



Office of Human Rights

Council Briefing | November 2023



City of Charlottesville Office of Human Rights

The Office of Human Rights is a division of the City Manager's Office that addresses individual complaints of discrimination, conducts community outreach, and supports the Human Rights Commission.



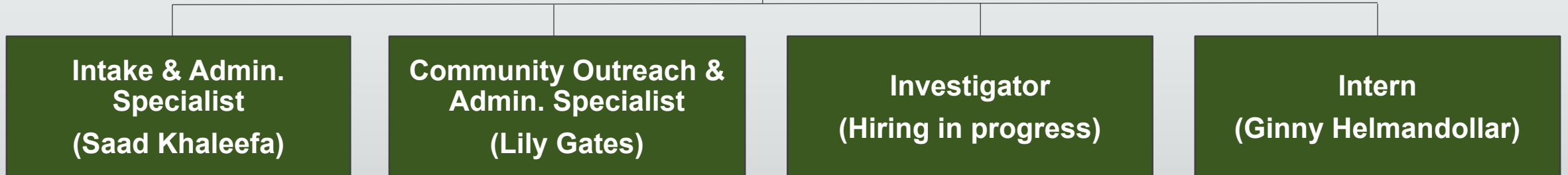


Staffing

City Manager
(Samuel Sanders)

Deputy City Manager
REDI
(Ashley Reynolds-Marshall)

Director
Human Rights Commission
(Todd Niemeier)





Budget

Category	FY2023 Budget (7/1/22 - 6/30/23)	FY2023 Actuals (7/1/22 - 6/30/23)	FY2024 Budget (7/1/23 - 6/30/24)	FY2024 Actuals (7/1/23 - 11/16/23)	FY2025 Proposed Budget (7/1/24 - 6/30/25)
Salary/Benefits	\$249,848	\$253,799	\$423,431	\$120,809	\$442,169
Operating	\$65,001	\$28,639	\$64,183	\$10,747	\$59,020
Appropriation	\$143,650	n/a	\$176,000	n/a	n/a
Total	\$458,499	\$282,438	\$663,614	\$131,556	\$501,189

FY2025 Adjustments

- *Salary/Benefits*
 - ✓ Accounts for predicted shift to the new pay band and step system for employee compensation.
 - ✓ Includes funding for four FTEs (Director, Intake, Investigator, and Outreach).
 - ✓ Includes funding for 16 hour/week Intern position.
- *Operating*
 - ✓ Proposed expenses are slightly lower than FY2024.
 - ✓ Line-item allocations were adjusted to better represent anticipated and ongoing expenses.



FY2024 Work Plan (12/1/23 – 6/30/24)

In addition to the six Action Items in the City Manager's Work Plan supported by the Office of Human Rights, the Office has planned the following for the remainder of FY2024.

Action Item	Measurable Goal	Strategic Framework	Target Completion Date
Revise the Charlottesville Human Rights Ordinance.	Present a revised Ordinance draft to City Council as part of the ongoing process to enter a Fair Housing Assistance Program workshare with the Federal Fair Housing Office of Housing and Urban Development (HUD).	Justice, Equity, Diversity, & Inclusion (JEDI)	FY24 Q4
Develop a CY2024 Work Plan with the Human Rights Commission.	Plan and execute a facilitated strategic planning process with the Human Rights Commission to develop a clear and relevant work plan for CY2024.	Organizational Excellence	FY24 Q3
Develop Office of Human Rights Standard Operating Procedures (SOPs).	Work with all staff to codify and refine SOPs for intake, investigation, and outreach as well as Office and Commission administration.	Organizational Excellence	FY24 Q4
Expand community outreach to include new partners and audiences.	Develop programs that increase public awareness of OHR services, increase public engagement with the Human Rights Commission, and broaden public understanding of human and civil rights and related issues.	Partnerships	FY24 Q4
Build staff capacity for addressing individual complaints of unlawful discrimination.	Fill the Investigator (In Training) role and provide all FT staff formal and in-house intake and investigation training.	Organizational Excellence	FY24 Q4



FY2025 Draft Work Plan (7/1/24 – 6/30/25)

In addition to any Action Items in the City Manager's Work Plan supported by the Office of Human Rights, the Office has planned the following for FY2025.

