

**Agency Purpose**

The mission of the Department of Human Rights is to make Minnesota discrimination free. The department pursues this mission through a coordinated program of law enforcement, prevention education, and community-based conflict resolution.

There are six major objectives that drive all department activities:

- ◆ develop and oversee statewide human rights policies and programs;
- ◆ receive, investigate, and make determinations on charges alleging unfair discriminatory practices;
- ◆ monitor state contractor compliance with applicable affirmative action provisions;
- ◆ educate to eliminate unfair discriminatory practices;
- ◆ develop and disseminate technical assistance to persons subject to the provisions of the Human Rights Act; and
- ◆ assess human rights compliance through voluntary settlement agreements and corrective action plans.

**Core Functions**

The Department of Human Rights resolves unlawful discrimination through enforcement of the Human Rights Act. Core functions support both the resolution of discrimination complaints, and the promotion of increased fair employment opportunities statewide.

These core functions are:

- ◆ investigating and resolving discrimination complaints in education, housing, employment, and services;
- ◆ reviewing and certifying state contractor compliance with equal employment opportunity regulations; and
- ◆ providing education and technical assistance.

These functions are supported by these guiding principles:

- ◆ Service – enthusiastically performing duties for the people of the state;
- ◆ Quality – delivering results that are distinguished by superior attention to detail and unrivaled execution;
- ◆ Efficiency – productivity without waste or unnecessary expense or effort;
- ◆ Timeliness – responding to requests and scheduled work at a pace – and at intervals – that is peerless;
- ◆ Fairness – applying the Human Rights Act consistently and ethically; following the rules without favoritism, self-interest or bias; and
- ◆ Respect – exhibiting behavior that exemplifies consideration and appreciation of all who are touched by the work of the department.

**General**

The department serves a varied customer base. People alleging discrimination, those accused of discrimination, the legal community, and state vendors are the primary customers of the department’s business processes. This customer base includes: individuals, school districts, businesses, attorneys, local governments, state agencies, local human rights commissions, landlords, and local and federal human rights enforcement agencies.

The **Contract Compliance Unit** reviews affirmative action plans of businesses and issues Certificates of Compliance to eligible businesses. It also provides consulting services to 2,600 businesses annually and conducts 100 compliance audits per year.

**At A Glance**

**2006 and 2007 State Budget**

\$6.98 million General Fund  
 \$117,600 Certificate of Compliance Fees (est.)

**Revenue Generated for General Fund**  
 (FY 2006-07, estimated)

\$552,000 Federal Equal Employment  
 Opportunity Commission Funds

**Annual Business Process (FY 2006)**

11,600	inquires/referrals
5,994	jurisdictional complaints evaluated
1,005	formal charges filed and resolved
\$1.38 mil	recovered aggrieved parties
2,600	state contractors
1,953	business equal employment
	opportunity action plans reviewed
3,000	technical assistance with
	businesses
99	compliance audits conducted

The **Enforcement Unit** handles 15,000 inquiries annually and provides referral, charge drafting, investigation, and resolution of 1,005 charges in FY 2006.

The **Education and Outreach Unit** provides constituents with varied educational opportunities to eliminate discrimination including public forums, local training, and the department's annual human rights conference.

**Management Services and Administration** provides policy leadership; manages external communications and publications; operates accounting, purchasing, and payroll services; provides administrative support, record retention, and organizational performance measurement; and manages departmental databases, web page facilities, and disaster recovery issues.

### **Budget**

The agency's FY 2006-07 budget totals \$6.99 million. Department staff includes 44 full-time equivalent employees.

Of the total budget for the biennium, \$6.8 million comes from the general fund. An additional \$118,000 (est.) of dedicated revenue is generated from Certificate of Compliance fees and Human Rights Day training attendance fees. All Certificate of Compliance dedicated revenue is used to fund the cost of issuing certificates and investigating grievances, while the revenue from the Human Rights Day is used to support the annual training.

Note: The agency will generate an estimated \$552,440 for the biennium through a contract with the Federal Equal Employment Opportunity Commission. All receipts are transferred to the general fund.

### **Contact**

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For information on how this agency measures whether it is meeting its statewide goals, please refer to [www.departmentresults.state.mn.us](http://www.departmentresults.state.mn.us).

