

2020

DEPARTMENT





**results**  
minneapolis














Civil Rights

# Performance Summary

2019 Department Budget: \$4.9 million

**Enterprise Priorities** (page 3): Workforce diversity, Spending with diverse suppliers  
**Department Priorities** (page 4):

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	2019 Budget	Performance Measure	2019 Performance	Trend from Prior Year	Trend: Red/Yellow/Green
Contract Compliance	\$2M	<ol style="list-style-type: none"> <li>BIPOC &amp; Female Workforce Project Hours on Closed Construction and Development Projects</li> <li>BIPOC and WBE Business Contract Inclusion on Closed Construction and Development Projects</li> </ol>	<ol style="list-style-type: none"> <li>6% Female</li> <li>23% Minority</li> <li>8% MBE</li> <li>8% Female</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Decrease</li> <li>Decrease</li> <li>Decrease</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> </ol>
Office of Police Conduct Review	\$0.9M	<ol style="list-style-type: none"> <li>Number of complaints filed</li> <li>Number of allegations filed</li> <li>Number of policy violations and coaching</li> <li>Discipline types issued by chief</li> </ol>	<ol style="list-style-type: none"> <li>598 (all quarters)</li> <li>496</li> <li>185 (54 coached, 29 violations)</li> <li>12</li> </ol>	<ol style="list-style-type: none"> <li>Increase</li> <li>Increase</li> <li>Increase</li> <li>Increase</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> </ol>
Complaint Investigations	\$0.7M	<ol style="list-style-type: none"> <li>Number of complaints filed with division</li> <li>Number of cases resolved</li> </ol>	<ol style="list-style-type: none"> <li>109</li> <li>130</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Increase</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> </ol>
Equity Division	\$0.6M	<ol style="list-style-type: none"> <li>Number of Urban Scholar placements</li> </ol>	<ol style="list-style-type: none"> <li>118</li> </ol>	<ol style="list-style-type: none"> <li>Stable</li> </ol>	<ol style="list-style-type: none"> <li></li> </ol>
Labor Standards Enforcement	\$0.7M	<ol style="list-style-type: none"> <li>Number of Sick and Safe Time allegations</li> <li>LSED by Industry</li> <li>LSED by Outcome</li> </ol>	<ol style="list-style-type: none"> <li>147</li> <li>N/A</li> <li>32 settled</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>No trend</li> <li>Decrease</li> </ol>	<ol style="list-style-type: none"> <li></li> <li>N/A</li> <li></li> </ol>

# Enterprise Priorities

## Workforce Diversity

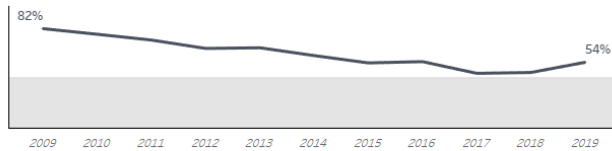
- **Exceeds** enterprise goal of 41% people of color
- **Exceeds** enterprise goal of 45% women

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.

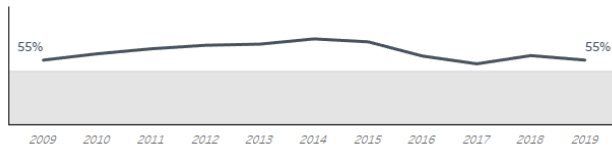
### Workforce diversity (2009-2019)

Civil Rights

People of color



Women



Notes:

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

Definition for Regular City Workforce:

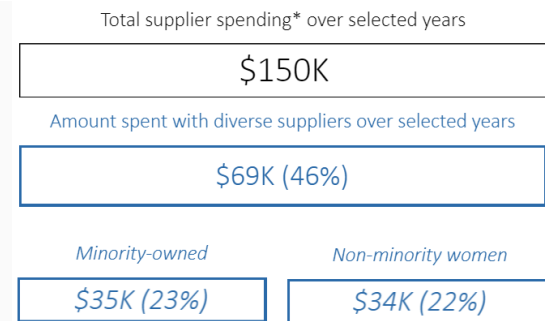
(a) Includes: all regular full-time, regular part-time, regular intermittent, and seasonal full-time City employees.

(b) Excludes: ACA seasonal and all temporary City employees including individuals on permit, outside trades, Election Judges, METP Summer Youth, and contractors.

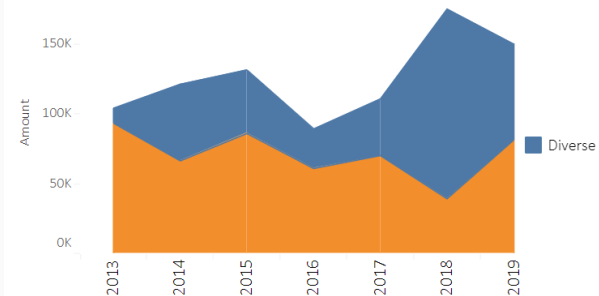
## Spending with Diverse Suppliers

- **Exceeds** Citywide percent diverse spending of 16%
- **Exceeds** Citywide percent spending with minority-owned suppliers of 7%
- **Exceeds** Citywide percent spending with non-minority women-owned suppliers of 9%

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.



