

FISCAL YEAR 2024

Annual Report

Annabel Palma, Chair and Commissioner

Table of Contents

Message from Mayor Eric L. Adams	1	Enforcing the City’s Human Rights Law by the Number	33
Message from the Chair and Commissioner Annabel Palma	2	Inquiries	34
Commitment to New Yorkers	3	Non-English Language Inquiries	37
Amplifying New Yorkers’ Rights	5	Testing	38
Advancing Equity and Racial Justice	7	Pre-Complaint Interventions	39
Combatting Bias and Hate	9	Commission-Initiated Complaints	42
Empowering Youth	11	Total Complaints Filed	43
Engaging Older Adults in New York City	13	Case Determinations and Resolutions	45
Forging Interfaith and Intercultural Understanding	15	Enforcement Action Highlights in Fiscal Year 2024	47
Prioritizing Accessibility	17	Damages, Awards, and Civil Penalties	42
Promoting Inclusion for New Arrivals	18	Office of Mediation and Conflict Resolution	51
Revitalizing Relationshipd with Indigenous Communities	19	Fiscal Year 2023 Budget	53
Showing Up for Gender Justice	20	Office Locations and Contact Information	54
Supporting LGBTQIA+ Communities	21		
Uplifting Housing Justice	23		
Legislative Activities and Strategic Partnerships	25		
“Different Bodies. Same Rights.”	27		
Human Rights Summit	29		
Reaching New Yorkers Through Media	31		



Message from Mayor Eric L. Adams

I am deeply proud that our New York City Commission on Human Rights continues to rise to the challenge of combating discrimination, even as we navigate challenging times. The Commission is working hard to enforce our human rights law, combat discrimination and harassment in their many forms, and be a resource to our residents no matter how they identify in the diversity of our great city. The steadfast efforts of Commission under Commissioner and Chair Annabel Palma have been crucial to bringing our city together, ensuring that despite global events and challenges, New York City remains a place where everyone can live free from discrimination. Through proactive engagement and enforcement, and unwavering commitment, the Commission has reinforced our city's core values of equality and inclusivity.

The Commission not only addresses discrimination when it happens, it roots out causes to prevent future harms. This year the Commission continued to expand outreach, reaching 140,000 New Yorkers through trainings, education, and outreach focused on cultural competency, discrimination prevention, and the NYC Human Rights Law. By leveraging multi-lingual, multi-media "Know Your Rights" campaigns, the Commission reached hundreds of thousands more. I am particularly grateful for the Commission's active participation in our community conversations, dialogues that have highlighted critical community issues and strengthened our collective resolve to address them. The Commission has not only shown up but has used the opportunity to understand and respond to the needs of New Yorkers from all walks of life.

When violations of the Law do occur, the Commission is there for New Yorkers. Commission settlements created

housing opportunities for New Yorkers with vouchers through set asides of rental units specifically for voucher holds; advanced gender justice by requiring employers to update and implement new sexual harassment policies; and reduced barriers to employment for individuals impacted by the criminal legal system by ensuring employers comply with the NYC Fair Chance Act.

By using every tool in its toolbox, the Commission continues to meet the moment and address discrimination, ensuring that the principles of fairness and inclusion remain at the forefront of our city. I encourage anyone who has witnessed or experienced discrimination to reach out to the Commission by phone at (212) 416-0197 or online at [NYC.gov/HumanRights](https://nyc.gov/HumanRights). The Commission can help you identify if discrimination in housing, employment, or public spaces did occur, and if so, how to pursue justice. The Commission is ready to help those in need and to take action against discriminatory practices wherever they occur.

Together, let us build on the progress securing housing opportunities, enhancing accessibility for persons with disabilities, and ensuring the job applicants and employees are treated fairly and ensure our city is a place where every New Yorker feels valued and respected. Your involvement and voice are crucial in making this vision a reality. Thank you to the Commission for their relentless work and to all New Yorkers for their continued support and engagement.

Eric Adams
Mayor



Message from Chair and Commissioner Annabel Palma

As I complete my third year as Commissioner and Chair of this vital mission-driven city agency, I cannot help but express the gratitude I feel to the people of New York for entrusting me with the opportunity to lead the city's efforts to fight for equity and address all forms of discrimination. My own experience, as a union representative, organizer, and City Councilor, have cemented in me the understanding that if rights are not enjoyed by all, they lose their impact. I've devoted my career to public service because I believe that everyone deserves the right to live, work, and thrive free from discrimination.

I cherish this opportunity to reflect on, and share with you, the impact of the Commission on Human Rights' dedicated staff over the past fiscal year. Our mission to promote equality, protect civil rights, and foster a sense of unity in our diverse city has never been more crucial.

When discrimination and bias remain unchecked—no matter where it occurs, at home, at school, or on the street—it has a ripple effect, but when we unite against bias and hate, we can harness our energy to create waves of inclusion and hope. As we have witnessed in this year, what happens on the global stage, plays out on our streets. Our hearts are aching from the human suffering witnessed around the globe, but that suffering is never a justification to harass or discriminate against fellow New Yorkers.

This year, our commitment to fostering a city free from discrimination faced unprecedented challenges as intergroup conflicts and rising tensions tested the resolve of our communities. Instances of discrimination and bias were often in the news, impacting all of us, and underscoring the urgency and importance of our work. The

Commission has met these challenges with unwavering fortitude, addressing the needs of those affected and reinforcing our dedication to justice and inclusion. The work of this agency embodies the values that make me proud to be born and raised as a New Yorker. We are one city, altogether different, and all here together.

At the Commission, we recognize that our city's strength lies in its diversity, and it is our duty to protect and celebrate that diversity while working towards a more inclusive and equitable future for everyone. This year, we redoubled our outreach and held days of visibility against hate. We built new partnerships and expanded bystander intervention trainings, and cultural competency trainings. We ran campaigns to educate New Yorkers about their rights. And we secured justice for New Yorkers through pre-complaint interventions, settlements, and mediations.

As we look ahead, we remain dedicated to addressing the multifaceted challenges of our times and building a city where every individual is valued and respected. Thank you for your support and for standing with us to fulfill our mission to uphold human rights and promote justice across all communities.

Annabel Palma
Commissioner and Chair



Commitment to New Yorkers

(First Published January 2024)

For over 80 years, the Commission has fought for a city free from discrimination where all New Yorkers can live, work, and thrive with dignity. Our work was born out of the need to address racial tension and disparities - work which remains central today.

Diversity is the source of our city's strength. Honoring our differences, the Commission uses law, education, and community engagement to unify our city, even at our most challenging moments. The Commission works to center equity in the day-to-day lives of all New Yorkers, informed by the varied histories and lived experience of the communities we serve.

To advance fundamental rights for all New Yorkers, the Commission is committed to:

- Forge pathways to justice for individuals impacted by discrimination, resulting in individual remedies and systemic policy change through litigation
- Cultivate respect, understanding, and inclusion to prevent discrimination via education, outreach, and community engagement
- Shape laws and policies that eliminate root causes of discrimination and advance equality, working with government and community partners.

Our work continues to grow and evolve to meet the needs of all New Yorkers. If you witness or experience discrimination, contact the Commission by phone at (212) 416-0197 or online at [NYC.gov/HumanRights](https://nyc.gov/HumanRights).

Mission

The city Commission on Human Rights enforces the City's Human Rights Law and educates the public on their rights and responsibilities under the Law.

CAE's mission is to prevent/intervene/heal from hate violence in our communities through educational programs that center the experiences of people most marginalized.

**Amplifying
New Yorkers'
Rights**

The Commission educates the public about the New York City Human Rights Law (NYCHRL), playing a key role in promoting respect and understanding among New York City's diverse communities, with the ultimate aim of building a more inclusive society. The agency provides cultural competency trainings, bystander interventions, and workshops on specific protections and protected categories. This is coupled with outreach focused on preventing discrimination by engaging with landlords, real estate agents, employers, and business owners who have specific enumerated obligations under the NYC Human Rights Law, and for whom the Commission has created detailed trainings and resource materials. In FY24, the Commission hosted or supported 2,888 unique engagement activities. These included one-on-one canvassing, resource tabling, days of action, workshops, trainings, and panel discussions. Commission staff reached a record 142,398 people through persistent and strategic outreach across the five boroughs.

The Commission's reach results from strengthening existing partnerships and building new collaborations with community groups, academic institutions, the private sector, and sibling agencies including the Department of Consumer and Worker Protection (DCWP), Small Business Services, the Mayor's Office of Immigrant Affairs (MOIA), the Public Engagement Unit (PEU), the Office of People with Disabilities (MOPD), the Office for the Prevention of Hate Crimes (OPHC), the NYC Department for the Aging (NYC Aging), and the Department of Housing Preservation and Development (HPD).