Action Item	Measurable Goal	Strategic Framework	Target Completion Date
Pursue interim certification as a Fair Housing Assistance Program (FHAP).	Present an amended version of the Charlottesville Human Rights Ordinance to the Federal Fair Housing Office for formal review and enter an interim FHAP workshare agreement.	Justice, Equity, Diversity, & Inclusion (JEDI)	FY25 Q3
Execute the CY2024 Human Rights Commission Work Plan.	Present work products to City Council that include annual legislative agenda recommendations, as well as other policy and system issue guidance that relates to civil and human rights.	Organizational Excellence	FY25 Q4
Develop Office of Human Rights Standard Operating Procedures (SOPs).	Finalize SOPs initiated in FY24 and make ongoing revisions, as needed to ensure best practices.	Organizational Excellence	FY25 Q3
Expand community outreach to increase public education and awareness and prevent unlawful discrimination.	Develop and deliver regular presentations to diverse communities about the services provided by the office, as well as topics related to protected and activities and classes under the Charlottesville Human Rights Ordinance.	Justice, Equity, Diversity, & Inclusion (JEDI)	FY25 Q2
Build staff capacity for addressing individual complaints of unlawful discrimination.	Continue to train all FT staff in intake, investigation, and mediation utilizing the training resources available through the FHAP workshare, EEOC, and other professional services.	Organizational Excellence	FY25 Q4 Ongoing



OHR Measures

CY2022

Contact Type	Total Number
New Complaints	10
New Inquiries	294*
Individual Follow-ups	1,931
Third-Party Incoming	1,018
Total Incoming Contacts	3,253

* "General Contacts" as reported in the CY2022 annual report were merged into "Inquiries."

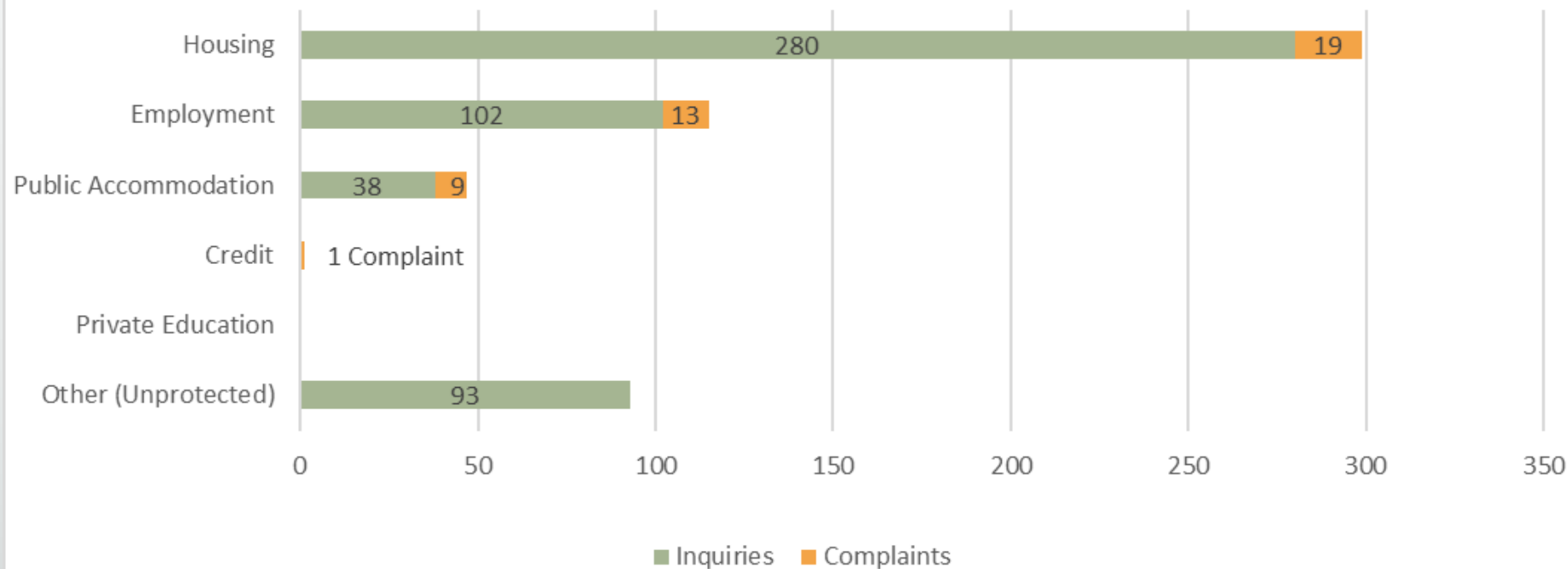
CY2023 (as of November 17, 2023)

Contact Type	Total Number
New Complaints	5
New Inquiries	181
Individual Follow-ups	956
Third-Party Incoming	789
Total Incoming Contacts	2,892
Total Individuals Served	257



