

**Department of Education**  
**OFFICE FOR CIVIL RIGHTS**  
**Fiscal Year 2024 Budget Request**

**CONTENTS**

Appropriations Language .....	1
Amounts Available for Obligations .....	2
Obligations by Object Classification .....	3
Summary of Changes .....	4
Authorizing Legislation .....	5
Appropriations History .....	6
Significant Items in FY 2023 Appropriations Reports .....	7
Activity:	
Office for Civil Rights .....	8

## OFFICE FOR CIVIL RIGHTS

### Appropriations Language

For expenses necessary for the Office for Civil Rights, as authorized by section 203 of the Department of Education Organization Act, [\$140,000,000] \$177,600,000. (*Department of Education Appropriations Act, 2023.*)

**OFFICE FOR CIVIL RIGHTS**

**Amounts Available for Obligations**  
(dollars in thousands)

Appropriation and Adjustments	2022	2023	2024
Discretionary appropriation	\$135,500	\$140,000	\$177,600
Unobligated balance expiring	-116	0	0
Total, direct obligations	\$135,384	\$140,000	\$177,600

**OFFICE FOR CIVIL RIGHTS**

**Obligations by Object Classification**  
(dollars in thousands)

Object Class	2022 Actual	2023 Estimate	2024 Request	Change from 2023 to 2024
11.10 Full-time permanent	\$69,616	\$72,729	\$97,056	\$24,327
11.31 Full-time temporary	1,333	1,047	1,100	53
11.32 Part-time	1,049	916	962	46
11.33 Consultants	4	0	0	0
11.51 Overtime	61	60	60	0
11.52 Awards	823	1,306	1,336	30
11.8 Other Compensation	0	0	0	0
Compensation subtotal	<u>72,886</u>	<u>76,058</u>	<u>100,514</u>	<u>24,456</u>
12.00 Benefits	25,651	27,994	37,086	9,092
13.1 Benefits for former personnel	0	0	0	0
Comp/benefits subtotal	<u>25,651</u>	<u>27,994</u>	<u>37,086</u>	<u>9,092</u>
21.00 Travel	79	378	509	131
23.10 Rental payments to GSA	10,498	10,338	9,880	(458)
23.31 Communications	10	10	10	0
23.32 Postage/fees	0	3	3	0
Subtotal 23	<u>10,508</u>	<u>10,351</u>	<u>9,893</u>	<u>(458)</u>
24.00 Printing & reproduction Advisory and assistance	2	5	5	0
25.1 services	0	0	0	0
25.21 Other services	2,938	1,286	1,061	(225)
25.22 Training/tuition/contracts	163	437	518	81
25.30 Goods/services from Federal sources	2,087	2,821	3,110	289
25.40 Operations/maint of facilities	0	0	0	0
25.71 Operations/maint of equipment	0	1	1	0
25.72 IT services/contracts	20,260	20,139	24,373	4,234
Subtotal 25	<u>25,448</u>	<u>24,684</u>	<u>29,063</u>	<u>4,379</u>
26.00 Supplies	15	41	52	11
31.10 IT equipment/software	435	489	478	(11)
31.30 Other Equipment	0	0	0	0
Subtotal 31	<u>435</u>	<u>489</u>	<u>478</u>	<u>(11)</u>
32.00 Building Alterations	211	0	0	0
<b>Total, Obligations</b>	<u>135,235</u>	<u>140,000</u>	<u>177,600</u>	<u>+37,600</u>

**OFFICE FOR CIVIL RIGHTS**

**Summary of Changes**  
(dollars in thousands)

	2023	\$140,000
	2024	177,600
	Net Change	+37,600

<b>Increases:</b>	2023 Base	Change from Base
<u>Built in</u>		
Increase in salaries and benefits for an increase of 150 FTE, projected benefits increase, and a 5.2 percent pay raise.	\$102,746	+\$33,518
<u>Program:</u>		
Increase in awards.	1,306	+30
Increase in travel.	378	+131
Increase in training.	437	+81
Increase in goods and services from government.	2,821	+289
Increase in IT services mainly for CRDC, case management modernization, and central IT services.	20,139	+4,234
Increase in supplies.	41	+11
Subtotal, increases		+38,294
<b>Decreases:</b>	2023 Base	Change from base
<u>Built-in:</u>		
Decrease in rent to GSA	\$10,338	-\$458
<u>Program:</u>		
Decrease in other services	1,286	-225
Decrease in IT equipment/software	489	-11
Subtotal, decreases		-694
Net Change		+\$37,600

**OFFICE FOR CIVIL RIGHTS**

**Authorizing Legislation**  
(dollars in thousands)

Activity	2023 Authorized	2023 Appropriation	2024 Authorized	2024 Request
Civil Rights (DEOA)	Indefinite	\$140,000	Indefinite	\$177,600
Total appropriation		140,000		177,600

## OFFICE FOR CIVIL RIGHTS

### Appropriations History (dollars in thousands)

Year	Budget Estimate to Congress	House Allowance	Senate Allowance	Appropriation
2015 <sup>1</sup>	102,000	N/A	102,000	100,000
2016 <sup>2</sup>	130,691	\$100,000	100,000	107,000
2017 <sup>3</sup>	137,708	100,000	110,000	108,500
2018 <sup>4</sup>	106,797	108,500	117,000	117,000
2019 <sup>5</sup>	107,438	117,000	125,000	125,000
2020 <sup>6</sup>	125,000	130,000	125,000	130,000
2021 <sup>7</sup>	130,000	132,000	130,000	131,000
2022 <sup>8</sup>	144,000	144,000	144,000	135,500
2023 <sup>9</sup>	161,300	151,300	161,300	140,000
2024	177,600			

<sup>1</sup> The House allowance is shown as N/A because there was no Subcommittee action; Senate allowance reflects Senate Subcommittee action only.