Advancing Equity and Racial Justice

Consistent with the agency's founding mandate, the Commission combats racism that disproportionately harms Black, Latino, Indigenous, and other communities of color. Through its "Human Rights Law, Anti-Black Racism, and Other Forms of Discrimination Based on Race and Color" program, the Commission tackled the roots of racism and white supremacy. This program provides a historical backdrop for the ongoing effects of racism on housing, employment, public accommodations, and the criminal justice system, and offers a foundation for participants to work towards dismantling racism. Throughout FY24, the Commission offered training on racism and discrimination to various organizations and sibling agencies, including the NYC Police Department (NYPD), the NYC Department of Health and Mental Hygiene (DOHMH), and the City University of New York (CUNY).

In honor of the legacy of Dr. Martin Luther King Jr., the Commission launched its first annual MLK Day of Action to increase visibility, discuss the Commission's work, and assist New Yorkers facing or concerned about discrimination. The Commission reached over 1,000 people. Teams from all five boroughs conducted outreach in community organizations, faith institutions, and business areas. Outreach occurred at the Riverdale Y and Morris Park New York Public Library in the Bronx, the Bronx Islamic Center, and at the Council of People's Organization in Brooklyn. Teams in Manhattan and Queens canvassed Washington Heights and Flushing/Kew Gardens, respectively. In Staten Island, engagements were centered at Wagner College. The Commission plans to continue this initiative annually.

Black History Month offered further opportunities to reach New Yorkers, honor ancestors who fought against racism,

celebrate achievements, and focus on future progress. The Commission celebrated in partnership with Assembly Member Stefani Zinerman's office at the Restoration Plaza African Cultural Center. This event united precinct clergy councils and recognized the faith community's efforts against bias and discrimination.

To mark Asian American Pacific Islander (AAPI) Heritage Month, the Commission organized a Civil Rights and Solidarity walking tour in Manhattan's Chinatown. Led by Commissioner Rocky Chin, the tour highlighted the area's history of community solidarity and organizing against social injustice. The tour started at Columbus Park and included stops at Confucius Plaza and Seward Park. Participants reflected on past discrimination and the collective action that shaped civil rights progress in New York City.

During Hispanic Heritage Month, the Commission collaborated with Apicha Community Health Center to host a discussion on language access and its role serving Hispanic/Latino communities. Speakers addressed the importance of offering culturally competent resources related to national origin, immigration status, and race and centered the theme of Latinos driving prosperity and progress. Held in Queens, the event focused on continuing to improve service for New Yorkers in their preferred languages, including Indigenous communities like the Garifuna.



Combating Bias and Hate

The Commission continued to expand bias prevention and community solidarity in FY24 by educating the public about their rights, combating stigma, responding to hate, and promoting respectful intergroup relations during volatile times. The Commission responded to incidents of discrimination affecting Asian Pacific-Islander, LGBTQ+, Jewish, Muslim, Arab, Latino, Black, and immigrant communities through a variety of activities, including trainings.

Despite a challenging climate, Commission staff led multi-lingual Bystander Intervention Trainings, talking circles, cultural competency trainings, and community conversations that build the capacity of participants to identify and address biases, and reinforce the message that civil rights are protected in NYC.

Agency efforts included sessions on the NYCHRL, Bystander Intervention, and understanding experiences related to various forms of discrimination, such as antisemitism, anti-Muslim bias, and anti-Black racism. Training materials and outreach were available in multiple languages, including English, Spanish, Mandarin, Bengali, Urdu, Punjabi, French, Arabic, and Russian.

The Commission's multilingual Bystander Intervention Training empowered over a thousand New Yorkers to address and prevent hate non-violently. This training emphasizes non-violent intervention techniques, safety, and the impact of identity. In FY24, the agency reached groups including The Sikh Cultural Society, College of Mount Saint Vincent, Apicha, and the Chinese-American Planning Council.

The Commission also served on one of the ten Hate and Bias Prevention Regional Councils established by the New York State Division of Human Rights. The Councils convene stakeholders to collectively address hate and bias incidents

through education and community engagement. The Commission's anti-discrimination expertise informs ongoing involvement with the Council.

In partnership with the NYC Office for the Prevention of Hate Crimes (OPHC), the Commission expanded support for the citywide initiative, Community Project Grants to Address Bias and Hate. This initiative awards competitive grants of up to \$10,000 to organizations and individuals across the city for projects that promote community respect, prevent hate violence, and address hate crimes and discrimination. Projects funded in FY24 included self-defense lessons, public service announcements on combating hate, and an array of community-based initiatives that collectively reached New Yorkers across the five boroughs, fostering positive relationships and improving cultural competence. Participating organizations included the African International Collaborative Center (AICC), Glow Community Center, Astoria Film Festival Inc., Mekong NYC, Wagner College Holocaust Center, and Lead by Example. These grant recipients are critical ambassadors against hate, and as part of their participation, share lessons learned with the Commission and each other to strengthen efforts moving forward.

Overall, the Commission continued to strive to build community cohesion, improve reporting of incidents, and enhance understanding and respect among diverse groups in New York City.



Empowering Youth

The Youth for Equity and Solidarity (YES) initiative focuses on enhancing youth leadership and driving positive change. The Commission supports young leaders in schools, community organizations, and after-school programs, helping youth identify local human rights issues, develop solutions, and build their leadership skills. In FY24, the Commission expanded youth outreach, participating in 318 events across the city.

The YES Council is a group of young leaders that offer strategic advice to the Commission and bring fresh perspectives to the table. In FY24, the Commission welcomed the fourth cohort of Council members. The Council marked the 75th anniversary of the Universal Declaration of Human Rights by hosting a summit at the United Nations. YES Council members discussed challenges facing youth in New York City, such as education equity, mental health, housing instability, and systemic racism, and proposed actionable solutions for UN leaders and New Yorkers to an audience of teachers, advocates, UN member state representatives, and the UN Office of the High Commissioner for Human Rights.

The YES Council also hosted its inaugural Mental Health Awareness Day, coinciding with World Teen Mental Health Awareness Day. Partnering with the HUMANS Initiative, the event centered teenagers' mental wellness through a series of arts-based workshops. Adult attendees received guidance on how to support teen mental health.

FY24's youth activities concluded with the event Decades Unmasked, showcasing research on human rights and social justice for NYC teens. During a Town Hall convened by the YES Council, youth from all boroughs shared ideas for improving the city—suggestions that will inform the Council's future activities.

These initiatives underscore the Commission's commitment to empowering youth and addressing discrimination through education and community engagement.



Engaging Older Adults in New York City

The Commission fights age discrimination through education, legislative efforts, and enforcement.¹⁴ The NYCHRL prohibits age discrimination in employment, housing, and public accommodations. Unlike federal law, the NYCHRL protects against age discrimination for all ages. The Commission has issued public legal guidance on age discrimination in the workplace and developed additional resources to tackle age discrimination during the height of the COVID-19 pandemic when layoffs and furloughs disproportionately affected certain age groups. The Commission includes age discrimination in all its trainings and its publicly available Notice of Rights poster, which informs New Yorkers how to report discrimination.

To deter age discrimination, CCHR actively participates in the city's Cabinet for Older New Yorkers. This initiative is a first of its kind multiagency collaboration to support services, projects, and policies benefitting older adults across New York City. As part of this initiative, the Commission provided in-person workshops throughout New York City, including at Silver Corps, and Civic Engagement Employment Service (ReServe). In FY24, the Commission also supported an amendment to the NYCHRL to include accommodations for caregivers in employment. This amendment became part of the city's legislative agenda through a cross-agency proposal with NYC Aging.

From FY22 to FY24, the Commission concentrated on education and outreach to combat age discrimination, particularly in the workplace. In March 2022, the Commission, NYC Aging, and the Department of Citywide Administrative Services (DCAS) hosted "Building an Age-Inclusive NYC," an event for HR professionals, EEO officers, and diversity and inclusion leaders.

This event highlighted how negative stereotypes about age contribute to discrimination and emphasized the benefits of an intergenerational workforce. The Commission shared examples of best practices in hiring and employment.

