

2019





DEPARTMENT















results
minneapolis

Civil Rights

Performance summary

Enterprise priorities (page 3): Workforce diversity, Spending with diverse suppliers
Department priorities (page 4): Protect the Rights of People, Meet Customer Needs

| Trend Key | | | |
|---|---|---|-------------------------|
|  | Year-over-year (YoY) increase by more than 5% |  | Less than 5% YoY change |
|  | YoY decrease by more than 5% |  | No trend |

| Budget program | 2018 Budget | Performance measure | 2018 performance | Trend from prior year | Trend: Red/yellow/green |
|---------------------------------|-------------|---|--|--|--|
| Contract Compliance | \$2.2M | <ol style="list-style-type: none"> Female and Minority Inclusion on Closed Construction and Development Projects MBE and WBE Business Inclusion on Closed Construction and Development Projects | <ol style="list-style-type: none"> 7% Female 29% Minority 10% MBE 10% Female | <ol style="list-style-type: none"> Increase Increase Stable Stable | <ol style="list-style-type: none">     |
| Office of Police Conduct Review | \$0.87M | <ol style="list-style-type: none"> Number of complaints filed Number of allegations filed Number of policy violations and coaching Discipline types issued by chief | <ol style="list-style-type: none"> 569 (all quarters) 458 83 (54 coached, 29 violations) 7 | <ol style="list-style-type: none"> Increase Increase Increase Decrease | <ol style="list-style-type: none">     |
| Complaint Investigations | \$0.6M | <ol style="list-style-type: none"> Number of complaints filed with division Number of cases resolved | <ol style="list-style-type: none"> 124 126 | <ol style="list-style-type: none"> Increase Increase | <ol style="list-style-type: none">   |
| Equity Division | \$0.5M | <ol style="list-style-type: none"> Number of Urban Scholar placements | <ol style="list-style-type: none"> 118 | <ol style="list-style-type: none"> Increase | <ol style="list-style-type: none">  |
| Labor Standards Enforcement | \$0.4M | <ol style="list-style-type: none"> Number of Sick and Safe Time allegations LSED by Industry LSED by Outcome | <ol style="list-style-type: none"> 251 N/A 89 settled | <ol style="list-style-type: none"> Increase No Trend No Trend | <ol style="list-style-type: none">    |

Enterprise Priorities

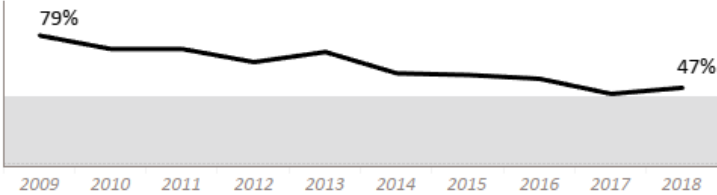
Workforce diversity

- **Exceeds** enterprise goal of 41% people of color
- **Exceeds** enterprise goal of 45% women

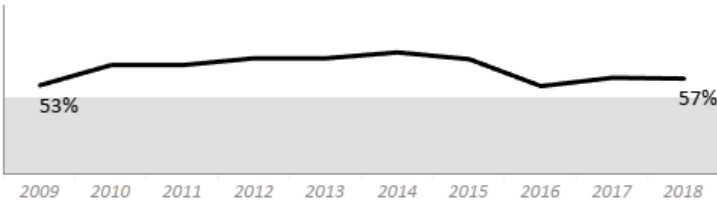
Summary: Workforce diversity starts at the beginning as job candidates explore employment with Civil Rights. Candidates see women and people of color at every level of the organization and hiring staff includes women and people of color. Civil Rights staff that go into the community look like the communities they serve. Past and current Civil Rights employees are the best recruiters.

Workforce diversity (2009-2018)

People of color



Women



Notes:

(1) Grey shading indicates enterprise goals (41% people of color and 45% women).

Spending with diverse suppliers*

- **Exceeds** Citywide percent diverse spending
- **Exceeds** Citywide percent spending with minority-owned suppliers
- **Exceeds** Citywide percent spending with non-minority women-owned suppliers

Summary: The Department of Civil Rights understands the City's goal for diversity and we are intentional about inviting diversity into our spending and supplier opportunities.

Total supplier spending* over selected years

\$175K

Amount spent with diverse suppliers over selected years

\$136K (78%)

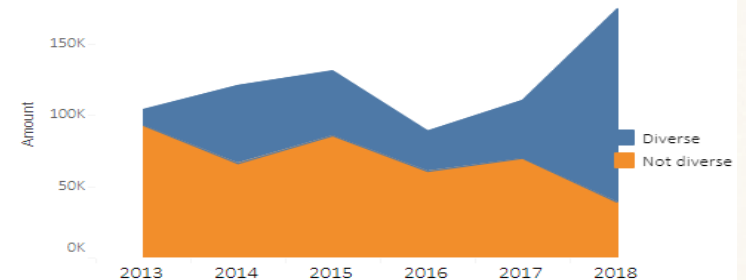
Minority-owned

\$89K (51%)

Non-minority women

\$47K (27%)

Share of diverse spending* (all years)



Department Priorities

Protect the Rights of People

- The department's mission is to enforce the ordinances that preserve and advance the civil and human rights of residents and visitors to the city.
- When these rights are violated, it adversely affects the health, welfare, peace and safety of our community.
- The department's success depends on our ability to remove barriers to programs, systems and resources to create conditions for all people, regardless of circumstance, to have opportunity for success at every stage of life.

Performance measure(s)

- Civil Rights complaints investigated within 270 days
- EEOC workshare obligation met
- Engage at least 3 NGOs for collaborative enforcement
- Complete Good Faith Efforts evaluations within 14 days
- Host at least 2 "Doing Business w/the City" events in community
- Police misconduct complaints investigated within 120 days
- Labor standards complaints investigated within 30 days

Meet Customer Needs

- Our customers are those who are direct beneficiaries of our services or someone who transfers our services to another for their use.
- So that we may meet our customer expectations, we will communicate with them to understand their needs; ask for feedback on both how they are treated in their interactions with us, and on how easy our processes and documents are to use.
- We will creatively use technology and resources to connect with them and we will use their feedback to make improvements.