Share of diverse spending\* (all years)



# Contract Compliance Division

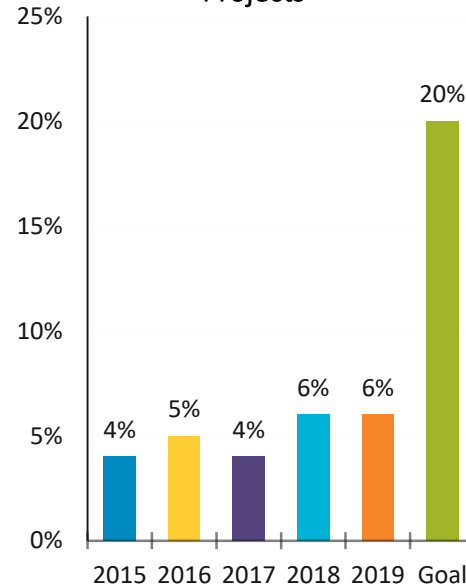
2019 Budget: \$2 million

**Program Description:** The 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, persons of color, 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, BIPOC and Women Business Inclusion, Low Income Residents and Business Inclusion, and Prevailing Wage Compliance.

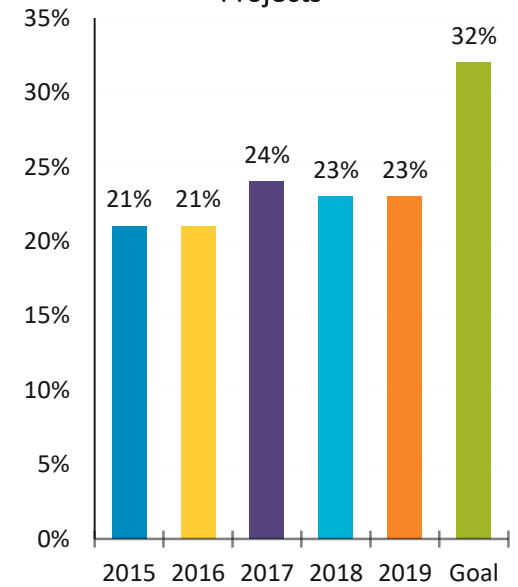
## Performance Measures

BIPOC & Female Workforce Project Hours on Closed Construction and Development Projects				
Year	Total Projects	Total Project Hours	BIPOC Participation	Female Participation
2015	72	570,937	119,096 (21%)	23,010 (4%)
2016	53	1,260,161	270,643 (21%)	65,315 (5%)
2017	43	848,713	202,048 (24%)	37,299 (4%)
2018	55	1,104,723	258,044 (23%)	61,287 (6%)
2019	46	563,139	129,027 (23%)	34,545 (6%)

Female Project Hours on Closed Construction & Development Projects



BIPOC Project Hours on Closed Construction & Development Projects



**Definition:** The established goals for Hennepin County, set by the state and adopted by the Minneapolis City Council, are 20% female hours and 32% BIPOC hours. The above table and corresponding graph show the annual results of female and minority workforce participation on closed City construction and development projects.

# Contract Compliance Division (continued)

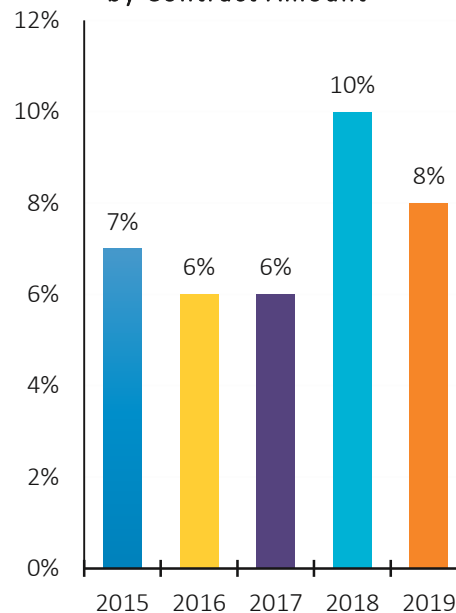
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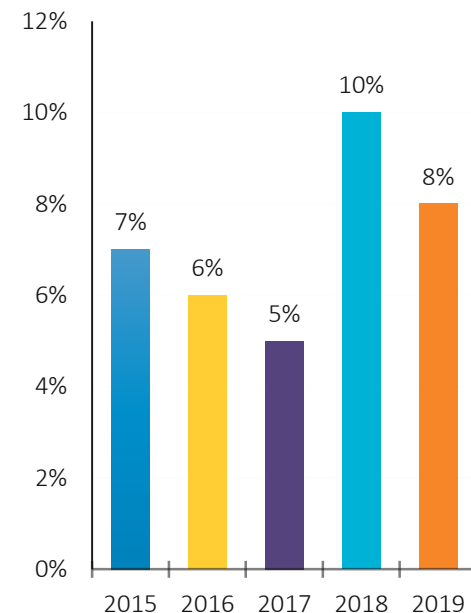
## Performance Measures