The Commission also updated its training, "Human Rights Law and Age Discrimination in Employment," to focus on age demographics in NYC and how age intersects with other protected categories, including race and gender. Available in English and Spanish, the training helps participants understand age discrimination and learn best practices. Employers should avoid age-based limitations in hiring, focus on job-related qualifications, and ensure non-discriminatory decision-making in hiring and retention. It is also vital that employers, managers, and supervisors avoid discriminatory, harassing, or demeaning comments and address comments if they do occur. Including all ages and identity groups in equity and inclusion, employee resource groups, and similar activities is also important for age inclusive employment.

Between FY22 and FY24, CCHR conducted dozens of workshops on age discrimination, reaching several hundred New Yorkers. Partners included Weill Cornell, the Staten Island Interfaith Council for Community Development, CUNY, DOHMH, and NYU Langone Health (Rusk Institute of Rehabilitation Medicine-Ambulatory Care Center). Agency outreach to older adults was centered in community gathering places, including Staten Island's Project Hospitality Food Pantry, Kew Gardens Community (Senior) Center, Assembly Member David Weprin's Senior Health Fair, the Senator Andrew J. Lanza Annual Senior Information Day, Maximus, Inc., Mariners Senior Center, the Chinese Lunar Year Celebration Festival at VNS Health in Brooklyn and Flushing, AAPI Caregiver Appreciation Day, and Peter J. DellaMonica Older Adult Center.

¹⁴ Pursuant to Local Law 124 of 2020, this section includes information on the Commission's work to address age discrimination in the workplace between 2022-2024.

The Commission also held over 700 “Human Rights Law 101” trainings from FY22 to FY24, all including age discrimination. These sessions reached over 1,400 older adults and organizations serving them. Attendees included various cultural and religious organizations, senior centers, community organizations, and city agencies.

The Commission’s enforcement actions are another tool to address age discrimination in hiring and workplace settings. In one case, a 67-year-old applicant was denied a job despite a visible “help wanted” sign at a supermarket. The case was concluded via a settlement, and the supermarket agreed to train managers on the NYC Human Rights Law, implement an anti-discrimination policy, post Notices of Rights, issue an apology, and revise its employment application. In another case, a 55-year-old employee experienced a hostile work environment and was terminated based on age. The employer ultimately settled, paying emotional distress damage, attending NYC Human Rights Law training, and revising workplace policies. These cases show the need for employers to adopt practices that prevent bias throughout the hiring process, as well as in the workplace.



Forging Interfaith and Intercultural Understanding

The Commission aims to foster unity across religions, recognizing the city's rich tapestry of diverse faith communities. CCHR engages with communities to build understanding and cooperation and to address issues of discrimination and bias through celebrations, trainings, and discussions.

In FY24, the Commission organized interfaith events, interdenominational discussions, and joint community service projects with a wide range of partners, including the NYPD and the Mayor's Office of Faith-Based and Community Partnerships. Bringing diverse faiths together is a vital component of combatting hate and strengthening the city's social fabric.

The Commission offers trainings on topics such as discrimination, stereotypes, and other manifestations of bias and hate, and bridges gaps in knowledge while offering strategies to confront hate. These trainings, including "Understanding Jewish Experiences and Antisemitism" and "Understanding Muslim Experiences and Combating Anti-Muslim Bias," are one tool to address and prevent discrimination and violence. The Commission offers these trainings in multiple languages to ensure broad accessibility.

Unity among religions and across faith communities help combat racism and discrimination by fostering appreciation for different perspectives, traditions, and histories. Through educational programs, workshops, and community events, the Commission promotes empathy, respect, and acceptance. The goal is to create a city where everyone feels valued, regardless of their religious beliefs or cultural background.

Faith-Based Partners

- Albanian Islamic Cultural Center
- American Buddhist Confederation
- Bangladeshi American Buddhist Community
- Buddhist Council of New York and their member temples
- Buddhist Tzu Chi Foundation
- Council of Jewish Organizations
- Darou Salam Islamic Community Center
- Futa Islamic Center
- Hindu Temple Society of North America
- International Buddhist Progress Society
- Islamic Cultural Center
- Jamaica Muslim Center
- Jewish Community Center of Harlem, Staten Island, and Flatbush
- Jewish Community Relations Council
- Jewish Community House-Bensonhurst
- Muslim American Society of America
- Riverdale YW/MHA
- Sikh Cultural Society
- Staten Island Hindu Temple-Shree Ram Mandir
- Vishnu Mandir of the Bronx



Prioritizing Accessibility

The New York City Human Rights Law protects persons with disabilities from discrimination at work, in their homes, and in public spaces. The Law also aims to promote independent and equal access to all aspects of city life. The NYCHRL has more expansive protections than the Americans with Disabilities Act, with a broad definition of disability and obligations for covered entities to provide reasonable accommodations unless doing so creates an undue hardship. The Commission's Project Equal Access team works every day to support modifications that promote inclusivity and accessibility in compliance with the Law. Throughout FY24, these efforts were bolstered by education, outreach, and collaboration with persons with disabilities and their families. During FY24, the Commission formed a valuable partnership with Project Access for All, hosting the signature Disability Unite Festival, which attracted over 5,000 participants. The Commission also joined the Disability Pride Parade to demonstrate solidarity with the disability community.

Additional engagements included working with AHRC NYC, which supports individuals with intellectual and development disabilities, as well as parents of special needs children at the Chinese-American Planning Council, Adapt Community Network, and Staten Island Workforce1.

The Commission is committed to ensuring that people with disabilities have full access to agency facilities, programs, and services. As part of this commitment, the Commission developed a five-year plan to ensure that the agency's workplace, services, programs, and activities are accessible and inclusive of persons with disabilities. The plan was developed with opportunities for public feedback and the final version is publicly available.



Promoting Inclusion for New Arrivals

In FY24, the Commission provided support for New York City's newest residents: asylum seekers arriving by bus from the southern U.S. border, many of whom are fleeing atrocities and are vulnerable to human rights violations. This effort involved a consistent presence at Humanitarian Emergency Response & Relief Centers (HERRCs) and welcome centers, like the Roosevelt Hotel, as well as collaborations with community and faith-based organizations throughout the city.

As New York City experienced a surge in new arrivals, the Commission partnered with NYC Health + Hospitals to be present in HERCCs and the Roosevelt Hotel to ensure arrivals received essential information about their rights and resources. The Commission also provided training on the NYCHRL to staff and vendors at arrival centers.

Throughout FY24, the Commission expanded its reach to sites designated for longer term stays, where the agency connected new arrivals to the Commission's services and participants also received employment and housing resources. The Commission's outreach efforts extended as well to community settings, including hospitals, housing courts, libraries, schools, and faith-based institutions. In order to reach individuals with limited access to services, or mistrust in government, the Commission expanded relationships with community-based and faith-based partners such as Mercy Center, Bronx Immigration Partnership, Chinese Christian Herald Crusades and the Staten Island Immigrant Council.

The Commission also collaborated with multiple agencies to host the Iftar in the City Resource Fair, focusing on African Muslim migrants in the Bronx. This event celebrated the diversity of New York City and emphasized the inclusion of

Muslim New Yorkers in the city's fabric. FY24's Iftar in the City was organized in partnership with Darou Salam Islamic Community Center and the African Islamic Center, during Ramadan and concluded with the breaking of the fast. The Commission provided resources and information on civil rights protections and city services in French, Wolof, Pular, and Susu at Darou Salam Islamic Community Center, reflecting the linguistic diversity of the community.



Revitalizing Relationships with Indigenous Communities

In FY24, the Commission made important strides in supporting Indigenous communities, marking its first full year with a dedicated Native American & Indigenous Communities Liaison. This year focused on strengthening existing partnerships and building new collaborations and programming

The Commission played a crucial role in connecting Indigenous advocates in NYC with other agencies, academic institutions, community organizations, consulates, the United Nations, and other Indigenous leaders. One example includes connecting an Indigenous advocate with a local community board to secure public space for ceremonial use. The Commission also worked with the Mexican Consulate to include outreach materials translated in Mixtec and K'iche' in their services. Expanding pathways of outreach, the Commission appeared on an Indigenous podcast to discuss resources, and organized a cultural exchange between the American Indian Community House and Indigenous runners from Australia who ran the New York City Marathon.

This was the second year that the Commission expanded access to local government for indigenous communities, using our convening power. In FY24, the Commission co-coordinated the first-ever Native American Heritage Month Reception at Gracie Mansion, hosted by Mayor Eric Adams. This historic event marked a key milestone for New York City, bringing together Indigenous leaders, city officials, consulate representatives, and UN staff for discussion, cultural performances, and food from an Indigenous vendor. The Commission also supported NYC's Native American and Indigenous communities by participating in events such as the

annual Drums Along the Hudson Pow Wow and the Columbia University Pow Wow. The Commission also joined Kintecoying Now, an Indigenous arts and culture series by FABnyc, and supported Indigenous film festivals at NYU, a cultural performance by the Ecuador Center, the Urban Indigenous Collective's office opening, Indigenous Peoples Day on Randall's Island, and the UN Permanent Forum on Indigenous Issues, among others.