Performance measure(s)

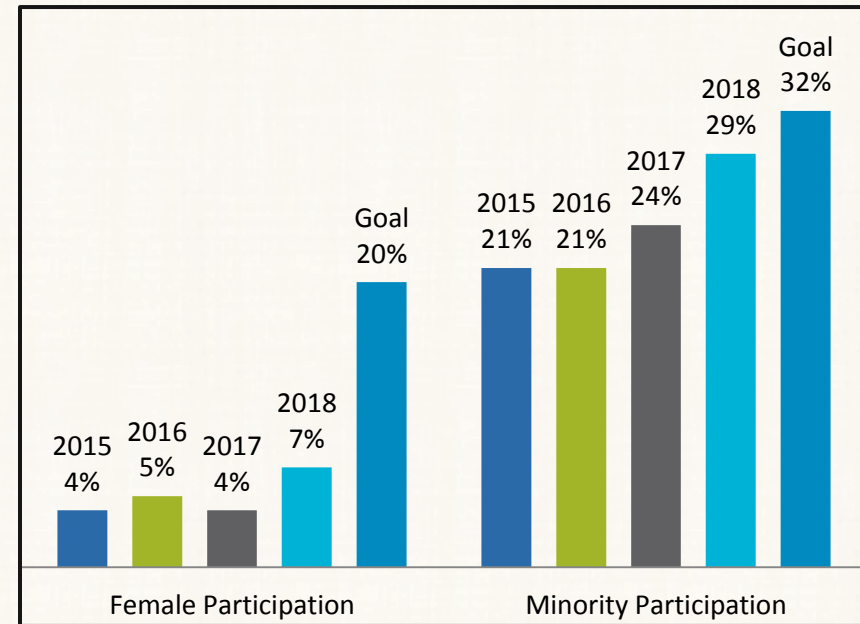
- Leverage technology for engagement, enforcement and reporting
- Increased overall placement of Urban Scholars to 200 by 2020 while managing capacity within resource parameters or develop new resources where needed
- Administrative staff were well-supplied, well-run, and well-managed

Program description: This Contract Compliance Division (CCD) ensures that City of Minneapolis procurement of construction and development services, commodities and supplies, and professional and technical services includes women, minorities, and low income workers and businesses. CCD also ensures that workers on construction and development projects are paid in accordance with prevailing wage laws. This division monitors and ensures compliance in four primary program areas that affect the general fund: Affirmative Action, Minority and Women Business Inclusion, Low Income Residents and Business Inclusion, and Prevailing Wage Compliance.

Performance measures

Four-Year Comparison of Female and Minority Workforce Inclusion on Closed Construction and Development Projects

| | # of Projects | Total Project Hours | Final Participation | |
|-------------|---------------|---------------------|---------------------|------------------|
| | | | Female | Minority |
| 2015 | 72 | 570,937 | 23,010 (4%) | 119,096 (21%) |
| 2016 | 53 | 1,260,161 | 65,315 (5%) | 270,643 (21%) |
| 2017 | 43 | 848,713 | 37,299 (4%) | 202,048 (24%) |
| 2018 | 55 | 877,363 | 57,423 (7%) | 255,281 (29%) |



Definition: The established goals for Hennepin County, set by the state, are 20% female hours and 32% minority hours. The above table and corresponding graph show the annual results of female and minority workforce participation on closed City construction and development projects. On City of Minneapolis projects closed in the last four years we have seen increases in the percentage of female and minority workforce participation.

Contract Compliance Division (continued)

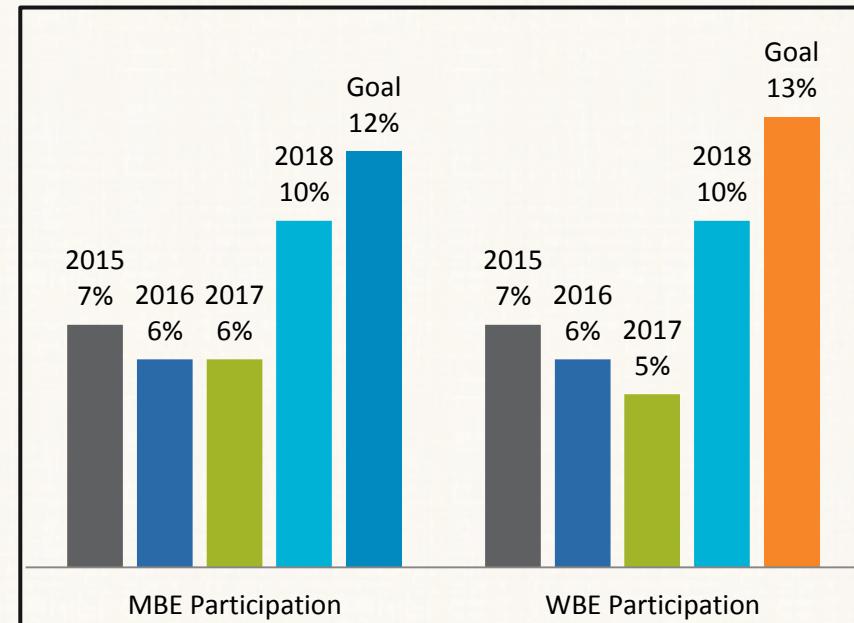
2018 Budget: \$2.2 million

Program description: This Contract Compliance Division (CCD) ensures that City of Minneapolis procurement of construction and development services, commodities and supplies, and professional and technical services includes women, minorities, and low income workers and businesses. CCD also ensures that workers on construction and development projects are paid in accordance with prevailing wage laws. This division monitors and ensures compliance in four primary program areas that affect the general fund: Affirmative Action, Minority and Women Business Inclusion, Low Income Residents and Business Inclusion, and Prevailing Wage Compliance.