<sup>2</sup> The levels for House and Senate allowances reflect action on the regular 2016 appropriations bill, which proceeded in the 114<sup>th</sup> Congress only through the House Committee and Senate Committee.

<sup>3</sup> The levels for the House and Senate allowances reflect Committee action on the regular annual 2017 appropriations bill; the Appropriation reflects the Consolidated Act, 2017.

<sup>4</sup> The level for the House allowance reflects floor action on the Omnibus appropriation bill; the Senate allowance reflects Committee action on the regular annual 2018 appropriations bill; the Appropriation reflects the Consolidated Appropriations Act, 2018 (P.L. 115-141).

<sup>5</sup> The levels for the House and Senate Allowance reflect Committee action on the regular annual 2019 appropriations bill; the Appropriation reflects enactment of the Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 (P.L. 115-245).

<sup>6</sup> The Senate Allowance reflects the Chairman's mark; the Appropriation reflects the Further Consolidated Appropriations Act, 2020 (P.L. 116-94). The level for the House allowance reflects subcommittee action.

<sup>7</sup> The level for the Senate Allowance reflects the Chairman's mark; the Appropriation reflects Division H of the FY 2021 Consolidated Appropriations Act (P.L. 116-260).

<sup>8</sup> The House allowance reflects floor action on the FY 2022 Consolidated Appropriations Act; the Senate allowance reflects the Chairman's mark; and the Appropriation reflects the Consolidated Appropriations Act, 2022 (P.L. 117-103).

<sup>9</sup> The House allowance reflects the regular annual FY 2023 appropriation, which was introduced on the floor; the Senate allowance reflects the Chairman's mark; and the Appropriation reflects the Consolidated Appropriations Act, 2023 (P.L. 117-328).

## OFFICE FOR CIVIL RIGHTS

### Significant Items in FY 2023 Appropriations Reports

#### **OCR The State of Desegregation Orders**

House: The Committee is concerned by research from the UCLA Civil Rights Project indicating that schools and school districts are becoming increasingly racially and socioeconomically segregated across the country. At the same time, there is no clear or accurate reporting or transparency on the number of Federal desegregation orders, the status of these orders, or the impact they have had on segregation in districts. The Committee, therefore, continues to urge OCR to make a report publicly available on the Department's website, detailing a comprehensive list of all existing Federal desegregation orders in the United States, their principal requirements, and the status of the affected districts' compliance with these orders.

Response: The Department of Justice secures and is responsible for federal desegregation orders and would be best positioned to provide comprehensive information.

#### **OCR Racial and Economic Segregation in Schools**

House: The Committee looks forward to receiving the report the Department was directed to complete in House Report 117-96.

Response: The Department is working on a report on these issues and looks forward to briefing the committees when the report is completed.



## OFFICE FOR CIVIL RIGHTS

---

### OFFICE FOR CIVIL RIGHTS

(Department of Education Organization Act, Section 203)

(dollars in thousands)

FY 2024 Authorization: Indefinite

Budget Authority:

	2023 Appropriation	2024 Request	Change
Personnel Compensation and Benefits Costs	\$104,052	\$137,600	+\$33,548
Non-Personnel Costs	35,948	40,000	+4,052
Total	\$140,000	\$177,600	+37,600
FTE	571	721	+150

---

### PROGRAM DESCRIPTION

The mission of the Office for Civil Rights (OCR) is to ensure equal access to education and to promote educational excellence throughout the Nation through vigorous enforcement of civil rights laws. This mission is in alignment with the Department's mission to promote educational excellence and ensure equal access.

OCR ensures that schools and other institutions that receive financial assistance from the Department for education programs and activities comply with the Federal civil rights laws enacted by Congress. Specifically, OCR fulfills its mission by enforcing six civil rights laws and their implementing regulations which prohibit discrimination on the basis of race, color, national origin, sex, disability, age, and ensure equal access to school facilities for certain youth groups. These laws are:

- Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., implementing regulation at 34 C.F.R. Part 100 (prohibiting race, color, and national origin discrimination);
- Title IX of the Education Amendments of 1972, 20 U.S.C. § 1681 et seq., implementing regulation at 34 C.F.R. Part 106 (prohibiting sex discrimination);
- Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, implementing regulation at 34 C.F.R. Part 104 (prohibiting disability discrimination);
- Title II of the Americans with Disabilities Act of 1990, 42 U.S.C. § 1231 et seq., implementing regulation at 28 C.F.R. Part 35 (prohibiting disability discrimination by public entities, whether or not they receive Federal financial assistance);
- The Age Discrimination Act of 1975, 42 U.S.C. § 6101 et seq., and its implementing regulation at 34 C.F.R. Part 100 (prohibiting age discrimination); and

## OFFICE FOR CIVIL RIGHTS

---

- The Boy Scouts of America Equal Access Act of 2002, 20 U.S.C. § 7905, implementing regulation at 34 C.F.R. Part 108 (prohibiting public elementary and secondary schools, local education agencies, and State education agencies from denying equal access or a fair opportunity to meet, or discriminating against, any group officially affiliated with the Boy Scouts of America, or any other youth group listed as a patriotic society in Title 36 of the United States Code).