Through the Commission's sustained efforts, these relationships have evolved to center trust and mutual understanding between CCHR and Native American and Indigenous Communities.



Showing up for Gender Justice

The Commission's ongoing commitment to gender justice manifested in an array of activities, from a focus on the rights of pregnant and lactating people in the workplace, to trainings to address disparities in Black maternal health, as well as sustained efforts to support dignity in the workplace for domestic workers, predominantly caregivers.

In FY24, there was a strategic focus on health settings, which qualify as public accommodations and workplaces under the NYC Human Rights Law. The Commission led trainings on how to identify and prevent pregnancy discrimination, best practices for employers, and the right to accommodations for pregnancy and related conditions, as well as lactation. The Commission joined events during Black Maternal Health Week, and collaborated with community healthcare professionals to ensure pregnant people know their rights and can access necessary maternal health services, as well as to strengthen cultural competence among providers in English, Spanish, and Mandarin.

In March, the Commission hosted a Women's History Month Gender Justice Career Fair at Apicha Community Health Center in Queens to connect employers with job applicants, and to offer job seekers resources for their job

searches. The event featured more than two dozen organizations, including Apicha, Malikhah, Caribbean Equality Project, Women for Afghan Women, and Garden of Hope, as well as DCAS and NYC Health + Hospitals. The event drew over 100 attendees, all of whom had the opportunity to join a workshop on NYC Government Careers, and learn how to leverage the Commission's resources for formerly incarcerated women and non-binary individuals.

There is significant evidence that women-dominated caregiving professions, including nannies and homecare workers, are often marred by employer exploitation. In recent years, domestic workers organized across New York City to secure an amendment to the NYCHRL that expressly expands workplace protections to domestic workers. The Commission has worked closely with domestic worker coalitions to educate their worker members as well as employers on NYCHRL protections, and the elements of dignified working conditions, where rights are respected. In FY 24, the Commission collaborated with the Care Forward campaign and the NYC Domestic Worker Coalition in these efforts to improve practices and standards for domestic workers, and served as part of the Care Standards Board, a multi-sector group working to formalize high standards for working conditions.

The Commission continues to tackle new and emerging gender justice issues and engage with diverse communities in this area of work.



Supporting LGBTQIA+ Communities

For decades, the Commission has safeguarded New York City's LGBTQIA+ residents, workers, and visitors against discrimination. Despite the existence of strong legal protections, efforts to undermine LGBTQIA+ rights and freedoms proliferate. The Commission actively combats efforts to deny LGBTQIA+ people jobs, housing, or access to public spaces.

In FY24, the Commission celebrated Pride and the 55th anniversary of the Stonewall Uprising, commemorating the pivotal event that ignited the LGBTQIA+ civil rights movement and laid the groundwork for legal protections that guarantee LGBTQIA+ New Yorkers can live openly and authentically. Key means to raising awareness of the NYCHRL included participation and co-sponsorship of events, such as parades, and cultivating partnerships with organizations including SAGE, Caribbean Equality Project, Ali Forney Center, Tarab NYC, Gays Against Guns, Make the Road New York, Destination Tomorrow, SI Pride Center, and Community Health Action of Staten Island (CHASI).

The Commission also serves as a conduit between multiple layers of government and community advocates. In FY24, along with Governor Hochul's Office of LGBTQIA+ Affairs, the Commission partnered with the New Pride Agenda to host a Building Bridges Panel that addressed the challenges and benefits of visibility and inclusion of trans communities. The Commission also served on the Bronx LGBT Taskforce, advising the Bronx Borough President on LGBTQIA+ issues, and contributed to a historic milestone: the raising of the trans flag for the first time at the Bronx Borough Hall.

FY24 also saw the 8th annual LGBTQ+ Iftar, which drew its largest crowd to date. The Iftar is a continued partnership with the LGBTQ Community Center, Fordham University, the Mayor's Office for the Prevention of Hate Crimes, and many other community organizations. This event, marking Ramadan, united LGBTQIA+ Muslims to celebrate their intersecting identities in an inclusive space.

The Commission also shows up to support communities affected by bias-motivated acts. The start of FY24 was marred by the tragic murder of O'Shae Sibley at a Brooklyn gas station after dancing with friends. In response to the widespread grief that ensued, the Commission organized a vigil where hundreds gathered to honor and mourn his life. As attacks against LGBTQIA+ communities, particularly the trans community, increase nationwide, the Commission remains steadfast in its commitment to enforcing the protections of the NYCHRL. The robust protections include protections against discrimination based on sexual orientation, gender identity, and gender expression in employment, housing, and public accommodations. The New York City Human Rights Law also safeguards employment rights related to sexual and reproductive health, including gender-affirming care and hormone therapy.



“Working with Transgender and Gender Non-Conforming Persons” workshop partners:

- NYPD EEO Division
- NYC Public Schools
- NYC Department of Health and Mental Hygiene
- DYCD Summer Youth Employment Program (SYEP)
- SAGE Pride Center
- Queens Public Library at Flushing
- CUNY Graduate Center
- Humanitarian Emergency Response & Relief Centers (HERRC-Roosevelt Hotel & Arrival Center)



Uplifting Housing Justice

The Commission prioritizes ensuring that NYC housing is inclusive and that all applicants and residents are treated fairly. A core element of this work is fighting against source of income discrimination, where housing providers, landlords, or brokers deny housing or mistreat tenants because they utilize housing vouchers. In FY24, the Commission continued to elevate critical NYC anti-discrimination protections through workshops, trainings, and housing resource fairs that reach tenants and housing seekers, empowering individuals and families to understand and exercise their rights.

Preventing housing discrimination at its root is also a key piece of Commission work. To inform housing providers, management, landlords, and real estate agents of their responsibilities, the Commission hosted and participated in a wide range of events. In collaboration with the Mayor's Public Engagement Unit (PEU) and real estate and brokerage firm, Compass, the Commission trained realtors on source of income discrimination. The Commission also partnered with the Department of Housing Preservation and Development (HPD) to present on fair housing practices for management companies, landlords, and their agents. Additionally, the Commission joined a 2024 U.S. Department of Housing and Urban Development (HUD) Real Estate Expo, discussing New York City's robust protections.

To amplify the Commission's reach to housing seekers and tenants, the Commission worked closely with nonprofits and sibling agencies. The Commission participated in Chhaya CDC's Fall Housing Resource Fair and Annual Housing Fair in Richmond Hill, and teamed up with organizations including CAMBA, Catholic Charities, St. Nicks Alliance, Asian American for Equality, DOHMH, and the Queens Library, training staff on identifying housing discrimination.

The Commission partnered with Council Member Nantasha Williams' office to share resources on housing rights and source of income protection to over 200 people near Major Mark Park. This event featured a dozen organizations and agencies that provide housing support and assistance, including HPD, the Human Resources Administration, Housing Court Answers, India Homes, and Queens Legal Services, , garnering positive feedback from residents.

During April 2024—Fair Housing month—the Commission organized a resource fair in Inwood, Manhattan. This event, held in partnership with HPD, the Department of Social Services, PEU, MOIA, 100 Hispanic Men,

the Dominican Women's 's Development Center, the Northern Manhattan Improvement Corporation, the Legal Aid Society, Council Member Carmen De La Rosa, and Assembly Member Manny De Los Santos, offered housing resources in both English and Spanish. The Commission's Source of Income intervention team was onsite to provide help in real time to those facing source of income discrimination.

Spotlight: Stopping Source of Income Discrimination

In FY24, the Commission partnered with Fordham University to launch a new for-credit training course through Fordham's Real Estate Institute (REI). This course provides real estate professionals with essential training on the NYCHRL's housing protections, along with 1.5 continuing education credits toward their license renewal.

Accredited by New York State, the course focuses on the most common types of housing discrimination: source of income discrimination and the failure to provide reasonable accommodations for people with disabilities. Participants learn key terms, best practices, and fundamentals of compliance with the NYCHRL.