Performance measures

Four-Year Comparison of MBE and WBE Business Inclusion on Closed Construction and Development Projects

| | # of Projects | Total Contract Amount | Participation | |
|-------------|---------------|-----------------------|-----------------------|-----------------------|
| | | | MBE | WBE |
| 2015 | 56 | \$82,131,480 | \$5,433,751 (7%) | \$5,410,505 (7%) |
| 2016 | 37 | \$189,084,774 | \$10,682,378 (6%) | \$10,592,396 (6%) |
| 2017 | 36 | \$144,499,927 | \$8,883,711 (6%) | \$7,123,720 (5%) |
| 2018 | 58 | \$211,026,605 | \$20,183,702 (10%) | \$21,255,969 (10%) |

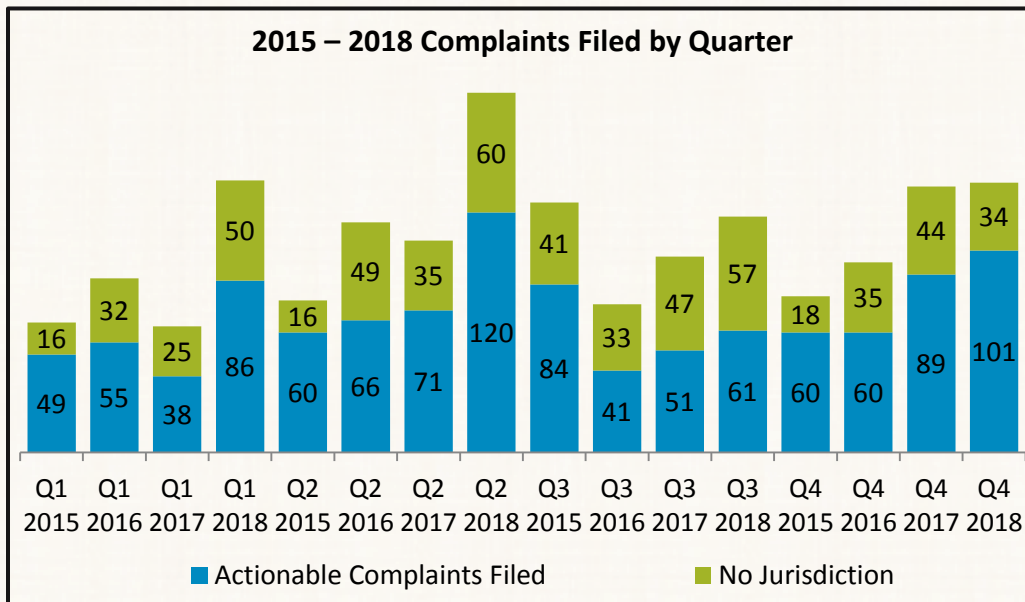


Definition: The Division administers the City’s Small and Underutilized Business Program (SUBP), which serves to ensure that there is Minority-Owned Business Enterprise (MBE) and Women-Owned Business enterprise (WBE) participation on City contracts in excess of \$175,000. The above table and corresponding graph show the annual participation of MBE’s and WBE’s on closed construction and development projects.

Office of Police Conduct Review

Program description: The Office of Police Conduct Review (OPCR) ensures the processing of police conduct complaints in a fair manner with a civilian-sworn leadership model of oversight. OPCR utilizes a hybrid review panel of community members and police officers to issue recommendations. The OPCR provides staff support to the Police Conduct Oversight Commission (Commission), an all civilian commission that recommends policy and training that is positioned to change a culture, build community trust and have a lasting impact on the practice of police oversight. The Commission provides transparency, citizen engagement, and meaningful participation related to police conduct by advising on police policy, auditing OPCR cases, and engaging the community in discussions of police procedure. The ultimate goal is to foster mutual respect between the Minneapolis Police Department and all populations of the city of Minneapolis.

Performance measures



Definition: Complaints filed by quarter reflects the ongoing workload of the OPCR. Each complaint necessitates work by intake investigators and review by the OPCR joint supervisors. Complaints have steadily risen; the OPCR received a record number of complaints in 2018 (569).

2015 – 2018 Allegations Filed

| | 2015 | 2016 | 2017 | 2018 |
|---------------------------------|------------|------------|------------|------------|
| Criminal Misconduct | 0 | 2 | 6 | 2 |
| Discrimination | 7 | 20 | 11 | 10 |
| Theft | 2 | 2 | 0 | 2 |
| Harassment | 42 | 7 | 8 | 16 |
| Failure to Provide Protection | 51 | 62 | 47 | 44 |
| Use of Excessive Force | 49 | 66 | 33 | 36 |
| Inappropriate Language/Attitude | 85 | 79 | 68 | 72 |
| Violation of Policy Manual | 75 | 129 | 172 | 276 |
| Total | 311 | 367 | 345 | 458 |

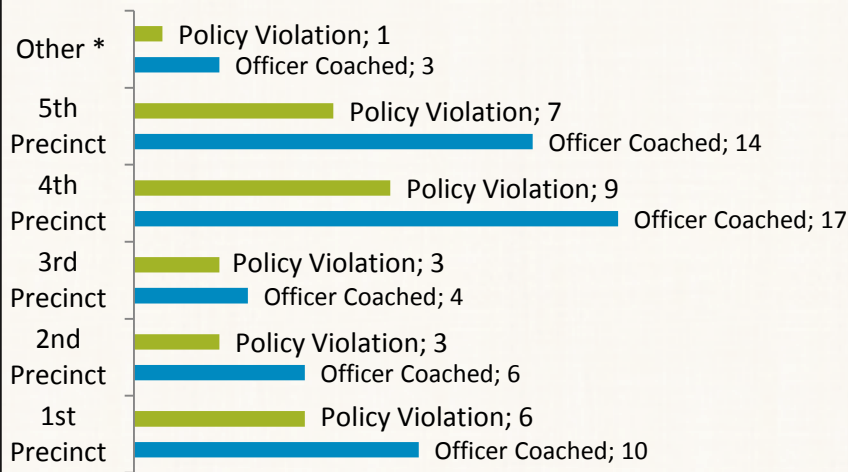
Definition: Allegations indicate the nature of complaints filed, and the categories are found in the Police Conduct Oversight Ordinance. Use of force complaints continued to decline as an overall percentage of complaints while the general category “Violation of the Policy Manual” rose considerably.

