

**PHILADELPHIA COMMISSION ON HUMAN RELATIONS
REVISED FISCAL YEAR 2021 BUDGET TESTIMONY**

The revised FY21 Budget and FY21-25 Plan focuses on providing core services and targeting reductions to areas with the least impact on vulnerable populations and areas where others can fund or deliver services.

DEPARTMENT FUNDING LEVELS

General Fund Financial Summary by Class					
	FY20 Original Appropriations	FY20 Estimated Obligations	FY21 Original Proposed Appropriations	FY21 Revised Proposed Appropriations	\$ Difference Original to Revised Proposed
Class 100 - Employee Compensation	\$2,323,714	\$2,357,738	\$2,482,401	\$2,357,512	(\$124,889)
Class 200 - Purchase of Services	\$34,657	\$34,657	\$34,657	\$34,657	\$0
Class 300/400 - Materials, Supplies & Equipment	\$28,031	\$28,031	\$28,031	\$28,031	\$0
	\$2,386,402	\$2,420,426	\$2,545,089	\$2,420,200	(\$124,889)

GENERAL FUND FULL-TIME POSITIONS

General Fund Full-Time Positions					
	FY20 Adopted Budget	November 2019 Increment Run	FY21 Original Proposed Budget	FY21 Revised Proposed Budget	Difference Original to Revised Proposed
Full-Time Positions	35	33	37	37	0

**PHILADELPHIA COMMISSION ON HUMAN RELATIONS
ORIGINAL FISCAL YEAR 2021 BUDGET TESTIMONY**

This testimony was prepared by the Philadelphia Commission on Human Relations prior to the onset of COVID-19 and its impact on City government operations. It does not reflect the revised proposed FY21 budget or the department's new operational plan. Post COVID-19 responses from the Department are listed in the next section.

DEPARTMENT MISSION & PLANS

Mission: The Philadelphia Commission on Human Relations (PCHR) is the City's official civil rights agency. The PCHR enforces an important set of laws that prevent discrimination and promote equality. Specifically, the PCHR works to: enforce anti-discrimination laws, especially the City's Fair Practices Ordinance; administer the "Fair Chance Hiring" law that prevents discrimination against people with criminal records; investigate complaints of discrimination and violations of civil rights laws; resolve community conflicts through dialogue and other dispute resolution methods; and educate the public on their legal rights and responsibilities. This work is led by a nine-member commission appointed by the Mayor that decides disputed complaints and conducts hearings to educate and inform the public. PCHR works to make sure that everyone in Philadelphia has equal rights and opportunities.

Since 1993, PCHR has also staffed the Fair Housing Commission (FHC), which is charged with remedying unfair rental practices and addressing unsafe and unhealthy conditions in rental properties through enforcement of the Fair Housing Ordinance. A five-member Commission holds multiple hearings two days per week to address tenant concerns of unfair rental practice by landlords.

Since 1993, PCHR has also staffed the Fair Housing Commission (FHC), which is charged with remedying unfair rental practices and addressing unsafe and unhealthy conditions in rental properties through enforcement of the Fair Housing Ordinance. A five-member Commission holds multiple hearings two days per week to address tenant concerns of unfair rental practice by landlords.

Plans for Fiscal Year 2021: The PCHR consists of two units, the Compliance Unit and the Community Relations Division.

PCHR's Compliance Unit enforces laws that prohibit discrimination and promote equality. These include Philadelphia's anti-discrimination law; the Fair Practices Ordinance; the Fair Chance Hiring Law, Cashless Business Law, Wage Equity and the Entitlement to Leave Due to Domestic or Sexual Violence Ordinance. The unit also regularly educates businesses, housing providers, and the public about these laws. When a complaint is filed with the PCHR alleging a violation of these laws, staff conducts a thorough investigation and recommends a finding. If an investigation results in a finding of probable cause, PCHR Commissioners hold an adjudicatory hearing and issue a final order in the case. When necessary, the PCHR conducts educational hearings addressing discriminatory conduct or other issues of inequality.