The six civil rights laws for which OCR has enforcement responsibility extend to a wide range of entities, including: all State educational agencies; local educational agencies; postsecondary institutions, including proprietary schools and community colleges; State vocational rehabilitation agencies and their sub-recipients; as well as libraries, museums, and correctional institutions. Under Title VI, Title IX, Section 504, and the Age Discrimination Act, OCR has jurisdiction over institutions that receive Federal financial assistance from the Department and institutions for which OCR has been delegated authority from other Federal agencies. Under Title II, OCR has jurisdiction over public elementary and secondary education systems and institutions, public institutions of higher education and vocational education (other than schools of medicine, dentistry, nursing, and other health-related schools), and public libraries, regardless of whether these institutions receive Federal financial assistance.

Funding levels for the past 5 fiscal years were:

Fiscal Year	(dollars in thousands)
2019	\$125,000
2020	130,000
2021	131,000
2022	135,500
2023	140,000

### **FY 2024 BUDGET REQUEST**

For fiscal year 2024, the Administration requests \$177.6 million for OCR, \$37.6 million more than the fiscal year 2023 appropriation. Funds would support a full time equivalent (FTE) level of 721 and provide resources necessary for OCR to deliver on its statutory and regulatory mandates.

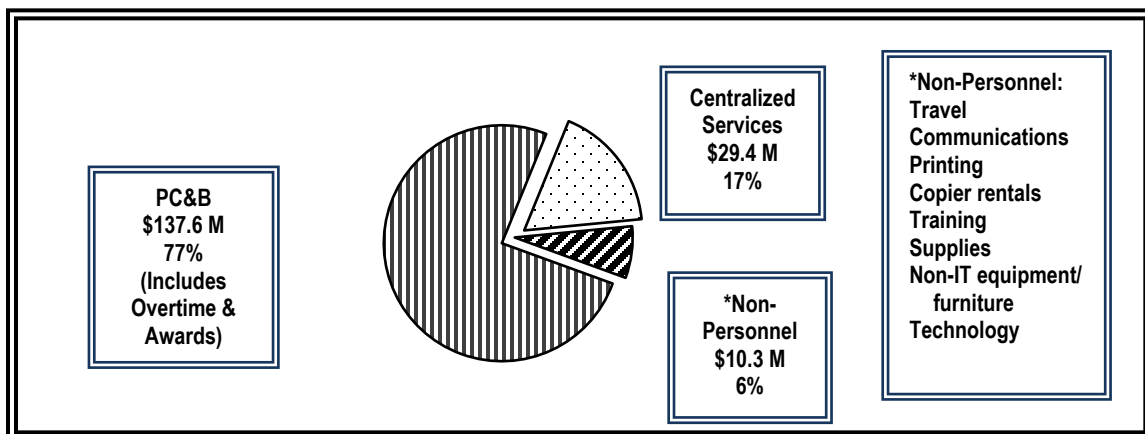
- The **Personnel Compensation and Benefits (PC&B)** request is \$137.6 million, \$33.6 million more than the fiscal year 2023 appropriation. The fiscal year 2024 request will support PC&B costs for 721 FTE, which includes 13 FTE for centralized FTE costs (e.g., human resources support, facilities management). The request also incorporates a proposed 5.2 percent pay raise effective January 2024 and projected benefits increases. The 150 additional FTE included in this request will assist OCR in fulfilling its mission of ensuring that our Nation is a place where all students attend and participate in school free from discrimination. While the bulk of the additional FTE will largely staff enforcement positions, OCR's ongoing policy development and commitment to transparency and improved customer engagement may also necessitate added staffing for OCR's policy, Freedom of Information Act (FOIA), and customer service teams.

## OFFICE FOR CIVIL RIGHTS

- The Non-Personnel Costs (excluding Departmental Centralized Services) request of \$10.3 million is \$1.6 million more than the fiscal year 2023 appropriation. The largest portion of OCR non-personnel funds, \$6.2 million, supports the Civil Rights Data Collection (CRDC). Other investments include \$1.5 million for Case Management Modernization, \$509,000 for travel, \$747,000 for software support to operate OCR's Case and Activity Management System (CAMS), and \$345,000 for the Online Discrimination Complaint Form and Back-end Database.
- OCR's fiscal year 2024 request covers its share of the Department's Centralized Services (i.e., overhead) totaling \$29.4 million, \$2.4 million more than the fiscal year 2023 appropriation. The increase is mostly due to the Enterprise Cybersecurity program mandatory requirements and security rent charges.

The chart below shows the funding level by category percentage share of the Fiscal Year 2024 request.

