

NYC COMMISSION ON HUMAN RIGHTS

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ANNUAL
REPORT

BILL DE BLASIO, Mayor
CARMELYN P. MALALIS, Commissioner/Chair



2014 Annual Report

NEW YORK CITY COMMISSION ON HUMAN RIGHTS



BILL DE BLASIO, MAYOR

CARMELYN P. MALALIS, COMMISSIONER/CHAIR

NEW YORK CITY COMMISSION ON HUMAN RIGHTS

Message from the Mayor



New York has always been a place filled with opportunity and the promise of equality, and people from all over the world have come here to be a part of our city's great success story. Hailing from every corner of the globe, our residents and visitors contribute to the diversity and strength of our communities. To ensure that everyone is treated fairly and with respect, it is our duty to protect the civil rights of all those who live in, work in, and visit the five boroughs.

Responsible for safeguarding the dignity and fundamental rights of all New Yorkers, the New York City Commission on Human Rights has upheld social justice and enforced our Human Rights Law, one of the most comprehensive civil rights laws in the nation. I have appointed Carmelyn P. Malalis as the Chair of the Commission, whose background of encouraging positive community relations and advocacy for fair and equal treatment will help us better protect the rights of people in our city.

The Commission on Human Rights has made vital contributions to our goal to build one city, where everyone can rise together, and I invite you to learn more about the Commission's work in its 2014 Annual Report.

A handwritten signature in black ink that reads "Bill de Blasio". The signature is written in a cursive, flowing style.

Bill de Blasio

Message from the Commissioner



When Mayor Bill de Blasio appointed me to helm this important agency, I was honored to be given the opportunity to work with the City and New Yorkers in protecting the human rights and dignity of people in our great city. In mid-February 2015, I proudly assumed my role as Chair and Commissioner. Since then, I have had the great pleasure of meeting and getting to know the hard-working Commission employees who have assisted over 90,000 people in the City through projects and activities administered through the Commission's Community Relations Bureau, and the staff in our Law Enforcement Bureau, who have helped people in the City secure over one million dollars in damages when their rights under the City Human Rights Law were violated.

Indeed, I joined the Commission just as it finished another busy year. In 2014, 633 complaints of discrimination, retaliation, harassment, or failure to accommodate were filed with or by the Commission's Law Enforcement Bureau, which is charged with enforcing the New York City Human Rights Law – one of the most expansive of its kind in the nation. The Community Relations Bureau's Human Rights Specialists and support staff continued to provide training, programming and services to New Yorkers in every borough through its five borough-based Community Services Centers. Both bureaus teamed up to field almost 5,000 inquiries and resolve almost 200 matters involving violations of the Human Rights Law without having to file a complaint. These are just some examples of the Commission's accomplishments from the past year.

To accomplish the work we do at the Commission requires more than a legal and professional commitment. Our work is very personal, as indicated in the language of our law: "...there is no greater danger to the health, morals, safety and welfare of the city and its inhabitants than the existence of groups prejudiced against one another and antagonistic to each other because of their actual or perceived differences." While many of the accomplishments that you will read about in this 2014 Annual Report are presented in numbers and dollars, we have listed several examples to highlight the human factor. For example, in 2014, the Commission successfully advocated on behalf of female workers who were sexually

harassed and in some cases fired; a Brooklyn man who was denied housing because he has a child living with him; a man who had difficulty moving around his home because structural insufficiencies in his building prevented his use of a wheelchair; and a woman who was repeatedly harassed by her supervisor based on her national origin. These are just a few of the many individuals whose lives were improved – and whose dignity was restored – because of the Commission’s work.

Looking ahead, I am thrilled to lead this very important agency into an exciting period of transition, expansion and transformation. After more than a decade of representing and litigating on behalf of clients with claims under the Human Rights Law, assisting and consulting with legal advocacy organizations that work with and advocate on behalf of individuals and communities affected by the discrimination and harassment that the law was meant to protect against, and working with counsel for employers and businesses to resolve issues proactively and non-litigiously, it is my great honor to bring that knowledge and experience to my work at the Commission.

There is much that our Law Enforcement Bureau (LEB) and Community Relations Bureau (CRB) have accomplished when they have worked together and there is much more that we look forward to accomplishing in the year ahead. Efforts are already underway to implement a collaborative, strategic vision where staff working with individuals filing complaints will help inform the work of both LEB and CRB to help them identify and resolve issues with or without complaints filed; staff working on Commission-initiated investigations will help CRB develop programming responsive to the needs of different communities; and CRB Human Rights Specialists can help LEB identify the industries and repeat violators of the law that should be investigated. There are multiple ways in which our bureaus can interact with each other, as well as with other City agencies, community groups, employers, businesses, and other entities. The year ahead will be a year of exploration and strategizing to build on the prior work of the Commission and design even more ways to protect, inform, educate and train New Yorkers.

It is an exciting time to be partnering with the Commission, and I invite you to read about us in this 2014 Annual Report, reflect on the work the Commission has done and is poised to do, and think about how you, your organization, firm, business or community can help accomplish our mandates to “foster mutual respect and understanding” and “encourage equality of treatment” in our wonderfully diverse city.

I am proud to serve as the City’s Human Rights Commissioner and look forward to working with and for you in 2015!

A handwritten signature in dark ink, appearing to read 'C. P. Malalis', with a stylized flourish at the end.

Carmelyn P. Malalis

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Introduction

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

The New York City Human Rights Law is one of the most comprehensive civil rights laws in the nation. The Law prohibits discrimination in employment, housing and public accommodations based on race, color, creed, age, national origin, alienage or citizenship status, gender (including gender identity, gender expression and sexual harassment), sexual orientation, disability, marital status and partnership status. In addition, the Law affords protection against discrimination in employment based on unemployment status, arrest or conviction record and status as a victim of domestic violence, stalking and sex offenses. In housing, the Law affords additional protections based on lawful occupation, family status, and any lawful source of income. The City Human Rights Law also prohibits retaliation, discriminatory harassment or violence, and bias-related profiling by law enforcement. The Law also requires employers to make reasonable accommodations for pregnant women, religious beliefs, and people with disabilities. Housing providers and public accommodations are required to make reasonable accommodations for religious beliefs and people with disabilities.

The Commission's Community Relations Bureau (CRB) educates the public about the protections of the New York City Human Rights Law and encourages understanding and respect among New York City's many diverse communities. CRB fulfills this role through its many educational programs, workshops and presentations directed at the City's most vulnerable populations, such as immigrants, the unemployed, the formerly incarcerated, seniors, and people with disabilities. In addition, CRB brings diverse populations together in shared activities like sports to work towards shared goals, allowing them to focus on the things they share, instead of their differences.