Office of Police Conduct Review (continued)

Program description: The Office of Police Conduct Review (OPCR) ensures the processing of police conduct complaints in a fair manner with a civilian-sworn leadership model of oversight. OPCR utilizes a hybrid review panel of community members and police officers to issue recommendations. The OPCR provides staff support to the Police Conduct Oversight Commission (Commission), an all civilian commission that recommends policy and training that is positioned to change a culture, build community trust and have a lasting impact on the practice of police oversight. The Commission provides transparency, citizen engagement, and meaningful participation related to police conduct by advising on police policy, auditing OPCR cases, and engaging the community in discussions of police procedure. The ultimate goal is to foster mutual respect between the Minneapolis Police Department and all populations of the city of Minneapolis.

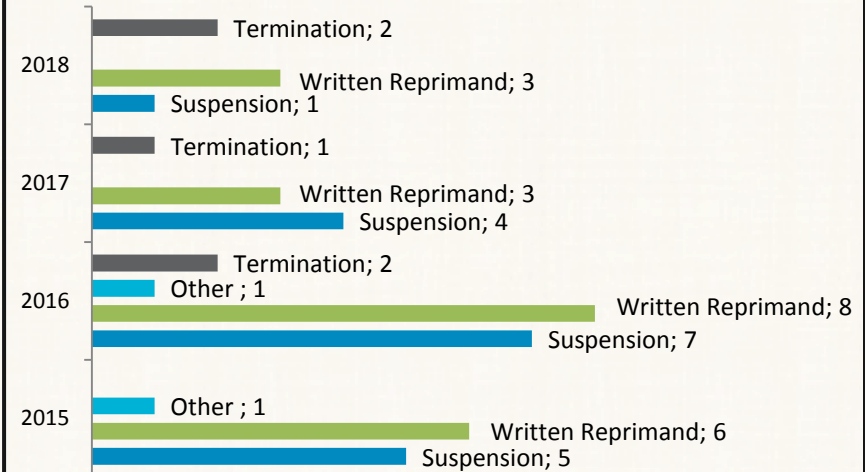
Performance measures

2018 Policy Violations and Coaching By Precinct



Definition: Policy violations and officers coached result from non-disciplinary complaints sent to precincts and returned in 2018. Coaching occurs after a supervisor reviews the complaint and supporting evidence. That supervisor may elect to meet with the employee and review the officer's performance, providing advice on how to handle the situation differently in the future. The supervisor may note a policy violation that would affect future progressive discipline. Officers were coached in 61% of cases sent through this process.

2016 – 2018 Discipline Types Issued by Chief

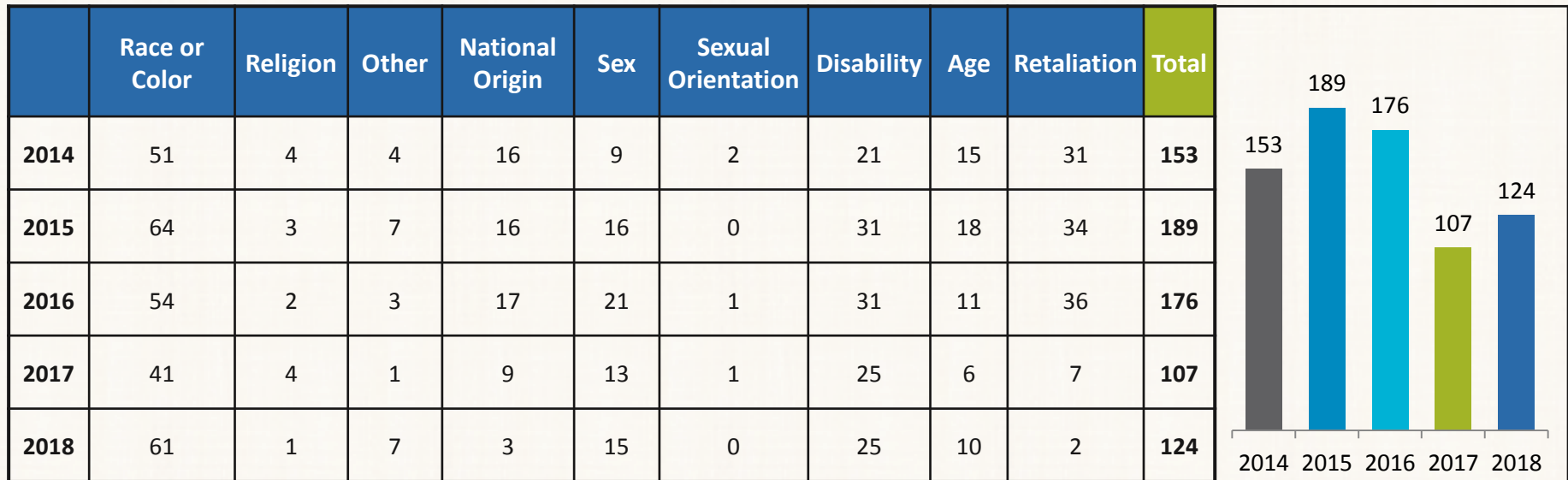


Definition: After the OPCR process is concluded and the Police Conduct Review Panel issues a recommendation on the merits of the case, the chief may discipline an officer. The OPCR makes no recommendations on discipline; that authority is granted exclusively to the office of the chief. In several instances, the chief took action before the conclusion of an OPCR investigation.

Program description: The Complaint Investigation Division (CID) is required by City Ordinance to neutrally enforce the City’s anti-discrimination laws and policies by investigating complaints of discrimination. Also, through a work sharing agreement with the U.S. Equal Employment Opportunity Commission (EEOC), the City serves as a Fair Employment Practice Agency (FEPA), investigating employment discrimination claims dual-filed and/or cases transferred from the EEOC. This program also administers an Alternative Dispute Resolution (ADR) Program to resolve complaints that allege discrimination and provide staff support to the Minneapolis Civil Rights Commission.