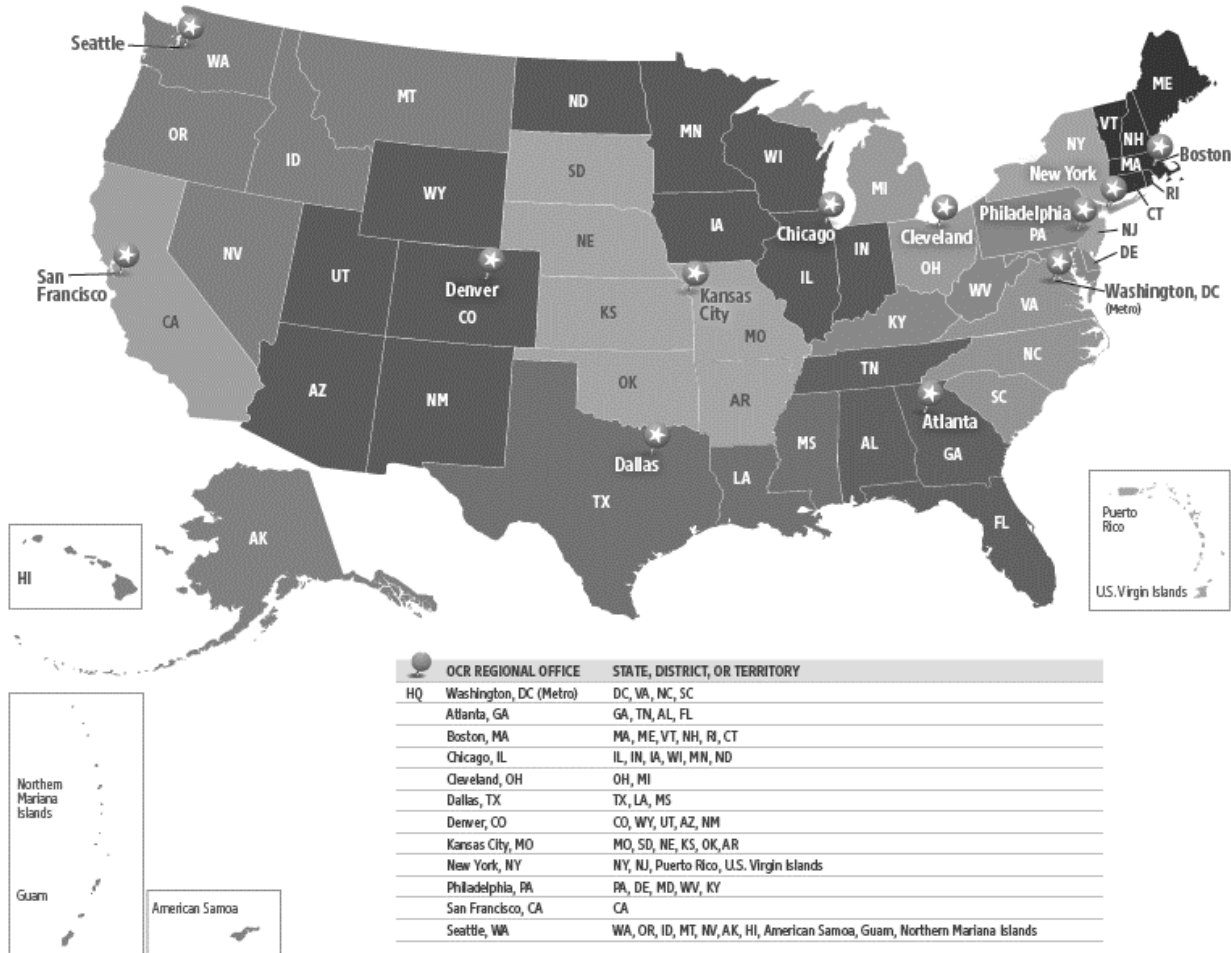
**FY 2024 Budget by Category**  
(dollars in millions)  
Total: \$177.6  
FTE: 721



# OFFICE FOR CIVIL RIGHTS

## Organizational Structure and Staffing

### OFFICE FOR CIVIL RIGHTS 2024 Headquarters and Regional Enforcement Office Locations and Staffing



**Regional Enforcement Offices: 613 FTE**  
**Headquarters: 108 FTE**  
**Total Staff Level: 721 FTE**

The Office for Civil Rights is headed by an *Assistant Secretary* who is appointed by the President and confirmed by the Senate. The staff in the immediate office of the Assistant Secretary include a Deputy Assistant Secretary for Enforcement, a Deputy Assistant Secretary for Policy and Development, a Deputy Assistant Secretary for Strategic Operations and Outreach, a Deputy Assistant Secretary for Legal Affairs, and a Deputy Assistant Secretary for Management and Planning.

The *Deputy Assistant Secretary for Enforcement* manages the overall operations of the 12 regional enforcement offices that are responsible for ensuring that recipients of Federal assistance and other covered entities comply with the Federal civil rights laws prohibiting discrimination. Most of OCR's staff members work in the agency's 12 regional enforcement offices. Their main function is to investigate complaints from the public that allege a violation of

## OFFICE FOR CIVIL RIGHTS

---

one or more of the statutes that OCR enforces and to determine the compliance status of recipients. Time and resources permitting, employees launch proactive investigations of recipients, which is described in more detail below under the *Personnel Compensation and Benefits (PC&B) Costs* section. Enforcement staff also monitor recipients' compliance with voluntary resolution agreements. In addition, they develop and provide technical assistance to foster greater understanding of the statutes that OCR enforces.

The *Deputy Assistant Secretary for Legal Affairs* advises the Assistant Secretary on legal matters, supports the policy development and strategic planning activities of OCR, and executes assignments on matters of special concern to the Assistant Secretary.

The *Deputy Assistant Secretary for Policy* oversees the Headquarters Program Legal Group that provides a range of legal services including developing policy guidance, technical assistance materials, consulting on novel cases from the regional enforcement offices, regulation development, and helping to ensure that civil rights issues are appropriately addressed within the Department's programs and initiatives and among Federal Agencies. The Program Legal Group also has responsibility for administration of the Civil Rights Data Collection.

The *Deputy Assistant Secretary for Strategic Operations and Outreach* leads OCR's strategic and operational planning, establishing and maintaining effective collaboration with other components of the Department, and ensuring effective outreach and communication between OCR and external stakeholders and the public.

The *Deputy Assistant Secretary for Management and Planning* oversees the planning, development, and implementation of budget, operational, and administrative policies for OCR.

The *Chief of Staff*, working on behalf of the Assistant Secretary, coordinates activities related to human resources, budget, operations, communications and outreach, and policy development.

OCR consists of a headquarters office located in Washington, DC and 12 regional enforcement offices. The regional offices are in Atlanta, Boston, Chicago, Cleveland, Dallas, Denver, Kansas City, New York, Philadelphia, San Francisco, Seattle, and Washington, DC (co-located with headquarters.)

