



Commission on
Human Rights

FISCAL YEAR
2019
ANNUAL
REPORT

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

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MESSAGE FROM THE MAYOR

New York City is a beacon to the world because it is a place for everyone.

Our administration took office determined to preserve and build on that idea today, tomorrow, and for generations to come. And over the past few years – as racism, xenophobia, anti-Semitism, misogyny, homophobia, and other forms of bigotry have been amplified at the highest levels of federal government – our mission of fairness and inclusion has become more critical than ever.

Every day, the Commission on Human Rights leads the charge. This talented team shows how government can use its power for justice and good – and over the past year, the Commission has accomplished remarkable things. CCHR released path-breaking legal enforcement guidance on race discrimination based on hair, inspiring changes to law in New York State and California and a citywide campaign to fight racism head-on. It partnered with a world-renowned artist, installing city murals that give voice to New Yorkers' experiences with anti-Blackness and gender-based street harassment. It changed conversations on pregnancy and caregiver discrimination, and lifted up new mothers in the workplace by helping employers better meet the needs of breastfeeding workers.

With these initiatives and more, the Commission continues to show New Yorkers that we will live our values – that we will not just be the largest, most diverse city in the nation, but also the safest and fairest. And as you'll see in this report, CCHR will only grow in the years ahead.

Together, we'll confront discrimination wherever we find it. Together, we'll show the world there is a better way. That is who we are – and always will be – as New Yorkers.

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

Bill de Blasio
Mayor



MESSAGE FROM THE COMMISSIONER

Each year, as I craft this message, I reflect upon what I have learned over the course of the previous twelve months. Often, what emerges is a deep sense of pride at what the hard-working staff at the Commission has been able to accomplish through our law enforcement, community outreach, and communications and policy efforts. I am heartened by the ways we have been able to deliver some measure of justice or visibility for individuals who have experienced discrimination—increasingly through negotiated agreements that drive policy and cultural change at powerful institutions. I am encouraged to see the universe of communities that trust and increasingly rely upon the Commission grow each year. I am gratified to see so many employers and businesses creating relationships with the agency to make their workplaces more inclusive. I am thrilled to see our work and the messages we develop driving the public dialogue on important issues. And I am humbled each time I see guidance and rules originating with the Commission replicated in other parts of the country.

This, of course, is countered by how troubled I feel when reflecting on recent changes in our country. For many of the communities in which Commission staff work and have deep roots, this has been another exhausting year, in no small part due to hateful policies and rhetoric emanating from the federal government. It is important to acknowledge these developments and the impact that they have on many in New York and across the country. While earning and maintaining the trust of the New Yorkers whom we serve has always been an essential part of the agency's approach, the events of the last two years have underscored this point. The work of convincing community members to engage with local government is made far more difficult when these communities see the federal government engaging in a sustained campaign of cruelty.

At the Commission we recognize that it is incumbent on those of us who have the privilege of serving in positions of government power to confront this cruelty every way we know how. We must call out hate and embrace and embody the values of dignity and inclusion. Embracing these values also means engaging New Yorkers in honest conversations about what they have experienced in their city and listening to the insights they offer—good or bad, painful or uplifting as they may be. We must grapple with new policy challenges and centuries-old quandaries alike. We must build new partnerships even as we nurture longstanding ones. In short, we must both speak out in defense of the values that make our city great and implement policy in a way that shows our values are not simply rhetoric, but rather a guide for creating the sort of community we want to live in. We must commit to all of this not only because we wish to present an alternative to dispiriting developments at the national level but also because we believe it is the best way to build and govern a fully-inclusive democracy.

This year, in service of these goals, the Commission took a number of steps. We organized other municipal and state human rights agencies to sign on to a statement and appear in a video condemning the conditions under which undocumented immigrants have been detained by the U.S. government. We convened a

hearing on pregnancy and caregiver discrimination and released a report outlining recommendations for better supporting pregnant, breastfeeding and caregiving New Yorkers. We released legal enforcement guidance on race discrimination based on hair—a form of discrimination experienced all too often by Black people. This guidance ultimately served as a model for legislation in New York State, California and New Jersey. And we released a campaign calling out efforts to harass, intimidate or stigmatize Black New Yorkers.

There is so much more that remains to be done. And each day, Commission staffers are working closely with New Yorkers, community and faith organizations, small and large businesses, and others to figure out where and how to focus its efforts.

It continues to be one of the greatest honors of my life to work with New Yorkers to uphold and advance human rights. You are what makes this city so special.

I hope that you will follow us on social media and visit our website to learn more about our resources and how you can get involved.

A handwritten signature in black ink, appearing to read 'C.P.M.', with a stylized flourish extending to the right.

Carmelyn P. Malalis
Chair and Commissioner

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Photo credit: Adrienne Nicole Productions

COMBATING ANTI- BLACK RACISM

In recent years, the Commission has increased its efforts to challenge anti-Black racism. While interpersonal, institutional and structural racism targeting African-American, Afro-Caribbean, Afro-Latinx and African people and others who identify as having African ancestry has been consistent throughout the history of New York City and the nation as a whole, in recent years both the advocacy of the Black Lives Matter movement and the rise of violent white nationalism have spurred a greater focus on the persistence of anti-Blackness and its role in our public conscience and our public policy.

LEADING GOVERNMENT IN CALLING OUT DISCRIMINATION BASED ON BLACK HAIR AS RACE DISCRIMINATION /



Photo credit: Kelly Williams

This work has been informed by the insights of Black New Yorkers who have reported experiences with discrimination to the Commission as well as other stories reported in press and social media. For example, Commission staff and leadership were outraged at news and video footage of a high school wrestler who was forced to cut his locs in order to compete in a match. Stories abound of children being turned away from school on the first day of classes because their locs or braids do not comport with school grooming or appearance standards and employers demanding that Black employees straighten or relax their hair

to fit the “image” of the company. This includes several such cases filed at the Commission itself. While federal courts have failed to recognize discrimination on the basis of hair or hairstyles most closely associated with Black people as race discrimination, no court has addressed the issue with respect to the New York City Human Rights Law. The Commission believed it was necessary to take a clear and unequivocal public position with respect to protections in New York City, making it plain that policies that prohibit hair or hairstyles most commonly associated with Black people, including locs, braids, bantu knots and fades constitute race discrimination. Hair is part of who we are, and no one should be forced to deny or hide a part of themselves as a condition of being in the workplace or public spaces.

In February 2019, the Commission released landmark legal enforcement guidance clarifying for employers and employees as well as operators and patrons of places of public accommodation—like stores, bars and restaurants—that policies, practices, harassment, and discrimination on the basis of natural hair and hairstyles most commonly associated with Black people is unlawful race discrimination. The Commission also took care to name the fact that such policies are often rooted in Eurocentric notions of beauty and racist assumptions about “professionalism” and often perpetuate racist stereotypes. These policies also exacerbate anti-Black bias in employment, at school, while playing sports, and in other areas of everyday life. From the New York Times to Vogue, the guidance made international headlines and prompted legislative action in California, New Jersey, New York State, and in other local jurisdictions nationwide

CAMPAIGN STATS /

2.05 million
estimated impressions generated across social media.

4,030
clicks driven to Hair Discrimination Legal Enforcement Guidance.

7,106
engagements generated across social media.

1,184
shares of campaign advertisements on social media.



ACKNOWLEDGING AND NAMING THE DAILY INDIGNITIES OF EXISTING “WHILE BLACK”



Photo credit: Kelly Williams

Discrimination based on hair is only one of many daily indignities Black New Yorkers and Black Americans continue to face with alarming regularity. A stream of viral videos in recent years—from “BBQ Becky” in Oakland, California to “Cornerstore Caroline” in Brooklyn, New York—featured different scenarios but one striking commonality: a white person reporting Black people engaged in routine activities to law enforcement authorities. While the videos themselves were a relatively new phenomenon amplified by social media, they echo a long history of racist oppression.

At the Commission, we know that these incidents dehumanize the person victimized, are an affront to the community at large, and are an expression of the persistence of anti-Blackness. On October 2018, a video went viral in which a white woman verbally harassed a 9-year-old Black child and falsely accused him of sexual assault—another distressing example of the perils of living while Black. The incident prompted the Commission to join Flatbush community members in hosting Reclaiming Our Space: A Community Truth and Restoration Forum, providing participants with the Commission's education, outreach, and community-building resources. The event featured community leaders and members engaging in meaningful conversations about the racial tensions in the community and looking at how collectively we can heal that division.

The Commission also sought to bring attention to such daily indignities in its citywide “While Black” public education campaign. The campaign addressed common forms of discrimination that Black people face while going about everyday activities like driving, shopping, and working. It signaled that the Commission would not tolerate efforts to harass, intimidate or discriminate against Black New Yorkers and affirmed the rights of all Black New Yorkers to live their lives free of bias, harassment, and discrimination.

CAMPAIGN STATS /

Ads placed in 14 community and ethnic print publications.

1.5 million estimated impressions generated from posters in barbershops, nail salons, and laundromats.

46.2 million estimated impressions generated across digital, outdoor, and print media.

43,746 clicks driven to the “Report Discrimination” webpage.

walking while
BLACK
is a human right

NYC has one of the strongest Human Rights laws in the nation. It protects New Yorkers against discrimination and harassment based on race and color.

If you have experienced or witnessed discrimination or harassment, report it to the NYC Commission on Human Rights.

Call **311** or **718.722.3131** or visit NYC.gov/HumanRights today.

NYC Commission on Human Rights
Call de Blasio, Mayor
Chair/Commissioner

The Commission can investigate complaints and fine violators up to \$250K in civil penalties. Reports can be made anonymously.

PROVOKING CONVERSATIONS ABOUT RACE THROUGH ARTISTIC PARTNERSHIPS /



Brooklyn: Corner of Bedford and Hancock Streets, Brooklyn, NY 11216 Photo credit: Tatyana Fazlalizadeh

Recognizing that the arts can be a powerful tool for combating deep-seated issues like anti-Black racism, the Commission leveraged the power of art to engage New Yorkers in a conversation about anti-Blackness and gender-based street harassment. Over the course of an 18-month residency with the Commission, artist Tatyana Fazlalizadeh installed a series of large-scale murals and installations in Brooklyn, the Bronx, Queens, and Manhattan featuring powerful imagery of New Yorkers whom she and the agency had engaged on these issues. The murals were informed by a series of community conversations Fazlalizadeh conducted in partnership with Bronx Defenders, Girls for Gender Equity, YWCA Brooklyn, GRIOT Circle, Weeksville Heritage Center, Jamaica NAACP, New Settlement Community Center, and other groups.

Other partnerships have also allowed the Commission to further explore the deep connections between culture and the struggle for Black liberation and self-determination. The Commission, through the receipt of a Mayor's Grant for Cultural Impact, completed a six-month long partnership with the Weeksville Heritage Center which focused on collecting stories of Black

community spaces and Black-owned businesses in the face of gentrification and neighborhood change. The effort, *Meals as Collective Memory*, documented the social and culinary history behind Black-owned restaurants in central Brooklyn. Through this project, the Commission celebrated Brooklyn's food culture, which itself is representative of the African diaspora. The partnership created opportunities to share delicious food, promote discussions about entrepreneurship, and foster connections between City's resources, including Small Business Services, and Black-owned restaurants and entrepreneurs in Brooklyn. This initiative culminated in the Commission's first-ever Juneteenth Community Festival which honored the rich history of Black activism in Brooklyn and beyond and was attended by over 100 participants.



Bronx: 360 E. 161st Street, Bronx, NY 10451 Photo credit: Commission Staff



1. Manhattan: Corner of Avenue A and 2nd Street, New York, NY 10009 Photo credit: Commission Staff
2. Brooklyn: Corner of Bedford and Hancock Streets, Brooklyn, NY 11216 Photo credit: Adrienne Nicole Productions
3. Manhattan: Corner of 55th Street and 12th Avenue, New York, NY 10019 Photo credit: Adrienne Nicole Productions
4. Manhattan: 125th Street and Lenox Avenue, New York, NY 10027 Photo credit: Commission Staff
5. Queens: 113-1 196th Street, St. Albans, NY 11412 Photo credit: Adrienne Nicole Productions

PIONEERING LAW ENFORCEMENT ACTIONS TO COMBAT SYSTEMIC RACISM /



Photo credit: Cali York Photography

The Commission has taken innovative approaches in its law enforcement efforts to root out systemic race discrimination. For instance, while it is not currently illegal to discriminate against tenants based on criminal conviction history, these policies often have a disparate impact based on race or national origin, and therefore may still violate anti-discrimination laws. In the first case of its kind in the Commission's history, in 2018, the agency entered into a settlement with PRC Management, LLC, a housing management company controlling 100 buildings with 5,000 units citywide. The Commission had charged the firm with discriminating against prospective tenants based on their race, color, and national origin because it had denied housing to applicants with criminal histories without performing individualized analysis of those records. The Commission filed charges after the 2016 release of U.S. Department of Housing and Urban Development enforcement guidelines that addressed the discriminatory effects of criminal history checks on Black and Latinx prospective tenants, who are disproportionately impacted by arrest, conviction, and incarceration rates in New York City and around the United States. As part of the settlement, respondents were required to pay \$55,000 in emotional distress damages to a victim impacted in the case, \$25,000 in civil penalties, change and distribute new screening and application policies, train staff on new policy and

law, and invite applicants with criminal histories who were previously denied housing to reapply.

