the District's diverse LEP/NEP population.

quality
3/5

No LA complaints were filed against DPR in FY19. But in field tests, nine out of 14 testers did not receive language assistance. Despite DPR's efforts to meet the full range of language access compliance requirements, significant issues must still be addressed.



Telephone Tests

2 out of 8 telephone tests provided the requested service, information, or appropriate resources.



In-Person Tests

3 out of 6 in-person tests provided the requested service, information, or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Korean, Chinese, Vietnamese, Russian,
Uzbek, German, Arabic

FY19 Encounters: 65 | FY18 Encounters: 58 | FY18 Score: 10/14

In the area of preparedness, the Department of Parks and Recreation (DPR) improved its reporting of LEP/NEP encounters by implementing a new data collection system to capture interaction with bilingual staff. The agency's LA policy also was updated in FY19. The agency complied with the LA program's recommendation to provide comprehensive language access training to its staff and completed nine trainings with 144 participants. OHR's LA program looks forward to continuing provide guidance and support in the area of training. In FY19, the agency did not confirm whether it has public facing grantees/contractors. It is important that the agency verifies whether it contracts with such entities and then prioritize LA compliance certification and training for them.

In the area of accessibility, the agency translated nine documents into five languages. But the documents are not posted on the language support pages of DPR's website, making them inaccessible to the LEP/NEP community. Because of DPR's mission to provide and supervise an extensive array of recreational activities for all age groups in the District OHR strongly recommends the agency update the LSP section of its website in accordance with all changes made to the English-language website. The agency hosted four community outreach events, including "Multicultural Hiring Fair," "DPR Programs/Diversity/Outreach" and "Taste of the World," and it participated in another five events to engage the District's diverse LEP/NEP population. DPR's commitment to the Language Access Act to recruit and hire multilingual staff by sponsoring its own "Multicultural Hiring Fair" is highly commendable. DPR's efforts to conduct intentional diversified outreach in FY19 earned the agency OHR's Language Access Program "Outstanding Outreach Award."

In the area of quality, no language access public complaints were filed against DPR. However, only five of 14 field testers received interpretation services at DPR facilities in 2019. DPR Customer Service and the Petworth and Raymond Recreation Centers were the only three facilities tested in FY19 that were tested in the previous two years and their staffs' ability to provide LA services improved only slightly. These facilities provided interpretation to two out of eight testers in FY19 compared to zero out of 14 testers in FY18 and FY17 combined. Based on the field test results, it is imperative the agency strengthen its LA training of all staff.

Department of Public Works

9/12

overall
compliance
score



"The Preferred Choice"



FY18 Score
11/12



FY19 Encounters
535

preparedness

3/5

DPW did not meet planning and reporting requirements and its LA policy is outdated. DPW also did not report training staff in FY19. The agency collected comprehensive data on LEP/NEP encounters.

FY19 Top Languages Encountered:

Spanish, Chinese, French, Abkhaz, Amharic

FY18 Encounters: 490

accessibility

3/4

DPW translated six vital documents in FY19, but the documents are not accessible on its website. DPW improved outreach efforts in FY19 and should expand its efforts to communicate with the District's diverse LEP/NEP population.

In the area of preparedness, the Department of Public Works (DPW) reported two sources of encounters: telephone language services line and bilingual staff. Because the agency has not updated its LA policy since 2015, the OHR Language Access program strongly recommends the agency update its policy with OHR's policy template. DPW did not report any trainings for FY19, therefore OHR strongly recommends the agency train its existing and new staff in FY20.

In the area of accessibility, DPW translated six documents into five languages. However, the translated documents are not accessible through the language support page of DPW's website. The agency participated in two outreach events that included 1,750 participants. Although the agency increased its outreach efforts, the LA program strongly recommends reaching out to the LEP/NEP immigrant community in collaboration with the Mayor's three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA.

quality

3/3

In FY19, DPW was not tested and no language access complaints were filed against the agency. DPW did adopt recommendations from OHR's FY18 LA program compliance review.

In the area of quality, no complaints were filed against the agency. DPW also worked to complete the recommendations from the prior LA compliance review by improving outreach and data collection efforts. OHR urges DPW follow through with its long-standing plan to certify public facing bilingual staff in their respective languages.

Department of Small and Local Business Development



preparedness

0/5

DSLBD failed to comply with FY19 reporting and planning requirements.

accessibility

1/4

DSLBD failed to produce any documentation that it tried to fulfill the requirements of the Language Access Act.

quality

2/5

No language access public complaints were filed against DSLBD in FY19. But of five telephone field testers, none received language assistance. DSLBD is in violation of the Language Access Act.



Telephone Tests

0 out of 5 telephone tests provided the requested service, information or appropriate resources.