Unlike most continuing education courses that can be expensive, the class is free, aiming to leverage government resources to promote equity. Further, REI's established reputation and extensive network provides a valuable platform to bolster efforts to combat housing discrimination in New York City. To celebrate the course launch, the Commission, Fordham Law School, Unlock NYC, and Neighbors Together held a roundtable discussion on source of income discrimination in September at Fordham's Lincoln Center campus. The event featured remarks from Fordham University President Tania Tetlow and Commissioner and Chair Annabel Palma, as well as a course overview from a Commission supervising attorney with deep expertise on vouchers and source of income discrimination. Participants discussed strategies to improve housing access for voucher holders, enforcement tools, and the crucial role of real estate professionals in preventing source of income discrimination.

Since its launch, the Commission began offering the course at its Manhattan office and plans to seek state approval to expand to additional locations to reach more real estate professionals.





Legislative Activities and Strategic Partnerships

The Commission regularly engages with City Council, City Hall, the Law Department, and sibling agencies regarding legislation, regulations, and interagency collaborations. In FY24, the NYC Human Rights Law was amended to add height and weight as protected categories, making New York City one of the few cities across the country that now explicitly recognizes body size discrimination. In December, the City Council voted to implement Fair Chance in Housing Legislation, which prohibits discrimination based on criminal history in housing, an amendment that will take effect on January 1, 2025, and builds upon existing NYCHRL protections against discrimination in employment. FY24 also ushered in new provisions of the Human Rights Law that prohibit employment agreements that shorten the statute of limitations for individuals to file claims of discrimination.

The Commission participated in four City Council hearings, speaking on a range of topics, including the NYCHRL's protections against gender-based harassment, avenues for racial justice and repair, and discriminatory lending.

Commission Participation in FY24 City Council Hearings:

- September 19, 2023: Provided Q&A on series of bills aimed at advancing racial justice, including through the creation of a task force to document the impact of slavery and assess opportunities for reparative measures and the establishment of a truth, healing, and reconciliation process.
- February 29, 2024: Testified on existing protections against discrimination in lending and employment agreements that shorten the statute of limitations for filing claims of discrimination.
- March 15, 2024: Testified on staffing, resources, and CCHR accomplishments during the Preliminary Budget Hearing for FY25.

- May 2, 2024: Testified on the implementation and impact of the 2018 Stop Sexual Harassment in NYC Act.

As part of ongoing efforts to ensure that New York City's robust anti-discrimination protections can inform state and national laws and policies, the Commission worked with sibling agencies to comment on rules and contribute to litigation, including:

- Comments on the U.S. Dept. of Health and Human Services (HHS) proposed rules on disability discrimination in health and human services programs and activities, under regulation for Section 504 of the Rehabilitation Act of 1973, and proposed rules clarifying and reaffirming the prohibition on discrimination based on sexual orientation and gender identity.
- A comment to the U.S. Equal Employment Opportunity Commission's proposed rules to implement the Pregnant Workers' Fairness Act of 2022.
- A comment to an Advisory Committee of The New York State Administrative Board of the Court on the proposed rule for judicial accommodation under the Americans with Disabilities Act. An amicus brief in the case *Syeed vs. Bloomberg*. In March of 2024, the N.Y. Court of Appeals held that applicants for jobs in New York City or New York State have human rights law protections regardless of where they are when they apply, consistent with the Commission's interpretations of the NYC Human Rights Law's employment protections.



**“Different Bodies.
Same Rights.”**

In FY24, the Commission began enforcing protections for discrimination based on height and weight in employment, housing, and public accommodations. As with most forms of bias and prejudice, size discrimination impedes economic prosperity, housing stability, and the ability to enjoy public spaces. Signed into law by Mayor Eric Adams on May 26, 2023, this amendment to the New York City Human Rights Law aims to move the needle on inclusion and address the perceptions and actions that impede New Yorkers' ability to live, work, and thrive free from discrimination. Height and weight now join the more than 25 protected categories enshrined in the NYCHRL, which already prohibited discrimination based on race, age, disability, religion, gender, and sexuality, among others.

To educate New Yorkers and the housing providers, employers, and providers of public accommodations who must abide by the NYCHRL, the Commission led a public information campaign "Different Bodies. Same Rights." The Commission also published an array of resources that highlight scenarios that may constitute illegal discrimination if based on an individual's height and/or weight:

- Turning a patron away because of their height or weight.
- Only hiring employees of a certain body size for public facing roles.
- Using harassing or offensive language.
- Creating a hostile work environment
- Refusing to lease or rent to a housing applicant.

The Commission has also provided guidance on the situations where public accommodations and employers are required to take practical steps to ensure individuals can perform core job functions and enjoy services or public spaces, regardless of their height or weight, as well as the limited circumstances when

employers and public accommodations may take height and/or weight into account.

The "Different Bodies. Same Rights." campaign began during the citywide spending freeze for all agencies, but nevertheless the Commission was able to get the word out to New Yorkers. Physical and digital posters in multiple languages with a QR code linking to information about height and weight discrimination were displayed on bus shelters, in convenience stores, on LinkNYC kiosks, in subway stations, and in TaxiTV ads, all of which gathered an estimated 69 million impressions. Across Facebook, Twitter, and Instagram, the campaign collected a social media reach of nearly 12,225 impressions, over 384 engagements, and 5,700 visits to the Commission's website.

In FY25 the Commission plans to introduce rules that further elucidate the right to be free from discrimination based on body size.



Human Rights Summit

As described throughout this report, New York City is home to one of the strongest civil rights laws in the nation, which prohibits discrimination on the basis of over 25 protected categories across almost every aspect of life: housing, employment, and public spaces. In December of 2023, as part of ongoing strides to prevent discrimination, the Commission launched its inaugural Human Rights Summit at the National Museum of the American Indian. The summit brought together a diverse set of stakeholders, including sibling agencies, City Council staff, community-based organizations, members of the press, and the public.

The summit, which will occur annually, created a unique opportunity for attendees to learn about the resources that the Commission offers to New Yorkers every day. Attendees gained insight into CCHR's enforcement process, and learned how the city combats bias and hate. In addition, participants joined breakout sessions focusing on an overview of the NYCHRL and reasonable accommodations for persons with disabilities, providing valuable information on some of the Commission's most frequently asked questions.





**Rights Here.
Right Now.**

LIVE, WORK, AND THRIVE FREE FROM DISCRIMINATION

**Reaching New Yorkers
Through Media**

Reaching New Yorkers Through Media

The Commission has continued to develop innovative strategies to reach as many New Yorkers as possible through social media, the press, and print media. Multi-platform engagement is central to fulfilling the Commission’s mandate to educate the public about their rights and responsibilities under the NYCHRL. During FY24, the Commission launched “a live radio show and online podcast. “Rights Here. Right Now.” is a monthly program that speaks directly to New Yorkers about the Commission’s work protecting the rights of everyone who calls New York City home. The show airs on the last Monday of every month from 2:00 PM - 3:00 PM on City College of New York’s WHCR 90.3 FM, and past episodes can be found on Spotify, YouTube, and the Commission’s website.

Below is a snapshot of the Commission’s social media activity and growth for FY24.

	FOLLOWER COUNT	ENGAGEMENTS	IMPRESSIONS
	1,157	1,715	90,838
	0	1,879	90,796
	3,483	460,907	391,218
	309	1,513	27,655

	WEBSITE
FY24 VISITS	1,427,020
FY24 PAGE VIEWS	4,481,280
FY24 NEW VISITORS	1,372,138
FY24 RESOURCES DOWNLOADED	114,125



Enforcement of the City Human Rights Law

Through an array of civil rights enforcement tools, the Commission addresses individual instances of discrimination and seeks to root out patterns and practice of discrimination in employment, housing, and public accommodations; eliminate bias-based profiling by law enforcement; and protect against discriminatory harassment. The Commission's attorneys and interventionists respond to inquiries from the public and evaluate and investigate allegations of discrimination. Where appropriate, the Commission offers the opportunity to resolve claims through a pre-complaint process. Such early interventions can provide expedited relief where violations are ongoing. Most claims are addressed through filed complaints, and ensuing investigations are resolved via litigation or settlement.

Inquiries

Allegations of discrimination are brought to the Commission's attention in a variety of ways. Most commonly, a member of the public contacts the agency by phone, in person, or via webform. The Commission's staff fielded a record 13,630 inquiries from members of the public in FY24 in the form of phone calls, emails, letters, and in-person office visits. Most inquiries concerned possible employment and housing discrimination. Upon receiving an inquiry, a dedicated team routes inquiries for pre-complaint intervention, further assessment by an attorney, referral to sibling agencies, and/or community resources.



