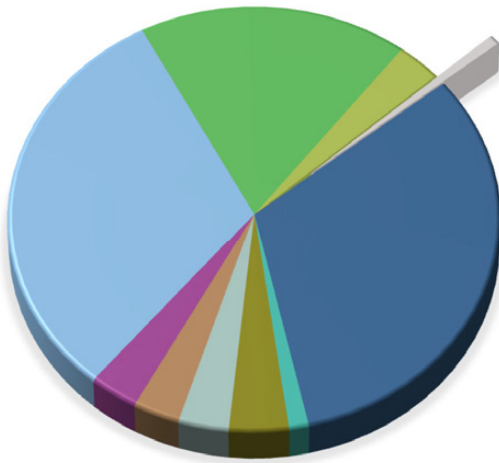


# Human Rights

## Mission Statement

The mission of the Prince William County Human Rights Office is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity for all persons within the County through advocacy and education.



**Expenditure Budget:**  
**\$941,912**

*0.8% of General Government*

### Programs:

- Human Rights Commission: \$941,912

**General Government Expenditure Budget:**  
**\$124,990,648**

## Mandates

The County operates under a mandate to safeguard and protect citizens from unlawful discrimination. The Board of County Supervisors has enacted additional local mandates for which the Human Rights Office has responsibility.

**State Code:** [Chapter 39](#) (Virginia Human Rights Act)

**County Code:** [Chapter 10.1](#) (Human Rights)

# Human Rights

## Expenditure and Revenue Summary



Expenditure by Program	FY17 Actuals	FY18 Actuals	FY19 Actuals	FY20 Adopted	FY21 Adopted	% Change Budget FY20/ Budget FY21
Human Rights Commission	\$643,419	\$761,408	\$778,972	\$771,456	\$941,912	22.10%
<b>Total Expenditures</b>	<b>\$643,419</b>	<b>\$761,408</b>	<b>\$778,972</b>	<b>\$771,456</b>	<b>\$941,912</b>	<b>22.10%</b>