FY19 Encounters

N/A

FY19 Top Languages Encountered: Not Reported

FY18 Encounters: Not Reported | FY18 Score: 3/14

Once again, the Department of Small and Local Business Development (DSLBD) did not comply with language access implementation reporting. The agency also failed to fulfill legally mandated planning requirements and did not comply with any recommendations from the last LA compliance review. It is imperative the agency re-engage and implement Language Access Act requirements. The OHR LA program can only evaluate an agency based on reported data and individual site visits.

In the area of quality, DSLBD was granted two points overall based on not having any LA public complaints filed against the agency. OHR looks forward to supporting the agency in correcting LA compliance gaps. Although the agency has not been in compliance with the LA Act and regulations, the agency was still tested telephonically. The field tests showed the agency's response to LEP/NEP testers seeking help worsened at both tested divisions.

Department of Youth Rehabilitation Services



FY18 Score
11/12



FY19 Encounters
212

preparedness
5/5

DYRS met reporting requirements in FY19, provided language access compliance training for new hires and existing staff and engaged contractors to ensure they comply with the Language Access Act.

accessibility
3/4

In FY19, DYRS translated six vital documents into Spanish and one into the top six languages encountered in the District.

quality
3/3

No language access public complaint was filed against DYRS in FY19.

FY19 Top Languages Encountered: Spanish
FY18 Encounters: 106

The Department of Youth Rehabilitation Services (DYRS) took proactive steps to capture comprehensive data on the types and frequency of language encounters. DYRS led 13 in-house Language Access trainings for new hires, one for existing staff and two for contractors, for a total of 144 participants. The training of grantees is a compliance milestone for DYRS to properly serve the LEP/NEP community. DYRS also ensured that the agency's grantee contracts included LA compliance verbiage, a significant move towards ensuring that funded entities also are prepared to engage with LEP/NEP constituents.

In FY19, DYRS translated one vital document into six languages and five documents into Spanish, the agency's most encountered language. The documents included "Youth Services Center-Youth Orientation Handbook" and "Youth and Family Programs." DYRS' FY19 implementation report also shows the agency participated in six job fair events with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA, MOLA) to attempt to expand its workforce and reflect the linguistically diverse population served by the agency.

OHR credits DYRS for taking steps toward certifying bilingual staff and looks forward to the completion of this effort in FY 20. OHR recommends that DYRS continue to work closely with the Office of Chief Technology Officer to finish the creation of a "language support" section in languages other than Spanish on its website in FY20 and to include the links to translated documents.

District Department of Transportation

11/14

overall
compliance
score

preparedness

3/5

DDOT met FY19 planning and reporting requirements, and provided language access training for 94 employees.

accessibility

3/4

DDOT translated 14 vital documents in FY19. In FY20, DDOT needs to meet outreach and website accessibility requirements

quality

5/5

No language access public complaints were filed against DDOT in FY19. The agency was tested in FY19, and five out of five testers received language assistance.



District Department of Transportation



Telephone Tests

5 out of 5 tests provided the requested service, information, or appropriate resources.



FY19 Encounters

261

FY19 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Chinese, Korean, Amharic

FY18 Encounters: 125 | FY18 Score: 11/14

In the area of preparedness, the District Department of Transportation (DDOT) is currently working on updating its LA policy and OHR looks forward to reviewing the policy in FY20. The agency reported comprehensive data for LEP/NEP encounters using three tracking sources. The agency maintained its commitment to training staff by ensuring 94 staff members were trained in four sessions. Commendably, the agency also ensured its grantees/contractors are prepared to serve the LEP/NEP community through training, however, the agency must update its verbiage in its agreements with funded entities to add LA Act 2004 compliance verbiage.

In the area of accessibility, the agency translated 14 documents into the six top languages encountered in the District of Columbia. However, these documents are not posted in the agency's language support pages of its website. OHR's LA program urges DDOT to complete efforts to restructure the language support section of its website. Although two outreach events were conducted in FY19, OHR recommends DDOT also collaborate with the Mayor's three Ethnic Constituency offices to expand outreach efforts to immigrant communities.

DDOT's commitment to compliance with the Language Access Act was reflected in the perfect score it received during field testing in FY19. Test results showed that interpretation services were provided in all five telephone tests conducted in five different languages with DDOT's Kids Ride Free program. Additionally, the agency has taken steps to fulfill a request from staff to learn basic Spanish as it is the agency's most frequently encountered language. OHR's Language Access program commends DDOT for taking the initiative to equip its staff with an essential language skill and looks forward to being updated on the implementation of this program.

