

**PHILADELPHIA COMMISSION ON HUMAN RELATIONS
FISCAL YEAR 2018 BUDGET TESTIMONY**

DEPARTMENT MISSION & PLANS

Mission: Established under the Home Rule Charter, the Philadelphia Commission on Human Relations (PCHR) administers and enforces all laws prohibiting discrimination, resolves community conflicts, and promotes equality and understanding throughout the City. Since 1993, PCHR has 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. Each year, the PCHR and FHC respond to hundreds of complaints related to discrimination and unfairness, whether in the workplace, in housing, or in places of public accommodation, as well as conflicts between neighbors, and quality-of-life concerns. Cases are investigated or managed and monitored until they are closed.

Plans for Fiscal Year 2018:

The PCHR consists of two units, the Compliance Unit and the Community Relations Division.

PCHR's Compliance Unit enforces a set of laws that prohibit discrimination and promote equality. The unit also educates businesses, housing providers, and the public about these laws. Specifically, the Compliance Unit enforces The Philadelphia Fair Practices Ordinance (Chapter 9-1100 of the Philadelphia Code), which prohibits discrimination in employment, housing and public accommodations based on a series of protected categories of populations historically underserved and, or, targeted for discrimination, such as race, religion, ethnicity, sex (including pregnancy and breastfeeding), disability, sexual orientation and gender identity. It also provides for reasonable accommodations for people who are pregnant or breastfeeding; and prohibition against using an applicant's credit report during the employment hiring process. Two amendments that are likely to go into effect in FY17-FY18 are: 1) prohibition against using an applicant's wage history during the employment hiring process (while the legislation was enacted, this provision is currently subject to a lawsuit, so the May 23 implementation date has been stalled); and 2) enhanced remedy to issue cease and desist orders against businesses who are found to have serious or repeated violations of the ordinance. (This bill was voted out of committee on April 24, 2017).

Under the PCHR's work-sharing agreement with the federal Equal Employment Opportunity Commission (EEOC), the PCHR receives \$700 for each dual-filed discrimination case it investigates and closes. In FY16, the unit generated \$137,000 from its case closings.

Launched in January 2015, the Compliance Unit's **Employment Discrimination Mediation Project** helps to resolve employment discrimination cases (as well as some housing and public accommodations cases) more efficiently through the support of volunteer lawyers who are trained as mediators. In FY16, 18 cases were resolved through mediation. It is expected that 25 cases will be resolved through mediation in FY17. Resolving cases through mediation makes processing more efficient by settling issues at an earlier stage and avoiding lengthy investigations. It also can increase our caseload and generate additional revenue through PCHR's work-sharing agreement with the EEOC.

The Fair Criminal Record Screening Standards Law, or “Ban the Box” (Chapter 9-3500 of the Philadelphia Code) governs employers’ use of criminal background checks during the job application process and throughout employment. Entitlement to Leave Due to Domestic or Sexual Violence Ordinance (Chapter 9-3200 of the Philadelphia Code) provides a certain amount of unpaid leave for employees dealing with the domestic or sexual violence.

The Compliance Unit has maintained its productivity with case investigations and case closings. For the past two years, the EEOC has awarded the PCHR an upward modification of its contract, resulting in increased revenue for the PCHR. In addition, staff has increased its outreach and training on people’s rights and responsibilities under the Fair Practices Ordinance and the Ban the Box law. Staff also created new outreach tools, such as a Fair Practices Ordinance “Know-Your-Rights” handout and new posters, which were all translated into multiple languages, including Arabic, simplified Chinese, French, Khmer, Korean, Russian, Vietnamese, and Spanish.

In FY17, the PCHR Commissioners have conducted numerous adjudicatory hearings on cases of alleged discrimination. Significantly, in October 2016, the PCHR held a public educational hearing in response to reports of racism and discrimination within Philadelphia’s LGBTQ community. Shortly after the hearing, the Commission issued findings and recommendations that included mandatory training for staff and management at 11 bars and two non-profits in the Gayborhood on their rights and responsibilities under the Fair Practices Ordinance and Implicit Bias. PCHR staff has conducted the trainings. We will continue to do increased outreach and education through FY18.

Compliance FY18 Plans:

- Train newly hired staff on case investigation and supervision.
- Increase compliance case closings in FY18. Future increases will depend on our EEOC contract.
- Increase outreach and education to the ex-offender community and the business communities. Increase investigation of new Ban the Box cases in FY18
- Increase mediations of employment discrimination cases FY18.
- Increase outreach and education to the business community on all laws enforced by the PCHR in FY18.
- Increase outreach and education on all laws enforced by the FPO in FY18.
- Create accessible online archive of public hearing decisions.