Law Enforcement Bureau

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

The number of new cases the Commission filed in 2014 was 633; 69% of those cases were in employment, 17% in housing, 13% in public accommodation, and 1% were discriminatory harassment or violence. In addition, the Commission successfully resolved 191 potential complaints of discrimination through pre-complaint intervention; 176 of those are in the area of disability accommodations.

The following three examples illustrate successful pre-complaint interventions.

- LEB successfully intervened on behalf of a pregnant woman, who was fired from her job instead of being offered a temporary leave accommodation. LEB addressed the issue with her employer, citing an amendment that was added to the NYC Human Rights Law in 2014 that prohibits discrimination in employment based on pregnancy, childbirth, or a related medical condition and requires employers to provide a reasonable accommodation. When the woman was cleared to work, she was reinstated to her previous position.
- LEB successfully intervened on behalf of a disabled tenant who uses a wheelchair to ambulate. The tenant notified the building manager of broken tiles near the elevator that made it difficult to enter and exit the elevator. The tenant also complained about difficulty in opening the front door. No repairs or modifications were made until LEB spoke to the building manager, who replaced the broken tiles and agreed to install an automatic front door.
- LEB successfully intervened on behalf of an employee who had been convicted of a misdemeanor crime in 1997 and disclosed that information to the

employer. When she did not receive a paycheck for two weeks and inquired, she was allegedly told, "you're a criminal and we don't have to pay you." After LEB spoke with the owner, the woman received her full pay in addition to overtime and the expenses she had incurred.

In addition to the 191 allegations resolved through pre-complaint intervention, the Commission resolved 568 filed cases. The average amount of time it took to resolve these cases was 468 days. The Commission's two-pronged approach – an intensive initial interview with the complainant followed by an immediate investigation of the facts alleged – provides LEB staff with a greater ability to gather evidence, identify witnesses, and build the strongest case.

During 2014, 79% of the pending cases at the Commission were under one year old. At the end of 2014, only two cases were over three years old – both of those were appeals.

Cases

The following filed complaints show the types of cases the Commission regularly handles and resolves for complainants. These cases were resolved in 2014.

- A complainant alleged that her employer subjected her to sexual harassment based on her gender and then fired her in retaliation for complaining to her supervisor. Two of the woman's co-workers were also fired in retaliation for their involvement in the investigation. The Commission reached a settlement in which the employer agreed to pay the first complainant \$45,000 in back pay and compensatory damages; the other two complainants each received \$20,000 in back pay and compensatory damages. The respondents also agreed to undergo training on the NYC Human Rights Law.

- A complainant filed a discrimination complaint with the Commission against her employer alleging that her supervisor repeatedly made disparaging remarks to her based on her national origin. The employer agreed to settle the matter by paying the complainant \$8,000 in damages and undergoing training on the NYC Human Rights Law.
- A complainant filed a discrimination complaint with the Commission against his landlord alleging the building superintendent repeatedly made disparaging remarks based on the man's sexual orientation. The landlord terminated the superintendent and just before trial, agreed to settle the matter, paying \$15,000 to the complainant.

Access for People with Disabilities

The Equal Access Program assists people with disabilities by identifying architectural and financial resources that are available, advocating for the disabled when dealing with landlords and/or service providers, and assisting with legal action if intervention fails.

Many of New York's buildings, stores, and other public accommodations are not accessible to people with disabilities. As a result of its aggressive efforts in 2014, the Commission negotiated 182 modifications. Most of these modifications (176) were accomplished through pre-complaint intervention.

Orders

In 2014, the Commission issued three post-trial Orders.

- On February 5, 2014, the Commission ordered a Queens dry cleaner to pay a \$10,000 civil penalty and \$10,000 in damages to one of its employees after repeatedly subjecting him to derogatory names because of his perceived sexual orientation.
- On May 22, 2014, the Commission ordered the owners of a Brooklyn building to pay \$5,000 in

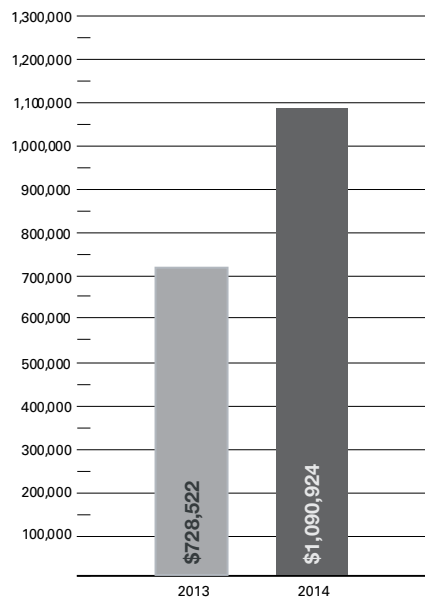
damages to the complainant after refusing to rent him an apartment because he had a child.

- On September 10, 2014, the Commission ordered that a disability discrimination case, dismissed by an OATH judge, go to trial. The disability complaint involved a hospital worker with strep throat who was instructed to take leave. When he returned to work three days later, he was fired. The Administrative Law Judge granted summary judgment in favor of the respondent and stated that strep throat was not a disability under the NYC Human Rights Law. The Commission reversed the judge's recommendation and ordered a trial.

Fines

In 2014, the Commission assessed 62 fines totaling \$189,750.

SETTLEMENTS



Settlements

The Commission has the authority to obtain cash settlements for those aggrieved by violations of the Human Rights Law. In 2014, 77 complainants received settlements totaling \$1,090,924. Non-cash settlements successfully negotiated by the Commission include rehiring, policy changes, and modifications for accessibility. *(See chart on page 5)*

LEB Staff

In addition to three attorneys from the Commission’s executive staff, the Law Enforcement Bureau consists of 14 attorneys, four Human Rights Specialists, including two former NYPD officers, and four support staff members.