District of Columbia Office of Zoning



FY18 Score
12/12



FY19 Encounters
7

preparedness
4/5

DCOZ met FY19 planning and reporting requirements and delivered language access compliance training to all staff.

accessibility
4/4

DCOZ translated three vital documents in FY19, all of which were uploaded to the agency's website. The agency participated in an event targeting Asian & Pacific Islander LEP/NEP residents

quality
3/3

No language access public complaint was filed against DCOZ in FY19. The agency was not tested in FY19. DCOZ continues to meet all language access compliance requirements.

FY19 Top Languages Encountered: Spanish, Korean
FY18 Encounters: 6

In the area of preparedness, the Office of Zoning (DCOZ) has met compliance requirements by continuing to submit data in a timely fashion and updating its Language Access policy in FY19. The LA program commends the DCOZ for implementing a new database for service encounters with LEP/NEP constituents. Despite the fact the agency reports it does not have much contact with the public, it still shows its commitment to fulfilling LA requirements. The agency strengthened its commitment to LA by training members of the Zoning Commission and the Board of Zoning Adjustment. Unfortunately, OHR has observed a decline in DCOZ's attendance at the LA bi-monthly meeting and encourages the DCOZ LA coordinator to resume participation.

In the area of accessibility, the agency met all LA requirements by translating three vital documents into three languages and posting them to its website, making them fully accessible to the LEP/NEP community. The agency participated in the Chinatown Community Festival, which drew about 200 participants, in collaboration with the Mayor's Office on Asian & Pacific Islander Affairs. The LA program recommends the agency also collaborate with the Mayor's Office on Latino Affairs and Mayor's Office on African Affairs to expand its outreach efforts to other immigrant communities.

In the area of quality, the agency showed its commitment to improve its outreach efforts by asking the DC Language Access Coalition for recommendations on how best to distribute information and to educate the District's LEP/NEP community about DCOZ.

Homeland Security and Emergency Management Agency

10/12
overall
compliance
score



FY18 Score
12/12



FY19 Encounters
1

preparedness
4/5

HSEMA met FY19 planning and reporting requirements and trained its senior management team, as well as all staff, in language access compliance.

FY19 Top Languages Encountered: Spanish
FY18 Encounters: 18

accessibility
3/4

HSEMA participated in 17 outreach events and worked with the Mayor's three Ethnic Constituency Offices to reach LEP/NEP communities. In FY19, HSEMA translated 5 vital documents into 6 languages. HSEMA can improve accessibility by making its multilingual Ready DC links more prominent on its website.

In the area of preparedness, HSEMA met the reporting requirements by updating its LA policy and training its senior management team and frontline staff. HSEMA also provided training to its public facing contractors, but OHR recommends the agency add LA compliance verbiage to its contracts/MOUs.

In the area of accessibility, HSEMA translated five documents into six languages: "Active Shooter," "AlertDC Flyer," "Exercise, Exercise, Exercise," "Emergency Operations Preplanning Worksheet for Houses of Worship," and "Shelter in Place: When, Where and Why." Although all of these vital documents are translated, they are not accessible in the language support page of HSEMA's website. OHR strongly recommends that HSEMA revise its ReadyDC webpage to make it accessible to the LEP/NEP community. Currently, vital translated information about emergency preparedness is found under the "Resources" link of the ReadyDC webpage. The link title is in English only, making it very difficult for LEP/NEP individuals to find such important information. HSEMA participated in 17 community events that drew more than 700 diverse participants.

quality
3/3

No public complaints were filed against HSEMA in FY19. The agency was not tested in FY19. In FY20, HSEMA must make significant efforts to adhere to data collection recommendations to meet language access compliance requirements in FY20.

In the area of quality, no LA public complaint was filed against HSEMA. In FY19, OHRs' LA program noted that the agency took some action to fulfill compliance recommendations.

Metropolitan Police Department

11/14

overall
compliance
score

preparedness

5/5

MPD met preparedness requirements and took steps to train all MPD employees, as well as a major contractor in language access requirements

accessibility

4/4

MPD conducted extensive outreach translated eight vital documents and continued to strengthen the language support pages of its website.

quality

2/5

In FY19, two language access complaints were filed against MPD, and OHR issued one finding of noncompliance. The agency declined by one point in field testing and provided language assistance for 8 of 9 testers.



In-Person Tests

8 out of 9 in-person tests provided the requested service, information, or appropriate resources.



FY19 Encounters

5,377

FY19 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Russian, Tigrinya, Bengali, Turkish, Tagalog, Japanese
FY18 Encounters: 4,996 | FY18 Score: 11/14

In the area of preparedness, the Metropolitan Police Department (MPD) reports three sources for tracking LEP/NEP encounters. The agency also has an updated policy on file. In FY19, the agency held 73 LA access trainings with 2,033 participants. The agency also took a proactive step by training Security Assurance Management, a DGS contractor that interfaces with MPD customers, and conducted LA cross training with the Office of Unified Communication, which handles the District's 911 calls. These training efforts are very effective in closing MPD's preparedness gap.