Performance measures

Case Basis Filed with Complaint Investigation Division, by Year



Definition: Case Basis reflects the Minneapolis Civil Rights Ordinance protections for individuals from discrimination and relation based on thirteen (13) protected basis, including: age, ancestry, color, creed, disability, emancipated minor status, familial status, gender identity, national origin, race, religion, retaliation, sex, sexual orientation, and status with public assistance program.

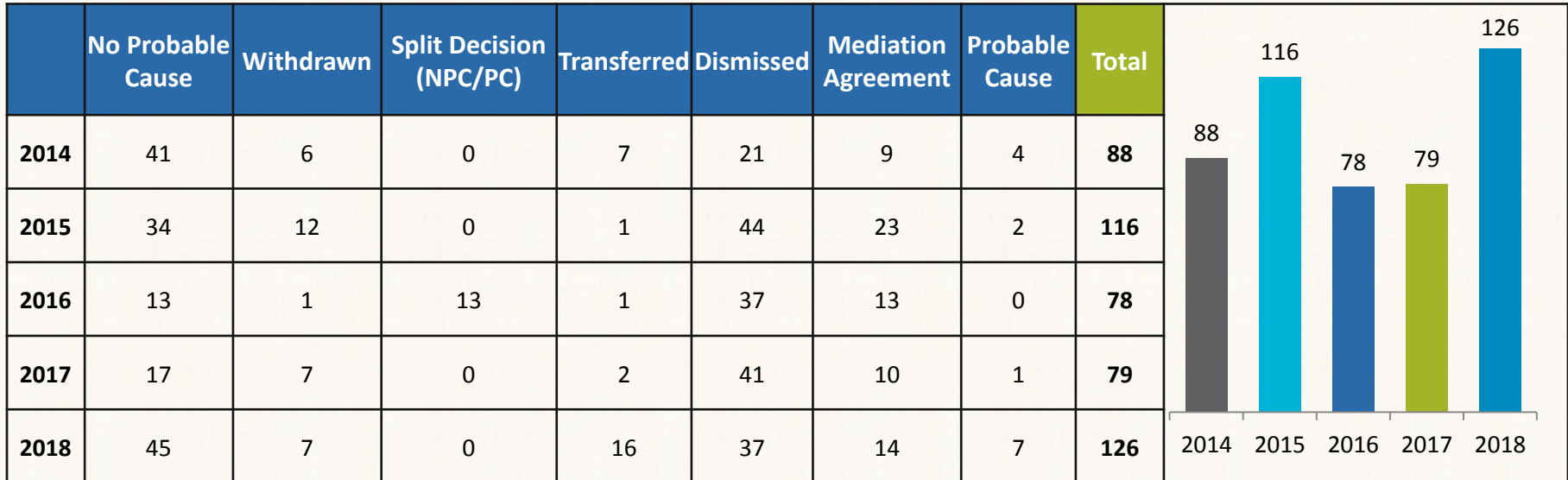
Complaint Investigations Division (continued)

2018 Budget: **\$0.6 million**

Program description: The Complaint Investigation Division (CID) is required by City Ordinance to neutrally enforce the City’s anti-discrimination laws and policies by investigating complaints of discrimination. Also, through a work sharing agreement with the U.S. Equal Employment Opportunity Commission (EEOC), the City serves as a Fair Employment Practice Agency (FEPA), investigating employment discrimination claims dual-filed and/or cases transferred from the EEOC. This program also administers an Alternative Dispute Resolution (ADR) Program to resolve complaints that allege discrimination and provide staff support to the Minneapolis Civil Rights Commission.

Performance measures

Breakdown of Case Resolution



Definition: Data represents the various resolutions of cases by outcome types.

No Probable Cause = allegations of discrimination were not well founded as determined by the Director through investigation

Withdrawn = Complainant withdrew their case from the Department, thereby ending the investigation into the charge of discrimination

Transferred = case was referred to another agency for investigation, typically for jurisdictional purposes

Dismissed = director shall determine the department lacks jurisdiction over the charge, or that the charge fails to state a claim, is without merit or is frivolous, or that the complainant has consistently failed to provide or has refused to provide requested information, the director may dismiss the complaint. The director may also dismiss the complaint at any time before referral to the commission based upon difficulty of adjudication, lack of evidence, or in the interests of justice

Mediation Agreement = A forum in which a neutral third party facilitates communication between parties to assist the parties in their attempts to reach a mutually acceptable agreement. These cases were closed by an executed mediation agreement.