Claims in Inquiries by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	TOTAL
AGE	•	3	55	8	9	•	75
ARREST RECORD (Employment only)			30			•	30
CAREGIVER STATUS (Employment only)			16			•	16
CITIZENSHIP STATUS	•	5	11	10	3	•	29
COLOR	•	4	24	12	10	•	50
COVID-19			6		•	•	6
CONVICTION RECORD (Employment only)			24			•	24
CREDIT HISTORY	•	•	3	•	•	•	3
CREED	•	4	27	13	7	•	51
DISABILITY	•	1	164	362	138	•	665
DOMESTIC PARTNERSHIP STATUS	•	•	•	1	•	•	1
GENDER ²	•	3	198	41	31	•	273
HEIGHT ³		•	1	•	1	•	2
IMMIGRATION STATUS	•	•	2	3	1	•	6
LAWFUL OCCUPATION (Housing only)				6		•	6
LAWFUL SOURCE OF INCOME (Housing only)				554		•	554
MARIJUANA/THC TESTING	•	•	2	•	•	•	2

² Includes Gender Identity and Gender Expression.

³ This chart includes the areas where the Commission has legal jurisdiction where five or more inquiries were made during the reporting period. In the reporting period, there were also two inquiries related to the violation of a conciliation agreement, and four inquiries related to lending practices. Inquiries may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.

Claims in Inquiries by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	JURISDICTION NOT STATED	TOTAL
MARITAL STATUS	•	•	3	1	•	•	4
NATIONAL ORIGIN	2	4	82	29	24	•	141
PREGNANCY (Housing, Employment, and Public Accommodations only)			46	•	•	•	46
PRESENCE OF CHILDREN ⁴ (Housing only)				18		•	18
RACE	3	11	114	70	63	•	261
RETALIATION	•	1	106	10	2	•	119
SALARY HISTORY (Employment only)			12			•	12
SALARY TRANSPARENCY (Employment only)			249			•	249
SEXUAL AND REPRODUCTIVE HEALTH DECISIONS	•	•	1	•	•	•	1
SEXUAL ORIENTATION	1	6	34	27	13	•	81
UNIFORMED SERVICES MEMBER	•	•	1	•	1	•	2
VICTIMS OF DOMESTIC VIOLENCE (Housing and Employment only)			6	3		•	9
WEIGHT ⁵	•	•	4	•	•	•	4
PROTECTED CLASS NOT STATED	•	•	•	•	•	11,294	11,294
GRAND TOTAL							14,034

⁴ Includes children that are, may be, or would be residing there.

⁵ This amendment only went into effect on November 26, 2023.

Non-English Language Inquiries

The Commission takes pride in maintaining a staff that reflects the diversity of New York City. English, Spanish, Hindi, Nepali, and Portuguese, Arabic, and Haitian-Creole. Twenty-five additional languages are spoken across the agency. When there is a need for additional language support, LEB provides interpreters by phone.

In FY24, the staff fielded 1,147 inquiries in 16 languages other than in English. The top three languages in which the agency received inquiries other than English were Spanish, Russian, and Mandarin.



Testing

The Commission uses testing, a longstanding and effective civil rights investigative tool, to assess if discrimination in housing, employment, or public accommodations is occurring. The Commission leverages tips received through the agency’s Infoline, information from stakeholders, and other sources to determine which entities to test. As part of an investigation, the agency may have testers conduct telephone or online tests of potential employers, employment agencies, landlords/real estate brokers, restaurants, hospitals, gyms, stores, or other public accommodations to assess whether covered entities treat individuals differently because they identify as belonging to a protected class.

In FY24, agency testers attempted 1,302 tests, successfully completing tests of 947 entities by phone and online. An entity may be tested for potential violations in multiple jurisdictions and/or multiple protected classes. Tests are determined to be incomplete for a variety of reasons, including no response from the tested entity.

Tests by Jurisdiction and by Protected Class

July 1, 2023 – June 30, 2024

PROTECTED CLASS	JURISDICTION			
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	TOTAL
ARREST RECORD (Employment only)	38			38
CONVICTION RECORD (Employment only)	38			38
CREDIT HISTORY (Employment only)	38			38
DISABILITY	•	64	221	285
GENDER ⁶	•	•	167	167
LAWFUL SOURCE OF INCOME (Housing only)	•	252	•	252
MARIJUANA/THC TESTING	38	•	•	38
PRESENCE OF CHILDREN (Housing only) ⁷		113		113
SALARY HISTORY (Employment only)	38			38
SALARY TRANSPARENCY (Employment only)	295			295
GRAND TOTAL				1,302

⁶ Includes Gender Identity and Gender Expression.

⁷ Includes children that are, may be, or would be residing there.

Pre-Complaint Interventions

When appropriate, the Commission intervenes before, or instead of, filing a complaint, which can provide immediate relief from continuing harm and/or expedite resolutions for impacted individuals.

Pre-complaint interventions constitute an early intervention process to address alleged City Human Rights Law violations that may be resolved quickly without filing a complaint. Examples of issues that are successfully resolved through the early intervention process include: disability-related accommodation requests; more flexible work schedule requested due to religious observances in employment, requests for installation of grab bars, roll-in showers, ramps in housing, denial of a housing opportunity based on lawful source of income, and access to public accommodations such as a store or medical office for persons with disabilities.

Pre-complaint interventions can also be appropriate where repeated allegations of violations by a covered entity comes to the agency's attention. The Commission may send a cease-and-desist letter or otherwise contact a covered entity to demand an immediate stop to illegal practices, a change to policies, or attendance at a training on the NYCHRL, among other requirements. Where a full resolution can be reached because a covered entity responds and complies with the Law, the Commission eliminates the need to file a complaint and initiate a formal investigation. The Commission often formalizes the terms of the pre-complaint intervention through a Stipulation and Order. If early intervention efforts are unsuccessful, the Commission can file a complaint, proceed with an investigation, and seek an array of damages, civil penalties, and affirmative relief.

In FY24, the Commission resolved 307 matters without filing a complaint. While most pre-complaint interventions result from inquiries by members of the public, nine of the 307 interventions were the result of Commission-initiated investigations. Pre-complaint interventions may involve multiple claims that are in more than one area of legal jurisdiction (*e.g.*, housing and employment) and may involve more than one protected class, as reflected in the below chart.

Claims in Pre-Complaint Interventions by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	JURISDICTION					
	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	TOTAL
CITIZENSHIP STATUS	•	•	•	1	•	1
CREED	•	•	1	1	•	2
DISABILITY	•	•	1	72	5	78
GENDER ⁸	•	•	1	•	1	2
INTERFERENCE WITH PROTECTED RIGHTS				1		1
LAWFUL OCCUPATION				1		1
LAWFUL SOURCE OF INCOME (Housing only)				231		231
NATIONAL ORIGIN	•	•	•	2	1	3
PREGNANCY (Housing, Employment, and Public Accommodations only)			1	•	•	1
PRESENCE OF CHILDREN (Housing only) ⁹				1		1
RACE	•	•	•	1	•	1
RETALIATION	•	•	2	1	•	3
VICTIMS OF DOMESTIC VIOLENCE (Housing and Employment only)			•	2		2
GRAND TOTAL						327

⁸ Includes Gender Identity and Gender Expression.

⁹ Includes children that are, may be, or would be residing there.

Commission-Initiated Pre-Complaint Interventions by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	JURISDICTION				
	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	TOTAL
DISABILITY	•	•	3	•	3
LAWFUL SOURCE OF INCOME (Housing only)			6		6
GRAND TOTAL					9

Commission-Initiated Complaints

Some Commission-initiated investigations lead to the filing of a Commission-initiated complaint alleging pattern and practice violations. In FY24, the Commission filed 64 Commission-initiated complaints. The chart below lists the areas of jurisdiction and the protected classes for claims in Commission-initiated complaints. Most complaints allege discrimination based on more than one protected class. As the table below shows, Commission-initiated complaints filed in FY24 span 11 protected categories in employment, housing, and public accommodations.¹⁴

Claims in Commission-Initiated Complaints by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	JURISDICTION				TOTAL
	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	VIOLATION OF CA	
AGE	•	2	•	•	2
ARREST RECORD (Employment only)	2			•	2
CONVICTION RECORD (Employment only)	2			•	2
DISABILITY	•	6	1	1	8
LAWFUL SOURCE OF INCOME (Housing only)		6		•	6
MARIJUANA/THC TESTING	1	4	•	•	5
NATIONAL ORIGIN	1	•	•	•	1
RACE	1	5	•	•	6
RETALIATION	•	1	•	•	1
SALARY HISTORY (Employment only)	2			•	2
SALARY TRANSPARENCY (Employment only)	50			•	50
GRAND TOTAL					85

¹⁴ Complaints may involve multiple legal jurisdictions and/or protected categories, as reflected in the grand total.