In the area of accessibility, the agency translated eight documents, including "Warnings as to Your Rights," "Victim's Right Card" and "Complainant/Witness Statement" into eight languages. The translated documents are easily accessible to the LEP/NEP community as they are properly posted in the language support pages of MPD's website with translated titles on the documents. The agency held 58 outreach events attracting 9,216 participants, the agency also hosted a hiring fair and collaborated with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA) for other LA-related projects.

In the area of quality, MPD had two LA public complaints filed against the agency in FY19. OHR found MPD noncompliant in one of the cases. MPD was field tested, and in eight out of nine interactions, the tester successfully received LA services. The agency addressed most of the LA recommendations outlined in the FY18 LA program compliance report and was honored for its work in the area of language access. OHR congratulates the MPD LA program for winning the Morris & Gwendolyn Cafritz Foundation Award for ensuring the department equitably serves the District's LEP/NEP community.

Office of Administrative Hearings



preparedness
5/5

OAH completed planning and reporting requirements in FY19, as kept track of all encounters with LEP/NEP clients. The agency ensured all staff received language access compliance training during a series of seven sessions.

accessibility
3/4

In FY19, OAH translated one document into Spanish. In FY20, OAH should strengthen its language access portal by ensuring that document titles are translated and, therefore, accessible to the LEP/NEP community.

quality
3/3

No language access public complaints were filed against OAH in FY19. The agency was not tested in FY19.



FY18 Score
12/12



FY19 Encounters
572

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Vietnamese, French,
Yoruba, Korean, Arabic
FY18 Encounters: 506

In the area of preparedness, the Office of Administrative Hearings (OAH) continued to fulfill requirements of the Language Access Act by using a comprehensive data collection mechanism, having an updated LA policy and training existing and new staff.

In the area of accessibility, the agency continued to audit its most used documents for updates and translation. The agency also translated "UI Request for Hearing to Appeal a Determination by a Claim Examiner" into Spanish. OHR strongly recommends the agency revises its website and translate the language access tab to give it prominence and make it accessible to the LEP/NEP community. OAH does not traditionally conduct community outreach, however, the agency worked with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA) to improve services to the LEP/NEP community. In its direct mailings, OAH always promotes the availability of language access services in its office.

In the area of quality, the agency fulfilled all the recommendations outlined in the FY18 LA program compliance review by certifying bilingual public facing staff, as well as hiring additional bilingual staff. OHR's LA program is pleased with OAH's continued commitment to uphold the Language Access Act.

Office of Attorney General's Child Support Services Division



FY18 Score
11/12



FY19 Encounters
688

preparedness
5/5

In FY19, CSSD met planning and reporting requirements. The agency should improve and report the training of its frontline staff.

FY19 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Tigrinya, Bengali, Turkish, Japanese, Tagalog, Cantonese
FY18 Encounters: 1,301

accessibility
1/4

In FY20, CSSD must improve the translation of vital documents and its accessibility by creating a "language support" section on its website.

In the area of preparedness, the Office of Attorney General's Child Support Services Division (CSSD) reported comprehensive data on LEP/NEP encounters. The agency has updated its LA policy and is working with its federal sister agency DC Superior Court to reach an agreement that both agencies be bound by the Language Access Act because the District's law mirrors Title VI of the U.S. Civil Rights Act of 1964, which requires federal agencies to provide meaningful access to their programs, services and activities for LEP individuals. The agency trained some staff; however, details were not reported.

In the area of accessibility, CSSD must prioritize its efforts to translate vital public documents and make them available on its website. The agency also must create a language support section on its website. The LA program is aware that CSSD conducted community outreach to showcase the additional services for its target population, but the agency failed to report the details in its implementation report.

quality
2/3

No language access public complaints were filed against CSSD in FY19, and the agency was not tested.

In the area of quality, the agency received no LA public complaints. However, the agency failed to adhere to recommendations in the FY18 LA annual review regarding the development and implementation of a language support page on its website and to certify its bilingual staff. Based on the lack of reporting, it is unclear if CSSD adhered to the recommendation that LEP/NEP customers receive automated correspondence and messages in their native language. The agency partially complied with the recommendation to reach out to the LEP/NEP community.

Office of Contracting and Procurement

5/12
overall
compliance
score



FY18 Score
4/12



FY18 Encounters
6

preparedness
1/5

OCP failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy.