### **Personnel Compensation and Benefits (PC&B) Costs**

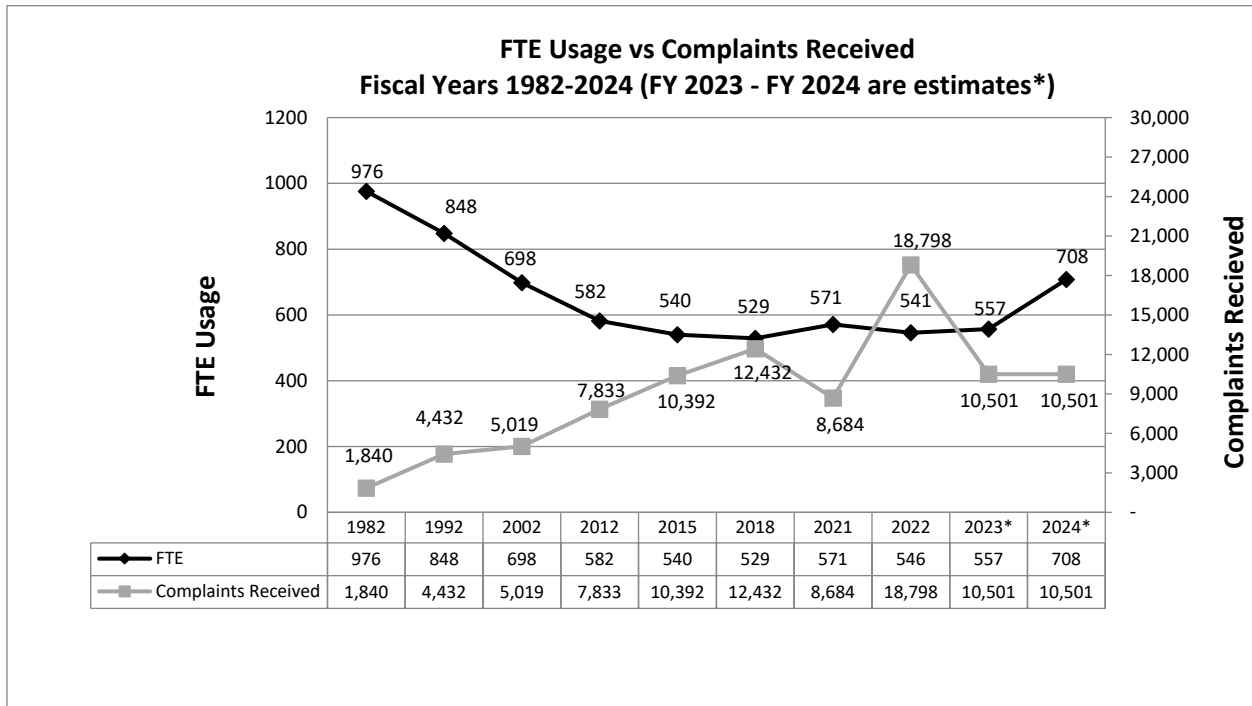
OCR accomplishes its mission primarily by responding to complaints and initiating proactive investigations, both of which require significant investments in human capital. Proactive investigations include compliance reviews and directed investigations. OCR initiates compliance reviews to assess the practices of recipients and determine whether the practices comply with civil rights laws and regulations. OCR initiates directed investigations when OCR has information that indicates a possible failure to comply with the laws and regulations enforced by OCR, the matter warrants attention, and the compliance concern is not currently being addressed through OCR's complaint, compliance review, or technical assistance activities. The statutes and implementing regulations enforced by OCR require recipients of Federal financial assistance to ensure nondiscrimination in their programs and activities. The regulations require OCR "to make a prompt investigation whenever a compliance review, report, complaint, or any other information indicates a possible failure to comply" with laws protecting students from

## OFFICE FOR CIVIL RIGHTS

discrimination in academic institutions that receive Federal funding. Therefore, PC&B costs historically have been the largest component of OCR's budget and a key factor in OCR's ability to fulfill its mission.

For the fiscal year 2024 Request, PC&B costs are 77 percent of the request, or \$137.6 million, \$33.6 million more than the fiscal year 2023 appropriation. The 2024 request provides a 5.2 percent pay raise effective January 2024 and supports 721 FTE, 150 more than the fiscal year 2023 appropriation. Of the 721 FTE, 708 are OCR staff. The remaining 13 FTE cover FTE costs for the department's centralized support services (e.g., human resources support, facilities management).

The *FTE Usage vs. Complaints Received* chart below shows trends in FTE levels and caseload. The FTE levels depicted below exclude the 13 FTE OCR funded for the Office of Finance and Operations, Human Resources support and Facilities Management services in fiscal years 2021 through 2024 and 1 FTE funded for the Office of General Counsel in fiscal year 2023.



The chart above indicates that OCR's volume of complaints received has increased significantly since 1982 while the FTE levels have decreased considerably in the same period. From fiscal year 2012 to fiscal year 2022, OCR's FTE decreased by 6 percent, from 582 FTE to 546 FTE. At the same time, the number of complaints received increased by 140 percent, from 7,833 complaints in fiscal year 2012 to 18,798 in fiscal year 2022, which is the highest number of

## OFFICE FOR CIVIL RIGHTS

---

complaints received on record.<sup>1</sup> Excluding the thousands of complaints filed by one complainant, OCR received 11,459 complaints in fiscal year 2022, an increase of 32 percent over the fiscal year 2021 total. OCR anticipates receiving 10,501 complaints through fiscal year 2024, which is a slight decrease from the remaining 11,459 complaints received in fiscal year 2022. The 150 additional FTE requested for fiscal year 2024 will improve OCR's ability to efficiently respond to the increased volume of complaints anticipated through fiscal year 2024.