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2008-09
	FY2006	FY2007	FY2008	FY2009	
<b><u>Direct Appropriations by Fund</u></b>					
<b>General</b>					
Current Appropriation	3,490	3,490	3,490	3,490	6,980
<b>Forecast Base</b>	<b>3,490</b>	<b>3,490</b>	<b>3,490</b>	<b>3,490</b>	<b>6,980</b>
Change		0	0	0	0
% Biennial Change from 2006-07					0%
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	3,355	3,675	3,440	3,540	6,980
<b>Statutory Appropriations</b>					
Misc Special Revenue	142	148	231	135	366
<b>Total</b>	<b>3,497</b>	<b>3,823</b>	<b>3,671</b>	<b>3,675</b>	<b>7,346</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	2,898	3,142	3,184	3,203	6,387
Other Operating Expenses	599	681	487	472	959
<b>Total</b>	<b>3,497</b>	<b>3,823</b>	<b>3,671</b>	<b>3,675</b>	<b>7,346</b>
<b><u>Expenditures by Program</u></b>					
Contract Compliance	330	408	448	375	823
Complaint Processing	1,489	1,519	1,422	1,465	2,887
Management Services And Admin	1,430	1,589	1,506	1,547	3,053
Education To Eliminate & Outreach	248	307	295	288	583
<b>Total</b>	<b>3,497</b>	<b>3,823</b>	<b>3,671</b>	<b>3,675</b>	<b>7,346</b>
<b>Full-Time Equivalent (FTE)</b>	<b>43.0</b>	<b>42.2</b>	<b>42.2</b>	<b>42.2</b>	

**Program Description**

The Contract Compliance activity enforces M.S. 363A.36, which requires that state government agencies do business only with affirmative action/equal opportunity employers. This activity encourages equal employment opportunity (EEO) for qualified minorities, women, and people with disabilities.

**Population Served**

This activity provides service to over 2,600 Minnesota businesses annually that want to do business with the state. Indirectly, the activity serves potential employees of these firms by promoting equal access to employment opportunities.

**Services Provided**

The Contract Compliance activity provides enforcement and direct technical services to businesses throughout the state. Audits conducted during the current biennium continue to reveal that small businesses lack resources to implement successful EEO programs. Program evaluation shows that compliance audits have been extremely effective in enhancing business EEO programs; audit recipients outperformed their peers in EEO policy development and in recruiting and maintaining qualified women and minorities in their workforce.

This activity provides the following services:

- ◆ reviewing and assisting businesses in developing EEO action plans;
- ◆ issuing certificates of compliance in a timely manner;
- ◆ conducting compliance audits to provide technical assistance and insure compliance with EEO goals and policies; and
- ◆ evaluating compliance audit data and developing training tools and programs for Minnesota employers.

**Historical Perspective**

The Contract Compliance activity historically has focused its efforts on conducting “desk audits” of businesses’ affirmative action plans, and providing telephone assistance to businesses in developing and implementing plans that work. During FY 2005, an emphasis was placed on conducting more audits of contractors’ affirmative action commitments. In doing this, the Department set goals (70 audits in FY 2005 and 91 audits in FY 2006) on the number of audits that would be conducted.

In FY 2005 and FY 2006 the Contract Compliance Program was re-structured so that an increased number of audits could be conducted to meet the goals that were set. The Department exceeded its FY 2005 goal by 17 audits and its FY 2006 goal by eight audits.

During FY 2005 and FY 2006 Contract Compliance organized and chaired a committee of state, city, and county civil rights agencies and other stakeholders to update construction goals to be consistent with the new U.S. Census data that became available in 2004. The updated goals became effective February 1, 2006.

**Key Measures**

A primary indicator of this activity is conducting audits of companies that receive certificates to do business with the state of Minnesota. The purpose of the audits is to identify discriminatory (or potentially discriminatory) practices within the contractor’s organization to ensure that equal opportunity exists in the workplace. If the Department identifies discriminatory practices, it sends non-compliance notices to the contractor and provides technical assistance to correct the areas of non-compliance. In FY 2005, the department issued 46 compliance letters after contractors corrected the identified non-compliance items. In FY 2006, the department issued 63 compliance letters after contractors corrected the problems.