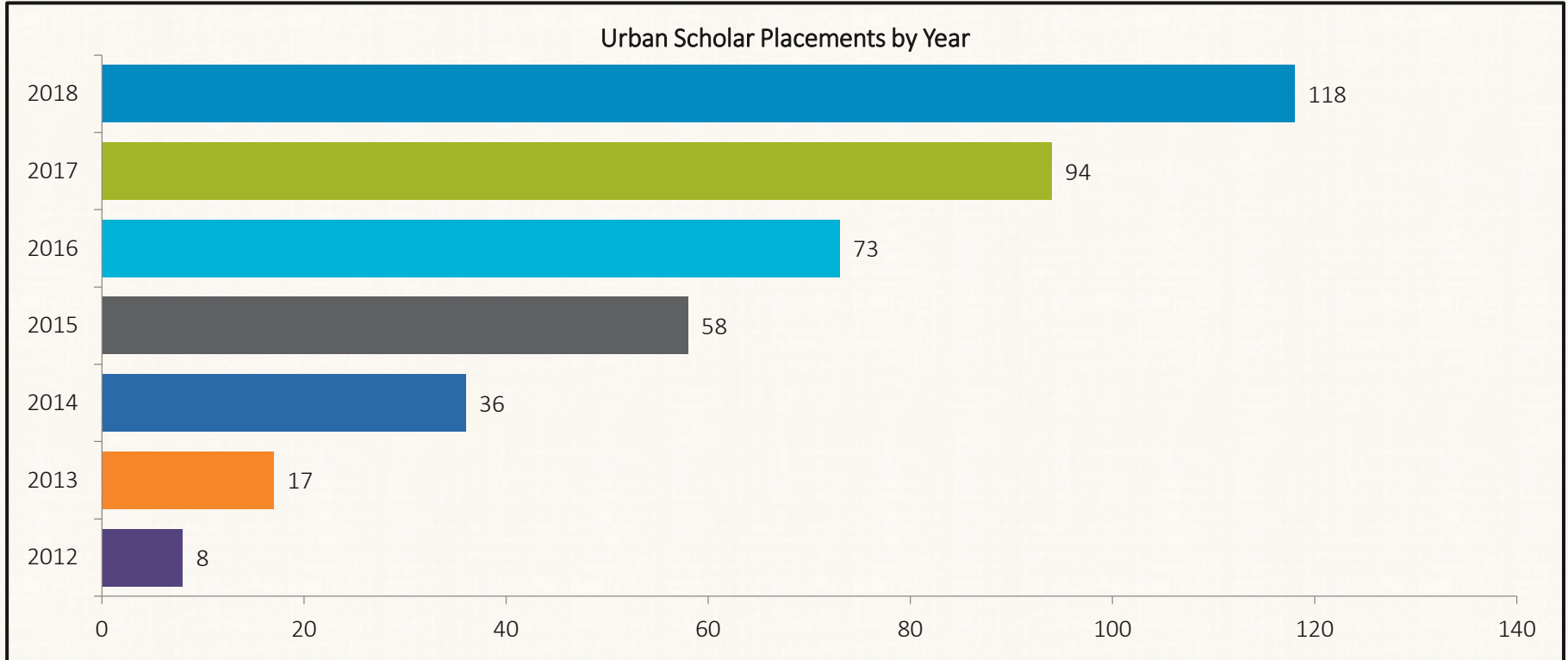
Probable Cause = allegations of discrimination were well founded as determined by the Director through investigation

Civil Rights Equity Division (CRED)

2018 Budget: \$0.5 million

Program description: This Civil Rights Equity Division (CRED) program in collaboration with other City departments supports and encourages efforts in the City to develop policies, practices, and strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. In support of the divisions within the Civil Rights Department and in cooperation with its private, public, and nonprofit partners, CRED works to create fair and just opportunities and outcomes for all people. The division also manages Urban Scholars, the City's leadership development internship program for post-secondary students from diverse racial and ethnic backgrounds.

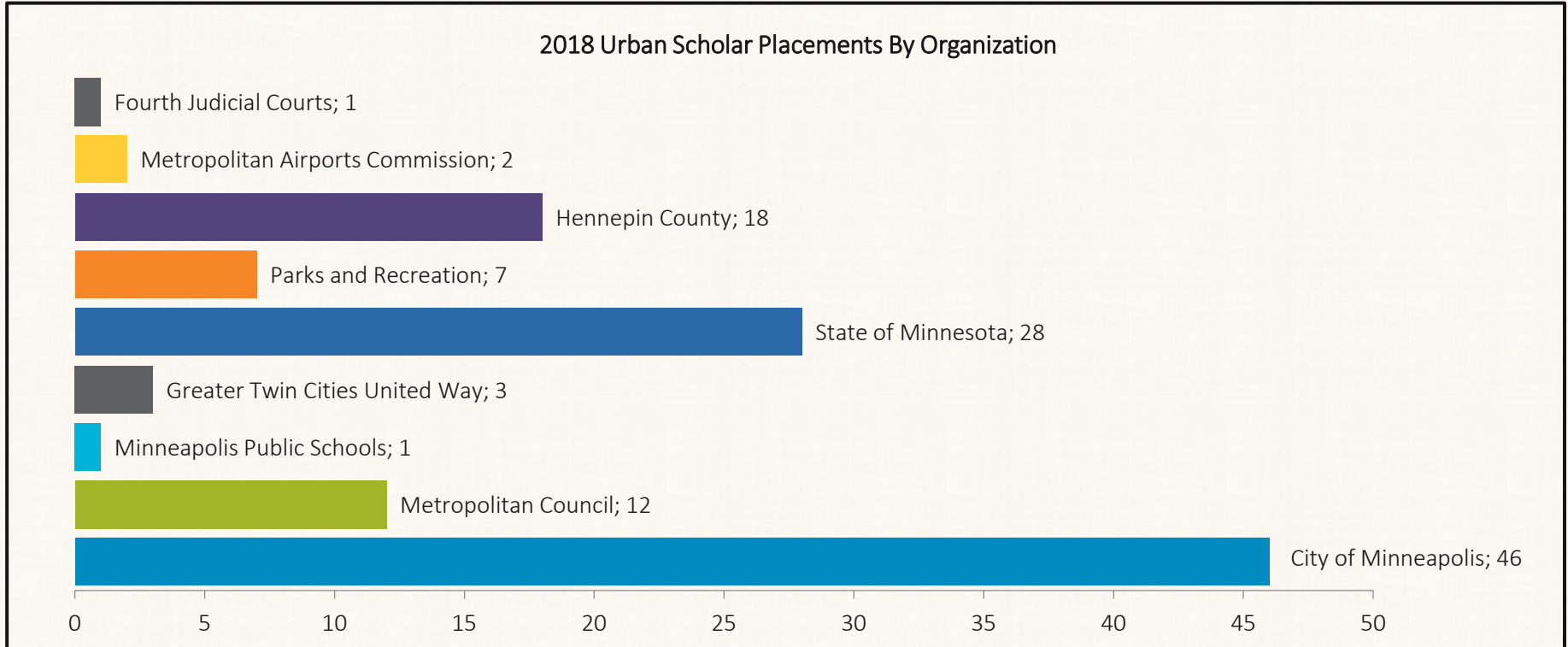
Performance measures



Definition: Data reflects the total Urban Scholar placements by programmatic year. Since 2012, Urban Scholars has increased its placements by almost 1300% (8 to 118) by recruiting public and nonprofit agencies to serve as host sites. In 2015, CRED began providing full day training to all Scholars at all organizations. Through the Urban Scholars Leadership Institute the City has been able to create an additional source of revenue through program fees. Program fees pay for individual Scholar costs as well as City staffs' time. These cost savings have allowed the City of Minneapolis to expand from its 23 budgeted positions to almost 50 at the City, more than double the number of participants.

