

OFFICE OF HUMAN RIGHTS

I. Goals and Objectives for 1980 Calendar Year

A. Goals Listed According to Priorities

1. To improve local community relationships in the areas of housing, employment and public accommodations by promoting acceptance of people of different races, colors, sex, national origin, marital status, elderly, and individuals with physical or developmental handicaps.

2. To enforce the local anti-discrimination ordinance by investigating promptly charges of discrimination and providing remedies in the form of settlement agreements to complaining parties.

3. The above goals are subdivided into the following subgoals:

a. to educate those in the community who might potentially engage in discriminatory practices about what constitutes discrimination.

b. to educate those in the community who are potential targets of discrimination about practices which might constitute discrimination.

c. to devise methods of enforcing and conciliating discriminatory allegations.

B. Objectives

Under Education

1. Specific Objectives for the benefit of the community in general:

a. To provide yearly, during the fall, three educational seminars to discuss the context of the human rights ordinance, the penalties involved by breaking it, procedures involved in establishing probable cause; and legal relationships to similar state and federal statutes.

The target audience would be church associations and service clubs. The responsible official will be the Human Rights Officer.

- b. To provide yearly three different public forums to explain the history of the ordinance and the services provided by the office. The forums will be held once in the winter, once in the spring, once in the fall.

The target audience will be Chamber of Commerce members in the community. The responsible official will be the Human Rights Officer.

- c. To develop and circulate yearly within Fort Collins 2,000 flyers explaining the structure of the local office and providing examples of what constitutes discrimination.

The target groups for distribution will be public service agencies like Larimer County Social Services, Colorado State University Student Services, the local banks, United Way agencies.

2. Specific objectives for those who have the potential of receiving discriminatory treatment, in particular women, ethnic minorities, handicapped individuals.

- a. To provide yearly, during the spring, one awareness seminar on the human rights ordinance for each of the groups above. Responsible official will be the Human Rights Officer.

3. Objectives for those who have the potential to cause discrimination, in particular employers with 50 employees or more, rental associations, owners of restaurants, apartment association managers, newspapers.

a. To provide yearly, during the summer, to each of the above groups, one informational seminar on the following topics:

- employment laws
- housing laws as to buying and renting
- public accommodations laws
- affirmative action compliance while under federal and state contracts

Under Enforcement

1. To develop by February of 1980 a formal investigatory procedure for discrimination charges which processes a charge in 10% less time than what it takes the state and federal government (similar agencies dealing with discrimination charges). This will be accomplished by delivering the complaints in person to the respondents and by attempting conciliation at that time.

2. To develop by March 1980, an informal standardized mechanism to handle complaints of discrimination without having complaining parties file formal charges.

3. To publish each January for the City Council and the Human Relations Commission's information, a summary report of human rights cases and their disposition.

4. To increase yearly by 10% informal resolution of complaints of discrimination.

All the above activities will be the responsibility of the Human Rights Officer.

II. Problems/Opportunities Addressed by the Office of Human Rights

A. The Problems Addressed

1. lack of knowledge and understanding of anti-discrimination laws affecting housing rental and buying, and employment opportunities.

2. lack of timely response or compliance when laws have been broken by state and federal agencies dealing with housing and employment discrimination complaints.

The following needs have been expressed by citizens:

In the area of housing:

1. housing rental is not available oftentimes because of discrimination.
2. housing buying is denied, also by discrimination.
3. lending institutions deny loans for discriminatory reasons.
4. renting agencies do not make available certain properties if they know the owner discriminates against certain individuals.
5. apartment managers are not aware of anti-discrimination laws.

In the area of employment:

1. employment opportunities are oftentimes denied because of discrimination.
2. job advertisements in newspapers are oftentimes written in discriminatory language.
3. employers are not aware of anti-discrimination laws.

Other needs

1. There are no agencies at the local level that can exert pressure on owners of housing or employers to observe anti-discrimination laws.
2. Women and ethnic minorities have difficulty seeking employment in projects sponsored by federal monies because of discrimination.

3. Federal and state agencies have a case backlog too big to deal with discrimination complaints on a timely basis.
4. Local interest groups want complaints of discrimination to be handled by the lowest level of government possible; in this case, by the City.

III. Results/Outcomes Delivered

Benefits of Programs

A. Through educational programs the following results are expected:

1. Better flow of information about discrimination within the community.
2. As the Office of Human Rights becomes better known, those who might be the cause of discrimination charges (employers, owners of rental properties or public accommodation places, etc.) will feel at ease in consulting with the Office of Human Rights in hopes of preventing discrimination problems within their businesses.
3. Another benefit will be the ability that the office will develop to bring citizens' complaints out in the air and aide by seeking solutions to problems of discrimination.

B. Through enforcement activities the following results are expected:

1. Investigation and conciliation of complaints will show that the office has teeth.
2. Enforcement of anti-discrimination housing laws will result in compliance by a good number of those in the housing business.
3. The same will apply to employers and owners of public accommodation places.
4. The local effort to resolve problems at the local level will cause less resentment than conciliation efforts made by outside federal and state agencies.

C. General results through implementation of programs

1. Stronger community relations by participation of different minority groups on City Boards and Commissions.
2. Better awareness of anti-discrimination laws by employers, owners of housing, banking institutions, public accommodation owners.

3. Continued formal mechanism for solving complaints of discrimination at the local level.

4. Standardized informal mechanisms for the same purpose as above so that disputes can be resolved without filing a formal charge or going to court.

5. More prompt response to local problems of discrimination by decreasing by 10% the time involved in responding to a complaint.

6. Standardized referral system for problems of discrimination by keeping a log of all agencies that have jurisdiction over problems of discrimination and by keeping complaint forms from these agencies to be used at the local office when referring charges.

IV. Criteria for Measuring Success

A. In the area of educational activities success will be measured by:

1. positive evaluation feedback received from educational seminar participants (minimum of 60%).
2. number of public forums presented each year (minimum of 10).
3. number of radio announcements given each year (minimum of 10).
4. number of referrals received due to educational seminars and public relations techniques (increase of 10%).
5. number of phone and walk-in inquiries received and referred to appropriate organizations (increase of 10%).

B. In the area of enforcement success will be measured by:

1. percentage increase of discrimination cases settled outside of court (increase of 10%).
2. decrease in time spent in resolving cases as compared with time spent in similar cases by state and federal agencies with same resources (decrease of 10%).
3. Number of informal complaints successfully dealt with. This means that both parties to a dispute indicate satisfaction with the results achieved, without filing formal charges at least 75% of the time.
4. number of formal complaints successfully dealt with. Success will be measured as stated above, at least 75% of the time.

V. Innovative Alternative to Delivery of Educational Programs to be Implemented on a Pilot Program Basis.

A. Have the Human Rights Officer become a facilitator, defined here as an individual who goes to different businesses upon request, to improve their employment, housing or public accommodation practices in order to minimize the possibility of discrimination charges being filed. The underlying purpose here is to help businesses. The target audience will be private businesses and nonprofit organizations.

Factors

1. cost effectiveness - The educational and enforcement goals will be met in a manner which yields very positive community relationships for the money invested by the City.
2. political feasibility - It shows commitment by the local government to its primary goal of improving community relations through education.
3. need - At the present time the office has received requests from businesses for a service which goes beyond the general EEO seminar presentation.