BIPOC & WBE Business Contract Inclusion on Closed Construction and Development Projects				
Year	Total Projects	Total Contract Amount	BIPOC Participation	WBE Participation
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%)
2019	37	\$83,795,598	\$6,884,196 (8%)	\$6,899,342 (8%)

Annual BIPOC Participation by Contract Amount



Annual WBE Participation by Contract Amount



**Definition:** The Division administers the City’s Small and Underutilized Business Program (SUBP), which serves to ensure that there is BIPOC/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. In July 2019, City Council approved a resolution for an annual goal of 30% for the inclusion of businesses owned by persons-of-color and women (M/WBE) in the City’s purchasing and contracting programs.

# Office of Police Conduct Review (OPCR)

2019 Budget: \$0.9 million

**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 MPD and all populations of the City.

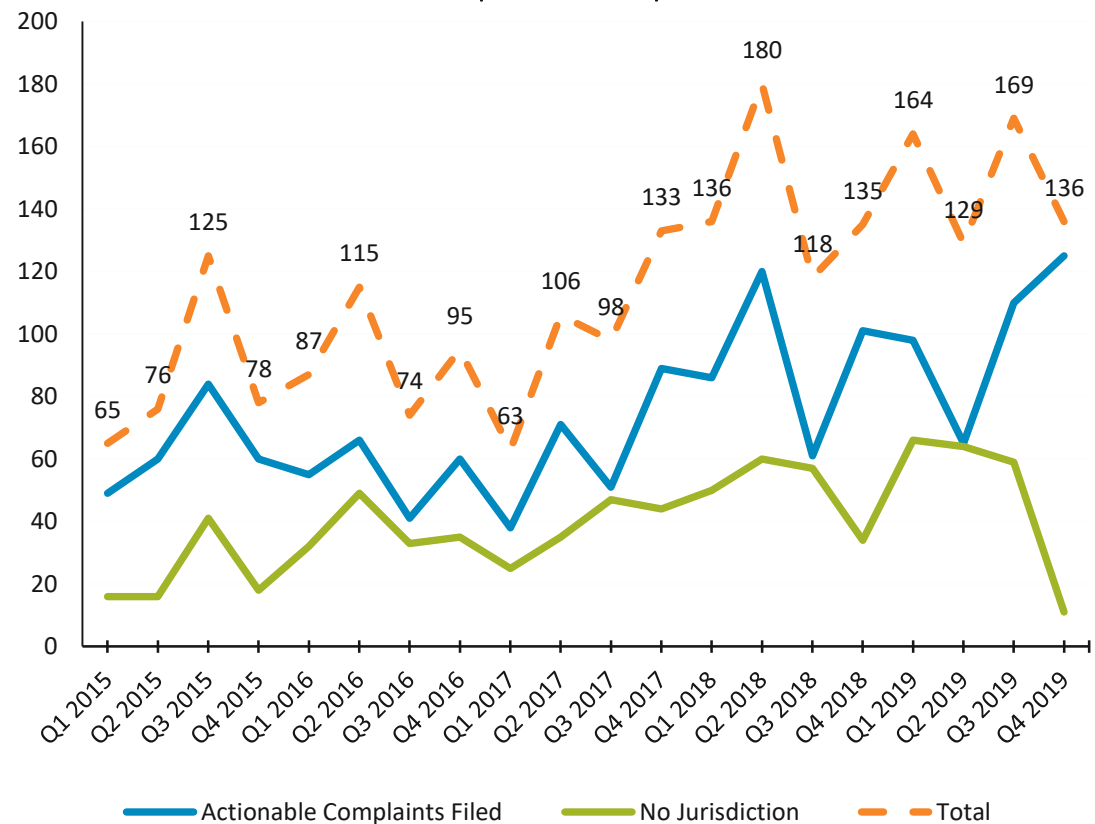
## Performance Measures

OPCR Annual Complaints Filed			
	Actionable Complaints	No Jurisdiction	Total Complaints
<b>2015</b>	253	91	344
<b>2016</b>	222	149	371
<b>2017</b>	249	151	400
<b>2018</b>	368	201	569
<b>2019</b>	398	200	598