FY19 Top Languages Encountered: N/A

FY19 Encounters: N/A

accessibility
1/4

With the exception of meeting signage requirements, OCP failed to translate vital documents and few efforts in FY19 to fulfill accessibility requirements.

In FY19, as in FY18, the Office of Contract and Procurement did not comply with reporting requirements as mandated by the Language Access Act. However, communication between OCP and OHR's LA program improved in FY19 and a new Language Access Coordinator was appointed in the third quarter of the fiscal year. OHR looks forward to supporting the agency in addressing longstanding gaps in LA implementation and compliance.

In the area of accessibility, OCP met the signage requirement, however, OCP could improve signage and make it visible public-facing areas like the Resource Center. OHR recommends that OCP make its website accessible to LEP/NEP clients by translating and uploading vital documents.

In the area of quality, OCP made progress in FY19 by assigning a new LAC and forming a LAC team within the agency that is now in communication with OHR's LA Program.

In FY20 OHR strongly recommends that OCP continues working to fully satisfy the LA compliance requirements.

quality
3/3

No language access public complaints were filed against OCP in FY19. The agency was not tested.

9/12
overall
compliance
score

preparedness
4/5

OP met reporting requirements in FY19 by updating its LA policy.

accessibility
3/4

OP translated two census document into seven languages however they are not accessible on the agency's website.

quality
2/3

No public complaints were filed against OP in FY19. The agency was not tested in FY19. OHR urges OP to address accessibility concerns in FY20.

District of Columbia
Office of Planning



FY18 Score
10/12



FY18 Encounters
6

FY19 Top Languages Encountered: N/A

FY19 Encounters: 0

In the area of preparedness, the agency reported 0 encounters with the LEP/NEP community. The OHR Language Access Program urges the Office of Planning to improve the data collection process in order to capture encounters more comprehensively to include in-person and bilingual staff encounters. The agency has an updated LA policy on file. The agency has no public facing grantees. The LA program strongly advises that LA training be given to staff during FY20. This includes consulting OHR's Language Access Program to ensure all areas of compliance are covered in the training deck.

In the area of accessibility, the Office of Planning has translated two documents in seven languages, however, the documents are not accessible on the agency's website. OP participated in one outreach event targeting the LEP/NEP community. Although the OP boasts an outreach strategy by funding local advocacy organizations to connect with hard-to-reach populations it is not clear in its reporting if this effort was successful in reaching the API and Latino communities.

In the area of quality, the agency has not fulfilled the recommendations from last year's compliance review. OHR's Language Access program strongly encourages the agency to diversify its outreach efforts to include other LEP/NEP communities in the District. OHR acknowledges that OP focused on Census 2020 outreach efforts and the LA program strongly recommends that these efforts be expanded to other LEP/NEP immigrant communities. OHR once again encourages OP to leverage the support of the Mayor's Offices on African, Asian and Pacific Islander and Latino Affairs and community-based partners such as the DC Language Access Coalition to successfully implement these goals. Additionally, OP needs to develop and translate culturally targeted outreach materials to engage LEP/NEP stakeholders, and ensure that translated documents are accessible via the "language support" section on the agency's website.

Office of Tax and Revenue

7/14
overall
compliance
score



Telephone Tests

3 out of 3 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

4 out of 5 in-person tests provided the requested service, information or appropriate resources.

preparedness
3/5

In FY19, OTR reported comprehensive data on LEP/NEP encounters and acquired dual handset phones to facilitate telephonic interpretation for LEP/NEP customers. In FY20, OTR needs to adopt an internal language access policy, ensure timely submission of quarterly reports and certify contractor compliance.

accessibility
2/4

In FY19 OTR needs to translate vital documents, improve accessibility of its website and reach out to LEP/NEP communities.

quality
2/3

No language access public complaints were filed against OTR in FY19. The agency was tested for the first time in FY19 and provided LA resources in seven out of eight field tests. It is crucial that the agency train its staff regarding professional conduct in serving the District's diverse LEP/NEP community.

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Korean, Arabic, Vietnamese, Bengali

FY19 Encounters: 4,860 | FY18 Score: 7/12 | FY18 Encounters: 4,340

In the area of preparedness, the Office of Tax and Revenue (OTR) implemented data collection to include bilingual staff encounters with LEP/NEP customers. The use of dual handset phones showed improvement in the ability to serve LEP/NEP customers, evidenced by the increased amount of telephonic interpretation. The agency has an updated LA Policy on file. It is recommended that training be made a priority in FY20. OTR's LA Program looks forward to supporting OTR in its efforts to ensure contractor compliance and training of its only public-facing contractor: security guards.