NOTABLE CASE SETTLEMENTS /

Landlord Pays \$15,000 in Damages and \$2,500 in Civil Penalties for Disparaging and Rejecting Couple Based on Race

A couple filed a complaint against the owners of one two-unit building in Brooklyn alleging that the owners denied them an apartment on the basis of race. The Law Enforcement Bureau investigated and issued a determination of probable cause, finding that Respondents met the Complainants in person and then made disparaging statements and rejected the Complainants because one of the Complainants is Black. Respondents, Complainants, and the Commission entered into a conciliation agreement requiring the Respondents to pay \$15,000 to the Complainants in emotional distress damages, \$2,500 to the City of New York in civil penalties, attend training regarding the New York City Human Rights Law, and put up notice of rights posters in their building.

Home Depot Undergoes Training, Revises Its Anti-Discrimination Policy, Makes Written Apology, and Pays \$3,000 in Emotional Distress Damages to Complainant in Race Discrimination Case

A customer, who is Black, filed a complaint against Home Depot alleging that when she attempted to make a purchase at the retailer's Bronx store, a cashier became upset and used racist language. The Commission, Complainant, and Respondent entered into a conciliation agreement requiring Respondent to pay \$3,000 to Complainant for emotional distress damages; train its staff on their obligations under the New York City Human Rights Law; and make a written apology to the Complainant. Over the course of the investigation, Respondent also revised and updated its anti-discrimination policies.

Gansevoort Hotel Agrees To Pay a Black Customer Who Alleged Race Discrimination \$10,000 in Damages and \$5,000 in Civil Penalties to the City of New York

A Black customer filed a complaint with the NYC Commission on Human Rights because they were denied entry to a hotel bar, despite their white friends been previously allowed in. Complainant alleged race discrimination. Following an investigation by the agency, the hotel agreed to pay \$10,000 to the customer, \$5,000 in civil penalties to the City of New York, and conduct anti-discrimination training for all staff.

National Retailer Settles Racial Profiling Case by Black Shopper; Pays \$13,000 and Agrees To Create Anti-Bias and Anti-Profiling Policy

A shopper at J.C. Penney filed a complaint of race discrimination alleging that he was targeted for an ID check at checkout because of his race. After investigation, the parties entered into a Commission conciliation agreement requiring J.C. Penney to pay a \$6,500 civil penalty, pay \$6,500 in compensation to the shopper, post Commission postings in all New York City locations and create an anti-bias and anti-profiling policy and train all staff in New York City.

PRESS RELEASES AND MEDIA HIGHLIGHTS /

NYC Commission on Human Rights Announces Investigation into Prada Following Reports of Racist Merchandising and Display

“In a time when reports of anti-Black discrimination and racism are increasing, it is appalling to see this kind of blatantly racist displays and merchandise from Prada,” said Assistant Commissioner of the NYC Commission on Human Rights Sapna V. Raj. “Black New Yorkers face discrimination and bias every day. To see racist Jim Crow-era imagery so patently on display at an international luxury retailer’s storefront is appalling and not tolerated in our city. The Commission is taking swift action to demand Prada immediately comply with the New York City Human Rights Law, examine internal

practices, issue an apology to all New Yorkers, and refrain from engaging in this type of harmful and discriminatory conduct in the future.”

NYC Commission on Human Rights Settles Landmark Housing Discrimination Case with Bronx Management Company Controlling 100 Buildings with 5,000 Units Citywide Accused of Denying Housing to Any Applicant with Criminal Record

“For every New Yorker, access to housing is an essential part of maintaining a safe and stable life for themselves and their families, which is why the Commission is conducting strategic and thorough investigations in this area to root out policies that wholesale discriminate against entire communities,” said Assistant Commissioner of the Law Enforcement Bureau at the NYC Commission on Human Rights [now Deputy Commissioner], Sapna V. Raj, who oversaw the investigation. “Everyone in New York City deserves equal access to housing and we hope the Commission’s strategy in this case serves as a model for other cities in protecting vulnerable communities from discriminatory housing policies.”

The Hill: NYC human rights panel launches 'While Black' campaign to combat racism – Owen Daugherty (March 15, 2019)

New York Times: New York City to Ban Discrimination Based on Hair – Stacey Stowe (February 18, 2019)

NPR: Hair Style Discrimination Banned in NYC – Mary Louise Kelly (February 26, 2019)

Business Insider: Prada pulled monkey trinkets accused of using ‘blackface imagery,’ and now New York’s commission on human rights is investigating – Dennis Green (December 16, 2018)

The Root: Exclusive: In Combatting Housing Discrimination, New York City Goes an Unconventional Route, Anne Branigin (December 5, 2018)



Photo credit:

LEADING THE FIGHT FOR GENDER JUSTICE

Combating gender discrimination, including sexual harassment, has been a Commission priority since 2015. Over the last four years, the Commission has used every tool at its disposal to address sexual harassment, from wide-ranging investigations, to comprehensive settlement agreements to make victims whole, to issuing the Commission’s highest ever civil penalty and successfully advocating for its affirmation in New York State Supreme Court. In Fiscal Year 2019, the Commission solidified its position as a national leader in the fight against workplace sexual harassment through its testimony before state and local legislatures, and, most significantly, the launch of a first-of-its-kind sexual harassment prevention training that is being used by employers across New York State.

SETTING A NEW STANDARD IN ANTI-SEXUAL HARASSMENT TRAINING

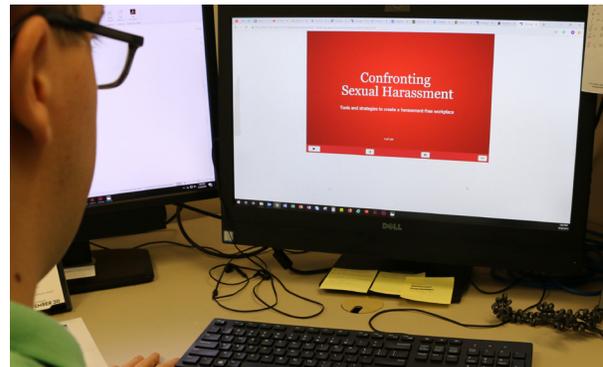


Photo credit: Commission staff

On April 1, 2019, the Commission launched an interactive, online, anti-sexual harassment training which can be used by New York City employers to meet new state-wide and New York City-based requirements mandating that all workforces receive an annual anti-sexual harassment training. Pursuant to the Stop Sexual Harassment Act signed by Mayor de Blasio in 2018, anti-sexual harassment training became mandatory for New York City employers with 15 or more employees. Similarly, New York State passed its own training requirement, mandating that all employers, regardless of the number of employees, provide anti-sexual harassment training to their workforces. The Commission designed, with extensive stakeholder review and feedback, a groundbreaking training to

meet both the New York City and New York State training requirements, part of the Commission’s multi-faceted effort to shift workplace culture and expectations. The training uses a story-based learning model, features scenarios drawn from real cases, and highlights the ways in which sexual harassment commonly intersects with other protected categories, including race, immigration status, national origin, religion, sexual orientation, gender identity, and pregnancy and lactation. It educates the user on the Commission’s encompassing definition of gender, which includes gender identity and gender expression, and of its broad and protective sexual harassment standard. It also provides tools and strategies for bystanders to disrupt patterns of sexual harassment.

The training was developed with, and incorporates, feedback from over two dozen external stakeholders, including government partners from the Commission’s counterpart agencies at the State level, and several dozen City agency and administration partners representing interests and expertise across City government.

The Commission engaged in an extensive outreach effort to inform large and small businesses alike of both their new legal responsibility to provide anti-sexual harassment training, and to share with them information about how to access the Commission’s training for their employees. In this effort, the Commission distributed this information to nearly 300,000 businesses through multi-lingual mailers and conducted business outreach through over a dozen business improvement districts throughout New York City, speaking at convening’s of chambers of commerce, non-profit associations, and associations of management attorneys, and through a targeted campaign to employers through digital ads on LinkedIn, Google, and Facebook.

The training was completed more than 30,000 times in the first three months of its release. Moreover, representatives of governments from across the country are seeking to adopt or adapt the training for their jurisdiction.

CAMPAIGN STATS /

7.54 million

estimated impressions generated across Facebook, Google Display, and LinkedIn.

10,708

clicks driven to anti-sexual harassment training.

39,448

page views of anti-sexual harassment training during digital media campaign.

5,807

engagements on Facebook advertisements.



COMMISSION'S LARGEST CIVIL PENALTY FOR SEXUAL HARASSMENT UPHELD BY NEW YORK STATE COURT /



Photo credit: Ajay Suresh

In March 2019, the New York State Supreme Court upheld a 2015 decision & order, in an egregious sexual harassment case, ordering the payment of a \$250,000 civil penalty—the maximum allowable under the New York City Human Rights Law and the largest in Commission history—and nearly half a million dollars in damages to a victim of sexual harassment. The case, *Commission of Human Rights ex rel. Cardenas v. Automatic Meter Reading Corp. and the Estate of Jerry Fund*, began in 2011 when the complainant filed a complaint at the Commission alleging sexual harassment by her boss. The complainant reported that the respondent had repeatedly humiliated her in front of colleagues and clients over a three-year period by posting a lewd cartoon with her name written on them in a common area, repeatedly hitting her backside with an umbrella after she demanded he stop, regularly commenting on her appearance to colleagues and clients, and offering sex as a cure for her migraines, among other harassment. The respondent admitted to his behavior, stating that he “deserved to have a little fun” with her for having employed her for fifteen years.

In a 2015 decision & order, the Commission ordered the highest civil penalty available under the New York City Human Rights Law—reserved for willful, wanton, or malicious conduct—given Respondents’ failure to cooperate during the

process, multiple admissions of Respondents’ behavior, a complete lack of contrition, and the extreme nature of the harassment. In March 2019, Justice Shlomo Hagler of the State Supreme Court upheld the decision & order in its entirety and confirmed that the first-ever \$250,000 civil penalty was warranted.

The Supreme Court’s affirmation of the Commission’s decision & order sends a strong message to employers throughout New York City that they cannot violate the New York City Human Rights Law with impunity; the Commission will be steadfast and unrelenting in its pursuit to hold violators accountable to the fullest extent of the law.

STRENGTHENING PROTECTIONS FOR GENDER-BASED DISCRIMINATION /



Photo credit: Commission staff

The fight against discrimination takes place on multiple fronts at all times, and one place where the Commission advocated insistently in Fiscal Year 2019 was on the floor of City and State legislatures. The Commission testified at three hearings before the New York City and New York State legislatures in Fiscal Year 2019. The Commission took these opportunities to advocate for the continued expansion of laws protecting people from gender-based discrimination, and to highlight the ways that the Commission was moving this fight forward:

/// In February 2019, the Commission advocated for the State to adopt the New York City Human Rights Law’s legal standard for gender-based harassment. The Commission’s testimony noted that if the State were to adopt New York City’s broader standard, more perpetrators would be held accountable, and more victims would get justice.¹

/// In May 2019, the Commission testified again before the New York State Assembly and Senate to discuss the work of the Commission’s Gender-Based Harassment Unit, its experience enforcing a more protective anti-harassment standard under the New York City Human Rights Law, and again encouraged the State to adopt a similar standard. As the testimony highlighted, the Commission’s new Gender-Based Harassment Unit, launched in January 2019 to exclusively handle allegations of gender-based harassment in employment, was formed in response to the recognition that these claims often require specialized skills and expertise.² The Commission has seen a rapid escalation of the number of such claims brought to the Commission in recent years from 56 in 2017 to 115 in 2018.

/// In November 2018, the Commission testified before the Committee on Consumer Affairs and Business Licensing and highlighted our partnerships with other City agencies and City businesses to ensure that employers across the City would meet their obligation to provide anti-sexual harassment training to their employees. Our partners in this crucial effort included Small Business Services, the Office of Nightlife, and the Mayor’s Office to End Domestic and Gender-Based Violence.³

BUILDING RESPECTFUL AND INCLUSIVE WORKPLACES FOR WORKERS WHO NEED ACCOMMODATIONS FOR PREGNANCY AND BREASTFEEDING ///



Photo credit: Adrienne Nicole Productions

In January 2019, the Commission held its first-ever public hearing on pregnancy and caregiver discrimination. Held on January 30, 2019, the five-year anniversary of the NYC Pregnant Workers Fairness Act, which amended the New York City Human Rights Law to require that employers provide reasonable accommodations to workers for pregnancy, childbirth, and related medical conditions, the hearing included testimony from workplace rights, birth justice, and reproductive justice advocates, medical professionals, including doctors, midwives, and doulas, and brave members of the public who shared their stories. The hearing led to the publication of a report which summarizes the hearing testimony, key themes, and policy, legislative, and process-orientated recommendations, in partnership with CUNY School of Law, the New York Women’s Foundation, the NYC Department of Health and Mental Hygiene, and the NYC Commission on Gender Equity.

1 Testimony before the New York State Senate and New York State Assembly, February 13, 2019, *available at* <https://www1.nyc.gov/assets/cchr/downloads/pdf/CCHR%20Testimony%20to%20NYS%20on%20SH%202.13.19.pdf>.