In FY20, the PCHR promulgated regulations to provide guidance for the **Cashless Business law**, which prohibits retail establishments from refusing to accept cash as a form of payment. The PCHR began enforcing the law on October 1, 2019. In FY21, after three years of litigation, the PCHR finally will begin enforcement of the City's **Wage Equity Law**, which prohibits employers from asking job applicants their salary history. Also in FY21, the PCHR will promulgate regulations and a model policy, and begin enforcing the city's new law requiring all organizations serving youth to adopt non-discrimination policies for **transgender and gender non-conforming youth**. In March 2020, City Council introduced legislation amending the Fair Practices Ordinance to explicitly prohibit race discrimination based on **hairstyles and**

hair textures. A committee hearing on the bill has not been scheduled due to the COVID-19 pandemic. Assuming it is passed, the PCHR will create outreach and education materials for this important and cutting-edge law.

The PCHR has a **Work-Sharing Agreement** with the federal Equal Employment Opportunity Commission (EEOC) that aligns with the Federal Fiscal Year (FFY)¹. Under the contract, the PCHR, as a Fair Employment Practices Agency (FEPA), receives dual-filed discrimination cases, which it investigates and closes. In FY19, the PCHR closed 120 cases generating \$98,700 from the EEOC for its case closings and outreach activities. The PCHR's contract for federal FY20 is 130 cases. Based on mid-fiscal year projections, the PCHR will exceed that amount and request an upward modification of its contract.²

The Compliance Unit also operates a **Discrimination Mediation Program**, which resolves employment, housing, and public accommodations discrimination cases efficiently by drawing upon support from volunteer lawyers who have trained in mediation. Mediation makes processing cases more efficient by settling issues at an early stage and avoiding lengthy investigations. In FY19, 71 cases were mediated, and the total monetary recovery for complainants resolved through mediations, settlements and conciliations was just under \$493,000. That was a 173% increase from FY18. From July through December 2019, PCHR resolved 38 cases by these means with a recovery of \$278,000. PCHR plans to continue to grow its program through FY21 and has created a system to offer mediation online during the COVID-19 pandemic.

COMPLIANCE UNIT FY21 PLANS:

- Expand education and proactive enforcement of all the City's anti-discrimination laws, including targeted outreach to employers, housing providers, and places of public accommodation to ensure compliance
- Increase number of cases investigated and those moving to adjudicatory hearings.
- Increase number of mediations of discrimination cases.
- Create internal case handling systems for new laws including Wage Equity, Cashless Businesses, and discrimination based on hairstyles and hair textures.
- Distribute to businesses the PCHR's new Best Practices in Places of Public Accommodations guide, which informs businesses about the city's anti-discrimination laws and provides guidance on how to handle situations without calling the police.
- Continue to work with community-based organizations to educate residents on their rights regarding discrimination and sexual harassment in employment, housing, places open to the public.
- Create an accessible online archive of public hearing decisions.
- Promote the PCHR's new educational videos demonstrating the scope of work of the agency (in English and Spanish).

PCHR's Community Relations Division (CRD) provides a variety of conflict resolution and mediation services to resolve neighborhood disputes and works to engage people of different backgrounds to promote

¹ The Federal Fiscal Year runs from October 1 through September 30 each year.

² So long as funding is available, the EEOC allows partner agencies to request modifications of its contract in May each year. Due to the COVID-19 pandemic, this date likely will be delayed, and additional funding may not be available.

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intergroup harmony. The CRD also conducts skills-building workshops and serves as the general educational arm of the PCHR. Through its **Dispute Resolution Program**, the CRD responds to requests from residents, policymakers, and law enforcement to help quell neighbor disputes and other volatile situations that have not yet escalated to violence and that are not being litigated in court. It is one of the most frequently-accessed initiatives offered by the PCHR, helping to divert police presence or constituent services resources to more pressing matters by preventing neighborhood problems from escalating. In FY20, we created a Good Neighbor Guide that includes tips, conflict resolution techniques, and resources that help to build relationships and maintain a good quality of life for city residents. In FY19, the CRD investigated 287 neighbor dispute cases and 68 intergroup conflicts through its **Intergroup Conflict Response Program**. In FY20, it is expected to investigate 340 neighbor disputes and 60 intergroup conflict cases. As we expand our outreach into communities, FY21 targets are 350 neighbor disputes and 70 intergroup conflict cases.