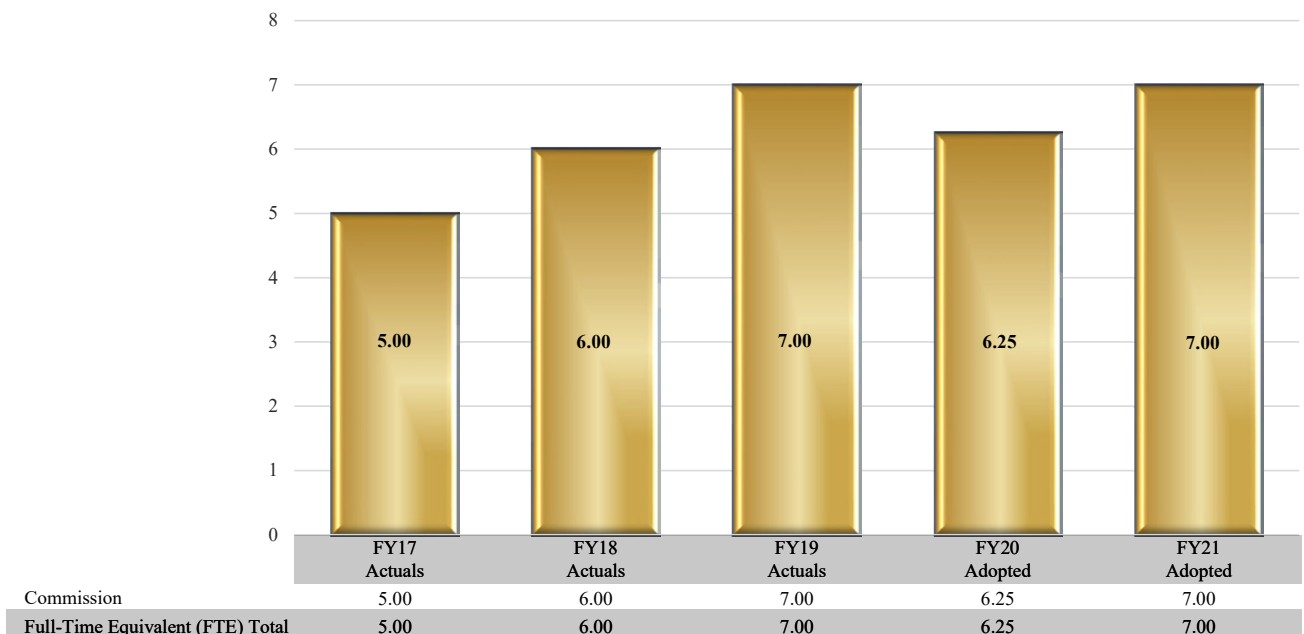
### Expenditure by Classification

Salaries and Benefits	\$582,578	\$697,494	\$686,757	\$694,999	\$818,210	17.73%
Contractual Services	\$9,074	\$2,942	\$38,303	\$2,586	\$22,586	773.40%
Internal Services	\$23,833	\$27,654	\$26,293	\$20,823	\$24,742	18.82%
Purchase of Goods & Services	\$26,710	\$31,087	\$27,619	\$48,949	\$72,276	47.66%
Leases & Rentals	\$1,223	\$2,232	\$0	\$4,099	\$4,099	0.00%
<b>Total Expenditures</b>	<b>\$643,419</b>	<b>\$761,408</b>	<b>\$778,972</b>	<b>\$771,456</b>	<b>\$941,912</b>	<b>22.10%</b>

### Funding Sources

Revenue from Federal Government	\$15,600	\$67,027	\$28,677	\$26,975	\$17,650	(34.57%)
Revenue from Commonwealth	\$0	\$18,772	\$9,478	\$14,044	\$0	(100.00%)
Transfers In	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	0.00%
<b>Total Designated Funding Sources</b>	<b>\$45,600</b>	<b>\$115,799</b>	<b>\$68,155</b>	<b>\$71,019</b>	<b>\$47,650</b>	<b>(32.91%)</b>
<b>Net General Tax Support</b>	<b>\$597,819</b>	<b>\$645,609</b>	<b>\$710,817</b>	<b>\$700,437</b>	<b>\$894,262</b>	<b>27.67%</b>
<b>Net General Tax Support</b>	<b>92.91%</b>	<b>84.79%</b>	<b>91.25%</b>	<b>90.79%</b>	<b>94.94%</b>	

## Staff History by Program



## Future Outlook

**Increase Public Awareness and Public Service** – Identify and define process and substance improvements that increase the effectiveness and efficiency of the intake, mediation, and investigation processes. Develop outreach and educational programs and activities about civil and human rights issues that are both relevant and effective.

**Broaden the Use of Technology for Managing and Delivering Services** – Develop a digitized case management system. Increase the use of technology to input and capture statistical data about complaints, inquiries, allegations, and referrals. Identify, define, and suggest possible enhancements to the Human Rights Commission's (HRC) webpage that could make it more effective and user-friendly.

**Develop Outreach and Education Strategies** – Sponsor, support, and participate in community outreach activities, events, and forums. Develop training programs for staff and appointed boards, committees, and commissions.

**Expand Internal and External Areas of Work** – Expand anti-discrimination enforcement through investigations, education and compliance activities. Establish partnerships with individuals, non-profit, business, and other government agencies, internal or external to Prince William County (PWC). Conduct fair housing testing.