2 Testimony before New York State Senate and New York State Assembly, May 24, 2019, *available at* <https://www1.nyc.gov/assets/cchr/downloads/pdf/CCHR%20Testimony%20to%20NYS%20052419%20FINAL.pdf>.

3 Testimony before the New York City Council Committee on Consumer Affairs and Business Licensing, November 13, 2018, *available at* <https://www1.nyc.gov/assets/cchr/downloads/pdf/CCHR%20Testimony%20Nightlife%20Harassment,%2011.13.18.pdf>.

Accommodations for workers who need to pump breastmilk were further clarified through legislation that went into effect in March 2019, requiring employers to provide a lactation room with specific requirements, reasonable time to pump, and a lactation accommodation policy and request form. In furtherance of the Commission’s efforts to create tools and models for workplaces to utilize, the Commission published three model policies and a model request form, along with extensive Frequently Asked Questions and a document for employers to understand their obligations regarding the creation of workplace lactation rooms. With these comprehensive materials, the Commission is striving to change work culture surrounding lactation accommodations to reduce stigma, educate employers, support employees, and normalize pumping at work.

SHOWING SOLIDARITY WITH SURVIVORS WHEN GENDER-BASED HARASSMENT IS IN THE NEWS /



Photo credit: Adrienne Nicole Productions

On September 26, 2018, the Commission and the Office of the First Lady of the New York City, along with host organizations Girls for Gender Equity, Hollaback!, and YWCA Brooklyn, organized a powerful rally on the steps of City Hall in the midst of the Supreme Court confirmation hearings to send a message to the nation that New York City stands with survivors of sexual assault and sexual harassment. The rally, which was covered by national news outlets, featured the voices of

five survivors of sexual assault, along with leading government officials, including the First Lady of New York City, Commissioner Malalis, and state and local elected officials adding their voices to a chorus of people that survivors will be heard and will be believed. The rally included over fifty co-sponsoring organizations from across New York City, a diverse coalition galvanized by the ubiquity of sexual violence and the silencing and stigmatization of survivors’ voices. It was estimated that over 400 people attended, and City Hall staff reported it appeared to be one of the largest rallies the City Hall steps had ever seen to date. It also reached a large audience on social media; its livestream through the First Lady’s Facebook and Twitter accounts garnered over 78,000 views, and it was amplified by social media posts from notable accounts including Women’s March, the editors of Teen Vogue and Bustle, and others.

NOTABLE CASE SETTLEMENTS /

\$181,000 to Resolve Gender-Based Harassment and Retaliation Claims

In a notable settlement, the Commission conciliated a case in which both a husband and wife had suffered the effects of gender-based harassment and retaliation. The couple had both been employed by Kent Security of New York, Inc., a company that provides security, janitorial, and maintenance services. They filed complaints with the Commission against Kent, alleging that their supervisor demanded sexual favors from the woman in exchange for her request to be transferred to a different work location, and then fired her husband after she reported the sexual harassment. After the Law Enforcement Bureau’s investigation, the Commission and the parties entered into conciliation agreements requiring the employer to pay the husband \$56,000 and the wife \$100,000 in damages and attorney’s fees, pay \$25,000 in civil penalties, attend anti-discrimination training, create new policies that resulted in substantial changes to its procedures and Employee Handbook, and put up postings notifying employees of their rights under the New York City Human Rights Law with respect to sexual harassment and other requirements under the Law.

Morton Williams Supermarkets Pays \$22,500 in Damages in Sexual Harassment Case and Commits To Creating Comprehensive Anti-Discrimination and Anti-Sexual Harassment Policies and Training

A former employee filed a complaint against Morton Williams Supermarkets and a Morton Williams manager alleging that she was subjected to sexual harassment in the workplace. Following the Law Enforcement Bureau’s investigation, the Commission and the parties entered into a conciliation agreement requiring Morton Williams to pay \$12,500 in emotional distress damages to the Complainant, pay a civil penalty of \$10,000 to the City of New York, conduct in-person anti-discrimination training for all managerial employees, create a policy detailing its obligations under the New York City Human Rights Law, which must include policies and procedures for the prevention of sexual harassment in the workplace, and post copies of the Commission’s Notice of Rights, Stop Sexual Harassment Act Notice, and Pregnancy Employment Notice at all of its locations in New York City.

Taylor Recycling Center and Its Successor Company Vee Recycling Inc. Pays \$60,000 in Emotional Distress Damages and \$50,000 in Civil Penalties To Settle Sexual Harassment Claim; Individually-Named Owner Must Perform 50 Hours of Community Service

A former employee filed a sexual harassment claim against her employer, Taylor Recycling Center, Inc. (“Taylor Recycling”), a recycling company, alleging egregious claims of sexual harassment by the owner that escalated from harassing comments to forcible physical touching. Taylor Recycling has ceased operations. The settlement was reached with Taylor Recycling and its successor company, Vee Recycling Inc. (“Vee”) to pay \$60,000 in emotional distress damages to the complainant, \$50,000 in civil penalties to the City of New York, to create and implement a written policy detailing its obligations under the New York City Human Rights Law, implement procedures for the prevention and detection of unlawful discriminatory practices and a meaningful and responsive procedure for investigating complaints, and display postings outlining its obligations under the New York City

Human Rights Law, including the Stop Sexual Harassment Act Notice in English and Spanish. In addition, the individually named Respondent-owner must perform fifty (50) hours of community service working with organizations that provide services to the homeless population.

Lasio Inc. Pays \$32,500 To Settle Pregnancy Accommodation, Gender and Retaliation Claim

A former employee filed a pregnancy accommodation, gender discrimination, and retaliation claim against her former employer, Lasio, Inc., and its owner alleging that the employer failed to accommodate requests made related to her pregnancy, including time off for medical visits related to her pregnancy, a request for additional bathroom breaks, and permission to eat at her desk. Complainant also alleged that approximately a week after she began discussing her plans for parental leave with the employer, the employer terminated her employment. After the Law Enforcement Bureau’s investigation, the Commission and the parties entered into a conciliation agreement, requiring the employer to pay the complainant \$25,000 in back pay and emotional distress damages, pay \$7,500 in civil penalties to the City of New York, attend anti-discrimination training, and put up postings notifying employees of their rights under the New York City Human Rights Law with respect to pregnancy accommodations, sexual harassment, and other requirements under the law.

Employment Agency Pays over \$26,000 in Compensatory Damages To Settle Claim of Gender, Pregnancy, and Age Discrimination

An employee alleged that an employment agency, ExecuSearch discriminated against her based on her gender, pregnancy, and age by removing her from a paraprofessional assignment, in which she worked with a child. Following an investigation, the Law Enforcement Bureau found that the employment agency, which placed Complainant in a job and supervised her work, had removed her from the position in part because the mother of the child complainant worked with had expressed concerns about Complainant’s pregnancy. As a result, the Law Enforcement Bureau, Complainant,

and Respondent employment agency entered into a conciliation agreement where the agency agreed to pay Complainant \$6,228 in back pay and \$20,000 in emotional distress damages, as well as update its anti-discrimination policies and hiring practices and train its employees on those updated policies.

The Atlantic Group LLC Settles Pregnancy Discrimination Claim by Former Employee; Pays \$40,000 in Damages and \$10,000 in Civil Penalties; and Agrees To Modify Mandatory Arbitration Clause to Exclude All City Claims, Among Other Affirmative Relief

Complainant, represented by The Legal Aid Society, filed a complaint of disability and gender discrimination due to pregnancy against her former employer, The Atlantic Group LLC (“Atlantic Group”). After an investigation, the Law Enforcement Bureau issued a probable cause determination, finding that supervisors made discriminatory comments to Complainant regarding her pregnancy and appearance, and reduced her schedule in response to her request for periodic changes to her schedule to accommodate her doctors’ appointments. The Law Enforcement Bureau, Complainant, and Respondents entered into a conciliation agreement in which Atlantic Group agreed to pay \$40,000 in emotional distress damages to Complainant and \$10,000 in civil penalties to the City of New York; modify its mandatory arbitration clause in its employee handbook to exclude all claims under New York City Law, including under the New York City Human Rights Law; conduct training for all of their New York City employees; institute policies subject to Commission approval; and post a notice of rights for pregnant workers.

CAMPAIGN STATS /

265,618
impressions generated from Facebook advertisements.



PRESS RELEASES /

NYC Commission on Human Rights and Legal Aid Society Announce Largest-Ever Civil Penalty Levied in Commission History in Affirmation from NY Supreme Court

“The NYC Commission on Human Rights and the Legal Aid Society announce that the Supreme Court of the State of New York, New York County, affirmed Commissioner Carmelyn P. Malalis’ decision in Commission of Human Rights ex rel. Cardenas v. Automatic Meter Reading Corp. and the Estate of Jerry Fund ordering \$422,670.26 in damages to the victim for sustained and egregious sexual harassment, and, for the first time, ordering the maximum civil penalty of \$250,000 allowable under the NYC Human Rights Law.”

New York City Commission on Human Rights Publishes Lactation Accommodation Requirements for New York City Employers

The New York City Commission on Human Rights has released a new lactation policy in compliance with a 2018 law requiring that employers provide employees with lactation accommodations, including a designated private space and reasonable time to pump. Employers are also required to have a written lactation policy and provide it to all new employees. The Commission has developed three model policies to reflect different types of workplaces that can be adapted for employers' use, a model request for accommodations form, and an extensive FAQ document to help employers comply with the law.

MEDIA HIGHLIGHTS /

The City: South Bronx-Born AI App Aims to Change Maternal Health Disparities – Ese Olumhense (July 24, 2019).

Romper: Workplace Protections Don't Reach Pregnant People Working In Private Homes, Report Finds – Morgan Brinlee (July 24, 2019).

AMNY: Anti-sexual harassment training for NYC businesses based on real experiences – Nicole Brown (April 1, 2019).

AMNY: Christine Blasey Ford rally at City Hall gathers survivors of sexual – Alison Fox and Lisa L. Colangelo (September 24, 2018).

New York Times: Protesters Rally Against Kavanaugh, and Back His Accusers: 'The Wave of Women is Here' – Maya Salam and Niraj Chokshi (September 24, 2018).



Photo credit: Adrienne Nicole Productions

ENSURING NYC'S ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

The Commission continues to deepen its commitment to making New York City an accessible city for all people living with disabilities. In July 2018, the Commission issued extensive legal enforcement guidance that explains discrimination against people with disabilities in housing, employment, and places of public accommodation under the New York City Human Rights Law, including clarification on discriminatory policies and practices, best practices on how to assess and provide reasonable accommodations to people with disabilities, and examples of reasonable accommodations. The guidance, which seeks to provide clarity, transparency, and best practices to stakeholders and members of the public, is responsive to questions and requests for clarification from employers, housing providers, and providers of public accommodation about how to meet their obligations under the law. It also contains model policies, model accommodations request forms, sample signage, and other tools that employers and housing providers can use to make real world and practical improvements to their workplaces, businesses, and housing.

The Commission highlighted the disability discrimination and accommodations legal enforcement guidance throughout its programming in Fiscal Year 2019. The Commission organized a disability rights symposium in November 2018, co-hosted with Independence Care System, Visions, the Mayor's Office for People with Disabilities, Disability Rights New York, Barrier Free Living, the Urban Justice Center, and the Department of Consumer and Worker Protection, which featured programming and resources that addressed the needs and rights of people with disabilities. During Fair Housing month, in April 2019, the Commission organized a convening to discuss disability discrimination in housing, with a focus on invisible disabilities at Metropolitan College of New York. The Commission was joined by the Mayor's Office for People with Disabilities, Project FIND, and Mobilization for Justice's Mental Health Law Project. The partnerships behind these community events allow the agency to reflect the diversity and multi-faceted nature of disabilities and disability discrimination.

The Commission was proud to again join the New York City Disability Pride Parade in July 2018 for the fifth straight year. Commission staff joined over 100 local and national organizations for the parade that made its way down Broadway from Madison Square Park to Union Square. The 2019 theme was "Creativity," which was on display in the costumes, floats, decorated wheelchairs, and spirit of the event.

The Commission's Project Equal Access continues to advocate for accommodations

for people with disability in housing through its pre-complaint resolution efforts, achieving 139 such accommodations in Fiscal Year 2019, up significantly from Fiscal Year 2018. Project Equal Access remains a key program of the Commission in its focus on resolving matters for members of the public expeditiously and without litigation where appropriate. Project Equal Access deploys specialized staff at the Commission to work directly with landlords and other housing providers to create physical modifications and other accommodations to allow people with disabilities to remain in their homes, improve access to common spaces and entrances/exits, and ensure that people can live with their service animals or emotional support animals.



Photo credit: Adrienne Nicole Productions

CAMPAIGN STATS /

445,799

impressions generated from Facebook advertisements.

2,105

video views of at least 25% of the video.