OHR Measures: Protected Activities

Total Inquiries and Complaints by Protected Activity
CY2018 through CY2022

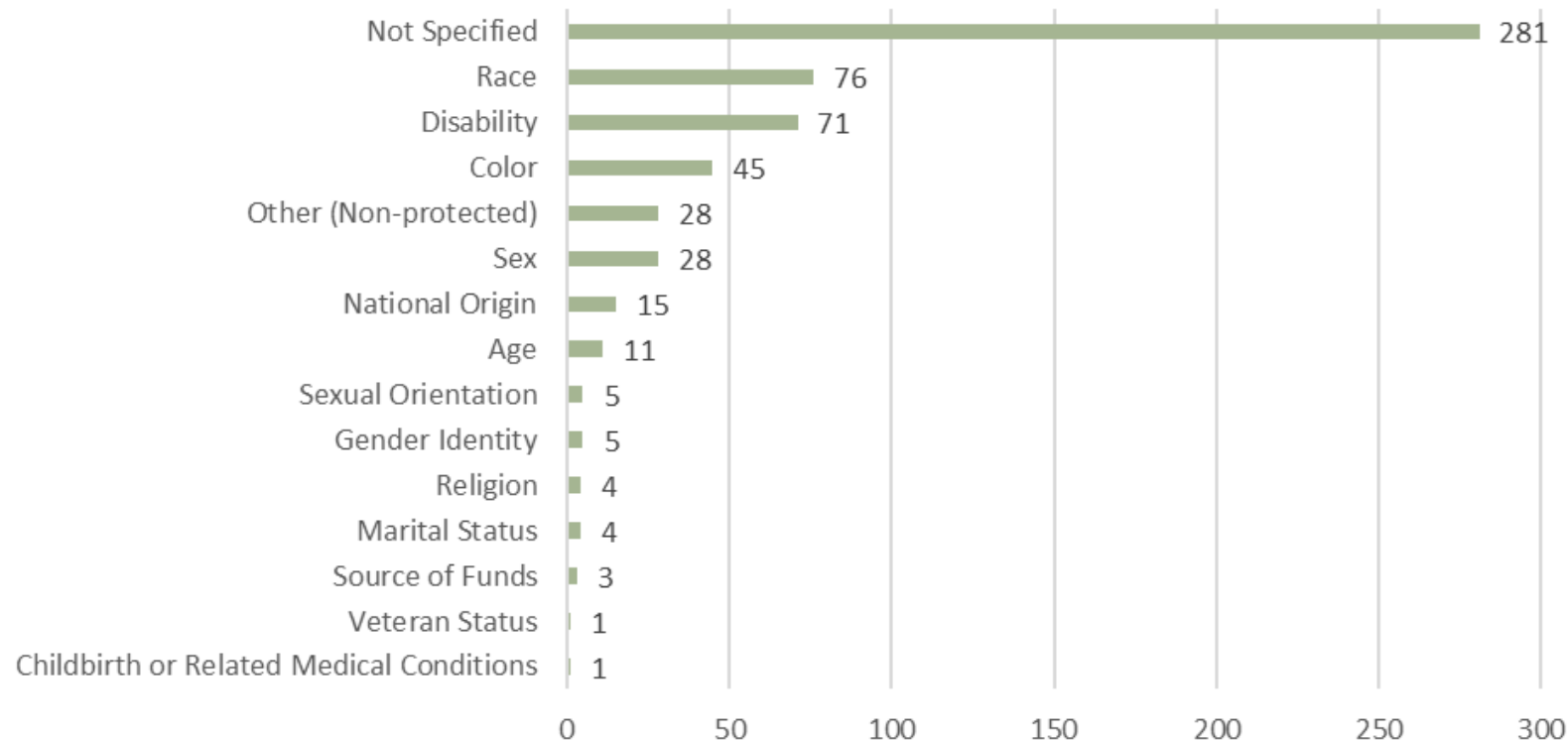


Housing is the most often identified protected activity in inquiries and complaints received by the OHR, followed by **Employment** and **Public Accommodation**.



OHR Measures: Protected Classes

Total Inquiries & Complaints by Protected Class
CY2018 through CY2022



Race was the most often identified protected class in inquiries and complaints received by the OHR, followed by **Disability** and **Color**.