The PCHR continues to respond to many **hate crime and bias incidents**. So far in FY20 (through March 2020), we have received 79 reports. In FY19, 112 incidents total were reported. To combat further hate and bias incidents, the CRD staff has increased outreach to many communities including immigrants and refugees, LGBTQ+, and various religious groups. The CRD staff also expanded their quarterly Prevention Plans within each Police District so they can proactively conduct outreach and education to try to prevent further acts of hate or bias.

In total, since November 2016, PCHR has recorded 329 reports of separate hate incidents. Of this number, 21 are not hate-related; 188 are confirmed; 120 are unconfirmed.

The breakdown by category between January 1, 2019 and December 31, 2019 is as follows: Race/Ethnicity (54); LGBT (20); and anti-Semitism (22); Islamophobic acts (8); and anti-immigrant/national origin (6). The breakdown of offenses are: hate speech related incidents (43) (e.g. hate flyers/letters, harassment, ethnic intimidation, and threats); property offenses (34) (mostly graffiti followed by institutional vandalism, and arson; and offenses against another person (33) (including assault, robbery, and murder).

In February and March 2020, in response to the increase in hate crimes, bias incidents, and discrimination directed at Asian communities during the COVID-19 pandemic, the PCHR partnered with the Mayor's Office of Immigrant Affairs, to create a [blog post](#) and flier informing people of what to do if they are a victim or witness any of these acts. The material was translated into simplified Chinese, Vietnamese and Cambodian/Khmer and distributed via the Mayor's Advisory Commission on Asian American Affairs and community-based organizations.

Every other month, the PCHR convenes an **Interagency Civil Rights Task Force** that is made up of local, state, and federal law enforcement agencies and community partners who work to prevent intergroup tension and bias crimes. Throughout FY20, the PCHR also continued to engage its **Philadelphia Civil Rights Rapid Response Team (PCRRT)**, an interdisciplinary group of civil rights leaders from City, state, and federal agencies, the School District, and advocacy groups that respond to hate crimes, bias incidents, and violent acts that have bias potential. The Team also is involved in creating education programs.

The CRD is also proactive in conflict resolution through its **Prevention and Community-Building Program**, which seeks to engage the community through a variety of programs. These programs include leading and participating in outreach events and activities; organizing community dialogues; and conducting information sessions and skills workshops for community stakeholders. In FY20, the CRD

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conducted anti-racism, cultural diversity and bias awareness trainings for schools, community groups, non-profit organizations, religious groups, city departments, and government-sponsored events.

In total, PCHR staff conducted 191 prevention or education and outreach activities in FY19. In the first half of FY20, the PCHR conducted 129 activities, with a target to reach 200. Staff plans to offer online trainings during the COVID-19 pandemic.

Lastly, the PCHR continues to participate actively in the **International Association of Official Human Rights Agencies (IAOHRA)**, which is an association of directors and commissioners of local and state human rights/relations agencies.

COMMUNITY RELATIONS DIVISION FY21 PLANS:

- Convene community conversations with groups from different backgrounds throughout Philadelphia;
- Develop “Neighborhood Ambassador” and “Youth Leader” programs to train community members on the work of the PCHR and how to build interdisciplinary community partnerships with a goal of creating stronger neighborhoods and combating the rise in hate crimes and bias incidents.
- Continue to build campaigns to address racism in the Northeast with expectations to replicate the program in South Philadelphia and other areas of the city.
- Market and distribute the PCHR’s Good Neighbor Guide that includes tips, conflict resolution techniques, and resources to build and maintain stronger neighborhoods and a greater quality of life.
- Expand the PCHR’s Community Conflict Certificate Program to reach more communities experiencing change, including where the City is making significant investments in neighborhoods.