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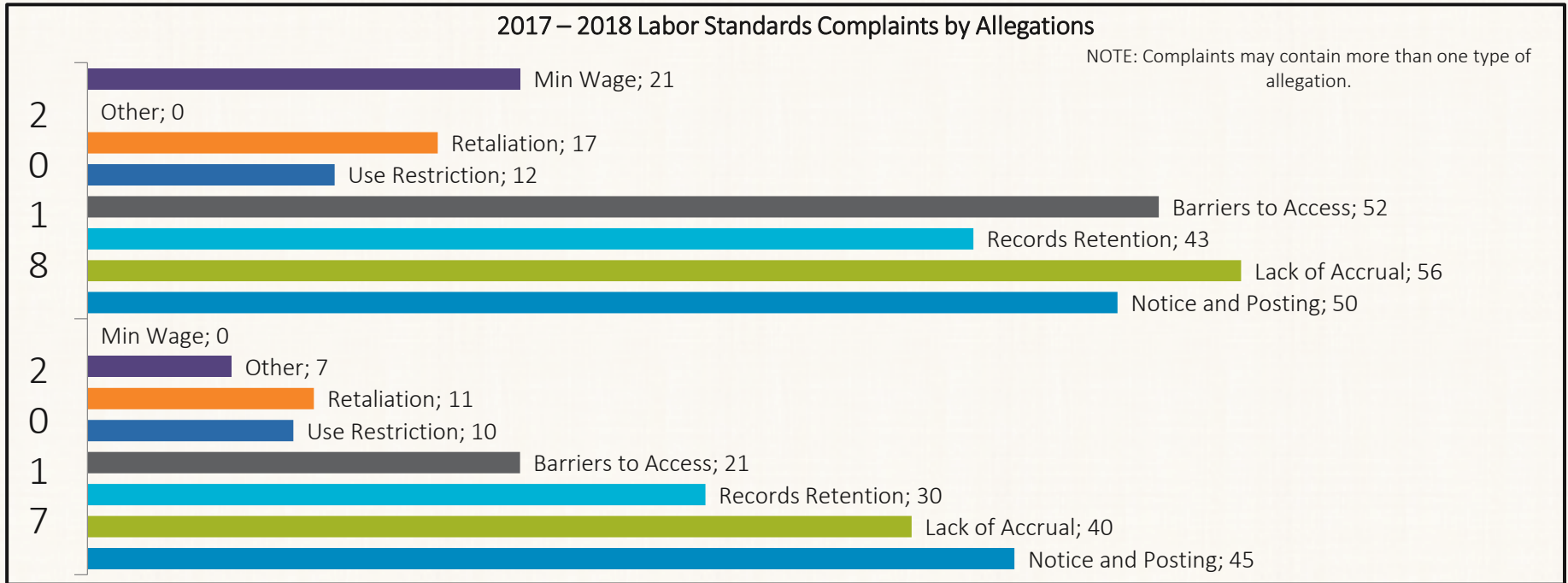
Performance measures



Definition: This data represents the placement location(s) for Urban Scholars during the 2018 cycle. In 2018, eight of nine partner organizations maintained or increased the number of placements offered to students. City staff provided training on equity and cultural competency to approximately 100 new supervisors across all organizations.

Program description: LSED oversees compliance with the City’s Workplace Regulations ordinances which include Sick and Safe Time and Municipal Minimum Wage. The work of the division is performed in support of the City wide goal of One Minneapolis with a focus on resident safety, well-being and prosperity. The program also provides staff support to the Workplace Advisory Group, an appointed group of approximately 15 community stakeholders that focus on workplace issues and serves as a resource on outreach and implementation of the Sick and Safe Time Ordinance and Municipal Minimum Wage ordinances. Services provided by this division include culturally specific education and outreach to employees; educating of employers on their requirements and their obligations; technical assistance to employers; complaint investigation; workplace audits; and, compliance reporting.