**Program at a Glance**

- ◆ Over 3,000 consultations with Minnesota businesses in FY 2006
- ◆ 1,953 EEO action plans reviewed in FY 2006
- ◆ 778 Certificates of Compliances were issued in FY 2006
- ◆ 99 compliance audits were conducted in FY 2006

**Program Funding**

This activity is 85% funded by state general funds in FY 2007, 15% of this activity is funded by revenue generated from certificate of complaints receipts.

**Contact**

Additional information on this program can be obtained under "information for businesses" on our web site at [www.humanrights.state.mn.us](http://www.humanrights.state.mn.us)

# HUMAN RIGHTS DEPARTMENT

Program: CONTRACT COMPLIANCE

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2008-09
	FY2006	FY2007	FY2008	FY2009	
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	260	341	305	316	621
<b>Statutory Appropriations</b>					
Misc Special Revenue	70	67	143	59	202
<b>Total</b>	<b>330</b>	<b>408</b>	<b>448</b>	<b>375</b>	<b>823</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	301	347	432	369	801
Other Operating Expenses	29	61	16	6	22
<b>Total</b>	<b>330</b>	<b>408</b>	<b>448</b>	<b>375</b>	<b>823</b>
<b><u>Expenditures by Activity</u></b>					
Contract Compliance	330	408	448	375	823
<b>Total</b>	<b>330</b>	<b>408</b>	<b>448</b>	<b>375</b>	<b>823</b>
<b>Full-Time Equivalent (FTE)</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	

**Program Description**

M.S. Chapter 363A requires that the agency investigate complaints of unlawful discrimination. While the majority of cases involve claims of discrimination in employment, the agency also has jurisdiction over allegations of discrimination in housing, education, public accommodations, public services, credit, and business contracts.

**Population Served**

The agency’s services are provided to charging parties, respondents to discrimination charges, attorneys, employers, landlords, business owners, and the general public.

**Program at a Glance**

- ◆ 11,600 inquiries/referrals FY 2006
- ◆ 851 charges filed FY 2006
- ◆ 56 mediations conducted FY 2006
- ◆ 1,005 cases determined in FY 2006
- ◆ 163 case appeals processed during FY 2006
- ◆ \$1.38 million recovered for aggrieved parties in FY 2006
- ◆ \$276,220 will be generated during the federal FY 2006 for the state general fund

**Historical Perspective (External)**

Externally, the agency notes the following trends and issues emerging in the human rights arena.

- ◆ Employment remains the largest area for discrimination complaints, over 65% of complaints.
- ◆ In order of occurrence, disability, race, sex, and age are the largest basis for discrimination.
- ◆ We expect more cases in which complainants and/or witnesses do not speak English.
- ◆ Disability cases are increasing and will continue to do so as the population ages.
- ◆ The requirements for multilingual investigators and materials will increase as the immigrant population continues to grow.

**Historical Perspective (Internal)**

The number of discrimination charges filed with the agency decreased 12.5% from FY 2005 to FY 2006. The change was most observed in employment. The economic improvement is the most likely cause as individuals are more likely to leave employment for other opportunities rather than file complaints. For FY 2007, we project more than 940 charges will be filed with the agency.

During FY 2006 the department experienced the most investigator turnover since the FY 2004 layoffs. Five investigators departed during the year; four left for other governmental agencies while the one was reassigned to another Departmental function. Due to the funding stability over the biennium all positions were filled.

**Key Measures**

Minnesota Department of Human Rights measures program effectiveness by what is important to our clients; ease of access to the human rights complaint process; timely investigation and determination of disputes; and satisfaction with settlements arising from the process. Performance indicators were measured on June 30, 2006.

Semi-Annual as of:	Dec. 31, 2005	June 30, 2006
Receive, investigate and make determinations on charges of discrimination		
◆ Average number of days to determinations (Goal 345 days)	306 days	313 days
◆ Inventory over 365 days (Goal 0 cases)	2 cases	2 cases
Mediate, where advantageous, charges of unfair discrimination		
◆ Percent of charges referred to mediation (40%)	35%	57%
◆ Percent of cases satisfactorily settled (50%)	19%	22%

**Program Funding**

This activity is funded 100% by the state General Fund. This activity also generates general fund revenue based on a performance contract with the Equal Employment Opportunity Commission (EEOC). Joint jurisdictional charges filed with the department are cross-filed with the EEOC. Completed cases must meet timeliness standards.