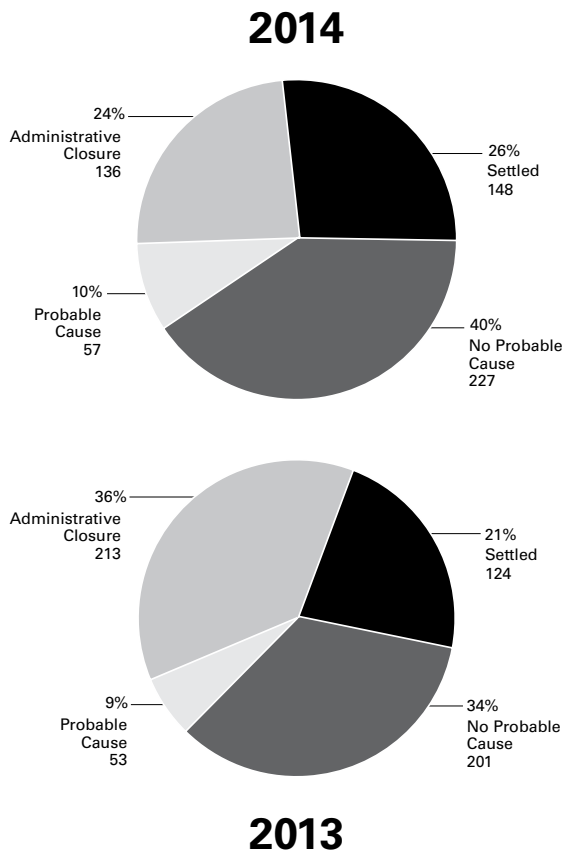
BRIEF DESCRIPTION OF THE COMPLAINT PROCESS

INTAKE	Members of the public come into one of the Commission’s locations to raise a claim under the Human Rights Law. They fill out an intake form, and that information is sent to an LEB attorney. Attorneys conduct the interview and try to intervene and resolve the issue before generating a complaint. Outside attorneys have the ability to submit complaints to the Commission.
COMPLAINT IS FILED	The Law Enforcement Bureau files and serves the complaint; all parties are invited to mediate.
INVESTIGATION	Attorneys interview parties and witnesses, review documents, and depending on the type of case, may inspect the premises.
DETERMINATION	A Probable Cause Determination is issued when, after its investigation, the Commission believes that a reasonable person, looking at the evidence as a whole, could reach the conclusion that it is more likely than not that the unlawful discriminatory practice was committed. The Commission may administratively close a case for a number of reasons, including, but not limited to, if the Commission cannot locate the complainant, if the complainant fails to cooperate or is disruptive or if the Commission determines that prosecution is not in the public interest. If after its investigation, the Commission determines that probable cause has been found not to exist, the Commission shall issue a No Probable Cause Determination stating the reasons for LEB’s conclusion and dismiss the complaint.
THE HEARING PROCESS	An Administrative Law Judge (ALJ) from the Office of Administrative Trials and Hearings holds a pre-trial conference. If the case does not settle, the ALJ conducts a hearing and issues a Report and Recommendation, which is sent to the Commission.
FINAL DECISIONS AND ORDERS	The Commission reviews the Report and Recommendation and issues a Decision and Order.

Determinations and Resolutions

The charts below indicate the percentage of cases that resulted in determinations, settlements, and administrative closures.

DETERMINATIONS AND RESOLUTIONS



CASES FILED

The types of discrimination complaints filed with and by the Commission during 2014 can be found below. Since many complaints alleged more than one protected class, these totals will exceed the number of complaints filed. The chart depicts each area of protection involved in the complaints filed.

EMPLOYMENT	2014
Age	43
Creed	16
Disability	119
Alienage	0
Color	13
National Origin	51
Sexual Orientation	17
Race	55
Gender	211
Arrest Record	5
Conviction Record	7
Domestic Violence	3
Citizenship Status	0
Partnership Status	0
Marital Status	2
Pregnancy Accommodation	27
Retaliation	88

HOUSING	2014
Age	5
Creed	2
Disability	38
Alienage	3
Lawful Source of Income	23
Gender	5
Color	5
Marital Status	6
National Origin	11
Sexual Orientation	9
Race	17
Presence of Chidren	4
Lawful Occupation	2
Citizenship Status	3
Partnership Status	2
Retaliation	5
Interference with Protected Class	2
Relationship by Association	8

PUBLIC ACCOMMODATION	2014
Age	4
Creed	4
Disability	39
Alienage	0
Color	10
National Origin	5
Sexual Orientation	4
Race	30
Gender	18
Citizenship Status	0
Partnership Status	0
Marital Status	1
Retaliation	3
Relationship by Association	1

Discriminatory Harassment and Violence	2014
Disability	1
National Origin	2
Color	1

MEDIATION	2014
Cases	1
Closed	1
Successfully Settled	1
Unsuccessful, returned to LEB	0
Conferences	2

Inquiries

The chart below provides information on the number of communications (eg., telephone calls, emails, and letters) the Commission received from the public inquiring about the NYC Human Rights Law in 2014.

TOTAL: 4,975

Protection	Employment	Housing	Public Accommodation	Discriminatory Harassment and Violence	Bias-Based Profiling	Non-Jurisdictional	Total	LIMITED ENGLISH PROFICIENCY Languages	
Age	41	15	17	0	0	69	142	Arabic	3
Religion/Creed	15	12	11	1	0	40	79	Bengali	1
Disability	49	75	49	1	1	187	362	Cantonese	10
Alienage/ Citizenship Status	4	0	1	0	1	10	16	Haitian Creole	2
Color	48	40	47	2	0	154	291	Korean	3
National Origin	32	26	20	0	0	107	185	Mandarin	22
Sexual Orientation	16	12	2	2	0	32	64	Polish	2
Race	57	50	64	1	0	171	343	Russian	10
Gender*	44	28	17	1	1	99	190	Spanish	461
Arrest Record	12	3	2	0	0	20	37	Turkish	1
Conviction Record	15	6	0	2	0	22	45		
Domestic Violence	2	0	0	0	0	2	4		
Partnership Status	0	8	2	0	0	12	22		
Marital Status	2	1	0	0	0	4	7		
Lawful Source of Income	1	21	2	1	0	24	49		
Lawful Occupation	2	3	1	0	0	8	14		
Presence of Children**	0	6	2	0	0	5	13		
Unemployment Status	2	0	0	0	0	1	3		
Retaliation	11	4	0	1	0	11	27		
Misc.***	610	595	499	26	7	2,235	3,972		

*Includes Gender Identity, Gender Expression, and Sexual Harassment.

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

***Inquiries not related to a specific protection.

Community Relations Bureau

The Human Rights Law empowers the Commission to proactively reach out to the public – individuals, communities, community groups, advocacy organizations, employers, businesses, landlords, real estate agents, etc. – to provide education, training, and information on the protections of the Human Rights Law and encourage understanding and respect among the people that live in and visit New York City. To address this mission, the Commission's Community Relations Bureau (CRB) provides services through its five borough-based Community Service Centers, and gathers intake information from individual walk-ins, which is provided to LEB, so that LEB staff can contact the individuals. CRB consists of 27 Human Rights Specialists and four support staff members.