## 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 2019 (598).

OPCR Complaints Filed by Quarter



# Office of Police Conduct Review (*continued*)

2019 Budget: \$0.9 million

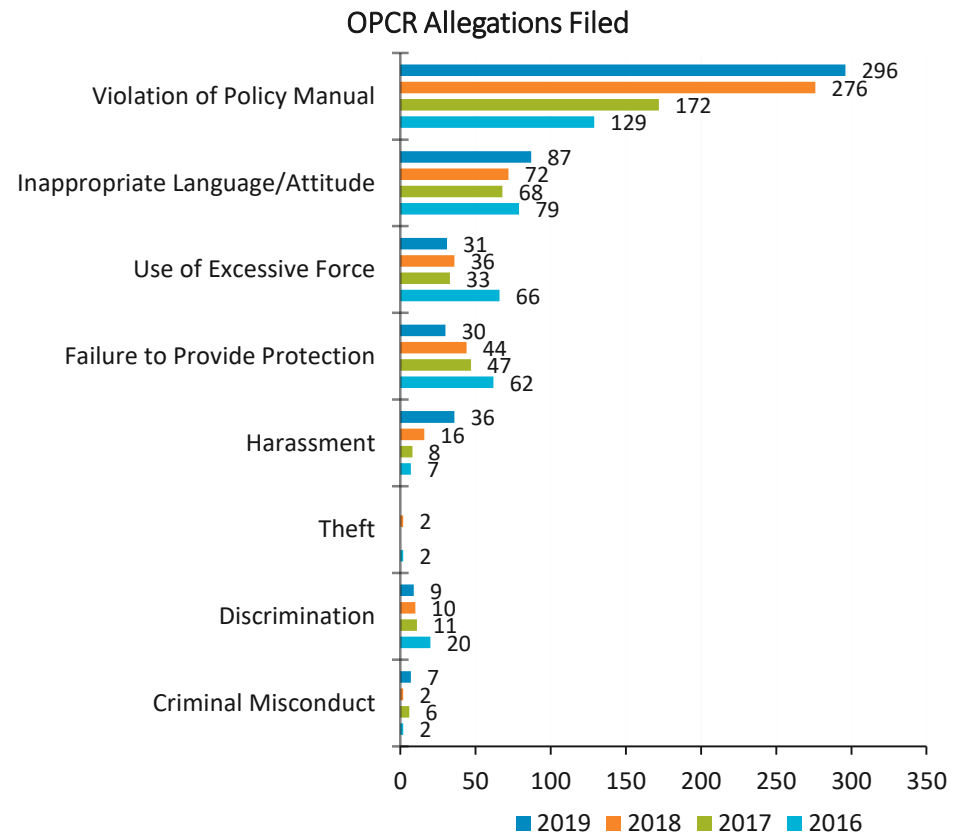
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## Performance Measures

OPCR Allegations Filed					
	2015	2016	2017	2018	2019
<i>Criminal Misconduct</i>	0	2	6	2	7
<i>Discrimination</i>	7	20	11	10	9
<i>Theft</i>	2	2	0	2	0
<i>Harassment</i>	42	7	8	16	36
<i>Failure to Provide Protection</i>	51	62	47	44	30
<i>Use of Excessive Force</i>	49	66	33	36	31
<i>Inappropriate Language/Attitude</i>	85	79	68	72	87
<i>Violation of Policy Manual</i>	75	129	172	276	296
<b>Total</b>	<b>311</b>	<b>367</b>	<b>345</b>	<b>458</b>	<b>496</b>

### 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" continued to rise.



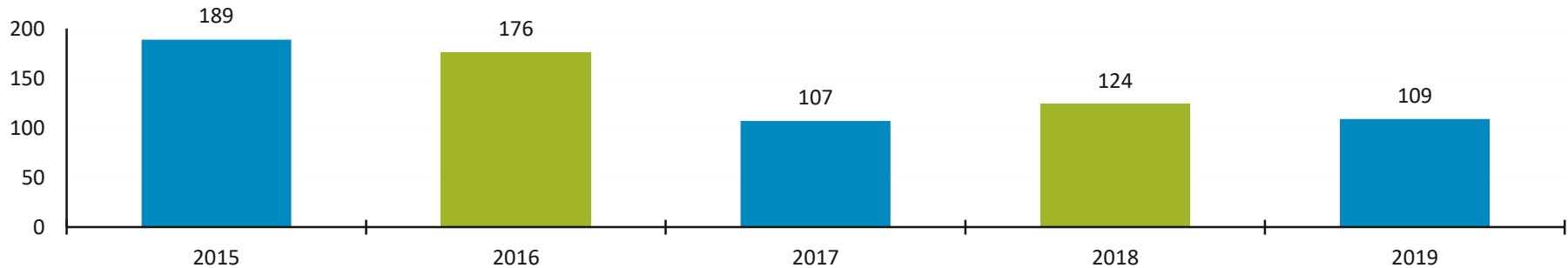
**Program Description:** The Complaint Investigation Division (CID) is required by City Ordinance to neutrally enforce the City’s anti-discrimination laws and policies by investigating complaints of discrimination. Also, through a work sharing agreement with the U.S. Equal Employment Opportunity Commission (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 provides staff support to the Minneapolis Civil Rights Commission.