PCHR's Community Relations Division (CRD) provides a variety of conflict resolution and mediation services to resolve neighborhood disputes and engages people of different backgrounds to promote intergroup harmony. The CRD also conducts skill-building workshops and serves as a general educational arm of the PCHR.

Through its **Dispute Resolution Program**, the CRD routinely 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 are not being litigated in court. It is one of the most frequently accessed initiatives the PCHR offers, helping to divert other resources, such as police presence or constituent

services, to more pressing matters by preventing neighborhood problems from escalating into potentially violent events through mediation and constructive conflict consultation.

Through its **Intergroup Conflict Response Program**, the CRD partners with police, schools, community groups, City departments and other entities to help address issues that arise from conflicts motivated by prejudice or hate by establishing long-term peace and harmony by engaging the community in dialogue, facilitated discussions and structured programming.

CRD is also proactive in conflict prevention through its **Prevention and Community-Building Program** by participating in and leading outreach events and activities; conducting information sessions and skills workshops to community stakeholders (e.g. organizations, churches, membership groups); and organizing community dialogues, in which CRD uses facilitated dialogues to foster stronger relations between the groups such as immigrant communities and long-term residents or police and youth. In FY17, as part our Changing Neighborhoods Project, PCHR partnered with Reading Terminal Market, HIAS PA (an immigrant and refugee organization), and the Penn Center for Civic Engagement on a project called Breaking Bread, Breaking Barriers. This brings together communities through a cuisine-based cultural exchange and facilitated dialogue. PCHR will continue Breaking Bread, Breaking Barriers in FY18.

Each month, the PCHR convenes an **Interagency Civil Rights Task Force** made up of local, state and federal law enforcement agencies and community partners to work on the prevention of intergroup tension and bias crimes throughout Philadelphia. Task force meetings are used to strengthen connections between agencies, share information and coordinate quick responses to bias incidents and hate crimes through the newly formed **Philadelphia Civil Rights Rapid Response Team (PCRRRT)**.

After the 2016 presidential election, the number of Intergroup Conflict cases the CRD handles doubled. Whether it was racist or anti-Semitic graffiti, or homophobic or Islamophobic acts of hate, the CRD responded to these incidents and worked to reduce community tension. Staff partners with police, schools, community groups, City departments, and other entities to help address all issues that arise from conflicts motivated by prejudice or hate by engaging the community in dialogue, facilitated discussions, and structured programming to create long-term peace and harmony. Since November 2016, the PCHR has received reports of 57 hate or bias incidents, which is a 54% increase of all incidents reported to us in FY16.

To combat further hate and bias incidents, the staff has increased outreach to many communities including, immigrants and refugees, LGBTQ residents and various religious groups. Staff also created a new Hate Crimes and Bias Incidents handout that was translated into multiple languages, including Arabic, simplified Chinese, French, Khmer, Korean, Russian, Vietnamese, and Spanish. The handout directed people to call PCHR's new hotline if they were a victim or witness of a hate or bias incident. The CRD also is creating quarterly **Prevention Plans** for each police district, so that they can proactively conduct outreach and education to try to prevent further acts of hate or bias. Finally, CRD staff has increased its Implicit Bias trainings as mandated by the PCHR's report on Racism and Discrimination in the LGBTQ community.

The CRD has had a soft launch of its **Community Conflict Resolution Certificate Program** - an initiative to train community members to resolve neighborhood disputes in their local communities. The intention of the project is to equip residents of Philadelphia with the tools they need to help resolve interpersonal conflicts in their neighborhoods before they escalate, and to do so in a safe and neutral environment. This initiative also will allow for building positive relations among neighbors.

CRD FY18 Plans:

- Increase outreach and education to the community in FY18.
- Increase Dispute Resolution Program and Intergroup Conflict cases in FY18.
- Increase workshops on conflict resolution skills in FY18.
- Increase community dialogues in FY18.
- Officially launch the Community Conflict Certificate Program in the summer of 2017.
- Increase work to reduce intergroup conflicts in schools in FY18.

The Fair Housing Commission (FHC) enforces the Fair Housing Ordinance, Chapter 9-800 of the Philadelphia Code, which addresses unfair rental practices in housing, particularly when a property has been cited by the Department of Licenses and Inspections (L&I) for code violations. The FHC also educates tenants and landlords about their rights and responsibilities under the law. In FY 17, the FHC has worked with multiple refugee and immigrant organizations to educate their staff on the rights and responsibilities for tenants and landlords, with a focus on preventing housing discrimination by landlords. Staff will translate its materials into multiple languages and increase outreach to these groups in FY18.