The various services of CRB's field operation compose the Commission's Neighborhood Human Rights Program (NHRP). Through the NHRP, the Commission's Human Rights Specialists work on a local level with block, tenant, religious, educational, merchant, and community groups to improve relationships, foster understanding and stabilize communities. The Commission stations Human Rights Specialists in each of the five boroughs so that they are able to personally build relationships in local communities and support civic leadership and community organizations, educate community members about the protections they have under the Human Rights Law and, if necessary, connect them to the Commission's LEB or other City services. Below is a description of some of the many services provided to the public in 2014 through the Commission's NHRP.

Serving the City's Immigrant Communities

The Commission conducted 86 workshops, including 63 ESOL classes (reaching 1,221 students and teachers), and other outreach events during 2014 to inform immigrant workers, employers, and immigrant advocacy organizations about immigrants' rights and employers' obligations under Federal and City laws. For example,

- Human Rights Specialists attended over 200 naturalization swearing-in ceremonies, reaching more than 32,000 people, to provide presentations on the Human Rights Law to new citizens and provide personal, on-site support to immigrant families with questions about their rights;
- CRB collaborated with 22 schools and educators providing adult literacy classes which include literature and other information regarding the Human Rights Law and NHRP services in materials distributed to students;
- CRB worked with a number of locations including Flushing Library, Jackson Heights Library, Brooklyn Library, New York Public Library, LaGuardia College, Harlem YMCA, New America YMCA, University Settlement, YMCA Elesair Program, Turning Point, and the Chinatown Manpower Project to teach English classes to speakers of other languages (ESOL classes), and to educate students on employment rights using an interactive DVD workbook developed and produced by the Commission. The Commission also prepared beginning/intermediate and advanced workbooks for ESOL teachers with lesson plans and supplemental information; and
- Human Rights Specialists worked with community groups and advocacy organizations to provide workshops explaining discrimination based

on national origin, citizenship or alienage, including citywide presentations that were conducted in English, Spanish, Chinese, and French.

Developing and Presenting Programming for Workforce Development and Back-To-Work Agencies

During 2014, CRB continued its workforce development program *Working for Real: Employment Rights and Discrimination in the Workplace*. This anti-discrimination program provides workshops throughout the City's many workforce development and other back-to-work agencies. The program highlights employment information; recognizing and responding to employment discrimination; sexual harassment in the workplace; and specific resources for people with disabilities; individuals with arrest and/or conviction records; and victims of sexual harassment. The Commission has responded to the need for these workshops at multi-site organizations such as Goodwill Industries, FEGS, and many other community-based venues.

Re-Entry Programs and Workshops for Incarcerated and Formerly Incarcerated Individuals

In 2014, the Commission also expanded its workshop format for incarcerated and formerly incarcerated individuals, conducting 285 workshops for 10,134 individuals through a large re-entry network. CRB staff built and/or strengthened relationships with a variety of different groups and programs including, for example, ComALERT, Serendipity 1 and 2, NYC Dept. of Probation's Neighborhood Opportunity Network Program, NYC Dept. of Correction and Community Supervision, Hour Working Women Program, and the Women's Prison Association. In addition, each week, CRB collaborates with the City's Department of Correction to present workshops at one of the 16 different Rikers Island facilities. These workshops emphasize employment protections under the Human Rights

Law, as well as provide useful information on citywide services, voting rights, and other helpful resources.

Equal Access for People with Disabilities

The CRB staff continued its Equal Access Program in 2014, with the goal of identifying equal access issues in housing, employment and public accommodations, and resolving them without the need for such issues to be raised in an adversarial process before LEB. Individuals, housing providers, and other entities have praised this program, in which CRB staff members regularly conduct workshops and engage in collaborative discussions with relevant parties to address accessibility issues. In 2014, CRB successfully negotiated 176 modifications for individuals with disabilities through such interventions, and worked with LEB staff when necessary.

Modifications secured through the Commission in 2014 include installing permanent and portable interior and exterior ramps, electronic doors, interior and exterior railings, accessible bathrooms and grab bars; painted steps for color contrast for the visually impaired; lowering of sink and removal of door saddles; widening of a bedroom door; decreased door pressure; policy changes at a restaurant to permit wheelchairs; accessible parking spaces and signage; lowering of credit card swipe mechanisms at a market; and relocation of a disabled resident to an accessible unit.

Accommodations made in 2014 that have a wider impact on more individuals include: (i) significant renovations completed at a Manhattan health club that include accessible signage, installation of electronic doors, lowering of elevator panels, decreasing door pressure to pool area, installation of ramps to a pool and sauna, accessible showers, installation of a locker room and changing area, and installation of lifts into a pool and hot tub; (ii) another health club repaired its pool lift, lowered the door pressure on all doors at the club and now provides accessible bathrooms; (iii) a film festival

now provides an accessible viewing area as well as a special screen with captioning; (iv) a medical lab in Brooklyn provides accessible blood drawing services; and (v) a Brooklyn museum that is providing literature detailing accessible area restaurants, services, and transportation.

Outreach and Education to Students, Schools, Educators, and Staff

In 2014, CRB staff members visited 28 City schools and 20 youth centers across the City. They conducted 288 sessions and taught over 5,382 students in grades 6-12. Human Rights Specialists covered an array of topics, including the Human Rights Law, addressing incidents of sexual harassment, conflict resolution among school stakeholders, cyberbullying, and peer mediation between students.

Developed internally at the Commission, CRB's Peer Mediation Training Program helps schools to establish a peer mediation program at their location and trains middle and high school students to become peer mediators. During 2014, 192 high school students from 16 schools throughout the City graduated from the Peer Mediation Training Program. The Commission uses its *Talk it Over: A Peer Mediator's Guide* to assist the student mediators with the mediation process. These student mediators then assist their peers in resolving differences before they escalate into violence or harassment. CRB's approach to teaching peer mediation is grounded in the underlying principles of the Human Rights Law – tolerance, human dignity, and respect. During this eight-to-ten week program, CRB staff members teach students valuable life skills and facilitate discussions regarding patience, persistence, active listening, and problem solving, while presenting alternatives to threats and violence. To assist schools in maintaining and growing the program, the Commission-developed

training manual is provided to school coordinators along with CRB contacts who can be called to consult with the coordinators. Students, faculty, and staff benefit from the program.

Fair Housing Services and Programs

In 2014, the Commission participated in several activities as part of its fair housing program to promote equal opportunity for housing under the law. These activities included: providing training for housing providers and community groups (including 151 fair housing workshops); facilitating problem-solving discussions with housing providers to resolve housing complaints; assisting LEB in investigations of unlawful real estate practices; providing technical assistance to tenants as part of the Citywide Task Force on Housing Court; and participating in community activities encouraging harmonious intergroup relations and neighborhood stability.

