

**Department Purpose:**

The Office of Human Rights (OHR) provides the residents of Pinellas County with protection against wage theft, discrimination in housing, employment, and places of public accommodation, pursuant to local, state, and federal law. Civil rights protection from discrimination based upon one’s religion, race, color, age, sex, sexual orientation, gender identity, national origin and disabled status are provided to citizens as well. For persons employed within the Unified Personnel System, the office protects employees from discrimination based on political affiliation.

The Office of Human Rights enforces three (3) sections of the Pinellas County Codes: "Employment Discrimination" (Division 2, Chapter 70), "Housing and Public Accommodations" discrimination (Division 3, Chapter 70), and Wage Theft and Recovery (Chapter 70, Section 301, et seq.). The mandate for the Office of Human Rights derives from Pinellas County’s Charter, Article 2, §2.02(e), entitled “Human Rights.”

The Office of Human Rights has Work-Sharing Agreements with the United States Department of Housing and Urban Development (HUD) and the United States Equal Employment Opportunity Commission (EEOC). These agreements provide reimbursement to the department for case processing, training and, in the case of HUD, administrative costs.

**Executive Summary:**

The Office of Human Rights’ activities are aligned with the County’s goals to provide the citizens of Pinellas County protection against wage theft and discrimination in housing, employment, and places of public accommodation.

**Staffing Summary:**

	<b>FY18</b>	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>
EEOC Program	5	5	5	5	5
Fair Housing Program	5	5	5	5	5
<b>Total FTE</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>

**Revenues:**

<b>Revenues</b>	<b>FY18 Actuals</b>	<b>FY19 Actuals</b>	<b>FY20 Actuals</b>	<b>FY21 Budget</b>	<b>FY21 Estimate</b>	<b>FY22 Request</b>	<b>Budget to Budget Change</b>	<b>Budget to Budget % Change</b>
Human Rights Program	1,293	83,540	-	83,600	83,600	80,750	(2,850)	-3.53%
Fair Housing Program	356,300	279,900	175,700	200,000	303,200	190,000	(10,000)	-5.00%
<b>Total Revenues</b>	<b>357,593</b>	<b>363,440</b>	<b>175,700</b>	<b>283,600</b>	<b>386,800</b>	<b>270,750</b>	<b>(12,850)</b>	<b>-4.52%</b>

The FY22 total federal workshare revenue budget request is conservative, reflecting a variance of \$12,850, or 4.5% less than FY21 adopted revenue budget. Due to the impact of COVID-19, the revenue projection assumes a fluctuation of caseloads in both County programs will occur next year based on the following trends.

**Human Rights Program**

- Total revenues for the Human Rights Program reflect a variance of \$2,850, or 3.5%, less than the FY21 budget and is due to the impact from COVID-19.
  - EEOC contracts are being downwardly modified from 115 cases to 85 cases for investigation in FY22. Fewer discrimination case referrals from the EEOC were assigned to OHR for investigation.

**Fair Housing Program**

- Total revenues for the Fair Housing Program reflect a variance of \$10,000, or 5.0%, less the FY21 budget and are due to the impact from COVID-19
  - The variance is due to a lack of discrimination case referrals from the OHR, Federal, and State partners (HUD, Florida Commission of Human Rights, and DOJ).
- The Fair Housing Program FY21 revenue estimate reflects a variance \$103,200, or 51.6%, more than the FY21 budget.
  - The United States Department of Housing and Urban Development (HUD) assumed a telework schedule and offices were closed to the public. Complaint processing periods were impacted.

**Expenditures:**

<b>Expenditures:</b>	<b>FY18 Actual</b>	<b>FY19 Actual</b>	<b>FY20 Actual</b>	<b>FY21 Budget</b>	<b>FY21 Estimate</b>	<b>FY22 Request</b>	<b>Budget to Budget Change</b>	<b>Budget to Budget % Change</b>
Personal Services	1,003,449	984,296	1,038,534	1,123,590	1,115,920	1,146,190	22,600	2.01%
Operating Expenses	112,188	110,658	144,728	160,240	201,280	177,190	16,950	10.58%
Capital Outlay	-	-	2,121	-	-	-	-	-
<b>Total</b>	<b>1,115,637</b>	<b>1,094,954</b>	<b>1,185,383</b>	<b>1,283,830</b>	<b>1,317,200</b>	<b>1,323,380</b>	<b>39,550</b>	<b>3.08%</b>

The Office of Human Right’s total FY22 Budget Request is increasing by \$39,550, or 3.1%, more than the FY21 Adopted Budget. Personal Services accounts for \$22,600, or 2.0%, of the increase, while interpretation/mediation contract service costs contribute to the remaining portion of the increase in the amount of \$16,950, or 10.6%.

In compliance with the Americans with Disabilities Act (ADA), the Office of Human Rights fulfills requests for public accommodations, which includes telecommunications and reconciliation services. Language interpretation and mediation service costs have increased by \$23,500, or 25.2%, more than FY21 Adopted Budget.

- Translation service requests increased considerably due to County employees utilizing language line services.
- The Certified Mediator contract agreement was renegotiated at a higher rate, directly contributing to mediation services rising costs.
  - To ease rising mediation costs, in FY22 two staff members will complete the State of Florida Certified Mediator training program.
  - Earning this designation will allow the County to render mediation services independently, and reduce cost associated with the current mediator contractor in the future.
- In FY20, OHR received funding from HUD to attend conferences and training; however, the events were cancelled due to COVID-19. The County's workshare agreement with HUD allows OHR to roll forward travel funding for two years if not expended in the first year awarded.

#### **Performance Measures:**

Performance measures for the Office of Human Rights Program and Fair Housing Program are established by the United States Department of Housing and Urban Development (HUD) and the United States Equal Employment Opportunity Commission (EEOC). Federal partners monitor the percentage of cases closed, percentage of post determinate reconciliation of complaints, and percentage of investigations closed as performance indicators.

The Office of Human Rights has met 6 of 7 performance indicators in FY21 despite COVID-19's impact on program operations. These outcomes were achieved due to the following operational efficiencies:

- The Office of Human Rights budgeted capital improvement purchases prior to the emergency declaration. Other equipment upgrades were made amidst the lockdown and the timing of equipment improvements allowed program staff to continue serving the public prior to adopting a telework schedule.
  - New E-Certified mail postage options to send wage theft and housing notifications were implemented. The electronic postage allows staff to mail items from a remote environment without sacrificing delivery time.
  - Ink cartridges and document scanners were provided to staff to expedite closing cases according to work-share agreement standards. Staff can conduct site visits, print, and route time-sensitive documentation from a remote environment.

FY22 performance targets are likely to be impacted as the U.S. economy slowly recovers from COVID-19 and operational activities return to normal.

- Recent and future federal spending initiatives relating to COVID-19 may create pressure for budget cuts elsewhere, including funding from federal partners (EEOC and HUD). This could result in reduced funding to OHR for case processing, training, and administrative costs.

**Attachments:**

- Attachment 1– Federal Work-Share Performance Measures
- Attachment 2 – FY18-FY22 Budget History Graph
- Attachment 3 – Organizational Chart