In FY17, FHC staff played a key role in the city's collaborative effort to draft the Assessment of Fair Housing (AFH) plan it submitted to the Department of Housing and Urban Development. The FHC submitted local data and analysis on housing discrimination, neighborhood conflicts, and unfair rental practices for the city's submission to the federal housing agency. In FY18, the FHC will continue to work on initiatives outlined in the city's AFH plan, including increasing meetings of the FHC and PCHR's **(e)Quality Housing Working Group**, which is comprised of landlord and tenant advocates, housing providers and federal, state and local fair housing agencies. The group focuses on issues of habitability, accessibility, affordability and equal access to housing with the intention of creating positive recommendations to address Philadelphia's housing stock and its residents.

In FY18, FHC staff will increase collaboration with L&I and the Health Department to help ensure more safe and healthy rental housing in Philadelphia. In addition, staff will work to address issues of systemic habitability issues in multiple units or properties by negligent landlords.

FHC FY18 Plans:

- Increase education and outreach to tenants and landlords in FY18.
- Increase coordination with the Department of L&I in FY18.
- Reduce case administration/management time from initiation to completion in FY18.
- Launch a formal mediation program.

PCHR/FHC Administration FY18 Plans:

- Acquire a new computer case management system through OIT. With a new system, we will be able to track our work and run reports. This will greatly increase our efficiency and allow us to focus on tracking our productivity and outcomes.
- Fill vacant Communications Director position.
- Initiate a PCHR civil rights archive project.

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of December 28, 2016)				
	Total	Minority	White	Female
Number of Full-Time Staff	32	24	8	25
Number of Civil Service-Exempt Staff	1	0	1	1
Number of Executive Staff (deputy level and above)	1	0	1	1
Average Salary, Full-Time Staff	\$59,970	\$54,755	\$75,616	\$59,360
Average Salary, Civil Service-Exempt Staff	\$72,450	\$0	\$72,450	\$72,450
Average Salary, Executive Staff	\$115,000	\$0	\$115,000	\$115,000
Median Salary, Full-Time Staff	\$62,591	\$51,553	\$68,444	\$62,491
Median Salary, Civil Service-Exempt Staff	\$72,450	\$0	\$72,450	\$72,450
Median Salary, Executive Staff	\$115,000	\$0	\$115,000	\$115,000

Employment Levels (as of December 28, 2016)		
	Budgeted	Filled
Number of Full-Time Positions	34	32
Number of Part-Time Positions	0	0
Number of Civil-Service Exempt Positions	1	1
Number of Executive Positions	1	1
Average Salary of All Full-Time Positions	\$58,211	\$59,970
Median Salary of All Full-Time Positions	\$59,077	\$62,591

General Fund Financial Summary by Class						
	FY16 Original Appropriations	FY16 Actual Obligations	FY17 Original Appropriations	FY17 Estimated Obligations	FY18 Proposed Appropriations	Difference: FY18-FY17
Class 100 - Employee Compensation	\$2,099,408	\$1,837,948	\$2,127,519	\$2,124,681	\$2,141,591	\$16,910
Class 200 - Purchase of Services	\$34,657	\$41,700	\$34,657	\$42,403	\$34,657	(\$7,746)
Class 300 - Materials and Supplies	\$12,731	\$12,189	\$27,731	\$27,731	\$27,731	\$0
Class 400 - Equipment	\$300	\$9,917	\$300	\$300	\$300	\$0
Class 500 - Contributions	\$0	\$0	\$0	\$0	\$0	\$0
Class 700 - Debt Service	\$0	\$0	\$0	\$0	\$0	\$0
Class 800 - Payment to Other Funds	\$0	\$0	\$0	\$0	\$0	\$0
Class 900 - Advances/Misc. Payments	\$0	\$0	\$0	\$0	\$0	\$0
	\$2,147,096	\$1,901,754	\$2,190,207	\$2,195,115	\$2,204,279	\$9,164

PCHR uses citywide contracts only.

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The proposed Fiscal Year 2018 General Fund budget totals \$2,204,279, an increase of \$9,164 over Fiscal Year 2017 estimated obligation levels. This increase is primarily due to contract salary increases.