In addition, the Commission pooled funding from the NYC Department of Housing Preservation and Development, the Russell Sage Foundation, and Columbia University to collaborate with a research team at Columbia University's Center for the Study of Development Strategies to conduct a housing discrimination study. Through testing supervised by both the Center and the Commission, the study measured baseline levels of discrimination in the rental housing market and also experientially tested the effectiveness of anti-discrimination telephone messages from city government. A final report is expected in 2015.

Mortgage Counseling and Predatory Loan Prevention

Since 2004, the Commission has been a HUD-certified Housing Counseling Agency and has provided mortgage counseling services to the public

in each Community Service Center. Most of the Commission's clients are referred to the agency by HUD when individuals' homeownership is in jeopardy. CRB staff members engage in outreach efforts and provide counseling services to address the community instability created by predatory lending practices. These practices include excessively high fees and commissions, misrepresentation of the mortgage's terms and conditions, high interest rates, repeated financing of loans, balloon payments, and the financing of high-cost credit insurance. In 2014, CRB staff provided 415 counseling sessions for 63 homeowners facing foreclosure.

In order to reach affected members of communities, CRB staff distribute information and helpful resources, including consumer and banking information. Human Rights Specialists also participate in homeownership seminars and predatory lending workshops in communities more vulnerable to this type of discrimination.

Educating Businesses on the Human Rights Law

Many neighborhood-based businesses need information and education regarding their rights and responsibilities as employers or public accommodations under the Human Rights Law. CRB staff work with different groups and organizations to provide this much-needed information so that businesses do not run afoul of the law. In 2014, CRB staff conducted 20 workshops for Business Improvement Districts, Chambers of Commerce, and other business organizations, covering employment discrimination and public accommodations issues such as accessibility, refusal to serve because a patron is a member of a protected class, and discriminatory advertising. The Commission launched a citywide campaign distributing thousands of decals printed in several languages to street-level businesses

stating "We Do NOT Discriminate. If You're Buying, We're Selling." The campaign informed store owners of the City's comprehensive Human Rights Law while informing shoppers of all protected classes under the law that they are welcome to shop at those locations free from discrimination.

Serving a Diversity of Communities with Different Language Access Needs

The CRB staff conducted 148 workshops in languages other than English. Those languages were: Spanish – 67; Mandarin/Chinese – 43; French – 2; Russian – 26; Haitian Creole – 8; Korean – 1; and Coptic – 1. As part of a comprehensive public education campaign, the Commission published its informational booklet in several languages spoken by New Yorkers, including Chinese, English, French, Haitian Creole, Italian, Korean, Russian, and Spanish. The booklets appear on the Commission's website: www.nyc.gov/cchr. In addition to those languages, some of the Commission's info cards are printed in Arabic, Italian, Polish, and Urdu.

In addition, the Department of City Planning estimates that nearly 50% of all New Yorkers speak a language other than English at home and, of those, 49% are considered Limited English Proficient (LEP), meaning that 25% of all New Yorkers are LEP. The Commission estimates that it has provided services to over 36,000 LEP individuals in 2014.

By year-end, the Commission delivered 91,638 units of service throughout the five boroughs meaning that CRB assisted 91,638 members of the public in 2014.

COMMUNITY PROGRAMS

IMMIGRANT EMPLOYMENT RIGHTS	<p>Program provides presentations and materials on employment and workplace protections for:</p> <ul style="list-style-type: none"> • immigrant workers, employers, and immigrant advocacy organizations; • ESOL adult literacy students at all learning levels; and • ESOL, ESL, GRE, and ABE instructors.
WORKFORCE DEVELOPMENT PROGRAMMING	<p>Program provides presentations considering employment rights for:</p> <ul style="list-style-type: none"> • clients in workforce development agencies and other back-to-work programs; • individuals with disabilities; • individuals with arrest and/or conviction records; and • victims of domestic violence.
RE-ENTRY PROGRAMS	<p>Program provides presentations and materials regarding employment rights for previously incarcerated individuals in:</p> <ul style="list-style-type: none"> • re-entry community organizations; • correctional institutions; and • parole and probation orientations.
EQUAL ACCESS FOR PEOPLE WITH DISABILITIES	<p>Program provides:</p> <ul style="list-style-type: none"> • investigation of individual inquiries (interviews, space assessment, code assessment, analyzing code compliance issues, discussion of the law); • intervention, i.e. educating and negotiating with owners; • group presentations regarding disability rights to consumers, business people, social service agencies, and hospitals; and • drafting complaints and follow-up investigations.
SCHOOL PROGRAM	<p>Program provides several curricula, including the “NYC Human Rights Law,” “Sexual Harassment,” “Cyberbullying,” and “Resolving Conflict” to:</p> <ul style="list-style-type: none"> • school classes (grades 6-12) or youth programs; and • teachers, or counselors, and parent groups.
PEER MEDIATION & COMMUNITY MEDIATION	<p>Program provides:</p> <ul style="list-style-type: none"> • how to mediate bias and other community disputes; • peer mediation programs in schools; and • conflict resolution training to personnel from community groups, not-for-profit organizations and schools.
FAIR HOUSING, MORTGAGE COUNSELING & PREDATORY LOAN PREVENTION	<p>Program provides:</p> <ul style="list-style-type: none"> • fair housing training with HPD to contractors and developers; • community or parent group presentations on fair housing provisions of the Law; and • weekly assistance in Housing Courts with the Citywide Task Force on Housing Court. • HUD-referred counseling for individuals facing the loss of their homes that includes: <ul style="list-style-type: none"> ■ reviewing in person their financial and mortgage status; ■ writing letters to creditors or banks to negotiate payment; ■ exploring alternatives to foreclosure with individuals and lending institutions; ■ referring cases of suspected predatory lending; ■ distributing literature and participating in housing coalitions; and ■ delivering community presentations on predatory lending and foreclosure prevention.
FAIR BUSINESS PRACTICE	<p>Program provides presentations and materials on the Human Rights Law covering employment rights and public accommodation issues like accessibility, refusal of services based on a protected class, and discriminatory advertising for:</p> <ul style="list-style-type: none"> • Business Improvement Districts; • chambers of commerce; and • business organizations.

Major Highlights

Preliminary Report Released on Combatting Housing Discrimination

The Commission released a preliminary report following a 2½ year housing discrimination study conducted with Columbia University's Center for the Study of Development Strategies. The study measured the baseline levels of discrimination in the rental housing market and also tested the effectiveness of anti-discriminatory telephone messages from City government urging landlords to comply with the NYC Human Rights Law. The report suggested that there was strong evidence of discrimination against the Hispanic testers and that they were the least likely group, compared to whites and African-Americans, to receive a callback for an offer to rent an apartment. Preliminary results also revealed that phone contact by the City can substantially reduce discriminatory behavior by brokers and landlords directed at Hispanics but not necessarily have any impact on discriminatory behavior against African-Americans.

