

# Commission on Human Rights and Opportunities

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## Mission

The mission of the Connecticut Commission on Human Rights and Opportunities is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice for all persons within the state through advocacy and education.

## Technology Strategy

Our technology strategy is to continually assess the effectiveness of technology throughout the agency to improve efficiencies and the overall services provided to the public. This includes continual training of staff on the use and implementation of new technologies and the designation of an internal working group to adapt strategy to new needs and possibilities.

The CHRO recognizes the Software Management Policy that describes the use and disposal of software assets found at <https://www.osc.ct.gov/manuals/PropertyCntl/chapter07.htm>.

## Technology Achievements

The CHRO has been able to ensure that agency functions are now available remotely through the use of online meetings, allowing the public to continue to utilize our services safely.

Outreach events have been successfully held remotely utilizing the Microsoft Teams platform.

Sexual harassment prevention training has been made available to the public online with automated generation of certifications of completion. This was accomplished with minimal expense by utilizing a suite of integrated Microsoft applications.

The CHRO has launched a web-based, innovative outreach called “From Me to You” featuring students reading educational civil rights books for younger audiences.

An internal working group has been put together to update the agency’s forms and make them so they are functional with database software. This includes creating online intake inquiry forms to increase the ease with which the public can use the agency’s services. This project is expected to be completed within the next fiscal year.

## Digital Government

### LIST OF ONLINE SERVICES AVAILABLE

- Online sexual harassment prevention training is available online 24/7.

- The Commission has put most of our outreach materials and events online over the past fiscal year so they are accessible even for those who could not attend an event on the day of. The outreach materials include a substantial educational campaign through social media.
- All CHRO proceedings can be held virtually, drastically improving accessibility and safety.

#### LIST OF ONLINE SERVICES REQUESTED BY CONSTITUENTS

- We have been made aware that some constituents would like the opportunity to fill out an “Intake Inquiry” online, and have it emailed or placed in an investigator’s queue for review and follow up. This project is being worked on and should be completed within the next fiscal year.

#### LIST OF ONLINE SERVICES PLANNED TO BE MADE AVAILABLE

- Online intake forms are planned to be made available within the next fiscal year.
- All CHRO regional offices will be conforming to a standardized method of completing case processing activities, electronically.
- Contract Compliance Affirmative Action database will be reviewed for efficiencies and possible enhancements.
- CHRO would like to make all its processes understandable to those using them. We would like to have videos demonstrating how to complete Contract Compliance Affirmative Action plans, state agency Affirmative Action plans. Videos on how to file a discrimination complaint for employment, public accommodation or housing would be of tremendous value to those most likely to be discriminated against.

#### Planned Applications

- The CHRO is looking into a new case management system to improve overall efficiency throughout the agency.

#### FY 2022 Technology Budget

- Services - \$1000
- Hardware - \$1000
- Telecom and data - \$30,000

#### FY 2022 Technology Major Expenditures

- Up to \$200,000 to automate portions of the affirmative action process
- Agency-wide computer refresh