NOTABLE CASE SETTLEMENTS /

River Park Residences, L.P. Pays \$160,000 in Emotional Distress Damages, Highest Award to Date in Housing Case, for Failing to Reasonably Accommodate Tenant with Disabilities, Creates Accessible Website, and Installs Automated Doors

The Law Enforcement Bureau resolved a case involving housing provider River Park Residences, L.P., in which a tenant alleged that River Park failed to reasonably accommodate his use of a wheelchair by refusing his repeated requests over several years to widen a bathroom door and install a roll-in shower in his apartment, and to make the building's entrance accessible. After the Law Enforcement Bureau investigated and issued a probable cause determination, the parties entered into a conciliation agreement requiring that River Park revise its anti-discrimination policies; create a website—the first of its kind as part of a conciliation agreement with the Commission—that is specifically designed to be accessible to individuals with disabilities and includes information about requesting reasonable

accommodations; conduct anti-discrimination training for all employees; display the Commission’s postings; and pay Complainant \$160,000 in emotional distress damages, the highest emotional distress damages award to date in a housing action. As further relief negotiated under the settlement, River Park has installed automated entrance and mailroom doors throughout the four buildings of River Park Towers to make the entire housing complex physically accessible to individuals with mobility impairments.

Commission Decision Upheld in Full by Highest Court in New York State

In another housing disability accommodations case, the Commission’s Decision & Order in *Politis v. Marine Holdings*, in which the Commission found that the respondent housing provider did not establish it was an undue hardship to create a separate entrance for wheelchair bound resident, was upheld in full by the New York Court of Appeals, the highest court in New York State.⁴ The Court of Appeals, in reversing the Appellate Division, determined that the Commission’s findings and legal analysis were entitled to deference. In addition to mandating that the accommodation be made, the Commission’s Decision & Order imposed \$125,000 in civil penalties paid to the City of New York, and \$75,000 in emotional distress damages to the complainant.

Commission Decision Awards \$13,000 in Emotional Distress Damages for Refusal of Access-A-Ride Provider to Allow Service Dog in Vehicle

In *Commission on Human Rights ex rel Rodriguez v. A Plus Worldwide Limo, Inc., and John Leonardi*, issued in March 2019, the Commission found Respondents liable for repeatedly denying Complainant Access-A-Ride car services because of the presence of his service dog. The Commission ordered that Respondents pay Complainant \$13,000 in emotional distress damages, undergo training on the New York City Human Rights Law, and perform six months of community service or, in the alternative, pay a fine of \$15,000.

⁴ See *Matter of Marine Holdings, LLC v. NY City Commn. on Human Rights*, 31 N.Y. 3d 1045 (2018).

PRESS RELEASES /

NYC Commission on Human Rights Issues New Legal Guidance to Clarify Anti-Discrimination Protections for New Yorkers with Disabilities in Housing, Employment, and Public Accommodations, and Provide Best Practices to Improve Accessibility

“Making New York City more inclusive and accessible allows people with disabilities to be full participants in New York City life, from engaging with their communities, accessing fundamental services, and meeting their most basic and critical needs like entering and remaining in the workforce,” said Chair and Commissioner of the NYC Commission on Human Rights Carmelyn P. Malalis. “Today’s guidance provides a helpful roadmap for employers, landlords, and business owners to help them comply with the New York City Human Rights Law and improve accessibility so that all New Yorkers can access services, spaces, and programs in New York City. The Commission looks forward to continuing its work educating New Yorkers about their rights and obligations, and working with stakeholders, advocates, and elected officials to make New York City an accessible city for all.”



Photo credit: Adrienne Nicole Productions

FOSTERING THE NEXT GENERATION OF HUMAN RIGHTS DEFENDERS

The Commission has a longstanding commitment to working with and supporting young people from vulnerable communities and has plans to expand this work in the coming years. The Commission's approach to engaging young people is guided by two overarching principles: ensuring that these efforts empower young people to take action when they encounter bias, discrimination, and harassment in their community; and working with young people to address bias, discrimination, and harassment at a systemic level.

These principles are embedded in the core trainings that the Community Relations Bureau ("CRB") led within schools and afterschool programs, and for youth service providers and community organizations. Throughout Fiscal Year 2019, the Community Relations Bureau conducted over 260 youth-focused outreach activities reaching over 7,500 young New Yorkers. Furthermore, the CRB led workshops on topics such as discrimination on the basis of gender identity and expression, racism and colorism, and young women's empowerment.

The Commission unveiled two new workshops to present to young people and to people who work

with young people, an overview of New Yorkers' rights and responsibilities under the New York City Human Rights Law, and a workshop focused on discrimination based on race and color. These programs were developed in response to ongoing national rhetoric targeting people of color and immigrant communities, which is creating anxiety and fear among young people in their schools and communities. The Commission presented the workshops to leaders within the Department of Education, including Respect for All liaisons and school mental health counselors, so they may improve their capacity to assess race-based bias incidents and conduct appropriate interventions within their schools. The Commission brought the youth-focused Race and Color program to schools and institutions across New York City from the Riverdale YMCA in the Bronx during their Martin Luther King Day of Service to Forest Hills High School in Queens.

The Commission has been building relationships with schools and communities that would benefit most directly from the learning opportunities the Commission provides. For example, in April 2019, in response to growing racial tensions between Black and Asian students in a Queens high school, the Commission presented its New York City Human Rights Law workshop to seventeen history classes for sophomore, junior, and senior high school students. The workshop educated students on their rights and protections under the New York City Human Rights Law and highlighted students' own rights and obligations. Following the training, educators at the school reported an improvement in race relations.

This year, the Commission expanded its presence in youth-focused convenings, bringing young people throughout the city. For example, the Commission's Public Artist in Residence, Tatyana Fazlalizadeh, created a live art installation and was the closing speaker at the Department of Youth and Community Development's Youth Summit in May 2019, highlighting her work addressing racism and misogyny through creative practice. In October 2018, the Commission hosted a youth visioning town hall to provide a platform for young people to speak about their visions for a "Fair Chance" in New York City, as the City commemorated the third anniversary of the Fair Chance Act.



Photo credit: Adrienne Nicole Productions

The Commission also played an active role at the 2019 Gender and Sexuality Alliance (GSA) Summit in January 2019. At the Summit, Commission staff conducted workshops for students, educators and school administrators. In one workshop, the Commission cultivated space for educators and GSA Advisors to connect with Commission staff who developed our Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) program and curriculum for young people titled Discrimination: Gender, Gender Identity and Sexual Orientation. The workshop served the purpose of creating a bridge between the Commission and school staff who are on the ground leading their GSAs and supporting LGBTQI young people on a daily basis. Commission staff also conducted follow up workshops engaging middle school and high school students on the New York City Human Rights Law and participated in the resource fair attended by over 1,000 attendees. As an outcome, the Commission was able to effectively build off this workshop and conduct our program in local middle and high school GSAs. These new

partnerships brought us into untapped New York City communities, for example the Commission now actively engages with Tottenville High School which serves students in the Southwest and Southeast regions of Staten Island and Leon M. Goldstein High School in Manhattan Beach, Brooklyn, many of whom lack access to resources and supportive networks in their communities.

In addition to these programs and workshops, the Commission launched a series of youth roundtables and listening sessions in 2019. In partnership with community organizations such as IntegrateNYC, the Committee of Hispanic Children and Families, South Asian Youth Action, and the Coalition for Asian American Children and Families, the Commission convened 38 Black, Latinx, and Asian and Pacific Islander youth leaders to build relationships and receive feedback on how the Commission can better work with and engage young people. Findings from these discussions point to a need for the Commission to use social media to better reach young people. The youth leaders also shared concerns around racism and the increase in harassment or bullying against youth of color, lack of language access in educational settings, the criminal legal system, and bias-based policing. The Commission is incorporating participants' feedback from these roundtables into new programming geared towards combatting harassment and bullying.

Finally, the Commission continues to serve as a lead agency of the Unity Project, which is tasked with coordinating actions and activities across City agencies to support and uplift LGBTQI young people. The Commission expanded its conversation series with Gender and Sexuality Alliances within Department of Education schools about discrimination based on gender, gender identity, and sexual orientation, which began as an initiative through the Unity Project. In Fiscal Year 2019, the Commission's programming with GSAs grew from six schools to 14, and more than tripled its numbers, from 63 in its first year to 209 in its second. These programs create space for young people to address anti-LGBTQI bullying and harassment in their schools and communities, provide participants with resources to foster more welcoming school environments, and support youth to create action plans to address these challenges.



Photo credit: Adrienne Nicole Productions

UPLIFTING IMMIGRANT AND RELIGIOUS COMMUNITIES

With immigrant and religious communities routinely targeted by the federal government through its xenophobic policies and rhetoric, the Commission continued to prioritize its visibility and its relationship-building with many of New York City's immigrant and religious communities in 2019. The foundation of trust the Commission has worked to build over the past several years continues to ensure the Commission remains a consistent presence in immigrant and religious communities and a reliable government partner in their fights against discrimination and bigotry.

HEALING AFTER HATE CRIMES AND OTHER ACTS OF HATE, DISCRIMINATION, OR BIAS



Photo credit: Kelly Williams

Hate and prejudice against immigrants and religious communities has been amplified nationwide and has reverberated around the world. In Fiscal Year 2019, two especially horrific mass shootings were committed, motivated by hatred certain religious communities, that stunned the public. After these attacks, the Commission joined New Yorkers at vigils throughout New York City and at local houses of worship to condemn these hate crimes, honor the victims, and support communities impacted. Commissioner Malalis joined many of these community-led gatherings and spread the Commission's message at these gatherings that we, as a City, reach across all faiths to affirm the City's commitment to diversity, inclusion, and love.

RESPONDING TO BIAS INCIDENTS /



Photo credit: Commission staff

The Commission also responded to local incidences of bias, hate, and discriminatory harassment throughout New York City. The Commission's Bias Response Team responded to 235 bias incidents overall in Fiscal Year 2019, nearly one hundred more than last year, including the incidents below.

/// In response to anti-Chinese graffiti in Bensonhurst, the Commission's Bias Response Team organized a day of visibility in partnership with other City agencies and community partners to create awareness about discrimination and share information on how to report to incidents to the Commission. The Commission was joined by the Mayor's Immigrant Affairs, Community Affairs Unit, and Public Engagement Unit as well as local community based-organizations, Chinese American Social Services Center, and United Chinese Association of Brooklyn. The agencies and organizations collectively distributed more than 1,000 multi-lingual flyers on protections from discrimination under the NYC Human Rights Law as well as information on how to report incidents in three different locations in Bensonhurst. The Commission's multi-lingual staff engaged with the community members and many business owners agreed to display the flyers in their store windows.

/// In the fall of 2018, following a series of anti-Semitic incidents in Brooklyn, the Commission's Bias Response Team launched a multi-pronged approach to engage with the community and respond to the incidents. A day of visibility

was conducted in a Hasidic neighborhood on Kingston Avenue in Crown Heights, followed by a day of visibility in Prospect Heights. The events were organized in partnership with the Mayor's Immigrant Affairs and Repair the World NYC. Commission staff engaged with the community at different transit locations and handed over 2,500 flyers. The flyers had information on the NYC Human Rights Law on one side and on the other side, it had details for an upcoming bystander intervention training the Commission was hosting in Crown Heights.

/// In the Bronx, a Black Muslim woman was harassed by young people on a bus. In response, the Commission, in coordination with the Mayor's Office of Immigrant Affairs, Action Network, the Bronx Borough President's African Advisory Council, the African Immigrants' Commission of New York and Connecticut, the Young African Network, and the Guinean Community of America, mobilized a day of visibility to bring awareness to this incident and to educate New Yorkers about their rights under the NYC Human Rights Law.

JOINING COMMUNITIES OF FAITH IN CELEBRATION AND UNITY /



Photo credit: Kelly Williams

As efforts to sow division and fear among different religious communities continue unabated, New Yorkers came together in record numbers to celebrate and uplift each other during sacred holidays. Nowhere was this more visible than at

the Fourth Annual Iftar in the City, hosted by the Commission in partnership with the Mayor’s Office of Immigrant Affairs and the Mayor’s Community Affairs Unit in May. Over 1,000 people came together to share a meal breaking the fast at the end of one of the 30 days of Ramadan. The event showcased the diversity of New York City and of the Muslim community itself, as attendees and speakers included people hailing from Senegal, Mali, Bangladesh, and across the Muslim world.

The Commission collaborated with other community-based organizations and houses of worship in jointly celebrating other significant holidays. In April, the Commission led a coalition of eleven faith, government, and community groups to host the Third Annual Interfaith Passover Seder for Immigrant and Refugee Justice, for over 150 attendees this year at Union Temple in Brooklyn. This celebration of Passover, the Jewish holiday that commemorates the story of the Jewish people’s exodus from Egypt and connects this narrative to the universal story of liberation and welcoming. It featured leaders of many faiths sharing prayer, poetry, and music and highlighted their shared work in fighting xenophobia and discrimination to make New York City a safer place for all.

After great success last year, the Commission hosted its second annual Vaisakhi: A Celebration of New York City’s Sikh Communities event along with co-sponsors The Mayor’s Office of Immigrant Affairs, the Mayor’s Center for Faith and Community Partnerships, Comptroller Scott Stringer’s Office, the New York University’s United Sikh Association, the Sikh Cultural Society, Sikh Coalition, and United Sikhs at the NYU Kimmel Center for nearly 300 attendees in April. Vaisakhi is an important celebration in the Sikh faith, as it is a recognition of the Khalsa, the community of initiated Sikhs, that formally committed to Sikh principles of social justice and selfless service, and also marks when Sikhs were given their distinct religious identity.