The Fair Housing Commission (FHC) enforces the Fair Housing Ordinance, which addresses unfair rental practices in housing, particularly when a property has been cited for code violations. Each year, hundreds of tenants file complaints with the FHC seeking redress after their landlords engage in unfair rental practices, such as terminating a lease when a property is cited for code violations or retaliating against tenants for exercising their legal rights. The FHC also conducts educational outreach to inform tenants and landlords of their legal rights and responsibilities.

FHC leadership has played an active role in the ongoing efforts of the Mayor’s Eviction Task Force via its subcommittees charged with easing the eviction crisis that is affecting many low-income Philadelphians. Among other initiatives, the committees are focused on promoting and strengthening the Fair Housing Ordinance to provide greater protections for tenants and landlords.

Since the inception of the task force, the FHC has seen an increase in demand for its services. In FY19, the FHC handled 404 cases, a 5% increase from FY18. In the first half of FY20, the FHC already handled 199 cases. Case numbers have been increasing since the implementation of the **Good Cause Eviction Bill** in FY 19 that amends the Fair Housing Ordinance (FHO). Assuming the impact of the COVID-19 pandemic on tenants, it is expected that the FHC will reach or exceed its target of 450 cases in FY21. In addition, in FY21, as an outcome of the Mayor’s Eviction Task Force, the FHC will launch its pilot **FHC Mediation Program** to offer an alternative to cases going to hearings. In FY20, FHC hired its first attorney, who will oversee the program, along with handling the management of cases before the Commission and on appeal.

FHC PLANS FOR FISCAL YEAR FOR FY21:

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- Create internal systems and processes to handle the increased volume of cases and any new amendments to the Fair Housing Ordinance.
- Conduct outreach and education to tenants and landlords on the Fair Housing Ordinance, with a focus on the Good Cause Eviction law.
- Launch the FHC pilot pre-hearing mediation program.

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The tables in pages (7 through 13) below were prepared by the Philadelphia Commission of Human Relations prior to the onset of COVID-19 and its impact on City government operations.

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of December 2019)				
	Total	Minority	White	Female
Number of Full-Time Staff	31	27	4	23
Number of -Exempt Staff	3	1	2	3
Number of Executive Staff (deputy level and above)	3	2	1	2
Average Salary, Full-Time Staff	\$62,941	\$62,941	\$64,610	\$63,879
Average Salary, Exempt Staff	\$96,842	\$69,525	\$110,500	\$96,842
Average Salary, Executive Staff	\$109,972	\$100,733	\$128,450	\$114,592
Median Salary, Full-Time Staff	\$59,789	\$57,461	\$85,671	\$57,461
Median Salary, Exempt Staff	\$92,550	\$69,525	\$110,500	\$92,550
Median Salary, Executive Staff	\$100,733	\$100,733	\$128,450	\$114,592

Employment Levels (as of December 2019)		
	Budgeted	Filled
Number of Full-Time Positions	37	31
Number of Part-Time Positions	0	0
Number of Exempt Positions	3	3
Number of Executive Positions (deputy level and above)	3	3
Average Salary of All Full-Time Positions	\$64,798	\$62,941
Median Salary of All Full-Time Positions	\$63,540	\$59,789

General Fund Financial Summary by Class						
	FY19 Original Appropriations	FY19 Actual Obligations	FY20 Original Appropriations	FY20 Estimated Obligations	FY21 Proposed Appropriations	Difference: FY21-FY20
Class 100 - Employee Compensation	\$2,139,648	\$2,071,428	\$2,323,714	\$2,338,714	\$2,482,401	\$143,687
Class 200 - Purchase of Services	\$34,657	\$33,162	\$34,657	\$34,657	\$34,657	\$0
Class 300/400 - Materials, Supplies & Equipment	\$28,031	\$22,666	\$28,031	\$28,031	\$28,031	\$0
	\$2,202,336	\$2,127,256	\$2,386,402	\$2,401,402	\$2,545,089	\$143,687

PCHR uses citywide contracts only.