Of the total additional 150 FTE, at least 135 staff will work directly on investigations. OCR's per-investigative staff caseload has increased markedly over the last decade. More manageable caseloads would enhance OCR's ability to resolve cases in a timely manner and improve OCR's capacity to engage in directed investigations and compliance reviews. Table A below indicates that the average caseload per staff has increased 80 percent; from 20 cases in 2012 to 36 cases in 2022.

**Table A: Caseload per Staff in FY 2012, FY 2021, and FY 2022**

	<i>FY 2012</i>	<i>FY 2021</i>	<i>FY 2022</i>
<b><i>Number of Attorneys/Equal Opportunity Specialists (excluding managers)</i></b>	<b><i>385</i></b>	<b><i>334</i></b>	<b><i>318</i></b>
Complaints Received & Proactive Investigations Launched	7,839	8,938	11,229
# of cases per staff	<b>20</b>	<b>27</b>	<b>36</b>

As depicted in Table B, based on the projected complaint volume for fiscal year 2024, the additional FTE requested would reduce the average caseload per investigative staff from 36 to 23, which is a more manageable level.

**Table B: Impact of Additional FTEs per Investigative Staff Based on 10,501 Cases Projected in FY 2024**

Staff Level	2024 Request
Projected number of Attorneys/Equal Opportunity Specialists (excluding managers) in FY 2023	328
<b>Increased number of Attorneys/Equal Opportunity Specialists</b>	<b>+135</b>
<i>Projected Total for FY 2023</i>	<i>463</i>
# of cases per investigative staff	23

### Investing in Enforcement Staff

---

<sup>1</sup> The 18,798 complaints received in fiscal year 2022 includes 7,399 complaints that were filed by one complainant. OCR received 16,720 complaints in fiscal year 2016, which was the previous record high. The fiscal year 2016 complaint total includes more than 6,000 complaints filed by a single complainant. OCR excludes their complaints from this calculation of caseloads per staff.

## OFFICE FOR CIVIL RIGHTS

---

OCR's enforcement staff is responsible for the following: (1) resolving complaints of discrimination; (2) conducting directed investigations and compliance reviews; and (3) providing technical assistance to help recipients achieve voluntary compliance with federal civil rights laws.

### **Awards and Overtime**

The Administration is requesting \$1.3 million for awards and \$60,000 for overtime, which is \$123,000 more than the fiscal year 2023 appropriation. The request will cover mandated performance awards for the eligible Senior Executive Service staff and performance-based awards for general schedule employees.

### **Non-Personnel Costs – Non-Centralized Services**

The total request for Non-Personnel activities in fiscal year 2024, excluding Departmental Centralized Services, is \$10.3 million, \$1.6 million more than the fiscal year 2023 appropriation. The requested Non-Personnel funds would provide program support to resolve complaints of discrimination filed by the public and ensure that institutions receiving Federal financial assistance comply with the civil rights laws enforced by OCR. The fiscal year 2024 request will also support the maintenance, monitoring, enhancement, and hosting of OCR's database investments (i.e., CRDC, CAMS and Online Discrimination Complaint Form), as well as a comprehensive Case Management Modernization project.

### **Information Technology (IT) Non-Personnel Costs**

#### **Civil Rights Data Collection (CRDC)**

The Administration requests \$6.2 million for fiscal year 2024, a decrease of \$261,000 from the fiscal year 2023 appropriation level. The savings is mainly due to OCR's decision to return to a biennial collection as noted below. The amount requested will be sufficient to support tasks related to the CRDC. Specifically, this funding request will support data file creation and reporting tasks for the 2021-22 CRDC, and collection activities for the 2023-24 CRDC. This request also supports basic operations and maintenance for the collection, and enhancements, including enhanced data visualizations, and web hosting for the CRDC reporting website; preparation of topic-specific reports on civil rights areas of interest; and execution of key research and evaluation tasks.

OCR administers the CRDC, a mandatory survey of all public school districts and schools that receive Federal financial assistance from the Department in the 50 states, Washington, D.C., and the Commonwealth of Puerto Rico. In addition to public schools and districts, long-term secure juvenile justice facilities, charter schools, alternative schools, and schools that focus primarily on serving students with disabilities must report data to the CRDC. Since 1968, the Department has collected civil rights data related to access and barriers to educational opportunity from early childhood through grade 12, including student enrollment, access to courses, programs and school staff, and school climate factors, such as bullying, harassment and student discipline. Most data collected by the CRDC are disaggregated by race, ethnicity, sex, disability, and English Learner status.



## OFFICE FOR CIVIL RIGHTS

---

Other Department offices and federal agencies also benefit from the valuable data within the CRDC to increase awareness around key issues and provide a source of national, state, school district, and school-level data. Furthermore, under Section 1111(h)(1)(c)(viii) of the Elementary and Secondary Education Act (ESEA), as amended in 2015 by the Every Student Succeeds Act (ESSA), as of December 31, 2018, state and educational agencies (SEAs) that receive Title I funds are required to include certain CRDC data in their state and local report cards. Specifically, ESSA requires that SEA and public school district report cards include information on measures of school quality, climate, and safety, such as information on: (1) in-school suspensions; (2) out-of-school suspensions; (3) expulsions; (4) school-related arrests; (5) referrals to law enforcement; (6) incidents of violence, including harassment or bullying; and (7) chronic absenteeism. Under ESSA, information must be reported at the state, school district, and school levels.

From December 2021 to April 2022, OCR administered the 2020–21 CRDC, and is currently completing post-collection tasks to publicly release the data in 2023. In addition, on August 13, 2021, OCR announced the administration of the 2021–22 CRDC, marking the first time that OCR has conducted a collection, including all public school districts and their schools, for two school years in a row—2020–21 and 2021–22. Additionally, the Department plans to resume the biennial collection of CRDC data beginning with the 2023-24 school year.