Commission Teams with HPD on Fair Housing Efforts

The Commission teamed up with the NYC Department of Housing Preservation & Development (HPD) on a number of Fair Housing initiatives during 2014, delivering 68 fair housing workshops geared for tenants, homeowners, landlords, and construction companies and contractors receiving HPD funds – providing them with information on various aspects of the NYC Human Rights Law including fair housing laws and employment discrimination. The Commission also collaborated with HPD, hosting a forum entitled Combatting Housing Discrimination, which highlighted the Columbia University study on discrimination and effective anti-discrimination messaging from government. This joint effort is in addition to the Commission's own presentations on Fair Housing.

Commission Targets Employment Discrimination with Increased Public Education

With the addition of two amendments to the NYC Human Rights Law, the Commission increased its public education efforts in the area of employment discrimination. The Commission created a Pregnancy and Employment Rights poster available in seven major languages on the Commission's website. Under the law, all employers with four or more employees are required to distribute the poster to all its employees. In addition to enforcing the law, the Commission's Human Rights Specialists have highlighted the rights of pregnant women in all presentations, workshops, and information fairs and have distributed Commission literature to clinics, hospitals, and community-based organizations. Additionally, Commission staff have targeted employers, colleges, and schools with information on interns, who now have the same rights as employees under the law, whether they are paid or unpaid.

Decal Campaign Highlights Discrimination-Free Shopping

The Commission visited street-level businesses throughout the City with decals in several languages that read "We Do NOT Discriminate. If You're Buying, We're Selling" – a message that reached thousands of New Yorkers and visitors. The decals were part of the Commission's intense education effort to inform businesses of the City's comprehensive Human Rights Law and inform shoppers of all protected classes under the law that they are welcome to shop at that business free from discrimination.

Commission in the News

The Commission's Communications Department works closely with both the Law Enforcement and Community Relations Bureaus to develop a media strategy that would maximize the number of people the Commission reaches, informing them of the Commission's work and the NYC Human Rights Law. Part of this aggressive anti-discrimination campaign included highlighting the Commission's high-profile cases and events in mainstream, ethnic, and community press.

In 2014, the Commission appeared 704 times in the media, with the majority of media appearances prominently featuring the Commission. This number does not include each media outlet's online version of the story. Additionally, the Commission's Public Service Announcement "Words Hurt Anywhere" aired 852 times.

Significant placements in both print and electronic media included: The Associated Press, Reuters, Huffington Post, CBS NY, ABC News, NBC News, Fox News, Al Jazeera, CNBC, WPIX 11, NY 1 News, NYC Media, News 12 Brooklyn, Bronx Net, *The New York Times*, *Daily News*, *New York Post*, *The New York Law Journal*, *Wall Street Journal*, *The Washington Post*, *The L.A. Times*, *Miami Herald*, *Chicago Tribune*, *Staten Island Advance*, *AM New York*, *Gay City News*, *China Press*, *Brooklyn Daily Eagle*, *Chief/Leader*, *The Jewish Daily Forward*, *The Economist*, *Women's Wear Daily*, *Crain's New York Business*, *Gothamist*, *DNA Info*, *NPR/WNYC 93.9 FM* and *AM 820*, and *WWRL 1600 AM*. Below and the following page provide a sampling of the Commission's 2014 highlights in the media.

Doctor Says No Overtime; Pregnant Worker's Boss Says No Job

Angela's doctor said she was healthy enough to work, but her boss said she was not. The pregnant worker was told she was not qualified for the job, and the doctor said she was healthy enough to work. The pregnant worker was told she was not qualified for the job, and the doctor said she was healthy enough to work.



With a doctor's clearance, the pregnant worker was told she was not qualified for the job, and the doctor said she was healthy enough to work. The pregnant worker was told she was not qualified for the job, and the doctor said she was healthy enough to work.

The NY Times 10/20/14

Ex-broker hit with \$20K fine for alleged discrimination

City claims agent posted Craigslist ad seeking dual-income, kids-free tenant

Former Filmore Real Estate broker Michael Jenkins was slapped with a \$20,000 fine after posting an apartment ad seeking "DINK" — dual-income, no-kids — tenants only.

The Craigslist ad for a one-bedroom unit on East 85th Street in Canarsie was posted in 2011 by Jenkins, stating "A FAMILY SIZE OF 2 PEOPLE [sic] ONLY!!!!!!" and "WE MUST HAVE A WORKING COUPLE WITH 2 INCOMES."

The post flew in the face of New York's housing laws, which prohibit discriminatory preferences for tenants in listing posts. Jenkins was contacted by city investigators working undercover. One claimed to be married with no kids, the other said he had plans to move in with his pregnant girlfriend. Jenkins allegedly told the latter that "the owners preferred only two adults and that he was unsure about whether the owners would accept a couple who were expecting a child." Human Rights Commission documents cited by the New York Post said. The other undercover in

Real Deal 2/19/14

Landlord Ordered to Pay Damages After Family Was Denied Unit

BY JOHN CAHER

A BROOKLYN landlord whose son-in-law allegedly told a potential tenant that children were welcome in an apartment has been ordered to pay \$5,000 in damages and undergo anti-discrimination training.

In a recent ruling, the city's Commission on Human Rights rejected from an incident in 2012 when Adam Olan contacted a real-estate agent about an apartment for rent on 115th Street in Bayside. The apartment had been advertised on Craigslist.

Olan testified that the agent told him he was unavailable to show the apartment the following morning, but advised him to ring the bell for the first-floor apartment and the tenant would let him in.

Something about that being let for children and closed the door to his facts. Olan ended up finding a smaller apartment in Forest Park but testified that being there has been a "nightmare" because of noise and other issues. He filed a complaint with the city Commission on Human Rights, alleging that the landlord had refused to rent him the 115th Street apartment because

NY Law Journal 5/28/14

Taxi! Seeking women to drive for female passengers

December 15, 2014 5:20 pm • by David J. Phillips



WOLFE (CNN) — Sometimes a woman just has to find a taxi if you're looking for one without the stress of a taxi in New York City.

Less than 1 percent of the city's about 174,000 licensed taxis have female drivers, and women and their passengers are often left waiting for a taxi when they need one. The city is now offering a taxi service for women who are looking for a taxi without the stress of a taxi in New York City.

Bismark Tribune 9/15/14

PAY UP, PERV

Judge: Give boss, 88, a \$370G slap for harass

EXCLUSIVE
A 60-year-old man was ordered to pay \$370,000 in damages to a woman he sexually harassed for 10 years. The judge said the man's behavior was "outrageous" and "repulsive."