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2021 General Fund budget totals \$2,545,089, an increase of \$143,687 over Fiscal Year 2020 estimated obligation levels. This increase is primarily due to full funding of salaries.

The proposed budget includes:

- \$2,484,401 in Class 100, a \$143,687 increase over FY20. This funding will fully fund staff salaries.
- \$34,657 in Class 200, level with FY20. This funding will support professional services such as court reporters needed for our PCHR and FHC public hearings, translation and interpretation services, and professional training, as well as transportation and computer software costs.
- \$28,031 in Class 300/400, level with FY20. This funding will support office equipment, materials and supplies.
- The PCHR does not receive any funding in Classes 500-900.

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STAFFING LEVELS

The department is requesting 37 budgeted positions for FY21, level with FY20.

NEW HIRES

New Hires (from 7/1/2019 to December 2019)	
	Total Number of New Hires
Black or African American	N/A
Asian	N/A
Hispanic or Latino	N/A
White	N/A
Other	N/A
Total	N/A

Detail for new hires since December 2019, if applicable: 2 new hires in December 2019 after the increment run on 12/1/19. 1 Black/African-American Female and 1 Hispanic/Latina Female. 1 new exempt hire in February, White Female. 1 transfer employee Black/African American Female. One employee is a Spanish speaking.

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PERFORMANCE, CHALLENGES, AND INITIATIVES

HUMAN RELATIONS

FY21 Strategic Goals				
<ul style="list-style-type: none"> • Begin enforcing compliance with regulations and model policies via public engagement to implement the City’s new law requiring all organizations serving youth to adopt policies for non-discriminatory treatment of transgender and gender nonconforming youth. • Increase proactive enforcement of the City’s anti-discrimination and Fair Chance Hiring laws, including targeted outreach to employers, housing providers, and places of public accommodations. • Develop and launch “Neighborhood Ambassador” and “Youth Leader” programs to train community members on the work of the PCHR and how to build interdisciplinary community partnerships to create stronger neighborhoods and combat the increase in bias incidents and hate crimes. • Expand community visibility, outreach, and trainings/workshops on Know Your Rights and Responsibilities, conflict resolution, communication, bias awareness, and unfair rental practices. • Create new internal systems to handle the increased volume of cases, including the creation and launch of a new pre-hearing mediation program. FHC also will promulgate regulations for the Fair Housing Ordinance. 				
FY21 Performance Measures				
Measure	FY19 Actual	FY120 YTD (Q1 + Q2)	FY20 Target	FY21 Target
Discrimination cases investigated ¹	190	100	130	150
Ban the Box cases investigated ²	48	8	50	50
Neighbor disputes investigated	287	139	340	350
Intergroup conflict cases investigated	68	53	60	70
Prevention/education activities ³	191	129	188	200
Fair Housing Commission number of cases	404	199	400	450

¹ This target is set to reflect the number in PCHR's contract with the EEOC. This contract runs over the course of the Federal Fiscal Year (10/1-9/30). In Federal FY19, PCHR investigated 120 cases, the amount listed in our contract. PCHR will request an upward modification of our contract from the EEOC when permitted around May 2020.

² PCHR has not been receiving many new cases through its intake. PCHR will conduct increased outreach in the second half of FY20 to ensure that people know to file complaints with the PCHR if needed.

³ These activities include attending or organizing outreach events and activities; conducting information sessions and skills workshops for community stakeholders (i.e. informing community about PCHR and city ordinances, conducting workshops on conflict resolution, connecting people to resources); and organizing community dialogues.

OTHER BUDGETARY IMPACTS

Federal and State (Where Applicable)

The PCHR has a work-sharing agreement with the federal Equal Employment Opportunity Commission (EEOC). Under its EEOC contract, the PCHR receives \$700 for each dual-filed discrimination case it investigates and closes. All revenue goes to the General Fund. In federal fiscal year (FFY) 19, the PCHR closed 120 cases generating \$98,700 from the EEOC for the cases and outreach activities. The PCHR's contract for federal FFY20 is 130 cases. Based on mid-fiscal year projections, the PCHR will exceed that amount and will request an upward modification of its contract from the EEOC. If the EEOC reduces its contracts with its state and local partners, the PCHR will bring in less revenue in FY21.