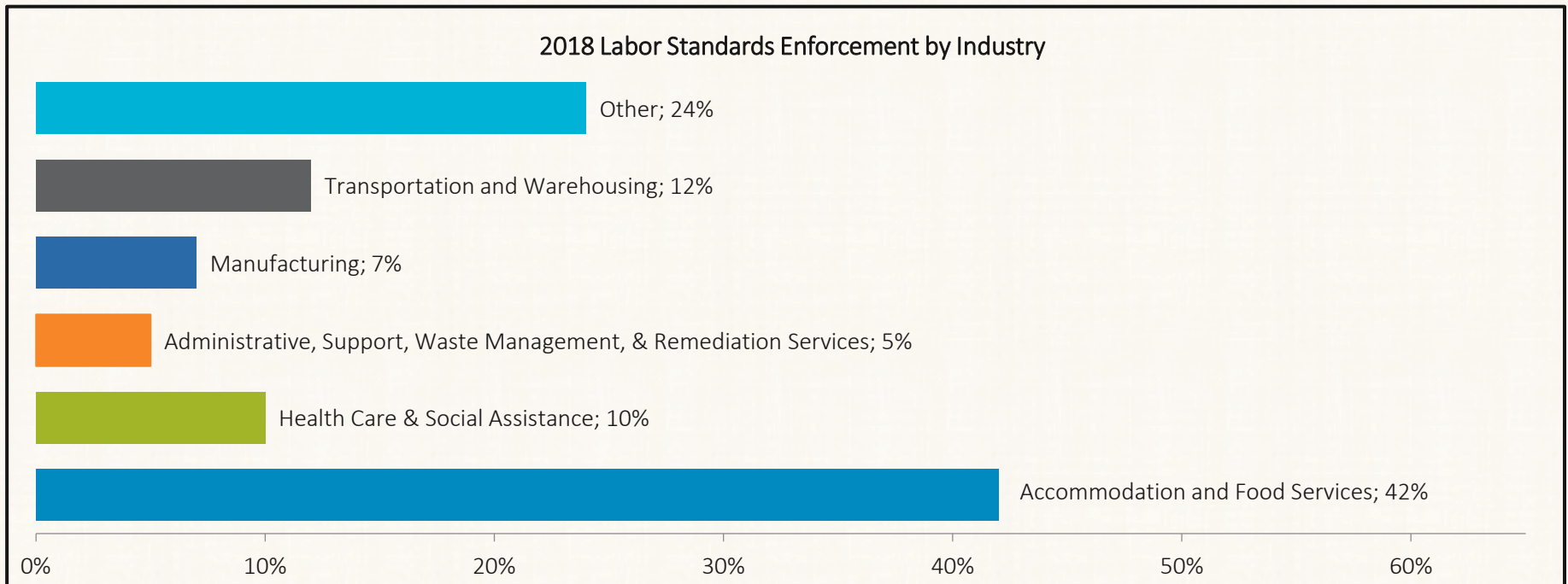
Performance measures



Definition: This graph classifies the types of allegations that LSED received each year. Each bar represents a different provision or requirement in our minimum wage or sick and safe time ordinance. A single complaint may include allegations of more than one type of violation, and therefore that single complaint may be included in more than one category of alleged violation on these graphs.

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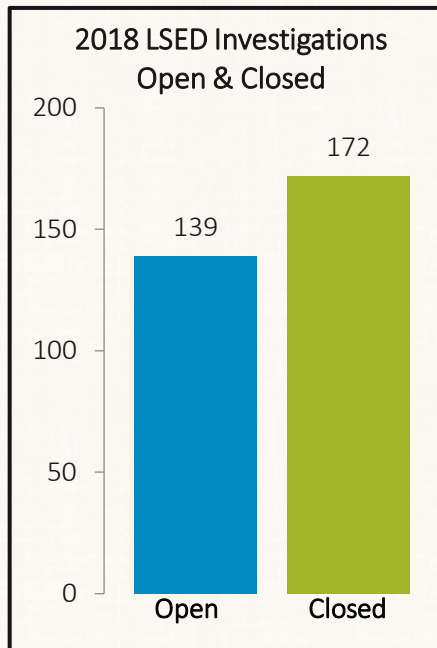
Performance measures



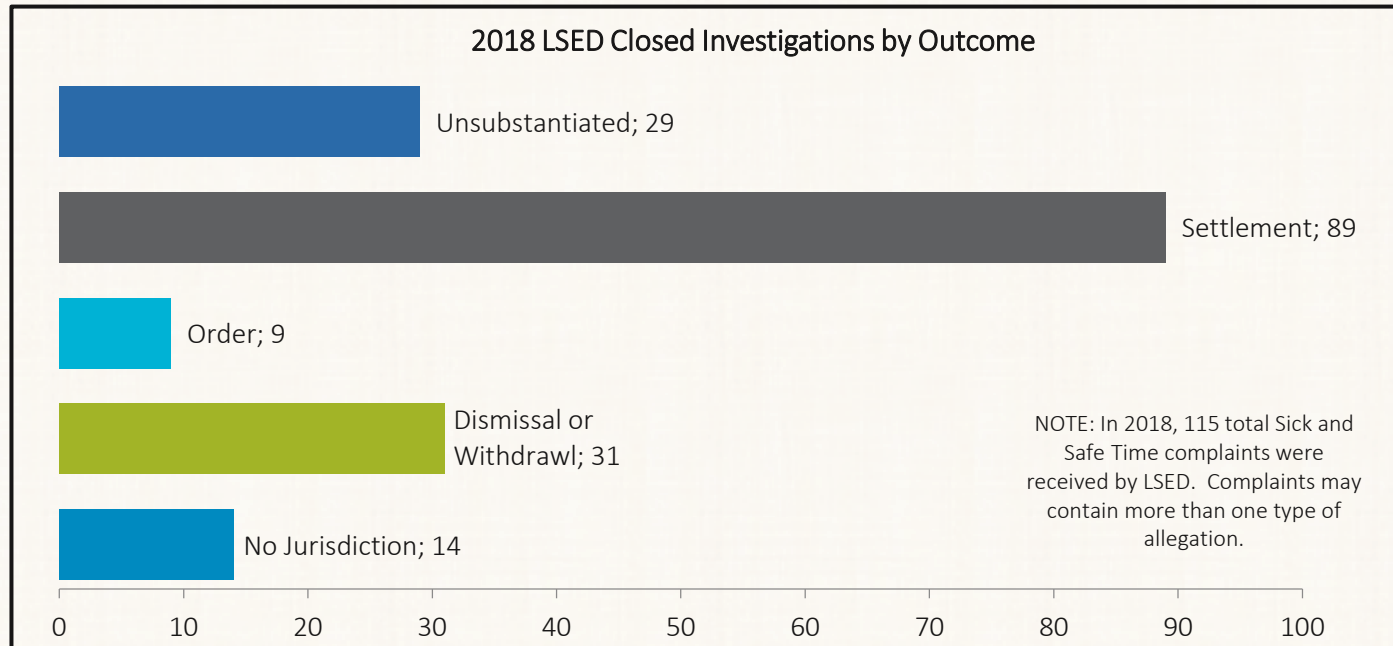
Definition: This graph records the industries from which LSED received complaints, and the relative quantity of those complaints (by percent of overall complaints received in 2018) by industry. The industry with the most complaints, by far, is Accommodations and Food Services (i.e. the restaurant industry).

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Performance measures



Definition: Reflects the total numbers of investigations (i.e. complaints) open and closed.



Definition: Reflects the outcomes of all of those investigations. The data illustrates that settlement with an employer was the outcome in the majority of cases. Settlement occurs when LSED identifies a violation and resolves the matter with the employer through a mutually agreeable assessment of back wages, penalties and/or policy changes. This is the preferred outcome in all cases where a violation is identified and LSED considers these cases a “success” because workers’ rights were successfully enforced. The data also show that the majority of all complaints were meritorious.