The proposed budget includes:

- \$2,141,591 in Class 100, a \$16,910 increase over FY17. This funding will cover salaries and stipends for the Commissioners.
- \$34,657 in Class 200, a \$7,746 decrease over FY17. This funding will support professional services, training and transportation.
- \$27,731 in Class 300, which is level funding from FY17. This funding will cover office supplies and repairs and maintenance to machines.
- \$300 in Class 400, which is level funding from FY17. This funding will cover office equipment.

Commission on Human Relations

STAFFING LEVELS

The department is requesting 34 budgeted positions for FY18, which is level funding over FY17.

NEW HIRES

N/A

PERFORMANCE, CHALLENGES, AND INITIATIVES

FY18 Performance Measures				
Measure	FY16 Actual	FY17 YTD (Q1 & Q2)	FY17 Estimate	FY18 Target
Discrimination Cases Investigated *	252	92	191	191
Ban the Box Cases Investigated	15	21	40	40
Neighbor Disputes Investigated **	356	145	340	340
Intergroup Conflict Cases Investigated	30	31	60	60
Prevention/Education Activities ***	162	74	180	180
Fair Housing Commission Investigations	273	146	260	260
Fair Housing Commission Hearings	355	269	350	350

* The FY17 estimate and FY18 target reflect the numbers in PCHR's contract with the EEOC.

** Neighbor disputes tend to increase in the spring. As a result, PCHR expects to meet the year-end estimate.

*** 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 which it receives \$700 for each dual-filed discrimination case it investigates and closes. In FY16, the unit generated \$136,000 from its case closings. In FY17, it is anticipated that PCHR will receive \$139,000, which is 6.3% of its budget.

Commission on Human Relations

CONTRACTING EXPERIENCE

PCHR uses citywide contracts only.

EMPLOYEE DATA

Staff Demographics (as of December 28, 2016)				
Full-Time Staff			Executive Staff	
	Male	Female	Male	Female
	African-American	African-American	African-American	African-American
<i>Total</i>	0	13	0	0
<i>% of Total</i>	0%	41%	0%	0%
<i>Average Salary</i>	\$0	\$56,350	\$0	\$0
<i>Median Salary</i>	\$0	\$51,553	\$0	\$0
	White	White	White	White
<i>Total</i>	3	5	0	1
<i>% of Total</i>	9%	16%	0%	100%
<i>Average Salary</i>	\$69,488	\$79,292	\$0	\$115,000
<i>Median Salary</i>	\$63,291	\$72,450	\$0	\$115,000
	Hispanic	Hispanic	Hispanic	Hispanic
<i>Total</i>	1	7	0	0
<i>% of Total</i>	3%	22%	0%	0%
<i>Average Salary</i>	\$37,764	\$50,716	\$0	\$0
<i>Median Salary</i>	\$37,764	\$51,553	\$0	\$0
	Asian	Asian	Asian	Asian
<i>Total</i>	3	0	0	0
<i>% of Total</i>	9%	0%	0%	0%
<i>Average Salary</i>	\$62,935	\$0	\$0	\$0
<i>Median Salary</i>	\$58,431	\$0	\$0	\$0
	Other	Other	Other	Other
<i>Total</i>	0	0	0	0
<i>% of Total</i>	0%	0%	0%	0%
<i>Average Salary</i>	\$0	\$0	\$0	\$0
<i>Median Salary</i>	\$0	\$0	\$0	\$0
	Bilingual	Bilingual	Bilingual	Bilingual
<i>Total</i>	3	7	0	0
<i>% of Total</i>	9%	22%	0%	0%
<i>Average Salary</i>	\$48,248	\$50,716	\$0	\$0
<i>Median Salary</i>	\$48,548	\$51,553	\$0	\$0
	Male	Female	Male	Female
<i>Total</i>	7	25	0	1
<i>% of Total</i>	22%	78%	0%	100%
<i>Average Salary</i>	\$62,148	\$59,360	\$0	\$115,000
<i>Median Salary</i>	\$62,891	\$62,491	\$0	\$115,000

NUMBER OF BILINGUAL EMPLOYEES

Number of Bilingual Employees																
	Spanish	French	Hindi	Urdu	Russian	Haitian - Creole	Polish	Mandarin	Japanese	Arabic	Hebrew	Khmer	Portuguese	Vietnamese	German	American Sign Language
Community Relations	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Fair Housing/Intake	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Compliance	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total - All Divisions	9	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total - # of Bilingual Employees	10															
Total - # of Languages Spoken	16	(1 employee speaks 15 languages)														