There are several major tasks associated with the administration of the CRDC that would be supported by the budget request. Each CRDC collection cycle consists of four major phases:

- I. **Planning & Improvement:** This phase includes the implementation of high-priority enhancements to the submission system, the facilitation of training and support, and the preparation and enhancement of technical assistance resources.
- II. **Pre-Collection:** Tasks executed during this phase include defining the CRDC universe of schools and LEAs; communicating survey changes and updates to LEAs and the general public, including through any information collection request process; and implementing submission system enhancements.
- III. **Collection:** This phase includes the collection of data, providing technical support to LEAs and SEAs, monitoring system performance and data submissions, and performing data file extracts for data quality analysis.
- IV. **Post-Collection:** This phase includes the evaluation of submission system business rules, and data quality reviews of the final data.

In addition, the CRDC completes tasks that include **Data File Creation and Reporting** related to the creation of the public- and restricted-use data files, CRDC national and state estimates, and informational reports as well as the application of privacy protections to the public-use data files. Other major work includes CRDC Research and Evaluation, which includes projects related to the improvement of the quality, usability, and administration of the CRDC.

Over the last few CRDC cycles, OCR has used these funds to make substantial improvements in both the quality and the usability of the data. For example, OCR has developed analytic reports to assist LEAs in reducing errors, used data to improve submission system business and validation rules, and boosted support provided to LEAs throughout the collection cycle. OCR has also made the data more accessible and user-friendly for the general public, researchers, and policymakers.

## OFFICE FOR CIVIL RIGHTS

The budget also includes funding for the **CRDC Reporting Website** (<https://ocrdata.ed.gov>), which hosts the public-use data file, CRDC reports, data analytic tools, and other relevant information for stakeholders. Currently, OCR is undergoing modernization efforts to the website, which includes updates to the user interface, the modernization of data analytic tools, and the inclusion of enhanced data visualizations. The website enhancements are aligned with the requirements of the 21st Century Integrated Digital Experience Act, P.L. 116-336, which aim to improve the digital experience of those using federal public websites.

Operation and maintenance tasks are needed to sustain the website’s current capabilities, including compliance and management. Development, modernization, and enhancements improve the capability and performance of the website, including the development of innovative data tools and visualization improvements.

The CRDC budget table below provides an overview of the CRDC budget for fiscal years 2022, 2023, 2024.

SCHOOL YEAR	ACTIVITY	FY 2022	FY 2023	FY 2024
<b>2020-21 CRDC</b>				
2020-21	<b>Data File Creation and Reporting</b>	\$183,655		
<b>2021-22 CRDC</b>				
2021-22	<b>Planning and Improvement Phase</b>	\$1,470,856		
2021-22	<b>Pre-collection Phase</b>	\$920,938		
2021-22	<b>Collection Phase</b>	\$2,262,385		
2021-22	<b>Post-collection Phase</b>		\$1,706,412	
2021-22	<b>Data File Creation and Reporting</b>		\$330,822	\$357,288
<b>2023-24 CRDC</b>				
2023-24	<b>Planning and Improvement Phase</b>		\$1,766,978	
2023-24	<b>Pre-collection Phase</b>		\$888,067	\$974,042
2023-24	<b>Collection Phase</b>			\$1,542,028
2023-24	<b>Post-collection Phase</b>			\$1,779,622
<b>CRDC Research and Evaluation</b>				
N/A	<b>Data Quality Projects</b>		\$236,345	\$255,253
<b>CRDC Reporting Website</b>				
N/A	<b>Operation and Maintenance</b>	\$184,965	\$188,479	\$192,063
N/A	<b>Development, Modernization, and Enhancement</b>	\$938,312	\$1,267,110	\$1,023,962
N/A	<b>Web Hosting</b>	\$56,240	\$55,115	\$54,013
	<b>Total CRDC</b>	<b>\$6,017,351</b>	<b>\$6,439,328</b>	<b>\$6,178,271</b>

### **Case Management Modernization (CMM)**

The Administration is requesting \$1.5 million for CMM – previously referred to as IT Modernization. This is an increase of \$1.5 million from the fiscal year 2023 appropriation. The request will support the modernization of OCR’s complaint management system by addressing

## OFFICE FOR CIVIL RIGHTS

---

the inefficiencies in the current disparate legacy systems, to include the Case and Activity Management System (CAMS) and the Online Complaint Form. This request will also provide funding to create a single platform solution for complaint filing, tracking, and management that will benefit both internal and external users. The funding will cover the development of a prototype model and of the final system solution, including software development, systems engineering, cloud storage management, as well as data transition from the existing systems to the new, one-stop-shop case management solution.

CAMS was developed in 2002, and the Online Complaint Form was developed in 2003. Since then, various patches and short-term fixes have kept the two systems functioning at a basic level. The current systems are not synched, and the compliant life-cycle process is not seamless from start to finish. The filing of a civil rights complaint is currently inefficient with manual processes that include submitting complaint information online, and subsequently printing the electronically submitted information to manually upload into CAMS. Generally, end users experience CAMS as two separate systems – a case docketing/activity log system and a document management system. The system does not have sufficient functionality to operate as an official electronic case repository and is currently not accessible for people with disabilities, as required by Section 508 of the Rehabilitation Act of 1973.

Modernization of OCR's complaint management system would improve efficiency and effectiveness, automate many of the complaint processing activities, provide electronic solutions to reduce paper waste, limit cybersecurity risks, and ensure compliance with Section 508. Moreover, OCR anticipates that the CMM project will yield future cost savings once CAMS and the Online Complaint form are retired.