In the area of accessibility, OTR participated in 23 community outreach events that attracted 1,115 participants. However, the agency should strengthen its outreach efforts and reach a diverse population by collaborating with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA). The agency has not translated any vital documents and has made no additions to the Language Support Pages on its website. OTR strongly recommends OTR translate its vital documents and upload them to its website.

In the area of quality, OTR's FY19 field testing results show that in seven of eight testers received interpretation services. The field-testing narrative also highlighted the need for OTR employees to undergo language access and customer service training to appropriately serve LEP/NEP constituents.

Office of the People's Counsel



FY18 Score
12/12



FY19 Encounters
680

preparedness

5/5

In FY19, OPC met all preparedness requirements. OPC reported comprehensive data on LEP/NEP encounters and provided agency-wide language access compliance training.

FY19 Top Languages Encountered:

Spanish, Amharic, Chinese, Indonesian, Portuguese

FY18 Encounters: 6

accessibility

4/4

OPC produced 11 translated documents in FY19 and participated in 42 community events. OPC followed through on FY18 recommendations by providing cultural competency training to its staff and improving outreach strategy.

In the area of preparedness, the Office of the People's Counsel (OPC) reported comprehensive data on LEP/NEP encounters with bilingual staff and telephonic and in-person interpretation. The agency has an updated comprehensive Language Access policy on file that includes LA certification verbiage for funded entities although the agency has no public facing grantees. Nonetheless, the agency should recertify acknowledgement of receipt from staff as a reminder of LA specific requirements. The agency had one LA and Cultural Competence training with 12 attendees in FY19. OPC continues its commitment toward compliance with the LA Act, and OHR looks forward to supporting the agency with LA training of its staff and all other compliance matters.

In the area of accessibility, the agency translated 11 documents into six languages, including "Consumer Complaints Script," "Consumer Bill of Rights" and "Utility Billing Scams." The LA program commends OPC for prominently displaying its language support page section at the top of its website's home page. However, the translated pages do not include the agency's mission, initiatives or services. As is, the LSP section only provides translated documents. The agency continues to uphold outreach requirements by conducting comprehensive grassroots and community engagement activities such as neighborhood walk-throughs in areas populated by LEP/NEP individuals and businesses. The office exceeds outreach expectations by providing in-person interpreters at some of its agency-specific citywide community events that attract the District's linguistically diverse residents.

quality

3/3

In FY19, no language access complaints were filed against OPC and agency was not tested. OPC continues to demonstrate exceptional commitment to meeting language access compliance requirements.

In the area of quality, the agency continued to show its commitment to the LA Act by certifying one of its dual-language, public-facing staff in both languages. The agency adhered to OHR's LA program's recommendation to improve its outreach requirements and increased its collaboration with the Mayor's three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA. OHR's LA program commends the Office of the People's Counsel on achieving a perfect annual review compliance score of 12/12 for the past 2 years.

Office of the State Superintendent of Education

12/14
overall
compliance
score



Telephone Tests

8 out of 8 tests provided the requested service, information or appropriate resources.



In-Person Tests

3 out of 7 of in-person tests provided the requested service, information or appropriate resources.

preparedness
5/5

Once again, OSSE fully met FY19 preparedness requirements by reporting comprehensive data on LEP/NEP encounters, training frontline staff and grantees, and fulfilling reporting and planning requirements. In FY20, OSSE needs to expand training and maintain grantee engagement efforts.

accessibility
4/4

In FY19, OSSE continued to translate vital documents and strengthened the accessibility of its “language support” section on its website. The agency significantly increased its participation at community events as recommended in last year’s compliance review.

quality
3/5

In FY19, no language access public complaint was filed against OSSE. Four out of 15 testers did not receive language assistance. OHR looks forward to re-engaging OSSE in FY20 to improve training efforts for grantees.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Korean, Russian, Bengali, Mandarin, Vietnamese, Arabic, Turkish, Portuguese

FY18 Score: 11/14 | FY18 Encounters: 10,300 | FY19 Encounters: 11,697

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) reported comprehensive data on LEP/NEP encounters with bilingual staff, telephonic and in-person interpretation. The agency has an updated LA policy on file and maintained its commitment to preparedness by continuing to train its existing and newly hired staff. The LA program commends OSSE for institutionalizing language access procedures in the communications workshops and its handbook. The agency ensured the LA compliance of funded entities by equipping them with telephonic interpretation service and training and established a process for LA reporting. OHR recommends the agency maintain LA requirements in the forefront of its future acquisition of services that may interface with the LEP/NEP community.

In the area of accessibility, the agency translated 62 documents into seven languages. OHR’s LA program recommends the agency continue its efforts to update the content of the Language Support pages on the OSSE website to improve accessibility for the LEP/NEP community. OHR’s LA program commends OSSE for expanding outreach efforts from seven to 34 outreach events. However, OHR recommends the agency collaborate with the Mayor’s Office on Asian and Pacific Islander Affairs (MOAPIA) to better engage that LEP/NEP community.