The Commission joined Harlem-based Jewish and racial justice organizations to host Celebrate Sukkot in Harlem: An Evening of Radical Welcome. Over 100 attendees gathered in a Sukkah (a temporary dwelling or tabernacle) under the stars in Morningside Park for an evening of food, ritual, song, and community.

PROVIDING RESOURCES TO RELIGIOUS COMMUNITIES /



Photo credit: Adrienne Nicole Productions

It is written in the New York City Charter that the Commission shall “foster mutual understanding and respect among all persons in the city.” One way we sought to fulfill this mandate in Fiscal Year 2019 was by educating New Yorkers about each other. We offered our Discrimination Based on Race & Color workshop to several Jewish community groups in the Riverdale section of the Bronx. We also provided Understanding Muslim Experiences trainings to staff and teachers at the Department of Education and personnel within the Mayor’s Office. We partnered with Repair the World and the Arab American Association of New York to convene bystander intervention training workshops for communities in Bay Ridge and Crown Heights.

In response to the increase in anti-religious bias incidents against houses of worship, the Commission held a convening in April 2019 entitled Protecting and Supporting Our Houses of Worship. Faith leaders joined us to learn about resources and best practices on how to protect houses of worship from acts of hate. Attendees were able to hear from different faith communities about their experience building safety plans and working with different resources to create safe spaces for congregants.

The Commission continued its partnership with many of the organizations that were part of our 2018 survey and report on discrimination against Muslim, Arab, South Asian, Jewish, and Sikh (MASAJS)

New Yorkers in the aftermath of the 2016 election. We created a pilot referral network which convened community-based organizations who work closely with MASAJS communities to train their frontline staff on the NYC Human Rights Law, coordinated events and workshops for their members, and shared printed materials for distribution at their offices and events. The pilot was created in direct response to findings in our 2018 survey which found low levels of the reporting of discrimination by MASAJS communities. Commission staff acted as direct liaisons with referral network organizations to help guide community members through the process of reporting discrimination or harassment at the Commission as well as referring cases outside of the Commission's jurisdiction to the appropriate resources.

NOTABLE CASE SETTLEMENTS /

One of Nation's Largest Tenant Application Processors Offers Option of Using an Independent Taxpayer Identification Numbers In Lieu of Social Security Number and Landlord, Rose Associates, that Insisted on an Additional Security Deposit, Agrees to Two Months Free Rent

Complainant, an immigrant, alleged that Respondent Rose Associates, a major New York City landlord, discriminated against her based on her immigration status in requiring her to obtain an additional security for her apartment because her social security number "was too new." In settling the case, Respondent agreed to provide Complainant two months of free rent (valued at \$5,400), reimburse her \$2,500 for fees incurred as a result of the security requirement, and require one of the nation's largest tenant application processors to offer prospective tenants the option of using an independent taxpayer identification number (ITIN) in lieu of a social security number. It has also trained its employees on the requirements for landlords under the NYC Human Rights Law.

Alma Bank Pays \$20,000 in Damages and \$17,000 in Civil Penalties for Failure to Provide the Religious Accommodation of Time to Pray

An employee filed a complaint against Alma Bank alleging that it denied her a religious accommodation. Complainant, a practicing Muslim, used her meal period to pray at work. Complainant alleged her manager forbade her to take her meal period despite Complainant's explanation about the use of her meal period to perform her religious obligations. After the Law Enforcement Bureau's investigation, the Commission, Complainant, and Respondent entered into a conciliation agreement requiring Alma Bank to pay Complainant \$10,000 in back pay and \$10,000 in emotional distress damages, pay \$17,000 in civil penalties to the City of New York, significantly overhaul policies on providing religious accommodations, post the Commission's Notice of Rights in the workplace, and undergo anti-discrimination training with a focus on religious accommodations.

Hampton Inn Hotel Franchisee Pays \$35,000 in Emotional Distress Damages and \$20,000 in Civil Penalties to Settle Hostile Work Environment Case Based on Gender and Religion

A former employee filed a complaint against a Hampton Inn franchise operating a single hotel in New York City, alleging that his manager repeatedly made discriminatory remarks about his gender and religion. The employee complained to a manager, but the employer could not show any evidence that the complaint had been investigated or addressed. Following the Law Enforcement Bureau's investigation, Complainant, Respondents, and the Commission entered into a conciliation agreement requiring Respondents to pay the Complainant \$35,000 in emotional distress damages, pay \$20,000 in civil penalties to the City of New York, train managers on the New York City Human Rights Law, update its anti-discrimination policy, and post the policy and the Commission's Notice of Rights poster throughout the hotel.

Landlord pays \$10,000 in Civil Penalties and \$5,000 in Damages for Rejecting Non-Citizen Subtenant

A Queens resident filed a complaint against a landlord, alleging that the landlord denied his application to sublet his apartment because the potential subtenant was not a United States citizen. The Law Enforcement Bureau investigated and found that the landlord, who is also a licensed real estate broker and co-owns several rental properties, repeatedly told Complainant that she would only accept a subtenant who was a citizen, even though the New York City Human Rights Law prohibits discrimination on the basis of national origin and citizenship status in housing. Respondents, Complainants, and the Commission entered into a conciliation agreement requiring Respondents to pay \$5,000 in economic and emotional distress damages to Complainant; pay \$10,000 in civil penalties to the City of New York; attend training regarding the New York City Human Rights Law; and place the Commission’s Notice of Rights poster in each of her buildings.

PRESS RELEASES /

NYC Commission on Human Rights Holds Second Annual Vaisakhi Celebration

The NYC Commission on Human Rights held the second-annual Vaisakhi celebration in partnership with the Mayor’s Office of Immigrant Affairs, the Mayor’s Center for Faith and Community Partnerships, Comptroller Scott Stringer’s Office and several Sikh community organizations. The event, first held in 2018 to celebrate Sikh communities and to combat anti-Sikh discrimination, celebrates Vaisakhi; a recognition of the Khalsa community of initiated Sikhs that formally committed to Sikh principles of social justice and selfless service. The celebration also marks the moment when Sikhs were given distinct religious identity. Sikh is the world’s 5th largest religion and New York City houses the second-largest Sikh population in the United States. People of the Sikh religious wear turbans and maintain unshorn hair, and as a result of this external appearance have been acutely vulnerable to hate crimes and discrimination.

New York City Holds 4th Annual Iftar In the City

“At a time when Muslim communities face an increased amount of discrimination and anti-Muslim rhetoric, the Iftar in the City offers a place where our vibrant NYC community can come together and honor our strength in diversity,” said Carmelyn P. Malalis, Commissioner and Chair of the NYC Commission on Human Rights. “Now is the time that we double down on recognizing and celebrating the people who build, maintain, and nurture our city.”

MEDIA COVERAGE /

AMNY: Bronx iftar celebrates Ramadan in ‘act of resilience’ – Nicole Brown (May 17, 2019)



Photo credit: Nancy Siesel

DEFENDING, CELEBRATING, AND SUPPORTING LGBTQI COMMUNITIES

2019 marked the 50th anniversary of the rebellion at the Stonewall Inn launching the modern-day fight for Lesbian, Gay, Bisexual, Transgender, Queer, and Intersex (LGBTQI) equality. On June 28, 1969, when the patrons of the Stonewall Inn stood up to harassment by the police, those activists, led by transgender women of color, did not know that they would be ushering in the modern movement for LGBTQI rights that continues to this day or that New York City would become one of the world's most welcoming cities for LGBTQI people.

In addition to the 50th anniversary of the Stonewall rebellion, New York City hosted World Pride this year, and the Commission took this opportunity to both honor this history and celebrate the vibrancy and beauty of New York City's LGBTQI communities. The Commission redoubled its efforts to support the LGBTQI community's most marginalized members: youth, transgender people, people of color, and immigrants and also further increased its presence at celebratory Pride events throughout

the spring and summer to over 100 such events in all five boroughs. The Commission's contingent at World Pride in June 2019 was the largest in the agency's history, with over 130 Commission staff, family, and friends marching together and chanting "human rights!" along the 2.5-mile route.

For transgender people, and transgender women of color in particular, addressing safety and biased-based policing remains a priority. The Commission's Transgender Communities Liaison spoke at a listening session on issues facing transgender women of color with the Trans Latinx Network, Make the Road New York, and New York State Senator Jessica Ramos. To celebrate Women's History Month, the Commission co-hosted a panel discussion with Destination Tomorrow and the Trans Latinx Network focusing on addressing issues affecting transgender women of color. Subsequently, as planning for World Pride and Stonewall 50 went into high gear, the Commission took a lead role with City Hall, the New York City Police Department, and other agencies on public safety planning for the City's over five million celebrants.

The Commission also sought to increase its visible support for intersex communities this year. In response to concerns brought to the Commission from intersex advocates, Commissioner Malalis and New York City Department of Health Commissioner Oxiris Barbot, M.D. joined together in an op-ed published online at Ozy.com to condemn non-consensual cosmetic surgical procedures on intersex infants. In addition, the Commission codified its gender identity and gender expression

legal enforcement guidance into rules, including more examples involving intersex, non-binary, and gender non-conforming people, and updating definitions of key terms. The Commission also updated legal enforcement guidance originally published in 2015 to incorporate these changes.

In Fiscal Year 2019, the Commission’s Community Relations Bureau has engaged over 7,339 attendees in 214 workshops and outreach activities on LGBTQI discrimination and educated participants about sexual orientation and gender identity protections under the New York City Human Rights Law. In addition to the Commission’s workshops, we have continued to host vibrant community gatherings. For the third year in a row, the Commission organized its annual LGBTQI Community Iftar in partnership with the LGBT Center, Muslims for Progressive Values, Tarab NYC, SALGA NYC, the Muslim Alliance for Sexual and Gender Diversity, Nur Ashki Jerrahi Community, and the Caribbean Equality Project. This event has grown every year, and this year the Commission broke bread with over 130 LGBTQI Muslim New Yorkers and allies.



Photo credit: Commission staff

In line with the Commission’s goal of advancing the dialogue on human rights, the agency used art and music to engage LGBTQI communities

on human rights issues. During Pride Month, the Commission and Dailymotion, a video-sharing technology company, hosted a concert featuring up-and-coming LGBTQI musicians of color. In addition, the Commission, joined by Mastercard, the New York City Department of Transportation, and the Mayor’s Community Affairs Unit, unveiled “Acceptance Street” in the West Village—a colorful art installation that acknowledges and celebrates the rich diversity of the LGBTQI community, including its intersex, asexual, nonbinary, pansexual, and two-spirit communities.

NOTABLE CASE SETTLEMENTS /

Promesa Residential Health Care Facility Overhauls Policies and Pays Civil Penalties After Commission Testers Revealed Blatant Gender Identity Discrimination

In July 2018, the Commission’s investigation into Promesa Residential Health Care concluded with the payment of \$10,000 in civil penalties to the City of New York as well as affirmative relief. Commission testers found Promesa blatantly discriminating against transgender people—turning away transgender women seeking care or telling transgender women that they would be required to room with men. Respondents agreed to implement policies that prohibit gender-based discrimination and harassment, including by permitting transgender people to participate in all aspects of their services in a manner consistent with their gender identity, including room assignments and other gender specific programs and facilities. They also agreed to conduct ongoing anti-discrimination training and submit to monitoring by the Commission.

Mount Sinai Beth Israel Medical Center Implements New Procedures To Ensure Compliance with Gender Identity Protections

A transgender woman patient filed a complaint alleging discrimination based on her gender identity. The complaint outlined that staff members asked invasive questions about “what she had down there”; insisted that she could not room with

other women; and asked her, “Did you have the operation? If you did not have the operation, you have to be roomed alone.” After investigation, the Law Enforcement Bureau issued a probable cause determination. The Commission, Complainant and Respondent entered into a conciliation agreement requiring Beth Israel to: pay Complainant \$25,000 in compensatory damages; hold ongoing staff trainings on working with transgender patients; post the NYC Department of Health’s LGBT “Bill of Rights” poster; update its systems to make patients’ preferred names and personal pronouns visible to frontline staff; update its website with information on its non-discrimination policies and how individuals can file a grievance with the hospital; flag and direct grievances regarding transgender patients to its Patient Safety/Patient Grievances Committee; continue its meetings of the Community Advisory Board for the Center for Transgender Medicine and Surgery to meet every six months; and submit to monitoring by the Commission.

Renamed 'Acceptance Street' for Pride – Tracy Gilchrist (June 19, 2019)

Good Morning America: Pride 2019: Gay Street renamed 'Acceptance Street' in New York City nearby Stonewall Inn – Tony Morrison (June 17, 2019)

New York Times: Gay Street was renamed Acceptance Street – Corey Kilgannon (June 6, 2019)

Ozy.com: Scalpels Down! Let Intersex Children Choose – Dr. Oxiris Barbot and Carmelyn P. Malalis (June 30, 2019)

PRESS RELEASE /

NYC Commission on Human Rights Announces “Acceptance Street” Installation at the Intersection of Gay and Christopher Streets in Collaboration with MasterCard

“It is imperative, now more than ever, that we as a city show our LGBTQIA communities that we have their back,” said Carmelyn P. Malalis, Commissioner and Chair of the NYC Commission on Human Rights. “With World Pride right around the corner we want to welcome people from all walks of life to celebrate in our city while feeling safe and accepted for who they are. The installation here today acknowledges that we see you, we love you, and we will continue to fight for your right to express yourself without fear of discrimination. Under the NYC Human Rights Law, every street is acceptance street.”