Human Rights Commission (HRC) Measures

CY2022

Sec. 2-433. Roles	HRC Actions
(a) Individual Assistance	0
(b) Awareness and Guidance	4
(c) City Policies	6
(d) Federal Workshares	1
(e) Legislative Program	1
(f) Commission Policies	1
Total Actions	13

CY2023 (as of November 17, 2023)

Sec. 2-433. Roles	HRC Actions
(a) Individual Assistance	0
(b) Awareness and Guidance	4
(c) City Policies	2
(d) Federal Workshares	0
(e) Legislative Program	2
(f) Commission Policies	1
Total Actions	9



Challenges and Opportunities

Challenges	Opportunities
Timely and efficient processing of complaints through the investigation and finding process.	Hiring an Investigator (In Training) and simultaneously training all current FTE staff in intake and investigation will enhance performance and ensure continuity of government.
Access to in-depth fair housing investigation training.	Finalizing Human Rights Ordinance revisions and entering a FHAP workshare will provide access to the National Fair Housing Training Academy.
Expanding community outreach to other populations and creating focused education and awareness programs.	The addition of an Investigator (In Training) coupled with a shift away from navigation and advocacy work will support outreach program development.
Codifying existing practices for continuity of government and institutional knowledge.	In FY2024, the OHR will have a full team for the first time since its 2013 inception, creating the opportunity for the collaborative writing of comprehensive standard operating procedures.



City of Charlottesville
Office of Human Rights

QUESTIONS

Office of Human Rights

Address: 507 East Main Street

Email: humanrights@charlottesville.gov

Web: charlottesville.gov/665/Human-Rights



Office of Equity and Inclusion

Council Briefing | November 2023



Land Acknowledgment

The City of Charlottesville is committed to being a Diverse, Equitable, and Inclusive city. We acknowledge the Monacan People as the Indigenous custodians of the land that creates the City of Charlottesville, and pay our respect to their elders' past, present, and emerging.





PHOTO CREDIT: TARYN WHITE, @TARYNTRA



Office of Equity & Inclusion



THE CITY OF
Charlottesville
DOWNTOWN
JOB CENTER

City of Charlottesville
HOMEto
Hope



JEDI Programs

Accessible Charlottesville

- ADA Coordinator
- ADA Specialist

Downtown Job & Financial Success Center

- Employment & Financial Education Manager
- Job Center Engagement Representative

Home to Hope

- Senior Peer Navigator (2)
- Peer Navigator (2)



Office of Equity & Inclusion Budget

Expenditures	FY23 Budget	FY 24 Budget
Salary/Benefits	\$81,355	\$301,906
Expenses	\$300,000	\$316,014

- Increase in salaries from FY23 to FY24 is due mainly to the addition of staff. The office went from one (1) funded staff member to four (4) funded FTEs
 - ADA Coordinator
 - [hiring in process] ADA Specialist
 - [vacant] REDI Coordinator
 - [vacant] Homelessness Coordinator



Accessible Charlottesville

- Staff
 - Paul Rudacille (He/Him), ADA Coordinator
 - [hiring in progress], ADA Specialist
- The Title II ADA (Americans with Disabilities Act) Coordinator plays a pivotal role in ensuring that public entities comply with the law and work towards creating accessible environments for individuals with disabilities. This individual serves as a key liaison between the government entity and the community, working to implement and oversee the ADA transition plan.
- Service Statistics
 - November 2022- November 2023:
Over **200** inquiries or requests



Capital Improvement Plan	FY23 New Funding	FY23 Expenditures	FY23 Remaining Funding
Citywide ADA Sidewalks & Curbs	\$200,000	\$104,062	\$603,574

Note: The ADA team is a part of the larger OEI budgetary allocation for staffing and routine expenditures



Downtown Job Center

Staff

- Roy Fitch, Jr. (He/him), Employment and Financial Opportunity Manager
- [hiring in progress] – Job Center Engagement Representative

Services Provided

- Resume creation and editing · resume building and advice · specified job searches · dedicated client computer stations · mock interviewing · education and training resources · job fair leads · community partner program referrals · job leads · job referrals

FY 23 Service Data

- **166** Job Center client appointments; **59** clients were first-time visitors
- **40%** of clients revisit the Downtown Job Center on multiple occasions.
- **77%** of Job Center clients reside within the City of Charlottesville
- *Successful partner collaborations include*
 - UVA Pipelines and Pathways, Ready To Work Program (OED and VA CareerWorks), VA CareerWorks, Network2Work, PVCC, and the Albemarle Career Center.
 - The Downtown Job Center provides BankOn Financial Literacy guidance in collaboration with the non-profit organization CEO (Coalition for Economic Opportunity). CEO's fiscal sponsors are the Legal Aid Justice Center and AIM.