In the area of quality, OHR’s LA program commends OSSE for its continued efforts in translating confidential case-specific documents related to the Early Intervention Program and OSSE’s Office of Dispute Resolution.

Field testing results showed that 11 out of 15 testers received interpretation services from various OSSE divisions. The Main Office (the only division tested in previous years) received a perfect score of 6/6, providing interpretation services to seven of seven testers. This is a significant improvement over previous years when the division only provided interpretation to seven of 11 testers. The Parent Resource Center also provided interpretation over the telephone to all three testers and received a perfect score of 6/6. However, the other divisions tested in 2019—Associates for Renewal in Education, Childcare Licensing and Child and Family Development, which were tested only in-person—provided interpretation to only one out of five testers receiving an average score of 1.20/6.00. Although testing results show overall improvements, OHR recommends that OSSE specifically address service gaps found through field testing.

Office of the Tenant Advocate

7/12
overall
compliance
score



FY18 score
12/14



FY19 Encounters
137

preparedness

2/5

OTA did not fully meet all reporting and training requirements in FY19. In FY20, the agency needs to revitalize its training and reporting efforts to come into compliance with the Language Access Act.

FY19 Top Languages Encountered: Spanish, Amharic
FY18 Encounters: 174

accessibility

3/4

In FY19, OTA participated in 24 community outreach events and translated four documents into two languages. In FY20, OTA would benefit from developing a Language Support Page section on its website to fulfill its requirement to make services accessible to the District's linguistically diverse tenant population.

In the area of preparedness, the Office of Tenant Advocate (OTA) did not report any LA trainings in FY19 and continued to operate with an outdated LA policy. The OHR LA program strongly recommends that OTA update its LA policy, and train new and existing staff. At this time, it is unclear whether the agency has any grantees/contractors that would be covered by LA requirements. In the area of accessibility, OTA translated four documents into two languages: "Team Work Makes the Dream Work," "Tenant Summit Program 2019," "OTA Legal Representation Agreement" and "TOPA 5." Although not all of these documents are considered public facing, the ones that do meet the public facing criteria are not accessible on the OTA website's Language Support Pages section. The agency participated in 24 community events with 1,467 attendees. Although notable, the agency should broaden its outreach capacity by engaging the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, no LA public complaints were filed against OTA in FY19. However, the agency did not take any steps to address recommendations issued by the OHR LA program in the FY18 LA compliance review.

quality

2/3

No language access public complaints were filed against OTA in FY19.

Office of Unified Communications

7/12
overall
compliance
score



FY18 Score
8/12



FY19 Encounters
25,063

preparedness
3/5

In FY19, OUC again failed to fulfill reporting and training requirements. In FY20, OUC must submit timely comprehensive quarterly reports, train public-contact staff and adopt a revised language access policy.

accessibility
2/4

OUC participated in eight community events and translated one document; however the agency needs to work on its language support page to improve accessibility of documents for the LEP/NEP community. OUC can improve outreach through partnerships and targeted campaigns to reach LEP/NEP individuals.

quality
2/3

In FY19, no language access complaints were filed against OUC and the agency was not tested.

FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Vietnamese, Portuguese, French, Arabic, Korean, Russian, Turkish, Tigrinya, Farsi, Cantonese, Japanese
FY18 Encounters: 50,345

In the area of preparedness, the Office of Unified Communications (OUC) reported only one source of language access encounters: telephonic interpretation. OHR strongly recommends the agency resolve how to capture bilingual staff encounters with LEP/NEP individuals. OHR also strongly recommends the agency update and institutionalize its Language Access policy and secure acknowledgement of receipt from its staff to ensure they know LA requirements. The agency had only one training on file called "Ripped from the Head Lines" a training tool that is related to diversity and inclusion but is not Language Access Act compliance training. OHR's LA program recommends the agency increase appropriate training efforts. The agency has no public facing grantees/contractors. OHR recommends the agency strengthen its commitment to the LA Coordinator cohort by increasing participation in bi-monthly LAC meetings.

In the area of accessibility, although OUC is not frequently visited by the public it is still recommended that the agency displays LA related messaging such as the LA identification poster that informs LEP/NEP individuals they are entitled to telephonic interpretation services.

In FY19, the OUC translated one document, but the document is not accessible to the LEP/NEP community because it is not posted in the language support page of the agency's website. The agency reached out to the community by participating in eight events with 367 attendees. However, OHR recommends the agency strengthen its outreach strategy by collaborating with the Mayor's three Ethnic Constituency offices: MOAA, MOAPIA and MOLA.

