

2020 Goals

Goal: Create a youth-based anti-discrimination education program for use in schools or community groups.

Strategies to Achieve Goal

- Work with community leaders and education providers to develop a curriculum.
- Assess area schools and youth groups that have a need or desire for anti-discrimination education.
- Engage with parents and youth through combined events to increase impact.
- Partner with the Gender Equity Commission.

How Success Will Be Measured

- Meet with at least four (4) community leaders and/or educators to form a strategy for youth engagement.
- Select one to three (1-3) pilot schools or programs to test an agreed-upon curriculum.
- Hold at least two (2) youth events by the end of 2020.

Goal: Increase community awareness of the Pittsburgh Commission on Human Relations.

Strategies to Achieve Goal

- Expand office hours into the evening and in diverse community locations.
- Host or engage in community events to provide “know your rights” education to the people of Pittsburgh.
- Conduct landlord and employer education sessions to ensure all entities understand their obligations under the law.

How Success Will Be Measured

- Host or co-host at least two (2) community events discussing discrimination in housing, employment, or public accommodations.
- Conduct at least ten (10) formal educational presentations to adults in Pittsburgh.
- Provide information about the Commission’s work at five (5) community events.
- Increase word-of-mouth inquiries by 10% from fiscal year 2019 as measured by the intake log.

Goal: Utilize data-mapping technology (Earthtime tool) to better target housing outreach efforts and justify disparate impact claims.

Strategies to Achieve Goal

- Work with CMU CREATE Lab to visualize fair housing issues for the City of Pittsburgh.
- Utilize the mapping tools and narratives with community organizations, to help them understand current housing trends and proactively respond to housing discrimination issues.
- Understand how data visualization capabilities can increase enforcement of the Fair Housing Act and Pittsburgh City Code.

How Success Will Be Measured

- Data visualizations will be utilized in community meetings with at least two (2) community partners.
- Earthtime tool will be used to analyze and assist in any disparate impact claims filed with the Commission on Human Relations.
- At least five (5) community groups will be trained to use the Earthtime tool within their communities.

Goal: Increase availability of multi-lingual services and materials in order to be a Welcoming Agency.

Strategies to Achieve Goal

- Utilize information and recommendations from the City's language access plan to better serve Limited English Proficiency (LEP) members of the community.
- Offer all outreach materials in multiple languages.
- Ensure that in-person interpretation is utilized for complaints and intakes, whenever possible.

How Success Will Be Measured

- All outreach materials will be made available in the top five (5) languages by the end of 2020.
- At least 90% of LEP Complainants will receive in-person interpretation for complaint filing and subsequent document review or interviews.
- All conciliation agreements or documents requiring signature for LEP complainants or respondents will be translated into the preferred language.
- The Commission will have Video Remote Interpreting (VRI) capabilities by the end of 2020.