MEDIA HIGHLIGHTS /

The Advocate: New York City's 'Gay Street'



Photo credit: Kelly Williams

HUMAN RIGHTS AND EMERGING TECHNOLOGIES

This year, the Commission continued its work at the intersection of human rights and emerging technologies. The agency continued to research the use of algorithms in decision-making and to build relationships with individuals and institutions with expertise in data science, racial and social justice issues and other topics. This included presentations at NYU School of Law’s conference on Artificial Intelligence in a Democratic Society and at the Black in AI and AI for Social Good workshops at the 32nd Annual Conference on Neural Information Processing Systems (NeurIPS).

The Commission also continues to co-chair the Automated Decision Systems (ADS) Task Force, which per Local Law 49 of 2018, is charged with developing a set of recommendations related to government use of algorithms. This year, the Task Force continued its challenging but incredibly important work in support of fairness and accountability, including a series of public engagement sessions during the spring and summer of 2019. The Task Force will submit its recommendations in late 2019.



Photo credit: Commission staff



Photo credit: Commission staff

BUILDING INCLUSIVE AND SUPPORTIVE WORKPLACES AND LIVING SPACES THROUGH ENGAGEMENT WITH SMALL BUSINESSES

With the recognition that businesses need tools, strategies, and information in order to properly comply with the New York City Human Rights Law, the Commission has built several initiatives and pathways to connect with and support entities with legal responsibilities under the New York City Human Rights Law. For example, the Commission has developed a library of materials, all available on the agency’s website, geared towards answering questions the agency has received from employers and housing providers, including extensive FAQs, factsheets, and model policies and forms, in over a dozen different areas of protection, from disability

discrimination, the Fair Chance Act, and the ban on salary history, to source of income discrimination, and new requirements around lactation rooms and the sexual harassment prevention training. With respect to the implementation of the lactation room requirement, for example, the Commission published not one (as mandated by statute) but three model lactation policies, tailored to different workplace scenarios, over two dozen FAQs, and an employer-focused factsheet answering common questions the Commission has fielded about the new requirements. With respect to the Commission’s sexual harassment prevention training, the Commission has included, along with the free training, extensive guidance to employers on how to complete the training requirement, and, in response to concerns from the business community, coordinated with New York State directly to ensure that the Commission’s free training meets both the new City and State training requirements. The Commission mailed information about the new training requirements and the new sexual harassment prevention posters to approximately 300,000 businesses in New York City and conducted in-person walk-throughs through a dozen Business Improvement Districts to directly provide the materials to small businesses.

Representatives from all offices within the Commission regularly present to business and housing provider audiences alike on a variety of topics, from sexual harassment to source of income discrimination. In Fiscal Year 2019, the Commission presented to, among others, the College of Labor and Employment Lawyers; the Manhattan Chamber of Commerce; the Bronx Chamber of

Commerce; the Lawyers Alliance; Non-Profit New York; the Continuing Care Leadership Coalition; National Employment Law Council; Arent Fox LLP; real estate brokers at Bohemia Realty, Sotheby's, Nooklyn, and Bold New York; Phipps Houses, the largest non-profit provider of affordable housing in New York City; and more, on sexual harassment prevention, compliance with the New York City Human Rights generally, and other topics. The Commission also regularly presents at convenings before business associations, attorneys who represent businesses, and other practitioners through the New York City Bar Association, the New York State Bar Association, the American Bar Association Labor and Employment Law Section, among others.



Photo credit: Adrienne Nicole Productions

The Commission has also created a streamlined and accessible way for businesses, employers, and housing providers to ask questions, get information, and connect to the agency. Entities can email policy@cchr.nyc.gov, and will get a response within two business days, either by phone or email, to directly and personally address their inquiries. In addition, any entity, large or small, can request a free, in-person training by emailing training@cchr.nyc.gov. Many of these conversations result in additional FAQs on the website to reflect and respond to questions about the law.

The Commission has created innovative programming and pathways for small businesses, and specifically immigrant-owned businesses, seeking to become certified as Minority or Women-Owned Businesses (M/WBEs). The Commission hosted two M/WBE information sessions focused on providing information on the process to become M/WBE certified in languages spoken by immigrant business owners and vendors in the

neighborhoods in which they operate. In January 2019, the Commission hosted one session in Bengali at Parkchester in the Bronx. In March 2019, the Commission conducted a second session in Mandarin in Flushing, Queens. Nearly three dozen immigrant-owned small businesses attended. The Commission also hosted its 2nd annual M/WBE networking series in April 2019 at the agency's Manhattan office to: bring together M/WBE certified vendors to learn how they may work with our agency for future projects; and to conduct a M/WBE workshop in partnership with Small Business Services for businesses who are interested in becoming M/WBE certified.

Finally, the Commission leverages city resources in reaching as many businesses as possible. For example, the Commission publishes content about changes to the law, new resources on the agency's website, and new trainings available to businesses in nearly every BID Bulletin, an email newsletter published by Small Business Services, which is sent to Business Improvement Districts throughout the City. The Commission also regularly partners with the New York City Department of Consumer and Worker Protection to disseminate information through their newsletter, social media channels, and other platforms to employers. Commission's resources and information are also published on the City's Office of Nightlife's website.



Photo credit: Commission staff

INVESTIGATION, ENFORCEMENT, MEDIATION AND ADJUDICATION OF THE NEW YORK CITY HUMAN RIGHTS LAW IN FISCAL YEAR 2019

The Commission’s Law Enforcement Bureau (LEB) implements and enforces the New York City Human Rights Law. Through the enforcement of one of the most comprehensive civil rights laws in the nation, the LEB addresses discrimination in employment, housing and public accommodations in New York City, in addition to discriminatory harassment and bias-based profiling by law enforcement. The attorneys in the Commission’s LEB evaluate allegations of discrimination brought to the Commission by members of the public and utilize the agency’s investigatory and prosecutorial powers to root out pattern-or-practice discrimination through Commission-initiated investigations.

The LEB’s relatively new specialized Units, including the Early Intervention Unit, the Source of Income Unit, and Gender-Based Harassment Unit offer the option of resolving claims before a complaint is filed. Resolutions through pre-complaint intervention have significantly increased over the past several years, as the LEB works to address increased its volume and to streamline responsiveness to urgent concerns that may warrant immediate action or that can be resolved in a pre-complaint posture. At the end of Fiscal Year 2019, the LEB had an active caseload of over 2,195 cases, comprising of matters at the pre-complaint intervention, investigation, and litigation stages.

INVESTIGATIONS /

INQUIRIES /

Allegations of discrimination are brought to the Commission’s attention in a variety of ways. The most common way is when a member of the public contacts the agency. LEB’s Human Rights Specialists fielded 9,804 inquiries from members of the public in Fiscal Year 2019, a record high, in the form of phone calls, emails, letters, visits to Commission offices, and queries to mobile intake units dispatched to community sites or Commission events. Human Rights Specialists

who answer the Commission's Infoline, the most common way members of the public access LEB, speak seven languages other than English. Infoline staff assess each person's situation and routes them for pre-complaint intervention, for further assessment by an attorney, and/or refer them to another City agency or community resource.

The chart below provides further information about these inquiries. Because many individuals alleged more than one jurisdiction and/or protected class, the total below (10,884) exceeds the number of inquiries addressed by LEB (9,804). Since 2015, the number of inquiries the agency receives has sharply increased from 5,296 in calendar year 2015, to a record high of 9,803 in Fiscal Year 2019.⁵ The increase can be attributed, in part, to the Commission's efforts to raise its visibility and inform communities about the broad protections afforded by the New York City Human Rights Law, improve access to the Commission's services to New Yorkers with limited English proficiency, and share information through campaigns launched by the Commission to affirm all New Yorkers' right to live free from discrimination and harassment.

Due to the ubiquity of technology, social media, and viral news, the sights and sounds of discriminatory and harassing acts from across the City are in the palms of New Yorkers' hands. To address these incidents, the Commission resurrected initiatives from its work in the 1990s by relaunching its multilingual Bias Response Team. In Fiscal Year 2018, it significantly expanded its work by hiring two dedicated Human Rights Specialists to serve as Bias Response Investigators. The Commission now quickly mobilizes in the immediate aftermath of incidents of bias or hate with a range of different responses, including: ensuring Commission staff are visible and present at the site of the incident with material about people's rights as well as services the Commission provides; connecting with community leaders and affected parties; providing programming and on-site legal intake; and engaging with the community about an appropriate agency response.

In Fiscal Year 2018, the Bias Response Team responded to 146 bias incidents – a greater than 200% increase compared to the previous fiscal year. The Commission both strategically responds to and tracks these bias incidents, and this tracking effort will enhance its responses in the future. A few of the Commission's bias response actions include:

⁵ The New York City Charter was amended in January 2018 to change the Commission's statutory reporting period from calendar year to fiscal year (*i.e.* July 1 – June 30). See Charter § 905(e)(8). Consequently, this report covers Fiscal Year 2019 (July 1, 2018 – June 30, 2019). Last year's report covered Fiscal Year 2018 (July 1, 2017 – June 30, 2019). References to data or statistics from years prior to that reflect information compiled over a 12-month calendar year.

INQUIRIES IN FISCAL YEAR 2019
 (July 1, 2018–June 30, 2019)

Protected Class	Bias-Based Profiling	Discriminatory Harassment	Employment	Housing	Lending Practices	Public Accommodation	Jurisdiction Not Stated	Total
Age	//	3	106	33	//	18	//	160
Aiding/Abetting	//	//	1	2	//	//	//	3
Alienage Status (Immigration Status)	1	//	10	22	//	2	//	35
Arrest Record (Employment only)	//	//	16	//	//	//	//	16
Caregiver Status (Employment only)	//	//	12	//	//	//	//	12
Citizenship Status	//	//	20	17	//	3	//	40
Color	4	1	86	47	1	48	//	187
Conviction Record (Employment only)	//	//	101	//	//	//	//	101
Credit History (Employment only)	//	//	8	//	//	//	//	8
Creed/Religion	2	2	61	23	//	36	//	124
Disability	1	3	291	494	//	178	//	967
Domestic Partnership Status	//	//	//	1	//	//	//	1
Gender*	1	8	377	70	//	107	//	563
Housing Status	1	//	//	//	//	//	//	1
Interference with Protected Rights	//	1	2	1	//	1	//	5
Lawful Source of Income (Housing only)	//	//	//	485	//	//	//	485
Marital Status	//	//	4	9	//	//	//	13
National Origin	3	1	135	80	1	45	//	264
Pregnancy Accommodation (Employment only)	//	//	77	4	//	4	//	85
Presence of Children (Housing only)**	//	//	//	26	//	//	//	26
Race	9	9	320	119	2	143	//	602
Retaliation	//	//	182	20	//	9	//	211
Salary History (Employment only)	//	//	55	//	//	//	//	55
Sexual Orientation	1	4	57	40	//	33	//	135
Unemployment Status (Employment only)	//	//	4	//	//	//	//	4
Uniformed Services Member	//	//	1	3	//	1	//	5
Victim of domestic violence (Employment & Housing only)	//	//	8	11	//	//	//	19
Protected Class Not Stated	//	//	//	//	//	//	6757	6757
Total	15	64	1616	1346	2	629	6701	

Total Inquiries 9,804

* Includes Gender Identity and Gender Expression.

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

INQUIRIES BY MEMBERS OF THE PUBLIC WHOSE PREFERRED LANGUAGE IS NOT ENGLISH /

The Commission takes pride in maintaining a staff that reflects the diversity of New York City and the individuals who seek help from the Commission. The Commission’s Infoline staff answering calls are fluent in Spanish, Haitian Creole, Arabic, Hindi, Urdu, Mandarin, and Nepali. Across the agency, Commission staff speak more than 30 languages. When there is a need for a language other than those spoken by available staff, the LEB reaches out to an outside service provider to connect staff with an interpreter by phone. In Fiscal Year 2019, the staff fielded 826 such inquiries in seventeen languages. The chart below shows which languages, other than English, were spoken by members of the public who made inquiries to the Commission.