## Performance Measures

Case Basis Filed with Complaint Investigation Division, by Year

	Race or Color	Religion	Other	National Origin	Sex	Sexual Orientation	Disability	Age	Retaliation	Total Case Basis Filed
<b>2015</b>	64	3	7	16	16	0	31	18	34	189
<b>2016</b>	54	2	3	17	21	1	31	11	36	176
<b>2017</b>	41	4	1	9	13	1	25	6	7	107
<b>2018</b>	61	1	7	3	15	0	25	10	2	124
<b>2019</b>	43	2	3	7	6	2	22	10	14	109

Case Basis Filed with CID



### Definition:

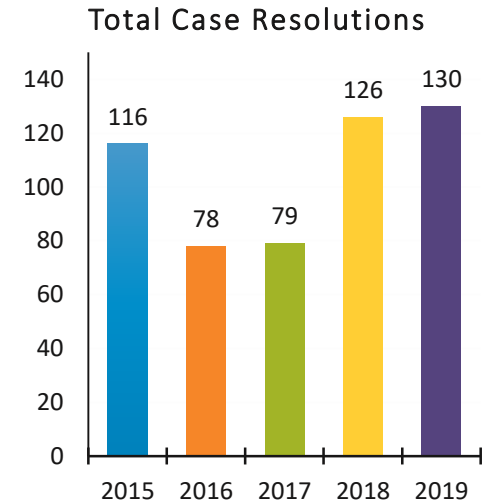
- Case Basis reflects the Minneapolis Civil Rights Ordinance protections for individuals from discrimination and relation based on thirteen (13) protected basis, including: age, ancestry, color, creed, disability, emancipated minor status, familial status, gender identity, national origin, race, religion,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



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## Performance Measures

Complaint Investigations Annual Case Resolutions by Outcome									
	No Probable Cause	Withdrawn	Split Decision (NPC/PC)	Transferred	Dismissed	Mediation Agreement	Probable Cause	Other	Total
2015	34	12	0	1	44	23	2	0	116
2016	13	1	13	1	37	13	0	0	78
2017	17	7	0	2	41	10	1	0	79
2018	45	7	0	16	37	14	7	0	126
2019	68	8	0	12	23	8	6	5	130



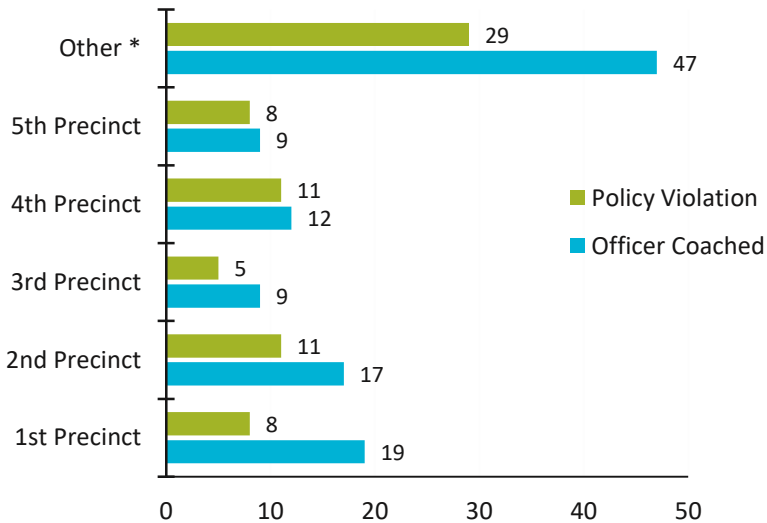
## Definition:

- 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

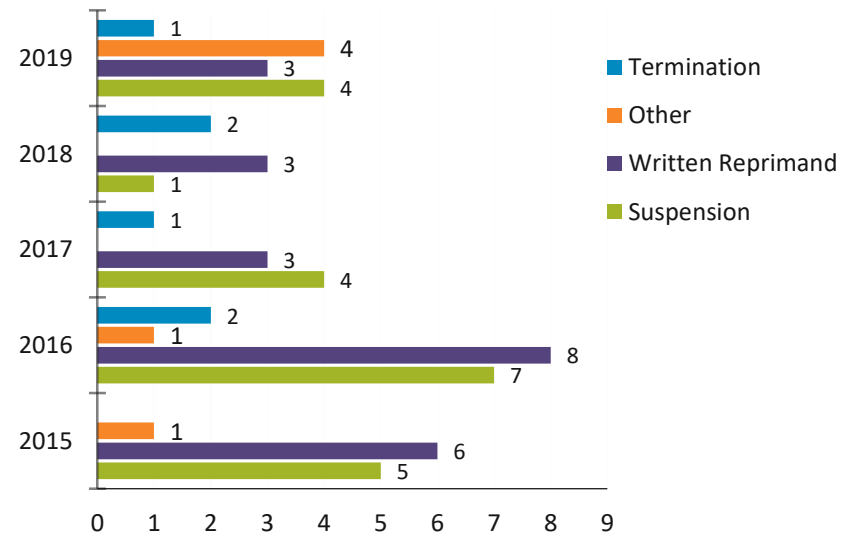
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## Performance Measures

### 2019 Policy Violations and Coaching By Precinct



### Discipline Types Issued by Chief



## Definition:

- Policy violations and officers coached result from non-disciplinary complaints sent to precincts and returned in 2019. 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.

## 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 police chief or his designee. In several instances, the chief took action before the conclusion of an OPCR investigation.

# Civil Rights Equity Division (continued)

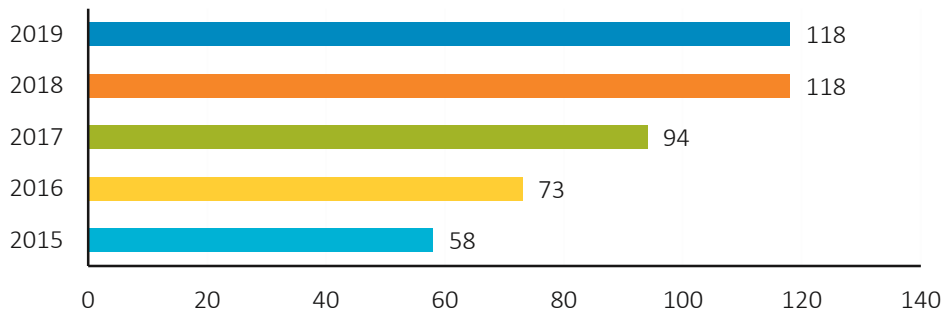
2019 Budget: \$0.6 million

**Program Description:** The Civil Rights Equity Division (CRED), 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

Urban Scholar Placements				
2015	2016	2017	2018	2019
58	73	94	118	118
Urban Scholar Alumni Hired by City				
2015	2016	2017	2018	2019
3	4	4	9	13

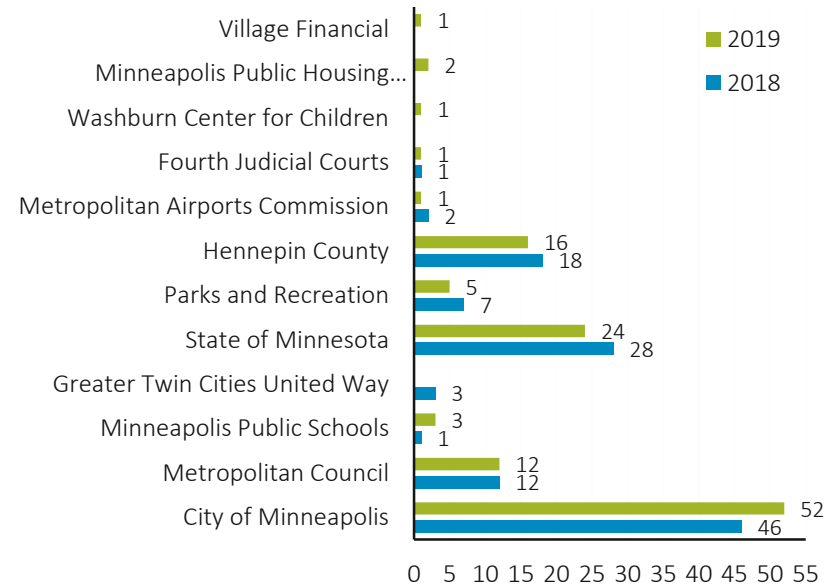
Urban Scholar Placements by Year



### 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.

Urban Scholar Placements By Organization



### Definition:

- This data represents the placement location(s) for Urban Scholars during the 2019 cycle. In 2019, 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.