Total Complaints Filed

The Commission filed 366 complaints of discrimination in FY24. About sixty-six percent (66%) of those cases were in employment, twenty-five percent (25%) were in housing, and eight percent (8%) were in public accommodations. Disability-related claims were the most common across all areas of jurisdiction at thirty-one percent (31%). Other claims include race (18%), gender (16%), Salary Transparency (14%), Lawful Source of Income (12%), age (7%) and national origin (10%). During the fiscal year, the Commission focused its efforts on triaging inquiries and matters. The types of discrimination claims filed with and by the Commission during FY24 are below. 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. It does not include jurisdictional areas where no claims were filed in the reporting period).



Total Claims by Protected Class and Jurisdiction

July 1, 2023 – June 30, 2024

PROTECTED CLASS	JURISDICTION						TOTAL
	BIAS-BASED PROFILING	DISCRIMINATORY HARASSMENT	EMPLOYMENT	HOUSING	PUBLIC ACCOMMODATIONS	VIOLATION OF A CA	
AGE	•	•	21	5	•	•	20
ARREST RECORD (Employment only)			15			•	15
CAREGIVER STATUS (Employment only)			14			•	14
CITIZENSHIP STATUS	•	•	1	•	•	•	1
COLOR	•	•	4	3	1	•	8
CONVICTION RECORD (Employment only)			10			•	10
COVID-19			4			•	4
CREED	•	•	8	•	3	•	11
DISABILITY	•	•	70	30	13	3	116
GENDER ¹¹	•	•	47	7	5	•	59
IIMMIGRATION STATUS			1	•		•	1
LAWFUL SOURCE OF INCOME (Housing only)				44		•	44
MARIJUANA/THC TESTING	•	•	1	•	•	•	1
MARITAL STATUS	•	•	3	•	•	•	3
NATIONAL ORIGIN	•	2	25	10	2	•	39
PREGNANCY (Housing, Employment, and Public Accommodations only)			14	•	•	•	14
PRESENCE OF CHILDREN (Housing only) ¹²				1		•	1
RACE	1	1	43	13	8	•	66
RETALIATION	•	•	80	4	1	•	85
SALARY HISTORY (Employment only)			3				3
SALARY TRANSPARENCY (Range)			50				50
SEXUAL ORIENTATION	•	1	16	5	2	•	24
UNIFORMED SERVICES MEMBER	•	•	1	•	•	•	1
VICTIMS OF DOMESTIC VIOLENCE (Housing and Employment only)			3	1		•	4
WEIGHT ¹³			1	•		•	1
GRAND TOTAL							601

¹¹ Includes Gender Identity and Gender Expression.

¹² Includes children that are, may be, or would be residing there.

¹³ This amendment only went into effect on November 26, 2023.

Case Determinations and Resolutions

July 1, 2023 – June 30, 2024

In FY24, the Commission resolved 447 filed cases. The possible Commission case outcomes were settlement, administrative closure, withdrawal, or a determination of either Probable Cause or No Probable Cause. These are described in further detail below. In FY24, the Commission also referred 23 matters to the Office of Administrative Trials and Hearings (OATH) for further litigation.

Over the past few years, the Commission has committed to resolving complaints more efficiently. As part of this commitment, the Commission has focused on pre-complaint intervention work and resolving investigations promptly. The processing time for filed cases is influenced, in part, by the fact that the NYC Human Rights Law has been amended to include more protected categories, expanding the Commission’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 both to an increasing number of inquiries from the public and the increased number of inquiries as well as matters handled by the Commission across areas of jurisdiction. In FY24, the average time that filed complaints were pending while moving to a final resolution was 911 days.¹⁴

The Commission’s focus remains on balancing the need to conduct thorough investigations, creating alternative pathways to resolution through pre-complaint interventions to resolve matters more expeditiously where appropriate, and ensuring that resources are utilized effectively and efficiently.

Case Determinations and Resolutions

July 1, 2023 – June 30, 2024

Closure	Number	%
No Probable Cause	0	0%
Probable Cause	120	25%
Administrative Closure	196	42%
Settlements	155	33%
Total	471	100%

¹⁴ This average includes cases that are concluded by an LEB determination and cases that are referred to OATH for trial and final resolution.

Probable Cause or No Probable Cause Determinations

After the Commission has undertaken a full investigation, a case is settled, administratively closed, or a determination of Probable Cause or No Probable Cause is issued. In deciding 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, the Commission considers whether a reasonable person, looking at the evidence, could conclude that it is more likely than not that an unlawful discriminatory practice occurred.

Settlements

The Commission resolved 40% of cases in FY24 through settlement. In such cases, the parties and the Commission enter into a conciliation agreement, which is an enforceable Commission order. Some cases are also resolved through a private settlement agreement, with a notice of withdrawal filed at the Commission. Finally, cases resolved through the Commission's Office of Mediation and Conflict Resolution are also included in these totals.

Almost all conciliations include some form of affirmative relief, which may include training on the NYC Human Rights Law, postings of Notices of Rights, monitoring, and/or a policy and practice changes and work with affected communities. Additionally, settlements may include damages for complainants, including back pay in applicable employment cases. This fiscal year, the Commission increased its use of restorative remedies in settlements, including negotiating new partnerships and programs between respondents and

organizations serving affected protected classes, instituting implicit bias trainings, having housing providers set aside a certain number of units for voucher holders, and, in Commission-initiated cases that involve smaller businesses with first-time violations, shaping affirmative relief in lieu of civil penalties to have a greater impact.

Administrative Closures

An administrative closure may be issued in several circumstances, including at the complainant's request, when a complaint is deemed non-jurisdictional after investigation, when the Commission is unable to locate the complainant after diligent efforts, and when LEB 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 court.

Enforcement Action Highlights in Fiscal Year 2024

SEXUAL HARASSMENT

Gucci settled sexual harassment claims and agreed to \$250,000 in emotional distress damages, \$80,000 in civil penalties, along with affirmative relief.

Complainant, a sales associate at Respondent, Gucci America, Inc., alleged that a coworker repeatedly directed sexually explicit comments at Complainant in an open and obvious manner. Evidence included a recording on camera of a Respondent inappropriately touching the Complainant. After the Complainant reported the harassment, the Complainant alleged that the Respondent failed to take immediate corrective action. In settling, Respondent agreed to pay Complainant \$250,000 in emotional distress damages, as well as to pay \$80,000 in civil penalties. Gucci also agreed to update its sexual harassment policies, and to Commission monitoring of gender-based harassment complaints for fifteen months.

GENDER IDENTITY DISCRIMINATION

Keepers Self Storage agreed to pay \$20,000 in damages and penalties to settle gender identity discrimination case.

Complainant, a transgender woman, filed a complaint against a public accommodation after an employee and a customer repeatedly misgendered and harassed her as she tried to access her storage unit. During the investigation, Respondent sold the storage facility and ceased operations in New York City. Respondent agreed to pay \$10,000 in emotional distress damages and \$10,000 in civil penalties to settle the matter.

Enforcement Action Highlights in Fiscal Year 2024 Cont.

SOURCE OF INCOME/VOUCHER DISCRIMINATION

Bronstein Properties LLC settled source of income case for trainings, postings, twenty set asides, revision of policies and emotional distress damages.

Complainant, who qualified for the HIV/AIDS Services Administration (“HASA”) program, was informed that “landlord doesn’t accept programs.” Bronstein Properties agreed to attend anti-discrimination training, revise their policies and application materials, post the Commission’s “Notice of Rights” posters, set aside 20 apartments, and pay complainant a total of \$5,000.00.

1260 Broadway LLC settled case involving source of income discrimination for \$5,000 in damages and \$27,500 in civil penalties.

Respondents agreed to pay \$5,000 in emotional damages to the Complainant, a Section 8 voucher holder, and \$27,500 in civil penalties. Respondent also agreed to affirmative relief including training, postings, and the creation of a policy consistent with their obligations under the NYCHRL.

Hamilton Gatling Estates and 1440 Ocean Parkway LLC set aside 20 units for voucher holders and paid \$15,000 in damages and civil penalties in a case involving source of income discrimination. Respondents also agreed to train its employees on the NYCHRL, revise policies, and display fair housing postings in their portfolio of buildings.