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CONTRACTING EXPERIENCE

PCHR uses citywide contracts only.

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EMPLOYEE DATA

Staff Demographics (as of December 2019)					
Full-Time Staff			Executive Staff		
	Male	Female		Male	Female
	African-American	African-American		African-American	African-American
<i>Total</i>	1	12	<i>Total</i>	0	1
<i>% of Total</i>	3%	39%	<i>% of Total</i>	0%	33%
<i>Average Salary</i>	\$56,061	\$62,508	<i>Average Salary</i>	\$0	\$100,733
<i>Median Salary</i>	\$56,061	\$66,032	<i>Median Salary</i>	\$0	\$100,733
	White	White		White	White
<i>Total</i>	2	3	<i>Total</i>	0	1
<i>% of Total</i>	6%	10%	<i>% of Total</i>	0%	33%
<i>Average Salary</i>	\$86,684	\$75,088	<i>Average Salary</i>	\$0	\$128,450
<i>Median Salary</i>	\$86,684	\$88,716	<i>Median Salary</i>	\$0	\$128,450
	Hispanic	Hispanic		Hispanic	Hispanic
<i>Total</i>	2	7	<i>Total</i>	0	0
<i>% of Total</i>	6%	23%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$46,829	\$54,028	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$46,829	\$47,875	<i>Median Salary</i>	\$0	\$0
	Asian	Asian		Asian	Asian
<i>Total</i>	1	1	<i>Total</i>	1	0
<i>% of Total</i>	3%	3%	<i>% of Total</i>	33%	0%
<i>Average Salary</i>	\$67,899	\$41,065	<i>Average Salary</i>	\$100,733	\$0
<i>Median Salary</i>	\$67,899	\$41,065	<i>Median Salary</i>	\$100,733	\$0
	Other	Other		Other	Other
<i>Total</i>	1	1	<i>Total</i>	0	0
<i>% of Total</i>	3%	3%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$44,246	\$52,322	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$44,246	\$52,322	<i>Median Salary</i>	\$0	\$0
	Bilingual	Bilingual		Bilingual	Bilingual
<i>Total</i>	3	8	<i>Total</i>	0	0
<i>% of Total</i>	10%	26%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$53,852	\$50,258	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$59,789	\$47,410	<i>Median Salary</i>	\$0	\$0
	Male	Female		Male	Female
<i>Total</i>	7	24	<i>Total</i>	1	2
<i>% of Total</i>	23%	77%	<i>% of Total</i>	33%	67%
<i>Average Salary</i>	\$59,314	\$77,013	<i>Average Salary</i>	\$100,733	\$114,592
<i>Median Salary</i>	\$59,789	\$61,126	<i>Median Salary</i>	\$100,733	\$114,592

LANGUAGE ACCESS

1. Has your leadership received language access training?

No, but we have requested training by the Office of Immigrant Affairs via Microsoft Teams during the COVID-19 quarantine.

2. Do you currently have a language access coordinator?

Yes, Monica Gonzalez.

3. Has your department written a language access plan and is it posted online?

Yes, it can be found here: <https://www.phila.gov/media/20170602143331/Philadelphia-Commission-on-Human-Relations-LAP-2017.pdf>

4. Explain what your department has done to improve language access services over the past year.

We hired an additional Intake Coordinator and Clerk who both speak Spanish and a Human Relations Representative in our Community Relations Division (CRD) who speaks Mandarin. We plan to fill our vacant CRD Rep position with an Arabic speaker. We have translated more documents in multiple languages and continue to hold hearings with interpretation and translation services, whenever needed. In FY21, we plan to issue guidance on requesting interpreters for our PCHR and FHC hearings.