On September 10th, a judge in the Southern District of New York ordered a 60-year-old man to pay \$370,000 in damages to a woman he sexually harassed for 10 years. The judge said the man's behavior was "outrageous" and "repulsive."

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NY Daily News 3/18/14

Williamsburg Stores To Revise Modesty Signs; City Drops Suit

By David J. Phillips

Seven chaotic-owned stores in Williamsburg, Brooklyn, sued by the city for posting signs requesting modest dress by customers, agreed this week with the city just prior to trial. The city's Human Rights Commission dropped its request for \$75,000 in collective fines up from the original fines of under \$5,000 in exchange for new modesty signs that clarified that all individuals would be welcome to enter the stores free from discrimination.

The Jewish Week 1/22/14

Broker gets \$20K fine for posted ad for dual income, no kids tenants

By Peter Green and Jeff Goldstein
Newsday 12/18/14



The city's Human Rights Commission is seeking a former Brooklyn real estate salesman with a \$20,000 fine for posting an apartment ad seeking tenants with dual incomes and no kids — \$20K.

NY Post 2/18/14

SAH 7th Graders Sworn in as Peer Mediators

Thursday, 8, 2014

In Brooklyn, Brooklyn Baristas, we are continually finding new ways for our students to develop self-empowerment and cultivate their skills to conflict resolution, peacemaking, and leadership. Last Friday, our 7th Grade Social Studies class were in at Peer Mediators as part of the New York City Commission on Human Rights Peer Mediation Program. Patrick A., Faith R., Gabriela R., Noah R., Andrew R. and Isabella R. will now be available to negotiate conflicts between SAH students from 9th-12th grades.



Store Front Academy 12/5/14

Building Discriminates Against Older Tenants With Gym Ban, Complaint Says

By Emily Gray on August 26, 2014 7:45am



Brooklyn's Tenants Union says a 19th-century building discriminates against older tenants by banning gym use, according to a complaint filed with the New York City Human Rights Commission.

UPPER MERIDEN, Conn. — The building's tenants union filed a complaint with the New York City Human Rights Commission, saying that the building discriminates against older tenants by banning gym use, according to a complaint filed with the New York City Human Rights Commission.

DNA Info 8/20/14

Elderly NYC Businessman Faces Sex Discrimination Penalties

By JOHN CAHER

A BUSINESSMAN who tried to feed off sexual harassment charges by saying that he was like a father to

On a report to the City Commission on Human Rights, Administrative Law Judge Alexandra Zingales said that Monica Cardenas was subjected to "persistent and severe" discrimination.

City Human Rights Commission handing out anti-bias stickers to businesses

By Peter Green and Jeff Goldstein
Newsday 12/18/14



The Human Rights Commission is providing the decals to remind merchants and shopkeepers of the city's anti-discrimination law.

New campaign by the NYC Commission on Human Rights seeks to stop discrimination

Published: Aug 26, 2014 7:17 AM
The campaign by the NYC Commission on Human Rights is asking stores to post signs in their windows that read "We don't discriminate. If you are buying, we are selling."

News 12/24/14

NY Law Journal 3/24/14

Haves, have-nots divided by apartment poor doors

By JENNIFER PEEZ / Posted: Monday, August 18, 2014 9:27 am

NEW YORK (AP) — One New Manhattan skyscraper will greet residents of pricey condos with a lobby in front, while renters of affordable apartments that get the developer government incentives must use a separate side entrance — a so-called poor door.

In another apartment house, rent-regulated residents can't even pay to use a new gym that's free to their market-rate neighbors. Other buildings have added playgrounds and roof decks off limits to rent-stabilized tenants.

New York is a city where the rich and relatively poor have long lived side by side, with who pays what often a closely held, widely varying secret. But a recent spate of buildings with separate entrances for the haves and have-nots is fueling that question: out in the open, provoking an uncomfortable debate over equality, economics and the tightness of the social fabric.



Haves, have-nots divided by apartment poor doors

In this Aug. 5, 2014 photo, Jean Green (center) walks outside the building on New York City's Upper West Side where she has lived since 1972. The building has a rent-stabilized unit in a building that also houses market-rate residents. As a rent-stabilized

Brownsville Herald 8/18/14

United States: New York City Commission On Human Rights Releases New York City Human Rights Law Pregnancy And Employment Rights Poster

Last Updated: January 17 2014

Article by Michael S. Arnold, Mintz, Levin, Cohen, Fierman, Glensky and Pappas, P.C.

As reported last month, effective January 30, 2014, the New York City Human Rights Law will require employers to provide reasonable accommodations to pregnant workers. The City Council included in that new law a requirement that employers notify new and existing employees of this new right via a written notice — the form and manner of distribution of which the City Commission of Human Rights would determine. The law also encouraged (but did not require) employers to post that notice conspicuously in an area accessible to employees. Now the Commission is out with its new Pregnancy and Employment Rights Poster, which is available here in English and in several other languages.

Mintz Levin 1/17/14

Upper East Side restaurant fined \$5K because of Craigslist 'hostess' ad



UPPER EAST SIDE, Manhattan (NYC) — A restaurant on the Upper East Side of Manhattan was fined \$5,000 because of a Craigslist advertisement for a hostess that was deemed to be discriminatory.

NY1 10/30/14

Mayor de Blasio Signs Bill Protecting New York's Unpaid Interns From Sexual Harassment

By Susan Gosselin



The Mayor has signed a bill to protect New York's unpaid interns from sexual harassment.

Newsweek 4/16/14

Fil-Am named chair of New York human rights commission

Updated October 14th Tuesday 3rd Edition, 2014

New Chair of NYC Commission on Human Rights Carmelina R. Fil-Am, COMBUSTIBLE PHOTO

NEW YORK — Mayor Bill de Blasio recently announced his appointment of Carmelina R. Fil-Am as the new chair of the City's Commission on Human Rights (CCHR), adding to his commitment to promote New York City's progressive human rights law and effective community relations in a diverse city.

Fil-Am joins two other Hispanic Americans currently serving in key positions under de Blasio's administration — Alexandra Tardone as the city's chief technology officer and Maria Turrel-Santiago as the head of the Department of Small Business Services.

The confidence that Mayor Fil-Am has in the City of New York, this agency will be a robust advocate of our fundamental civil rights and economic community relations among New Yorkers throughout the five boroughs. As Mayor said in a statement.

Baton Rouge Post 12/2/14

Town Hall Meeting Illuminates Ebola Facts in the Bronx

By: Erin Clarke 12/20/14

The African Advisory Council hosted a town hall meeting Wednesday in the Bronx to talk about the Ebola virus and explain why some misconceptions that may be leading to unfair treatment of West Africans in the borough. NY1's Erin Clarke filed the following report.