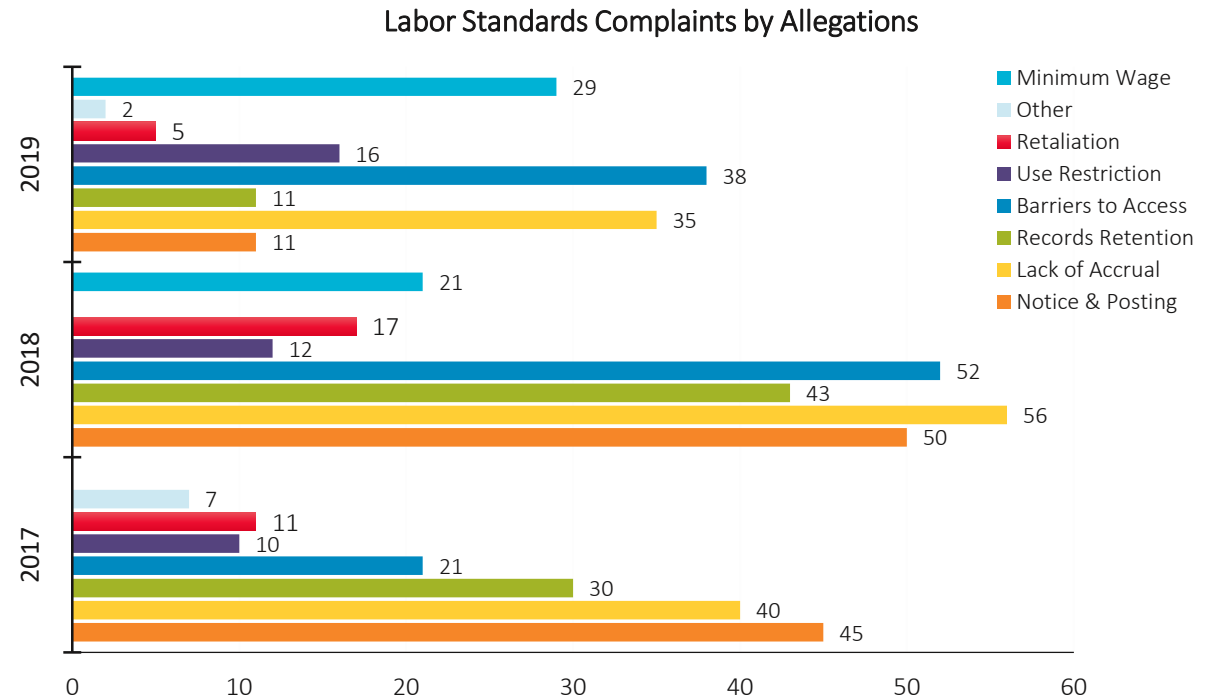
**Program Description:** LSED) oversees compliance with the City’s Workplace Regulations ordinances which include Sick and Safe Time, Municipal Minimum Wage, and Wage Theft. The work of the division is performed in support of the City wide goal of One Minneapolis with a focus on resident safety, well-being 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

Sick & Safe Time Complaint Allegations			
	2017	2018	2019
<b>Notice &amp; Posting</b>	45	50	11
<b>Lack of Accrual</b>	40	56	35
<b>Records Retention</b>	30	43	11
<b>Barriers to Access</b>	21	52	38
<b>Use Restrictions</b>	10	12	16
<b>Retaliation</b>	11	17	5
<b>Other</b>	7	0	2
<b>Total SST Complaints</b>	164	230	118

Minimum Wage Complaints			
	2017	2018	2019
<b>Minimum Wage</b>	0	21	29



NOTE: Complaints may contain more than one type of allegation.

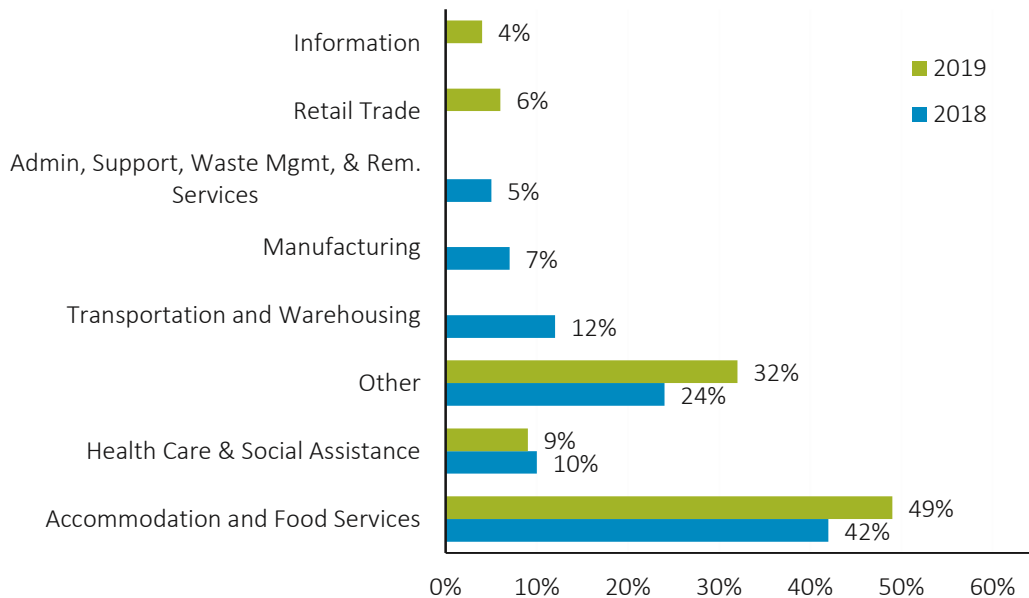
**Definition:** This data identifies types of allegations. However, a single complaint/case often includes more than one type of allegation. Therefore, a single complaint/case may be tallied more than once in the data above.