Complainant, a FHEPS voucher holder, was told she would be put on a waitlist for an apartment while an applicant without a voucher was immediately permitted to view and apply for an apartment. Testing by the Commission also showed that applicants with vouchers were informed they would be put on a waitlist because of their use of a voucher. Respondents agreed to pay \$5,000 in emotional distress damages and \$10,000 in civil penalties, as well as set aside 20 apartments for applicants with public sources of income. Respondents also agreed to train employees on their obligations under the NYCHRL and SOI discrimination, display fair housing postings throughout their portfolio of buildings, and revise their policies.

Enforcement Action Highlights in Fiscal Year 2024 Cont.

FAIR CHANCE IN EMPLOYMENT

The GEO Group paid \$10,000 in emotional distress damages, and \$80,000 in civil penalties to settle Fair Chance Act case.

Complainant alleged that the GEO Group violated the Fair Chance Act by using employment applications that asked applicants if they were willing to submit to criminal background checks. The company also circulated background check authorization forms during job interviews, in violation of the Fair Chance Act. The company agreed to train employees, revise policies, change job application questions, and post legal notices.

Montefiore Medical Center settled Fair Chance case for \$85,000 in emotional distress damages and \$100,000 in civil penalties, training for employees on the NYCHRL's Fair Chance Act protections.

Complainant alleged that he was discriminated against based on his prior criminal history. Montefiore agreed to pay \$85,000 to the Complainant, as well as civil penalties. As part of the settlement, Montefiore agreed to Commission trainings and monitoring of Fair Chance compliance.

RACE DISCRIMINATION

Ranco Capital LLC settled race discrimination claims for \$30,000 in emotional distress damages, \$25,000 in civil penalties, and additional affirmative relief.

Two Complainants alleged that Respondent refused to complete the leasing process because of their race. After an investigation, the Commission found probable cause and referred the matter to the Office of Administrative Trials and Hearings (OATH). Settlement conferences followed and Respondent agreed to pay \$30,000 in emotional distress damages and \$25,000 in civil penalties. Additionally, Respondent committed to attend training, create an anti-discrimination policy for posting and distribution to employees, and post the Commission's notice on housing rights.

Enforcement Action Highlights in Fiscal Year 2024 Cont.

HOSTILE WORK ENVIRONMENT – RACE, GENDER, AND NATIONAL ORIGIN

Style Studio of New York Inc., a clothing manufacturer, settled hostile work environment claims for \$58,000, and agreed to affirmative relief including monitoring by the Commission, sexual harassment prevention training, and policies updates.

Complainants alleged that their former employer, the Style Studio of New York, Inc., and management staff engaged in discrimination and created a hostile work environment based on gender, race, and national origin. Respondents agreed to pay \$29,000 in emotional distress damages to each Complainant. In addition, the company owned by the managerial employees named in the complaint, Sia Apparel of NY, Inc. (“Sia Apparel”), agreed to conduct anti-discrimination and sexual harassment prevention training, update its policies, display required postings and notices, and submit to monitoring by the Commission.

DISABILITY DISCRIMINATION

Benedict Realty Group LLC agreed to build methods of egress for a Complainant who uses a wheelchair to address claims of disability discrimination.

Complainant is an individual with a disability who uses a wheelchair. Complainant’s son contacted the Commission to report that his mother was unable to enter and exit her apartment. Respondents agreed to begin obtaining the necessary permits to construct all paths of travel, landings, ramps, curb cuts, and a wheelchair lift from the front entrance of the Complainant’s building to the sidewalk. Respondent agreed to complete the work by August 30, 2024.



**Office of
Mediation and
Conflict Resolution**

nyc.gov/HumanRights

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

In FY24, OMCR successfully mediated 30 cases to resolution, accounting for an aggregate recovery of \$1,643,450, excluding non-economic terms and affirmative relief. For the sixth consecutive year, the average time from the acceptance of a case in mediation to its closure declined: 112 days in FY24 compared to 117 days in FY23.

代金券可以 支付房租。

禁止歧視。

房東、經紀人、房產經紀人因為承租人使用租金代金券支付房租而拒絕出租給承租人，這種作法是違法的。

穩定的住居是家庭繁榮的基礎。租金代金券對許多低收入的人來說很重要。請致電 212-416-0197 或者訪問 NYC.gov/VouchersPayNYC 向紐約市人權委員會 (NYC Commission on Human Rights) 舉報任何歧視的行為。



**VOUCHERS
PAY.
DISCRIMINATION DOESN'T.**

It's illegal for landlords, brokers, and realtors to refuse renters because they have a voucher.

Fiscal Year 2024 Budget

NYC Commission on
Human Rights

NYC.gov/HumanRights



**DIFFERENT
BODIES
SAME
RIGHTS**

Height and weight
discrimination is illegal
in New York City.

**DISTIN
CUER
MISMO
DEREC**

La discriminación
altura y el peso
la ciudad de N



Report discrimination in employment,
housing, and public spaces to the
NYC Commission on Human Rights
by calling 212-416-0197 or online at
NYC.gov/DifferentBodiesNYC.



Denuncie la dis
el empleo, la viv
públicos ante la
Derechos Hum
de Nueva York
línea en NYC.g

NYC Commission on
Human Rights

NYC.gov/HumanRights • @NYCC

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

City Tax Levy	\$13,847,428.00
EEOC Contract (Workshare Agreement)	\$683,000.00
Total	\$14,530,428.00

The Commission is committed to supporting Minority and Women-Owned Business Enterprises (M/WBEs). Prioritizing diversity, equity, and inclusion in contracting with vendors is necessary for the success of the city. In FY24, the Commission spearheaded strategies to increase M/WBE utilization through goal setting and actions. The agency also worked to create economic opportunities for vendors, and to ensure that Commission staff received training on the procurement process and relevant policy changes.

In FY24, despite fiscal constraints, the Commission spent 39.5% of its eligible Local Law 1 funding with M/WBEs, exceeding the previous year’s spending. The Commission continues to invest in its overall human rights mission to promote racial and gender equity in government contracting, including the areas of professional services, standard services, and goods.

PREVIOUS M/WBE INVESTMENTS	
FY '23	35.0%
FY '22	52.2%
FY '21	50.2%
FY '20	47.9%
FY '19	57.4%
FY '18	34.5%
FY '17	23.4%
FY '16	18.6%
FY '15	15.7%



Office Locations and Contact Information

To file a complaint or learn more about the Commission, dial (212) 416-0197.

MAIN OFFICE

22 Reade Street
New York, NY 10007
Dial 311 and say “human rights” or (212) 306-7450

NY RELAY SERVICES

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

WEBSITE

[NYC.gov/HumanRights](https://nyc.gov/HumanRights)

Borough Offices

MANHATTAN

22 Reade Street
New York, NY 10007
(212) 416-0197

QUEENS

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

BRONX

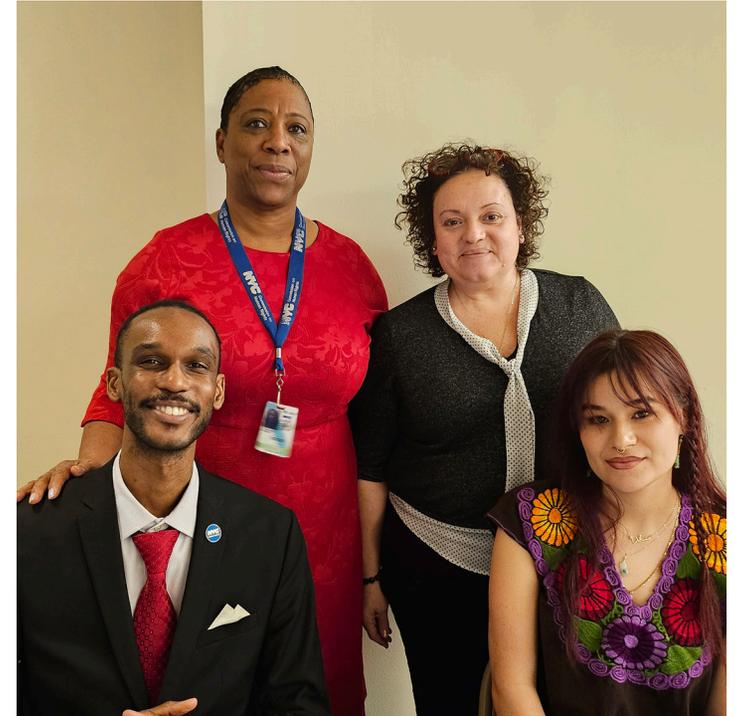
1932 Arthur Avenue, Room 203A
Bronx, NY 10457
(718) 579-6900

STATEN ISLAND

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

BROOKLYN

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



[NYC.gov/HumanRights](https://nyc.gov/HumanRights)