The most important bit of information the Health Department wants to let New Yorkers know is that it is unlikely they will contract Ebola.

"The risk of getting Ebola is exceedingly rare and that having casual movement throughout the city in a subway, call is in no shape or form a risk," said First Deputy Health Commissioner Dr. Orlin Barbot.

At a town hall meeting in the Bronx Wednesday that point was driven home, as well as, several other facts about the virus.

The borough president says it's important to spread the message in the Bronx because it's home to the city's largest African population and there have been several reports of people being unfairly treated since the outbreak.

NY1 10/30/14

FY 2015 Budget

The Commission’s funding comes primarily from City tax-levy monies and a Federal Community Block Grant (CDBG) administered by the US Department of Housing and Urban Development (HUD). Additional funding has also been provided by NYC Housing Preservation and Development (HPD) for Fair Housing initiatives, and a contract with the Equal Employment Opportunity Commission (EEOC) for cases the Commission resolves that could have been filed under Federal law.

City Tax-Levy	\$2,547,016
Federal Community Development Block Grant	\$4,272,940
HPD	\$99,600
TOTAL	\$6,919,556

Additional Program Grant Funding

EEOC Contract (Workshare agreement)	\$165,100
TOTAL	\$165,100

Commissioners

The Human Rights Commissioners are appointed by the Mayor to serve in a non-salaried position, assisting the Commissioner and Chair, Carmelyn P. Malalis, in addressing issues of discrimination. The current Commissioners represent a diverse, qualified group of individuals who share an unwavering commitment to safeguarding the rights and dignity of all the people of New York City. A maximum of 15 members, including the Chair, can be appointed to the Commission.

Catherine Albisa

Co-founder and Director of the National Economic and Social Rights Initiative (NESRI).

Reverend Dr. Demetrius Carolina

Pastor of the First Central Baptist Church on Staten Island and civil rights advocate; Executive Director of Central Life Family Center.

Steven Choi

Executive Director for the New York Immigration Coalition.

Jonathan Greenspun

Political consultant and a managing director at Mercury Public Affairs; serves on several civic boards including The Museum of Jewish Heritage - A Living Memorial to the Holocaust.

Rabbi Sharon Kleinbaum

Senior Rabbi at Congregation Beit Simchat Torah (CBST) and human rights activist.

Ana Oliveira

President and Chief Executive Officer of The New York Women's Foundation, devoting over 25 years in public health for under-served populations.

Arnaldo Segarra

Lifelong organizer and activist who has served in federal and local government positions.

Domna Stanton

A distinguished professor at CUNY Graduate Center with over 10 years' experience as a Human Rights Watch Board Member or committee member.

Publications

Booklets:

NYC Commission on Human Rights

English/Chinese
English/French
English/Haitian Creole
English/Korean
English/Russian
English/Spanish

Discrimination Against Muslims, Arabs and South Asians in New York City Since 9/11

Survey report

Equal Access: It's the Law

English/Chinese
English/French
English/Haitian Creole
English/Italian
English/Korean
English/Russian
English/Spanish

Fair Housing: It's the Law

English/Chinese
English/French
English/Haitian Creole
English/Italian
English/Korean
English/Spanish

Guidelines Regarding Gender Identity Discrimination

English/Chinese
English/Haitian Creole
English/Italian
English/Korean
English/Russian
English/Spanish

Turning the Game Around: NYC Can Help

English/Spanish
Pocket guide for prisoners and formerly incarcerated

Race At Work: Realities of Race and Criminal Record in the NYC Job Market by Dr. Devah Pager and Dr. Bruce Western

Report on the impact of race, ethnicity and criminal records on securing entry-level positions in NYC

*Talk It Over—A Peer Mediator's Guide**

The NYC Human Rights Law: Administrative Code of the City of NY Title 8

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

Cards:

All Commission info cards are available in the 7 major languages: English, Chinese, Haitian Creole, Italian, Korean, Russian, and Spanish. Some of the cards have also been published in French, Polish, and Urdu.

Cyberbullying
Domestic Violence and Employment Rights
Employment Discrimination
Equal Access
Fair Business Practice (Cards & Flyers)
Fair Housing
Gender Identity
Housing Discrimination
Immigrant Employment Rights
Interns
Lawful Source of Income
Mortgage Counseling
Peer Mediation
Pregnancy and Employment Rights
Offices, Law, and Services
School Program
Sexual Harassment
Unemployment Status

Brochures:

Mediation Questions and Answers
Sexual Harassment in the Workplace
English
Spanish

CCHR Newsletters:

2002 – 2010
Immigrants and New Citizens
2011 – 2014*

Annual Reports:

2002 – 2014 Available online:
www.nyc.gov/cchr

Posters:

Fair Housing
English
Spanish
Multi-lingual

National Origin, Race, and Perceived Disability (Ebola)
Multi-lingual

From Many Countries, One City
Multi-lingual

Love Your Neighbor*
Multi-lingual

Pregnancy and Employment Rights
Chinese
English
French
Haitian Creole
Korean
Russian
Spanish

CD-ROM:

Discrimination and Race Relations: Selected Reports From the NYC Commission on Human Rights (1935 – 2005)
100 selected major reports, speeches, surveys, documents, testimony from public hearings, and policy papers since the Commission's earliest days in 1934 as a voluntary mayoral committee

DVDs:

Fighting for Justice: NY Voices of the Civil Rights Movement
Apollo Panel Discussion
NYC TV Broadcast copy
Esther Cooper Jackson
Clifford L. Alexander, Jr.
Elsie Richardson

PSAs:

Words Hurt Anywhere
Bedrooms
Texting
Love is Love
My Voice
Thanks Man

*Currently not available online

Office Locations/Contact Information

Main Office

100 Gold Street, Suite 4600
New York, NY 10038
Dial 311 or Tel: (212) 306-7450
Fax: (212) 306-7658

NY Relay Services:
(800) 421-1220 English
(877) 662-4886 Spanish
711

For Mortgage Counseling Services, call

Brooklyn and Queens
(718) 657-2465

Bronx
(718) 579-6900

Manhattan and Staten Island
(212) 306-7450

Website

www.nyc.gov/cchr

Community Service Centers

Manhattan

100 Gold Street, Suite 4600
New York, NY 10038

Queens

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

Bronx

1932 Arthur Avenue, Room 203A
Bronx, NY 10457

Staten Island

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

Brooklyn

275 Livingston Street, 2nd Floor
Brooklyn, NY 11217



NYC COMMISSION ON HUMAN RIGHTS

BILL DE BLASIO, Mayor | CARMELYN P. MALALIS, Commissioner/Chair