**Contact**

For more information about this program, visit the agency's web site at [www.humanrights.state.mn.us](http://www.humanrights.state.mn.us).



**HUMAN RIGHTS DEPARTMENT**  
 Program: COMPLAINT PROCESSING

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium
	FY2006	FY2007	FY2008	FY2009	2008-09
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	1,486	1,516	1,410	1,453	2,863
<b>Statutory Appropriations</b>					
Misc Special Revenue	3	3	12	12	24
<b>Total</b>	<b>1,489</b>	<b>1,519</b>	<b>1,422</b>	<b>1,465</b>	<b>2,887</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	1,473	1,463	1,406	1,449	2,855
Other Operating Expenses	16	56	16	16	32
<b>Total</b>	<b>1,489</b>	<b>1,519</b>	<b>1,422</b>	<b>1,465</b>	<b>2,887</b>
<b><u>Expenditures by Activity</u></b>					
Complaint Processing	1,489	1,519	1,422	1,465	2,887
<b>Total</b>	<b>1,489</b>	<b>1,519</b>	<b>1,422</b>	<b>1,465</b>	<b>2,887</b>
<b>Full-Time Equivalent (FTE)</b>	<b>22.9</b>	<b>22.9</b>	<b>22.9</b>	<b>22.9</b>	

**Program Description**

Education in support of the department's mission as found in M.S. 363A.06 (10).

**Population Served**

This activity serves parties involved in discrimination cases, policy decision-makers, the media, the legal community, department staff, state and federal agencies, school districts, and the general public.

**Services Provided**

This activity provides external information/education programs. These services include the following:

- ◆ statewide quarterly community forums designed to educate the public about their rights and obligations under the Minnesota Human Rights Act (MHRA);
- ◆ statewide bi-annual employer training showcases to avail employers of existing training and trainers;
- ◆ development and distribution of a statewide K-12 Human Rights curriculum in partnership with the University of Minnesota Human Rights Resource Center;
- ◆ annual Human Rights Day Conference hosted by the department;
- ◆ television and video streaming via the Internet public service human rights message announcements;
- ◆ cable television panel discussions related to Minnesota Human Rights Act protections;
- ◆ newsletter and other information available in department's website; and
- ◆ community involvement with protected class partners and the general public to increase awareness and education

**Program at a Glance**

- ◆ Annual Human Rights Day Conference (400+ attendees)
- ◆ Quarterly Community Forums (400+ attendees)
- ◆ Bi-annual Employer Showcases (20-30 attendees)
- ◆ Development and distribution of a K-12 Human Rights Curriculum
- ◆ Public Service Announcements
- ◆ Cable television programs with community panelists
- ◆ Electronic Quarterly newsletter (3,600 subscribers)
- ◆ 234,000 web site hits per year

**Historical Perspective**

During FY 2004 the department was successful in acquiring a grant from the Otto Bremer Foundation to fund an initiative called "Educate to Eliminate" discrimination. This initiative will allow the department to hold quarterly community forums throughout the state, bi-annual employer training showcases to educate employers, business owners and landlords, fund a public service announcement initiative, and to develop a K-12 Human Rights curriculum. The grant funding will not exist beyond FY 2006.

**Key Measures**

- ⇒ One community forum per quarter.
- ⇒ Two employer showcases per year.
- ⇒ One Human Rights Day Conference per year.
- ⇒ Development, marketing, and distribution of K-12 Human Rights curriculum.
- ⇒ Public service announcements produced and broadcasted.

**Program Funding**

This activity is 100% funded by the grant or dedicated funding.