## General Overview

- A. **Compensation Studies Implementation** – PWC implemented the findings of two compensation studies during the past three years. The Public Safety Retention and Recruitment Study findings for public safety sworn personnel were completed in FY20. Findings from the Classification and Compensation Study for general, non-sworn employees began implementation in FY20 and funding is included in the FY2021 Budget for completion in FY21. Salary and benefits increases in the FY2021 Budget are due to implementation of both studies. Please refer to the Compensation section of this document for more information.
- B. **Shift of Human Services Case Management Ombudsman from Human Rights to Area Agency on Aging (Aging)** – The Ombudsman activity provides a voice to County residents in nursing homes and residential care facilities, investigating concerns raised by these residents and/or their families. Previously, a portion of the Human Services Case Management position was separated from related activities within Aging's budget, primarily the County's contribution to Birmingham Green, in order to provide a clear separation of duties as required by the Commonwealth. To achieve this, in FY18, the Human Services Case Management Manager position was moved out of Aging's Supportive Services program and into the Human Rights Office. This position performed 25% of its duties for Human Rights and 75% of its duties for Aging, and revenue and expenses were allocated accordingly. Aging received approval from the State in FY20 to bring the Human Services Case Management position back under the supervision of Aging, create a separate Ombudsman program in Aging's department, and consequently achieve the required separation of duties. Therefore, the 25% portion of the Human Services Case Management position residing in Human Rights was shifted to Aging. Related expenditures for this position and corresponding revenue were shifted from Human Rights to Aging. This shift totals revenue of \$23,369 and related salary, benefit, and supplies expenditures totaling \$30,389.
- C. **Position Shift from Executive Management to Human Rights** – A position with a salary and benefits budget of \$131,638 has been shifted from the Office of Executive Management (OEM), Equality, Affirmative Employment, & Diversity program to the Human Rights, Human Rights Commission program. This results in 1.00 FTE decrease in OEM and a 1.00 FTE increase in Human Rights. The position has been reclassified to support human rights related investigations. Additional support funds of \$49,741 have also been shifted for a total Human Rights budget increase of \$181,379. There is no net impact to the general fund.

# Human Rights

## Human Rights Commission

Enforce the Human Rights Ordinance through investigation of complaints; provide outreach and education to the public on civil rights laws; staff the HRC, and respond to public information requests in a timely manner. Ensure compliance with federal and state laws, regulations, executive orders, ordinances, and affirmative employment practices and procedures for County employees and applicants who seek employment, by providing proactive prevention, proficient resolution, and strategic enforcement to achieve a non-discriminatory, non-retaliatory, and harassment free work environment.

Key Measures	FY17 Actuals	FY18 Actuals	FY19 Actuals	FY20 Adopted	FY21 Adopted
Cases closed within 12 months of filing with HRC	-	-	-	-	70%
Cases resolved through alternative resolution (without adjudication)	-	-	-	-	20%
Residents contacted seeking services	-	-	-	-	10%
Completed investigations appealed to the HRC	-	-	-	-	10%
Appeals upheld by the HRC	-	-	-	-	100%
Favorable customer survey responses	72%	72%	72%	72%	-
Enforcement compliance rate	100%	100%	100%	100%	-
Cases resolved through mediation and conciliation processes	20%	20%	20%	20%	-

Program Activities & Workload Measures (Dollar amounts expressed in thousands)	FY17 Actuals	FY18 Actuals	FY19 Actuals	FY20 Adopted	FY21 Adopted
<b>Charge Management</b>	<b>\$445</b>	<b>\$462</b>	<b>\$546</b>	<b>\$501</b>	<b>\$593</b>
Complaints filed	-	-	-	-	60
Cases resolved through Alternative resolution	-	-	-	-	12
Cases appealed	-	-	-	-	6
Cases worked	131	137	130	150	-
Inquiries processed	577	576	580	585	-
<b>Outreach/Education</b>	<b>\$68</b>	<b>\$60</b>	<b>\$56</b>	<b>\$90</b>	<b>\$197</b>
Number of resident contacts	-	-	-	-	2,000
Requests for public information	75	75	80	80	-
Customers seeking services as a result of outreach efforts	1,575	1,574	1,600	1,600	-
Persons attending training or benefiting from civil rights enforcement	653	650	685	700	-
<b>Staff Support to the HRC</b>	<b>\$130</b>	<b>\$133</b>	<b>\$153</b>	<b>\$150</b>	<b>\$152</b>
Staff time supporting the Human Rights Commissioners	25%	20%	20%	20%	20%
<b>Long-Term Care Ombudsman*</b>	<b>\$0</b>	<b>\$106</b>	<b>\$24</b>	<b>\$29</b>	<b>\$0</b>

\*As of FY21, the Ombudsman activity is a separate program under Area Agency on Aging.