In the area of quality, OUC had no LA public complaints filed against it in FY19 and was not field tested. The agency continues to take steps towards compliance with the Language Access Act by hiring and certifying bilingual staff. Nonetheless, OHR recommends the agency adhere to long-standing Language Access implementation recommendations issued by OHR's LA Program.



Compliance Details

Agencies' scores are based on questions related to compliance with the Language Access Act. A '☐' indicates successful completion of the requirement. 'N/A' is where a particular question does not apply to the specific agency for FY19.

AGENCY NAME	ABRA	CFSA	DBH	DCRA	DOC	DOES	DOEE	DGS	DCHealth
PREPAREDNESS									
P1. Agency provided comprehensive data on FY19 encounters.		☐	☐			☐	☐		☐
P2. Agency has a current language access policy.		☐	☐	☐		☐	☐		
P3. Agency staff were trained in FY19.		☐	☐			☐	☐		☐
P4. Agency communicated effectively.		☐	☐	☐	☐	☐	☐		☐
P5. Agency took steps to ensure grantee/contractor compliance.			☐			☐	☐		
PREPAREDNESS SCORE	0	4	5	2	1	5	5	0	3
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations,	☐	☐	☐	☐		☐	☐	☐	☐
A7. Vital documents were translated and/or updated in FY19.		☐	☐	☐	☐	☐	☐		☐
A8. Translated vital documents are accessible on agency website.					☐	☐			
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		☐	☐	☐		☐	☐		☐
PREPAREDNESS SCORE	1	3	3	3	2	4	3	1	3
QUALITY									
Q10. No language access public complaints were filed against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q12. No tester was turned away during tests.	☐								☐
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.		☐	☐			☐	☐	☐	☐
QUALITY SCORE	3	3	3	2	0	3	3	3	4
TOTAL AGENCY SCORE	4	10	11	7	3	12	11	4	10
TOTAL POSSIBLE SCORE	14	12	12	14	12	14	12	14	14

AGENCY NAME	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DDS	DDOT
PREPAREDNESS										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>
P4. Agency communicated effectively.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
PREPAREDNESS SCORE	0	4	5	4	4	4	3	0	3	3
ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7. Vital documents were translated and/or updated in FY19.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.										
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
ACCESSIBILITY SCORE	1	3	2	3	2	3	3	1	3	3
QUALITY										
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12. No tester was turned away during tests.										<input type="checkbox"/>
Q13. All testers who accessed employee or interpretation received requested information or services.										<input type="checkbox"/>
Q14. OHR has observed improvement in LA implementation in FY19.		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
QUALITY SCORE	2	3	3	2	1	3	3	2	3	5
TOTAL AGENCY SCORE	3	10	10	9	7	10	9	3	9	11
TOTAL POSSIBLE SCORE	12	12	12	14	14	14	12	14	12	14

AGENCY NAME	DCHA	DYRS	DCLB	DCOZ	DACL	DCPL	DCPS	FEMS	HSEMA	MPD
PREPAREDNESS										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>
P4. Agency communicated effectively.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
PREPAREDNESS SCORE	0	4	5	4	4	4	3	0	3	3
ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.				<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESSIBILITY SCORE	4	4	3	1	3	1	4	3	3	4
QUALITY										
Q10. No language access public complaints were filed against the agency in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	
Q12. No tester was turned away during tests.							<input type="checkbox"/>			<input type="checkbox"/>
Q13. All testers who accessed employee or interpretation received requested information or services.										
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QUALITY SCORE	1	3	3	3	3	3	2	2	3	2
TOTAL AGENCY SCORE	7	11	11	11	9	12	9	11	10	11
TOTAL POSSIBLE SCORE	14	12	12	12	14	14	14	12	12	14

AGENCY NAME	OAH	OAG	OCF	OP	OTR	OPC	OSSE	OTA	OUC
PREPAREDNESS									
P1. Agency provided comprehensive data on FY19 encounters.	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
P3. Agency staff were trained in FY19.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
P4. Agency communicated effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P5. Agency took steps to ensure grantee/contractor compliance.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
PREPAREDNESS SCORE	5	5	1	4	3	5	5	2	3
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.						<input type="checkbox"/>	<input type="checkbox"/>		
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PREPAREDNESS SCORE	3	1	1	3	2	4	4	3	2
QUALITY									
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12. No tester was turned away during tests.									
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		
QUALITY SCORE	3	2	3	2	2	3	3	2	2
TOTAL AGENCY SCORE	11	8	5	9	7	12	12	7	7
TOTAL POSSIBLE SCORE	12	12	12	12	14	12	14	12	12



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