\*Wage Theft Ordinance became effective on January 1, 2020.

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## Performance Measures

**Labor Standards Enforcement by Industry**



LSED Enforcement by Industry		
	2018	2019
<b>Information</b>	n/a	4%
<b>Retail Trade</b>	n/a	6%
<b>Admin, Support, Remediation Serv, Waste Management</b>	5%	n/a
<b>Manufacturing</b>	7%	n/a
<b>Transportation and Warehousing</b>	12%	n/a
<b>Other</b>	24%	32%
<b>Health Care and Social Assistance</b>	10%	9%
<b>Accommodation and Food Services</b>	42%	49%

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

\*Wage Theft Ordinance became effective on January 1, 2020.

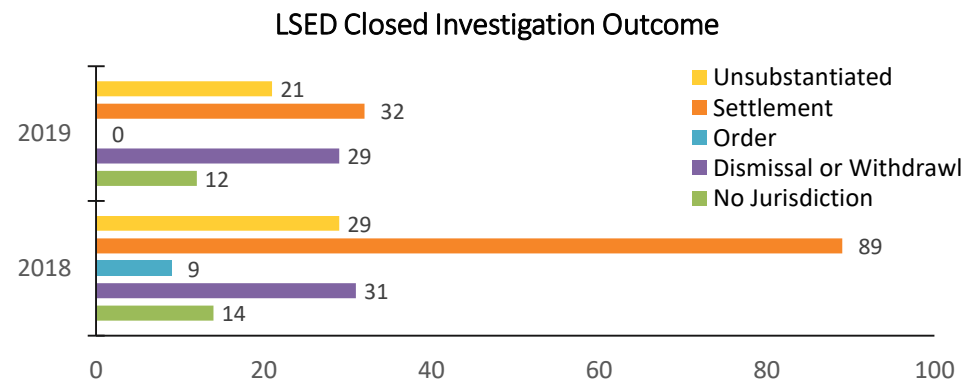
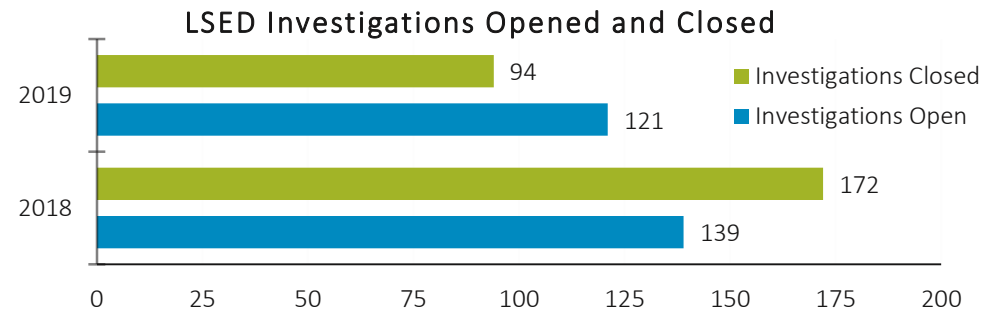
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## Performance Measures

LSED Investigations Opened and Closed		
	2018	2019
<b>Investigations Open</b>	139	121
<b>Investigations Closed</b>	172	94
<b>Records Retention</b>	43	11

LSED Closed Investigations Outcome		
	2018	2019
<b>No Jurisdiction</b>	14	12
<b>Dismissal or Withdrawal</b>	31	29
<b>Order</b>	9	0
<b>Settlement</b>	89	32
<b>Unsubstantiated</b>	29	21



**Definition:** Reflects the total numbers of investigations (i.e. complaints) opened and closed during each year.

\*Wage Theft Ordinance became effective on January 1, 2020.

**Definition:** Data reflects the outcomes of all cases closed. Settlements were especially high in 2018 due to the flurry of complaints filed in the second half of 2017 – following the July 1 effective date of the Sick and Safe Time Ordinance.