CLIMATE CHANGE

1. How has climate change affected your department's provision of services?

Climate change has not significantly affected our department. Our Community Relations Division deals with neighbor disputes, and we know more people get in arguments when they are outside during the hot weather. Also, our Fair Housing Commission deals with unfair rental practices, and we handle cases where the landlord does not complete necessary repairs for inclement weather (ie roof repairs during the rain, air conditioner repairs during the summer). Finally, as the agency charged with enforcing the anti-discrimination laws, we support efforts to ensure that all City services are provided to each community in an equitable manner. (ie Office of Sustainability's Heat Index)

2. How might worsening climate change increase costs and demands for your department?

It may increase our caseload. See above.

3. How does your department intend to mitigate and adapt to climate change?

We can help to educate the public.

REVISED PLANS FOR FISCAL YEAR 2021

1. With the revised budget for FY21, what will your department accomplish in FY21?

- PCHR will create internal case handling systems for new laws including Wage Equity, Cashless Businesses, and discrimination based on hairstyles and hair textures.
- Continue to work with community-based organizations to educate residents on their rights regarding discrimination and sexual harassment in employment, housing, places open to the public.
- Convene community conversations with groups from different backgrounds throughout Philadelphia;
- Develop “Neighborhood Ambassador” and “Youth Leader” programs to train community members on the work of the PCHR and how to build interdisciplinary community partnerships with a goal of creating stronger neighborhoods and combating the rise in hate crimes and bias incidents.
- Expand the PCHR’s Community Conflict Certificate Program to reach more communities experiencing change, including where the City is making significant investments in neighborhoods.
- Create internal systems and processes to handle the increased volume of cases and any new amendments to the Fair Housing Ordinance.
- Launch the FHC pilot pre-hearing mediation program.

2. With the revised budget for FY21, what existing programs or services will be reduced or eliminated?

- Not filling three key positions will be difficult for the PCHR/FHC, but we will work hard to make sure they do not reduce our performance measures. The following programs/services will be more difficult with our vacancies, but we will work to achieve these goals:
- Expand education and proactive enforcement of all the City’s anti-discrimination laws, including targeted outreach to employers, housing providers, and places of public accommodation to ensure compliance
- Increase number of cases moving to adjudicatory hearings.
- Increase number of mediations of discrimination cases.
- Distribute to businesses the PCHR’s new Best Practices in Places of Public Accommodations guide, which informs businesses about the city’s anti-discrimination laws and provides guidance on how to handle situations without calling the police
- Promote the PCHR’s new educational videos demonstrating the scope of work of the agency (in English and Spanish).
- Continue to build campaigns to address racism in the Northeast with expectations to replicate the program in South Philadelphia and other areas of the city.
- Market and distribute the PCHR’s Good Neighbor Guide that includes tips, conflict resolution techniques, and resources to build and maintain stronger neighborhoods and a greater quality of life.
- Conduct outreach and education to tenants and landlords on the Fair Housing Ordinance, with a focus on the Good Cause Eviction law.

3. With the revised budget for FY21, what planned, new services or programs will not happen?

The PCHR and FHC will work as hard as we can to meet our FY21 performance measures and ensure that we deliver on our missions to protect people's civil rights, resolve neighborhood conflicts, bring diverse people together, and stop unfair rental practices.

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REVISED PERFORMANCE MEASURES

The performance measures listed below were updated by the PCHR as part of the revised budget process. Updated measure is listed in **BOLD**.

HUMAN RELATIONS

FY21 Performance Measures				
Measure	FY19 Actual	FY120YTD (Q1 + Q2)	FY20 Target	FY21 Target
Discrimination cases investigated ¹	190	100	130	150
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² PCHR has not been receiving many new cases through its intake. PCHR will conduct increased outreach in the second half of FY20 to ensure that people know to file complaints with the PCHR if needed.

³ These activities include attending or organizing outreach events and activities; conducting information sessions and skills workshops for community stakeholders (i.e. informing community about PCHR and city ordinances, conducting workshops on conflict resolution, connecting people to resources); and organizing community dialogues.