

CITY OF JACKSONVILLE, FLORIDA

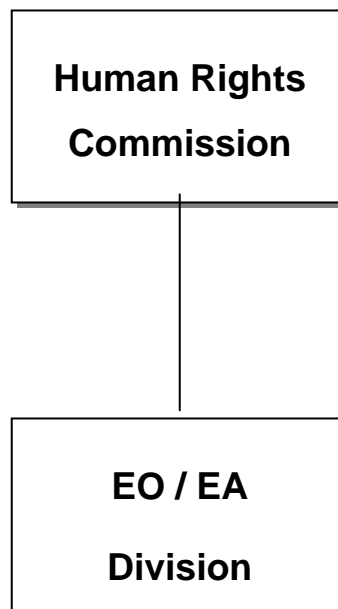
JACKSONVILLE HUMAN RIGHTS COMMISSION

DEPARTMENT VISION:

To change the ethos of Jacksonville and to create an environment where harmony, unity and equality abounds.

DEPARTMENT MISSION:

To promote and encourage fair treatment and equal opportunity for all persons regardless of race, color, religion, sex, national origin, age, disability, marital, or familial status; to promote mutual understanding and respect among members of all economic, social, racial, religious, and ethnic groups; and to eliminate discrimination against and antagonism between religious, racial and ethnic groups and their members.



CITY OF JACKSONVILLE, FLORIDA
Jacksonville Human Right's Commission

SERVICES/MEASURES	FY 08 Historical	FY 09 Estimated	FY 10 Projected
Workload/Demand:			
# of investigative inquiries. (Telephonic)	1,240	1,200	1,200
# of investigative inquiries. (Electronic-Walkin- Questionnaires)	755	700-750	700-750
# of employment charges accepted.	312	300	300
# of employment charges resolved.	178	170	170
# of housing/public accommodations complaints accepted.	39	50	40
# of housing/public accommodations complaints resolved.	24	24	24
# of participants completing study circles.	220	350	400
# of participants attending dialogue sessions on race/ethnic relations.	697	800	850
# of participants reached through educational outreach activities	797	1,000	1,200
Effectiveness:			
% of employment charges resolved within 180 days.	31.5%	43.0%	40.0%
% of housing/public accommodations complaints resolved within 100 days.	31.80%	45.00%	45.00%
Customer satisfaction scores for employment charges	4.32	4.00	3.50
Customer satisfaction scores for housing/public accommodations complaints	N/A	3.50	4.00
% of participants who have a new awareness as a result of participating in dialogue sessions.	82	85	85
EO/EA Division:			
# of EO/EA Consultations.	48	50	40-45
#of EO/EA Investigations accepted.	18	25	25
# of EO/EA complaints resolved.	18	15	15
Avg. days of EO/EA resolved complaints.	47.1	60.0	60-75
# of EO/EA training courses conducted.	68	50	55-60
# of city employees trained.	1,464	1,200	1,200
Customer Satisfaction score for EO/EA training.	4.71	4.60	4.60

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HUMAN RIGHTS COMMISSION

EXPENDITURES BY DIVISION	FY 08 Actual	FY 09 Budget	FY 10 Approved	Dollar Change	Percent Change
JAX HUMAN RIGHTS COMMISSION					
PERSONNEL EXPENSES	923,564	970,501	1,010,832	40,331	4.2%
OPERATING EXPENSES	164,121	267,750	290,798	23,048	8.6%
CAPITAL OUTLAY	0	2	2	0	0.0%
DIVISION TOTAL	1,087,685	1,238,253	1,301,632	63,379	5.1%
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TOTAL EXPENDITURES	1,087,685	1,238,253	1,301,632	63,379	5.1%

AUTHORIZED POSITIONS	FY 08	FY 09	FY 10	Change
JAX HUMAN RIGHTS COMMISSION	20	17	17	0

PART TIME HOURS	FY 08	FY 09	FY 10	Change
JAX HUMAN RIGHTS COMMISSION	0	0	0	0

CITY OF JACKSONVILLE, FLORIDA

DEPARTMENT:	Jacksonville Human Rights Commission
DIVISION:	Jacksonville Human Rights Commission

FUNCTION:

To promote and encourage fair treatment and equal opportunity for all persons, promote mutual understanding and respect among all groups, and endeavor to eliminate discrimination. The Jacksonville Human Rights Commission (JHRC) has the authority to conduct investigations and enforce complaints of discriminatory practices in employment and housing. To implement the policies outlined in the Equal Opportunity/Equal Access (EO/EA) program for the City and to provide positive steps to correct or eliminate the vestiges of past discriminatory practices that may have effectively denied full and equal participation by under represented groups in the City's workforce. The EO/EA Division has the responsibility for resolving internal employee complaints of noncompliance of the equal opportunity employment laws.

HIGHLIGHTS:

- The Jacksonville Human Rights Commission continues to be vigorous in its enforcement activities as reflected in the upward trend in the number of subpoenas issued in FY 09. There has been an increase in the number of complaints accepted alleging discriminatory practices in employment (149 YTD); particularly complaints based on age (17). The JHRC has also experienced an increase in the number of housing complaints focused on failure to provide reasonable accommodations. Proactive measures have been implemented to heighten the business case for diversity, inclusion and equality in the workplace. As a result, the JHRC has been successful in adding workplace study circles in two organizations and has cultivated five new coalition partners in efforts to eliminate racial disparities in our community.
- The Equal Opportunity/Equal Access (EO/EA) Division continues to investigate internal complaints of unfair treatment in the workplace, provide technical assistance to departments and agencies, as needed and to update the City Equal Opportunity Plan in support of the city's \$23+ million dollars in federal grants and funding. To date, EO/EA has conducted 27 training sessions reaching over 550 employees, supervisors and managers.

ANALYSIS:

Personnel Expenses

Personnel Expenses increased by \$40,331 primarily due to higher pension and other employee benefit costs.

Operating Expenses

Operating Expenses increased by \$23,048 primarily due to an increase of \$25,653 in information technology department data center services costs.