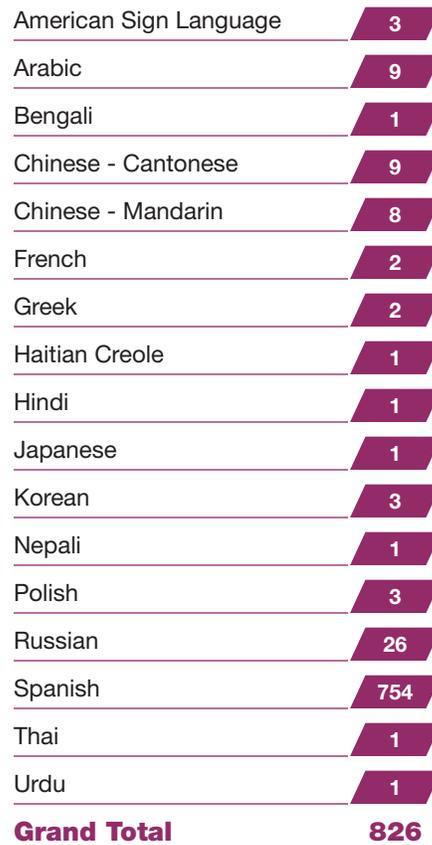




Photo credit: Adrienne Nicole Productions

PRE-COMPLAINT INTERVENTIONS

The Commission intervenes, when appropriate, before or in lieu of filing a complaint in order to provide immediate relief from continuing harm. In 2018, the Law Enforcement Bureau launched the Early Intervention (“EI”) Unit, the Source of Income Unit (“SOI”) and, in Fiscal Year 2019, the Gender-Based Harassment Unit (“GBH”). The EI Unit primarily assists members of the public with issues that may be resolved quickly without filing a complaint. The SOI and GBH Units assist the public with seeking immediate relief, but also address allegations that may necessitate the filing of a complaint. Pre-complaint interventions significantly reduce the time it takes to investigate and then possibly litigate and obtain a resolution for the complainant.

The Units intervene in a range of situations, including:

/// The EI Unit negotiates, on an expedited basis, for disability-related accommodations in housing, such as installation of grab bars, roll-in showers, ramps, or moving to more accessible housing.

/// In employment, if an employee is denied a reasonable accommodation, the EI Unit may contact the employer to inform it of the requirements under the New York City Human

Rights Law and obtain the accommodation for the employee.

/// The EI Unit identifies cases in which the parties may agree to an immediate non-monetary resolution, such as a patron who alleges she was denied service by a business because she has a service animal. In such situations, the EI Unit works with the business owner to allow the patron to obtain services, understand the requirements of the New York City Human Rights Law, change policies, and train staff to comply with the law going forward.

/// The GBH Unit may reach out to an employer when a worker experiences ongoing sexual harassment or if an employee faces ongoing discrimination because of their gender identity. If an employee is facing ongoing harassment, the GBHU may, after evaluating the circumstances and, in consultation with the complainant, reach out to the employer and address the issue prior to or instead of filing a complaint. This may involve working with the employer to enter an agreement addressing the harassment and providing relief for the employee, in accordance with the NYC Human Rights Law.

If early intervention efforts do not succeed, LEB will often file a complaint and proceed with investigating the allegations of discrimination. In addition, the Commission itself may determine that a pre-complaint intervention is necessary when a clear pattern or practice violation comes to its attention. LEB may send a cease-and-desist letter or otherwise contact the discriminating entity to

demand that it immediately stop the illegal practice, and among other actions, attend a training on the New York City Human Rights Law. Often, LEB does not need to file a complaint and initiate a formal investigation because LEB is able to obtain a full resolution through pre-complaint intervention when the entity responds and complies with the Law.

In Fiscal Year 2019, the Law Enforcement Bureau resolved 396 cases⁶ without filing a complaint, more than double the 141 successful interventions in Fiscal Year 2018. Of these 396 interventions, 77 were the result of Commission-initiated investigations.

The chart below lists the area of jurisdiction and the protected classes involved in the successful interventions. Some interventions involved claims under more than one jurisdiction and many involved more than one protected class.

⁶ This number does not include the 139 pre-complaint interventions resolved through the Commission's Project Equal Access.

	Discriminatory Harassment	Employment	Housing	Public Accommodations	Grand Total
Age		1	1	1	3
Aiding/Abetting		1			1
Alienage Status			4	2	6
Arrest Record		20			20
Citizenship Status		2	6	2	10
Color		2		2	4
Conviction Record		24			24
Credit History		1			1
Creed		1	3		4
Disability		8	130	22	160
Gender		8	2	7	17
Lawful Source of Income			206		206
National Origin	1	18	7	3	29
Pregnancy		6	1		7
Presence of Children			3		3
Race		20	6	6	32
Retaliation		2	1		3
Salary History		2			2
Sexual Orientation		2	3	1	6
Uniformed Services Member			2		2
Victims of Domestic Violence			4		4
Grand Total	1	118	379	46	544

SOURCE OF INCOME PRE-COMPLAINT INTERVENTION

The SOI Unit’s pre-complaint intervention work has been particularly successful in obtaining housing for some of the most vulnerable New Yorkers, people seeking housing and being denied apartments because they are using a voucher to pay for it. The SOI Unit was able to resolve 206 matters through pre-complaint intervention in Fiscal Year 2019, its first full year in operation. The SOI Unit is set up in such a way to both respond immediately to critically urgent cases—in some situations before a landlord can rent the unit to another applicant—and to also combat systemic legal violations, by filing complaints and challenging larger landlords who routinely turn away candidates with vouchers. For example, in Fiscal Year 2019, the SOI Unit obtained housing for a single mother with disabilities who was denied housing because she had a CITYFEPS voucher. The broker informed the applicant that the owner would not accept CITYFEPS. The SOI Unit immediately contacted the owner to inform them of their obligations under the NYC Human Rights Law. As a result, the applicant was able to move into the apartment using her voucher. In another case, a landlord refused to complete paperwork for an elderly Holocaust survivor who just received a Section 8 voucher after spending more than fifteen years on the waitlist. The SOI team intervened, and after some negotiations, the landlord completed the paperwork.

COMMISSION-INITIATED PRE-COMPLAINT INVESTIGATIONS

The Commission has the power to initiate its own investigations when entities are suspected of engaging in discriminatory policies or practices. In addition to filing complaints and testing, both of which are further described below, the Commission sends cease-and-desist letters and also uses a range of investigative methods, such as requests

for information on policies and practices, demands for documents, and interviews of key witnesses. These are equivalent to the fact-gathering mechanisms available to attorneys litigating in state and federal courts. The investigative process can result in enforcement actions.

In Fiscal Year 2019, Commission-initiated pre-complaint investigations covered 17 protected categories. To highlight a few key areas, the Commission:

- Opened investigations into the policies and practices of companies that were suspected of discriminating on the basis of gender identity.
- Launched investigations into the policies and practices of employers where repeat instances of sexual harassment came to the Commission’s attention.
- Opened investigations to address pregnancy discrimination in employment and ensure lactation space for employees.
- Conducted expansive testing of public accommodations and housing providers to identify discrimination based on disability.
- Continued its investigations into the accessibility of mammography centers for patients with disabilities.

In Fiscal Year 2019, the Law Enforcement Bureau initiated 69 new pre-complaint investigations and resolved 77 matters without having to file a complaint.

The chart below provides a breakdown of the resolved Commission-initiated pre-complaint investigations according to the area of jurisdiction and protected class of the alleged violations. Most investigations involve more than one protected class, and several involve claims under more than one jurisdiction.

COMMISSION-INITIATED PRE-COMPLAINT INVESTIGATIONS BY JURISDICTION



COMMISSION-INITIATED PRE-COMPLAINT INVESTIGATIONS BY PROTECTED CLASS

Employment	Housing	Public Accommodations
Age	Disability	Age
1	2	1
Arrest Record	Gender	Color
5	19	3
Color	Lawful Source of Income	Disability
2	6	1
Conviction Record	Marital Status	Gender
5	1	1
Credit History	National Origin	Interference with Protected Rights
1	32	60
Disability	Presence of Children	National Origin
10	4	1
Gender	Retaliation	Pregnancy
17	1	19
National Origin		Race
4		1
Pregnancy		Retaliation
4		7
Race		Sexual Orientation
12		7
Retaliation		
1		
Salary History		
6		

TESTING /

The Commission uses testing, a historically effective investigative tool used in civil rights litigation, to determine whether there is discrimination in housing, employment, or public accommodations. As part of an investigation, the agency may send testers to perform in-person testing or have testers conduct telephone testing of potential employers, employment agencies, landlords/real estate brokers, restaurants, hospitals, gyms, stores, or other public accommodations to see if our testers are treated differently or are given different information because they belong to a protected class. In Fiscal Year 2019, Commission testers tested 899 entities,⁷ an increase over Fiscal Year 2018 (691 entities tested) and calendar year 2017 (577 entities tested). An entity may be tested for violations in multiple jurisdictions and/or multiple protected classes.

TESTS IN EMPLOYMENT - 291*

Protected Class	Number of Entities Tested
Alienage Status	6
Arrest and/or Conviction	252
Citizenship Status	2
Credit History	157
Gender	1
National Origin	77
Pregnancy	26
Race	82
Salary History	157

TESTS IN HOUSING - 319*

Protected Class	Number of Entities Tested
Alienage Status	8
Citizenship Status	32
Disability	121
Gender	4
Lawful Source of Income	245
Presence of Children	29
Race	26

TESTS IN PUBLIC ACCOMMODATIONS - 327*

Protected Class	Number of Entities Tested
Disability	148
Gender	168
Race	9
Sexual Orientation	2

* Entities tested. Numbers below reflect tests in multiple protected classes of the same entities.

⁷ Entities are defined as individual companies or corporations. Some entities may have been tested under multiple jurisdictions or protected classes, or at different locations.

COMMISSION-INITIATED COMPLAINTS

Some Commission-initiated investigations lead to the filing of a Commission-initiated complaint alleging pattern or practice violations. In Fiscal Year 2019, the Bureau filed 56 Commission-initiated complaints, an increase over 44 filed in Fiscal Year 2018.

The chart below lists the number of Commission-initiated complaints according to the jurisdiction and protected class of the alleged violation.

Most complaints allege discrimination based on more than one protected class. As the table below shows the Commission filed 36 Commission-initiated complaints to address employment practices that discriminate on the basis of arrest and conviction record and which also have a disparate impact on Black and Latinx job applicants; these complaints allege violations under four protected classes — arrest record, conviction record, race, and national origin.

JURISDICTION	Employment	41
	Housing	13
	Public Accommodations	2
	Grand Total	56

PROTECTED CLASS

Employment	
Arrest Record	36
Conviction Record	36
Citizenship Status	2
Credit History	2
Gender	3
National Origin	36
Race	36
Salary History	4
Housing	
Age	1
Alienage Status	2
Citizenship Status	1
Creed	1
Lawful Source of Income	14
National Origin	2
Public Accommodations	
Disability	2

TOTAL COMPLAINTS FILED IN FISCAL YEAR 2019

The Commission filed 785 public-initiated complaints of discrimination in Fiscal Year 2019.⁸ Sixty-two percent (62%) of those cases were in employment and twenty-six percent (26%) were in housing. Disability-related claims were the most common across all areas of jurisdiction at 17%. Race (15%), gender (15%), and national origin (8%) were the other highest trending claims.

The types of discrimination claims filed with and by the Commission during Fiscal Year 2019 are below—first, the number of claims filed in each jurisdiction, and second, the number of claims in each protected class. Most complaints allege more than one violation, sometimes under more than one jurisdiction and, more commonly, under more than one protected class. Complaints filed by members of the public and Commission-initiated complaints are included. Therefore, the numbers below overlap with the Commission-initiated complaints in the chart above. Note that the graphic shows only categories with one or more claims.

CLAIMS FILED BY JURISDICTION	
Bias-Based Profiling	2
Discriminatory Harassment	9
Employment	491
Housing	206
Lending Practices	3
Public Accommodations	87

⁸ This number represents all complaints filed, both public-initiated and Commission-initiated.

CLAIMS BY PROTECTED CLASS

	Bias-Based Profiling	Discriminatory Harassment	Employment	Housing	Lending Practices	Public Accommodation	Total
Age	/	2	42	17	/	4	65
Aiding/Abetting	/	/	1	2	/	/	3
Alienage Status (Immigration Status)	/	2	2	18	/	/	22
Arrest Record (Employment only)	/	/	41	/	/	/	41
Caregiver Status (Employment only)	/	/	7	/	/	/	7
Citizenship Status	/	/	5	7	/	/	12
Color	1	1	27	23	1	9	62
Conviction Record (Employment only)	/	/	74	/	/	/	74
Credit History (Employment only)	/	/	5	/	/	/	5
Creed/Religion	/	1	21	5	/	4	31
Disability	/	2	124	103	/	29	258
Gender	/	2	177	16	/	24	219
Interference with Protected Rights	/	/	1	/	/	1	2
Lawful Source of Income (Housing only)	/	/	/	85	/	/	85
Marital Status	/	/	1	4	/	/	5
National Origin	/	/	101	23	/	2	126
Pregnancy Accommodation (Employment only)	/	/	40	1	/	3	44
Presence of Children (Housing only)**	/	/	/	7	/	/	7
Race	2	2	157	36	2	25	224
Retaliation	/	/	132	15	/	5	152
Salary History (Employment only)	/	/	55	/	/	/	7
Sexual Orientation	/	1	23	6	/	16	46
Unemployment Status (Employment only)	/	/	1	/	/	/	1
Uniformed Services Member	/	/	1	/	/	/	1
Victim of Domestic Violence (Employment & Housing only)	/	/	3	4	/	/	7

* Includes Gender Identity and Gender Expression.

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

DETERMINATIONS AND RESOLUTIONS IN CASES WITH FILED COMPLAINTS

In Fiscal Year 2019, the Law Enforcement Bureau resolved 986 cases that had been initiated through filed complaints, improving on a case closure trend over previous years (730 in Fiscal Year 2018). The possible case outcomes are a determination of either Probable Cause or No Probable Cause, settlement, administrative closure, or withdrawal. In Fiscal Year 2019, settlements rose 84% from Fiscal Year 2018, while Administrative Closures decreased by almost 20%. Each are described below.