**Contact**

Additional information on this activity can be obtained at [www.humanrights.state.mn.us](http://www.humanrights.state.mn.us)

# HUMAN RIGHTS DEPARTMENT

Program: EDUCATION TO ELIMIN & OUTREACH

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2008-09
	FY2006	FY2007	FY2008	FY2009	
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	181	231	219	224	443
<b>Statutory Appropriations</b>					
Misc Special Revenue	67	76	76	64	140
<b>Total</b>	<b>248</b>	<b>307</b>	<b>295</b>	<b>288</b>	<b>583</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	168	200	204	209	413
Other Operating Expenses	80	107	91	79	170
<b>Total</b>	<b>248</b>	<b>307</b>	<b>295</b>	<b>288</b>	<b>583</b>
<b><u>Expenditures by Activity</u></b>					
Education To Eliminate & Outreach	248	307	295	288	583
<b>Total</b>	<b>248</b>	<b>307</b>	<b>295</b>	<b>288</b>	<b>583</b>
<b>Full-Time Equivalent (FTE)</b>	<b>2.2</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	

**Program Description**

Management Services and Administration exists to support the business units of the department and to provide legal, policy, financial, human resources, management information systems (MIS), database management, data practices, facilities and administrative support for the department's mission.

**Population Served**

This program serves policy decision-makers, the legislature, the media, the legal community, department staff, state, and the general public.

**Services Provided**

This activity provides internal business support services, policy leadership, and administrative support programs. These services include the following:

- ◆ policy research and development, legislative initiatives coordination, and internal legal consulting and training;
- ◆ data practices enforcement;
- ◆ accounting, purchasing, facilities and contract management;
- ◆ human resources and payroll;
- ◆ management information systems and database management; and
- ◆ administrative support.

**Historical Perspective**

The department was successful updating its obsolete software and equipment, some of which had not been upgraded since 1994 and was well past its support life-cycle.

During FY 2005 and 2006 all business support and administrative positions were grouped into one division to consolidate the management of resources.

**Key Measures**

- ⇒ Processing 100% of all payables within 30 days.
- ⇒ Maintaining computer system reliability and availability at 99% during working hours.
- ⇒ Processing 100% of payroll transactions scheduled within the appropriate payroll period.

**Program Funding**

This activity is 100% funded by the general fund.

**Contact**

Additional information on this activity can be obtained at [www.humanrights.state.mn.us](http://www.humanrights.state.mn.us)

**Program at a Glance**

- ◆ 99% reliability in Information Technology (IT) computer systems
- ◆ Processed 100% of all payables within 30 days
- ◆ Processed 100% of payroll transactions scheduled within the appropriate payroll period

# HUMAN RIGHTS DEPARTMENT

Program: MANAGEMENT SERVICES AND ADMIN

Program Summary

*Dollars in Thousands*

	Current		Forecast Base		Biennium 2008-09
	FY2006	FY2007	FY2008	FY2009	
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	1,428	1,587	1,506	1,547	3,053
<b>Statutory Appropriations</b>					
Misc Special Revenue	2	2	0	0	0
<b>Total</b>	<b>1,430</b>	<b>1,589</b>	<b>1,506</b>	<b>1,547</b>	<b>3,053</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	956	1,132	1,142	1,176	2,318
Other Operating Expenses	474	457	364	371	735
<b>Total</b>	<b>1,430</b>	<b>1,589</b>	<b>1,506</b>	<b>1,547</b>	<b>3,053</b>
<b><u>Expenditures by Activity</u></b>					
Management Services And Admin	1,430	1,589	1,506	1,547	3,053
<b>Total</b>	<b>1,430</b>	<b>1,589</b>	<b>1,506</b>	<b>1,547</b>	<b>3,053</b>
<b>Full-Time Equivalent (FTE)</b>	<b>13.5</b>	<b>12.9</b>	<b>12.9</b>	<b>12.9</b>	

HUMAN RIGHTS DEPARTMENT

Agency Revenue Summary

*Dollars in Thousands*

	Actual FY2006	Budgeted FY2007	Current Law		Biennium 2008-09
			FY2008	FY2009	
<b><i>Non Dedicated Revenue:</i></b>					
<b>Total Non-Dedicated Receipts</b>	0	0	0	0	0
<b><i>Dedicated Receipts:</i></b>					
<b>Departmental Earnings:</b>					
Misc Special Revenue	58	59	59	59	118
<b>Grants:</b>					
Misc Special Revenue	4	0	0	0	0
Federal	276	276	300	300	600
<b>Other Revenues:</b>					
Misc Special Revenue	74	79	67	67	134
<b>Total Dedicated Receipts</b>	<b>412</b>	<b>414</b>	<b>426</b>	<b>426</b>	<b>852</b>
<b>Agency Total Revenue</b>	<b>412</b>	<b>414</b>	<b>426</b>	<b>426</b>	<b>852</b>