



State of Connecticut

IT Strategic Plan for Fiscal Year 2026

Commission on Human Rights and Opportunities

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 agency recognizes its responsibilities for the use and disposal of software assets in compliance with chapter five of the Property Control Manual as found at [PROPERTY-CONTROL-MANUAL-01-2025-printable-version-w-page-numbers.pdf](#).

Technology Achievements

The Commission's services remain available through online remote virtual meetings. The Commission procured equipment designed to increase the quality of hybrid in-person and remote outreach events, which the Commission runs regularly. The equipment facilitates interaction between remote participants and in-person participants.

Sexual harassment, domestic violence, and fair housing trainings remain available to the public online through a combination of platforms, including LinkedIn Learning, YouTube, and live on Microsoft Teams.

Complaint inquiries continue to be filed online utilizing Microsoft Forms, and FOIA requests are processed online through the Commission's GovQA portal. Both are hosted on CHRO's website. The Commission is working with DAS-BITS to redesign and relaunch its website in FY 2026.

Digital Government

LIST OF ONLINE SERVICES AVAILABLE

- Complaint inquiry form is available 24/7 on our website.
- Online sexual harassment prevention training and domestic violence trainings are available online 24/7. Live and interactive fair housing trainings are run on a quarterly basis via Microsoft Teams.



State of Connecticut

IT Strategic Plan for Fiscal Year 2026

- 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

- There has been a request for Commission materials and forms to be available online with additional language options.

LIST OF ONLINE SERVICES PLANNED TO BE MADE AVAILABLE

- 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 will share on its new website additional information about discrimination claims, how parties can prove their claims, and how parties can expect Commission processes to run.

Planned Applications

- The CHRO is looking into a new case management system for discrimination complaint processing to improve overall efficiency throughout the agency. The CHRO is currently seeking to procure a Business Analyst to evaluate its needs in a case management system.
- The CHRO in cooperation with the Office of Policy and Management is assessing the Affirmative Action Policy submittal process with agencies. There is an expectation that a technology solution can be implemented to assist with standardization. There is also a desire to eliminate paper submissions. The Commission anticipates filing a bonding application in FY 26.
- The CHRO has been allocated funds to cover a case management system for its Contract Compliance Program. Such a system is intended to facilitate the submission of plans to the CHRO and CHRO's processing of the same.



State of Connecticut

IT Strategic Plan for Fiscal Year 2026

- The CHRO is championing a Civil Rights Museum that would be located in downtown Hartford. These efforts have proceeded to the bonding application stage. There are many technology needs that will continue to be evaluated over the next year as the project progresses.

Planned Artificial Intelligence Use Cases

- The CHRO is currently exploring use cases for Microsoft Copilot and other artificial intelligence software in its operations to expand public access to CHRO services.

Planned Data Use Cases

- With the assistance of DAS-BITS, the CHRO is currently implementing a restructuring plan on its data storage with the end goal of increasing reliability and facilitating long-term maintenance and storage.

FY 2026 Technology Budget

- Hardware - \$3,750
- Software - \$1,650
- Services - Approximately \$320,000 – \$720,000
- Telecom and Data - \$30,000

FY 2026 Technology Major Expenditures

List all planned agency technology expenditures in excess of \$100K:

- Contract Compliance Case Management Solution (under the FY 2026-2027 budget implementer, the Commission received funding ranging from \$150,000 to \$550,000 to cover the costs of such a system in FY 2026, with continuing funding into FY 2027).
- Affirmative Action Case Management Solution (\$170,000 has been appropriated to cover the costs of a case management system for the submission and processing of affirmative action plans under the Affirmative Action Program for state employment; further funds will be pursued through the IT Capitol Investment Fund).