PROBABLE CAUSE OR NO PROBABLE CAUSE

After the Law Enforcement Bureau has undertaken a full investigation, a determination of either Probable Cause or No Probable Cause is issued. The following is the Commission’s standard in making a determination: whether probable cause exists to credit the allegations of a complaint that an unlawful discriminatory practice has been or is being committed by a respondent where a reasonable person, looking at the evidence, could reach the conclusion that it is more likely than

not that the unlawful discriminatory practice was committed.

Probable Cause Determinations	68 (7%)
No Probable Cause Determinations	29 (3%)

SETTLEMENTS

The Commission resolved nearly one-third of cases closed in Fiscal Year 2019 through settlement.⁹ In such cases, the parties and the Commission enter into a conciliation agreement, which is an enforceable Commission Order. Some cases also resolve through a private settlement agreement and then a withdrawal of the case at the Commission. Finally, cases resolved through the Commission’s Office of Mediation and Conflict Resolution are also included in these totals. Noted below are a sampling of the many conciliations which can also be found on the Commission’s website. Other settlements are summarized throughout the earlier sections of this Report.

An employee who worked at the Albert Einstein College of Medicine before it was acquired by Respondent Montefiore Medical Center underwent a “re-hiring” process and a background check, during which it discovered his felony conviction from the early 1990s and refused to re-hire him. Following the investigation, the parties entered into a settlement agreement with Montefiore agreeing to create a comprehensive Fair Chance Act policy to properly assess applicants or employees with criminal conviction histories, train their staff, post a Notice of Rights and pay Complainant \$111,624 in backpay and damages, and a \$50,000 in civil penalties to the City of New York.

A prospective tenant and the Commission jointly filed a complaint alleging that Respondent, the owner of three buildings containing affordable units, refused to accept Complainant’s SEPS Voucher. As part of a conciliation agreement paid \$45,000 in emotional distress and lost housing opportunity damages and \$35,000 in civil penalties to the City of New York. The landlord also agreed to adopt model policies regarding tenant screening, reasonable accommodations, and the use of criminal history information in making housing decisions, to train all employees with managerial authority or with job duties related to reviewing applications, and

⁹ Several cases had both a determination of Probable Cause and then a successful settlement in the same reporting period of Fiscal Year 2019.

to post the Commission’s Fair Housing poster in all buildings they owned in New York City.

/ Rochdale Village denied a tenant’s request to keep an emotional support animal in her apartment and initiated eviction proceedings when she did not remove the animal. The parties entered into a conciliation agreement whereby Respondents agreed to pay \$30,000 in civil penalties to the City of New York, adopt the Commission’s sample reasonable accommodation policy, train all board members, employees with managerial authority, and employees involved in receiving or responding to reasonable accommodation requests, and to post the Commission’s Fair Housing Poster throughout its buildings.

Settlements 302 (30%)

ADMINISTRATIVE CLOSURES /

An administrative closure may be issued in several circumstances: at the complainant’s request; when a complaint is deemed non-jurisdictional after investigation; when the LEB is unable to locate the complainant after diligent efforts; and when the bureau has determined a case is unlikely to lead to probable cause. Notably, an administrative closure preserves a complainant’s right to bring the same claim in another forum.

Administrative Closures 573 (58%)

WITHDRAWAL /

Some complainants request to withdraw because they have decided not to pursue the matter.

Withdrawal 14 (1%)

As noted above, the Commission has significantly increased its pre-complaint intervention work. The average time to process pre-complaint interventions was approximately 94 days in Fiscal Year 2019. These cases do not involve full, longer investigations and possible litigation that are characteristic of filed complaints. The average time that cases involving filed complaints were pending while moving to resolution was 760 days. The longer processing time for filed cases is influenced, in part, by the fact that the New York City Human Rights Law has been amended to include more protected categories (26), expanding the LEB’s mandate. These changes in the law combined with the Commission’s efforts to increase awareness through publicized legal enforcement guidance and media campaigns have contributed to both the increasing number of matters handled by LEB across all protected classifications and to an increasing number of inquiries from the public. Thorough in-depth and wide-ranging investigations of publicly-filed complaints and investigating and prosecuting Commission-initiated actions to address systemic issues have lengthened the LEB’s investigation time and increased the time to resolve complaint-filed cases. The Commission’s focus remains on balancing the need to conduct thorough and comprehensive investigations, creating alternative pathways to resolution through pre-complaint intervention to resolve matters more expeditiously where appropriate, and ensuring that the LEB’s resources are utilized most effectively and efficiently.



Photo credit: Commission staff

OFFICE OF MEDIATION AND CONFLICT RESOLUTION

The Commission's Office of Mediation and Conflict Resolution (OMCR), formed in early 2017, is a voluntary mediation program that provides a neutral and empowering process for all parties to facilitate a quick, efficient, and mutually acceptable resolution of claims. The OMCR assists in facilitating resolutions at various stages of the process, including pre-investigation, mid-investigation, conciliation and/or after a finding of Probable Cause. OMCR provides these mediation services at no cost.

OMCR is staffed by a Mediation Director. In Fiscal Year 2019, the Mediation Director successfully mediated 37 cases to resolution—the highest in this category since 2009— representing, in the aggregate, damages for complainants totaling \$1,193,500, excluding non-economic terms and affirmative relief such as agreements to provide reference letters and conduct trainings. The average time from the acceptance of a case in mediation to its closure was 186 days.



Photo credit: Adrienne Nicole Productions

ADJUDICATION

When there has been a finding of Probable Cause, a case is usually referred to the City’s Office of Administrative Trials and Hearings (OATH), where an Administrative Law Judge conducts a trial and issues a report & recommendation as to whether there has been a violation of the New York City Human Rights Law. That report & recommendation is then sent to the Commission’s Office of the Chairperson to review *de novo*, solicit additional briefing from the parties, if warranted, and to either remand the case back for further factual development, or to issue a final decision & order. In Fiscal Year 2019, the Office of the Chairperson issued six decisions & orders, two of which are described below:

/// In *Commission on Human Rights ex rel. Steven B. Nieves v. Gilbert Rojas a/k/a Ren Rojas*, the Commission found Respondent, a real estate broker, liable for refusing to show Complainant and his family an apartment because Complainant had a housing voucher. The Commission ordered that Respondent pay Complainant \$10,000 in emotional distress damages, undergo training on the New York City Human Rights Law, and pay \$10,000 in civil penalties to the City of New York.

/// The Respondents in *Commission on Human Rights ex rel. Joo v. UBM Building Maintenance Inc.*, were held liable for firing Complainant based on his age and then

retaliating against him when he sought to file a discrimination complaint. The Commission awarded \$70,216 in compensatory damages (including back pay, interest, and emotional distress damages), imposed a civil penalty of \$30,000, and ordered the Respondents to modify their policies, and undergo training on the New York City Human Rights Law.

Summaries of all decisions & orders are available on the Commission’s website.

DAMAGES AWARDS AND CIVIL PENALTIES

In Fiscal Year 2019, the Commission, through Decisions & Orders, conciliations, mediated settlements, and withdrawals with benefits obtained \$6,094,313 in compensatory damages and civil penalties the highest in Commission history, and up significantly from Fiscal Year 2018 (\$4,272,562) which was the previous highest total. Of that, \$5,306,052 were awarded in compensatory damages to complainants and \$788,261 in civil penalties to the City of New York.



Photo credit: Kelly Williams

FISCAL YEAR 2019 BUDGET

The Commission’s funding comes primarily from City tax-levy monies. Additional funding has also been provided through a contract with the Equal Employment Opportunity Commission (“EEOC”) for cases the Commission resolves that also could have been filed under federal law at the EEOC.

City Tax Levy	\$ 13,660,728
Additional Program Grant Funding	
EEOC Contract (Workshare Agreement)	\$ 228,300
TOTAL	\$ 13,889,028



Photo credit: Cali York Photography

COMMUNICATIONS AND MARKETING

The Commission’s communications and marketing team consists of an executive director, press secretary, creative and social media manager, video content producer, and a graphic designer. This combination of skill sets creates a unified force which amplifies and supports the work happening at the Commission. The result has netted the Commission record media coverage, higher social media engagements, more accessible content, and professional and attractive graphics for campaigns.

SOCIAL MEDIA AND CREATIVE SERVICES

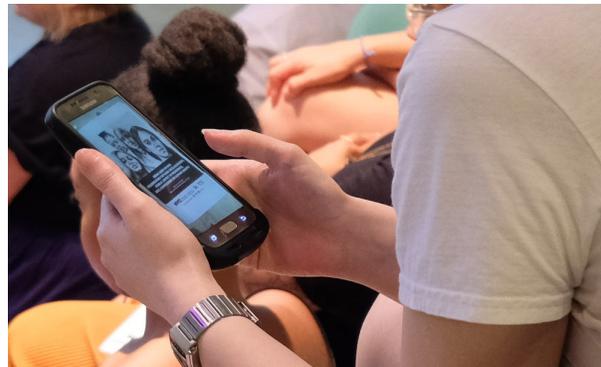


Photo credit: Adrienne Nicole Productions

Social media engagement grew exponentially this fiscal year, with each of the Commission’s existing channels gaining over 1,500 followers each. The Commission overhauled its LinkedIn and Medium channels and are steadily gaining followers. Social media posts garnered over 3.2 million organic impressions in Fiscal Year 2019. In tandem with increased social media engagement, the Commission’s website visits increased to over 1.6 million visits. The Commission invested over \$60,000 in community and ethic media buys, representing 100% of its digital and print media buys.

PRESS /



Photo credit: Commission staff

The press office saw a successful year in engaging with and disseminating information to the public. Working with local, national, and international outlets, the press office saw over 1,000 positive stories about the Commission’s work. Most notably, in February 2019—following coverage in the New York Times on the Commission’s Legal Enforcement Guidance on Race Discrimination on the Basis of Hair—the story was syndicated in every state across the nation and went viral. The success of the placement propelled the Commission’s work onto the international stage and helped increase its credibility as a venue for justice for New Yorkers. Additional stories included coverage of the Commission’s “While Black” campaign, a landmark settlement in housing discrimination, and the Commission’s pregnancy and caregiver discrimination report.

WEBSITE AND SOCIAL MEDIA METRICS FISCAL YEARS 2017 AND 2018 COMPARISON /



Website	FY 2018	FY 2019
Page Views	840,000	1,460,000
Visits	377,000	561,000
New Website Visitors	158,000	221,000
Average Visits Per Week	7,200	8,960



Twitter	FY 2018	FY 2019
Tweet Impressions	9,708,000	6,100,000
Twitter Profile Visits	117,700	85,500
New Twitter Followers	2,500	2,064



Facebook	FY 2018	FY 2019
Average Reach	155,000	232,000
Average Engagement	9,200	7,200
New Facebook Likes	8,100	3,200



Instagram	FY 2018	FY 2019
New Followers	460	2,100
Engagement (Likes and Comments)	6,800	7,700

**WEBSITE AND SOCIAL MEDIA
AS ONE-STOP SHOPS FOR
COMMISSION'S KEY MESSAGING /**



Website

The Commission's website experienced its highest levels of traffic recorded (since the Commission began tracking this information in 2014), increasing 73% year-over-year and surpassing 1 million-page views for the first time. 2019 also saw an increase in new visitors to the site, rising almost 40% year-over-year.



Twitter

The Commission's Twitter account continued steady growth in Fiscal Year 2019, surpassing 2,000 new followers for the third straight year. Additionally, 2019 saw an increase in organic engagement rate, jumping from 1.5% to 1.8% year-over-year.



Facebook

The Commission's Facebook presence grew again in Fiscal Year 2019, with a 50% increase in average post reach per month. Followership surpassed the 25,000 marks, representing the largest audience within the Commission's social footprint.



Instagram

The Commission's Instagram page garnered 2,100 new followers in Fiscal Year 2019, representing an almost 100% increase from last year. Instagram content netted 7,700 likes and comments throughout the Fiscal Year.



Photo credit: Commission staff

OFFICE LOCATIONS & CONTACT INFORMATION

To file a complaint or learn more about the Commission, dial 311 and ask for Human Rights.

MAIN OFFICE

22 Reade Street
New York, NY 10007
Dial 311 or (212) 306-7450
Fax: (212) 306-7658

NY RELAY SERVICES

Dial 711 or
(800) 421-1220 (English)
(877) 662-4886 (Spanish)

WEBSITE

NYC.gov/HumanRights

COMMUNITY SERVICE CENTERS

MANHATTAN

22 Reade Street
New York, NY 10007
(212) 306-7450

BRONX

1932 Arthur Avenue, Room 203A
Bronx, NY 10457
(718) 579-6900

BROOKLYN

25 Chapel Street, Suite 1001
Brooklyn, NY 11201
(718) 722-3130

QUEENS

153-01 Jamaica Avenue, 2nd Floor
Jamaica, NY 11432
(718) 657-2465

STATEN ISLAND

60 Bay Street, 7th Floor
Staten Island, NY 10301
(718) 390-8506