Expenses	FY23 Budget	FY24 Budget
Salary/Benefit Expenses	\$185,088	\$192,652
Other Expenses	\$11,123	\$12,067



Home to Hope

Staff

- Roy Fitch, Jr. (He/Him), Employment and Financial Opportunity Manager
- Senior Navigator Whitmore Merrick
- Senior Navigator Stacey Washington
- Navigator Courtney Brown
- Navigator Devin Coles

FY23 stats

- **388** new and repeat program participants; over **1500** intakes since the program's inception
- Avg total caseload is **40** participants/ Avg active caseload is **15 – 25** participants per Navigator
- Gender - **62%** male/**38%** female
- Race – **54%** black/**40%** white/**6%** other
- **50%** of our program participants identify as Homeless when they initially complete the Home To Hope intake



Expenses	FY23 Budget	FY24 Budget
Salary/Benefit Expenses	\$241,254	\$255,713
Other Expenses	\$110,596	\$112,411

**2021 ICMA Community
Sustainability Award Winner**



Home to Hope: Supportive Services

- Critical Peer Support
 - Certified Peer Navigators
 - Wellness Recovery Action Plan (WRAP) creation
 - Mental Health First Aid
 - Support Group Access
- Emergency Assistance
 - Cell Phone Access
 - Temporary Hotel Access
 - Past Due Rental Assistance
- Hot Hand-off Services
 - Health Care Access
- Rebuilding Assistance
 - Clothing and shoes including work attire
 - Grocery Support
 - Personal Items; Rx; Prescription Glasses
 - DMV Fees
 - Gas and Travel Support
 - Rental Assistance (application fees, first month, last month)
- Employment Support
 - Partner with: Downtown Job Center, Network2Work, PVCC, CATEC, WIOA, GED



Objectives

Fulfillment of City Manager's Work Plan Action Items

- **Accessibility**
 - ADA Self-Assessment
 - ADA Transition Plan
- **Community Interventions**
 - Mental Health and Wellness
 - People Experiencing Homelessness
 - Firearms & Violence Intervention

- **Financial Opportunity**

- CATEC Workforce Development
 - Downtown Job Center Connections & Supports

- **Community Support**

- Support for formerly incarcerated community members

***Infusion of Council's Commitment to JEDI
into Organization***



Success Factors

ADA Success Factors

- Creating a successful Title II ADA (Americans with Disabilities Act). Here are three key success factors to ensure an effective and inclusive transition plan:
- Comprehensive Accessibility Assessment
- Inclusive Stakeholder Engagement
- Prioritization and Phased Implementation

Downtown Job Center Success Factors

- Partnering Programs and Employers – The Downtown Job Center transitioned from the Office of Economic Development to the Office of Equity & Inclusion during the Summer of 2022. The Center is still able to thrive from dedicated partners, programs and employers that can serve as a direct referral for focus-driven jobseekers. Previously, GO Programs were largely responsible for meeting jobseekers workforce needs.

Home to Hope Success Factors

- Ability to navigate individuals facing homelessness into shelter opportunities
- Engagement with individuals facing Substance Use Disorder
- Engagement with participants seeking employment and education opportunities
- Ability to provide consistent Peer support groups to revitalize hope during hardships
- Continued community partnership with local employers, landlords, and other partnering agencies to assist participants with goals and needs.

Equity and Inclusion Success Factors

- Continued GARE Membership & Collaboration
- Increases in the City's Human Rights Campaign Municipal Equity Index Score
- Number of persons provided JEDI-focused education/training
- Engagement of departments to review equity concerns in their projects and programs



OEI Challenges and Opportunities

Challenges

Meeting the needs of our community from accessibility, employment, and peer navigation needs

- Transition Plan will denote costly upgrades to ensure our community is accessible to all
- National and Local employment trends impact job opportunities for those in the community searching for work with livable wages and career progression opportunities.
- Community members need access to a wide variety of affordable and accessible housing from 0-60% AMI to meet the needs of those who ADA, DJC, and H2H support

Potential legal impacts of challenges to equity-based laws

Potential impacts of state legislators on equity-based work

Opportunities

- Adding JEDI principles to REDI
- Engaging in our dedication to accessibility through the completion of the ADA Self-Assessment and the subsequent recommendations of the ADA Transition Plan
- Working to increase employment opportunities with the city through HR's hard work on job descriptions and equity incorporations
- Continuing to provide needed and unduplicated support for community members re-entering after incarceration



QUESTIONS

Photo Credit: Derrick Waller /
Vinegar Hill Magazine <https://vinegarhillmagazine.com/a-new-narrative/>