### **Case Activity Management System (CAMS)**

The Administration requests \$747,000 for CAMS, \$75,000 more the fiscal year 2023 appropriation. CAMS is an electronic tracking system used to record the status of past, ongoing, and upcoming cases and store the documents associated with each case. It uses a combination of three software applications: Case Management System, Activity Management System, and Open Text Document Management System with Record Management function.

The funding for this project provides for: (a) enhancements to apply business process changes and improve the usage of these core applications, (b) compliance with up-to-date departmental IT environment, and (c) software subscription services to maintain version upgrades and technical phone support on the Open Text products and Matrix Logic add-on modules, and (d) server hosting services. OCR continues to enhance these essential applications for critical unmet needs identified by CAMS' core users. The requested increase supports contractual increases for operations and maintenance, and enhancements.

### **Information Technology Services: Support for Operations and Maintenance (O&M) for Online Complaint Form and Back-End Database Project**

The Administration is requesting \$345,000, \$83,000 less than the fiscal year 2023 appropriation. Of this request, \$278,000 covers two subtasks in support of the maintenance and general web

## OFFICE FOR CIVIL RIGHTS

---

operations contracting task: (a) General O&M to support OCR's publicly accessible website<sup>1</sup> and database; and (b) the OCR Web Based Collection System document upload project that allows the public to search for and access OCR enforcement resolution letters and agreements entered on or after October 1, 2013. The remaining \$67,000 will cover the support required for website hosting.

- For subtask (a), O&M covers both the electronic pre-complaint and online complaint forms. The pre-complaint form is an online screening process tool that walks potential complainants through several considerations prior to their submission of a discrimination complaint to OCR. The Online Discrimination Complaint Form is a public facing tool. Therefore, OCR will need to invest in cybersecurity measures to manage the risks of cyber threats to provide the Online Complaint form process in a non-Cold-Fusion software support environment.
- For subtask (b), the OCR Web Based Collection System document upload project involves contracting IT services to upload OCR resolution letters and agreements, policy documents, and other information to the OCR website to provide transparency to the public about OCR enforcement and compliance activities.

### **Non-IT Costs**

#### **Travel**

The Administration requests a travel budget of \$509,000, \$131,000 more than the fiscal year 2023 appropriation. The request assumes a return to normal travel post-pandemic. The increase will support travel costs associated with the additional 150 FTE. The overwhelming majority of OCR's travel funds are used to investigate complaints. This request will also support travel for conducting proactive investigations, providing technical assistance, monitoring corrective action plans, and training. OCR often uses video teleconference technology to enable communications and conferencing between the enforcement offices and headquarters to reduce the need for costly travel.

#### **Printing**

The Administration is requesting \$5,000 for printing, which is consistent with the fiscal year 2023 appropriation. The request will cover necessary printed items such as pamphlets highlighting OCR activities in various languages, reports, fact sheets, business cards, and letterhead.

#### **Training**

The Administration requests a training budget of \$350,000, \$100,000 more than fiscal year 2023 appropriation. The increase will support training cost associated with the additional 150 FTE. OCR leadership recognizes its success depends on the quality of its staff across all levels of the organization. The request will support the training needs for staff opportunities to participate in leadership programs, supervisory training, policy conferences, and continuing legal education to

---

<sup>1</sup> <http://www2.ed.gov/about/offices/list/ocr/index.html>

## OFFICE FOR CIVIL RIGHTS

---

fulfill OCR's mission. OCR will also utilize its professional and technical training online when appropriate and cost-effective.

### **Communications and Equipment Repairs and Maintenance**

The Administration is requesting \$11,000 in fiscal year 2024 for communications and equipment repairs and maintenance, which equals the fiscal year 2023 appropriation. These funds are needed for overnight shipping costs and maintenance of copiers and other equipment.

### **Other Services**

The Administration requests \$174,000, in fiscal year 2024 for other services, \$50,000 more than the fiscal year 2023 appropriation level. The request supports \$120,000 for the reimbursement of attorneys' bar dues; \$42,000 for translation and interpretation services (i.e., translating documents and pamphlets into several languages which is different than the printing of documents in different languages); and \$12,000 for advertisement and short-term contractual services. The increase supports the bar dues for the additional investigative staff.

### **Goods/Services from the Government**

The fiscal year 2024 request includes \$336,000, \$50,000 more than the fiscal year 2023 appropriation. This request primarily supports \$298,000 for legal research. OCR's legal research service contract provides an automated full-text legal information system that offers online access to Federal and State case law, statutes of all 50 States, legal publications, and law reports. The fiscal year 2024 will cover the annual escalation in the cost per user and the licenses for the additional investigative staff.

The request also supports Education publications (ED Pubs) totaling \$15,000, and General Services Administration-leased vehicles and equipment totaling \$23,000.

### **Supplies**

The Administration is requesting \$50,000, \$10,000 more than the fiscal year 2023 appropriation. The request will cover the costs for general supplies, as well as periodical subscriptions relating to law, disabilities, and news.

### **IT Equipment/ Software**

The Administration is requesting \$42,000, \$20,000 less than the fiscal year 2023 appropriation. This request supports a contract for an online survey tool that is used to measure customer satisfaction with OCR's complaint process and the effectiveness of technical assistance activities.

### **Departmental Centralized Support – Non-Personnel Costs**

Approximately 74 percent of the total Non-Personnel budget request will cover OCR's share of the Department's centralized services. The request provides \$29.4 million for centralized services, \$2.4 million more than the fiscal year 2023 appropriation.

## OFFICE FOR CIVIL RIGHTS

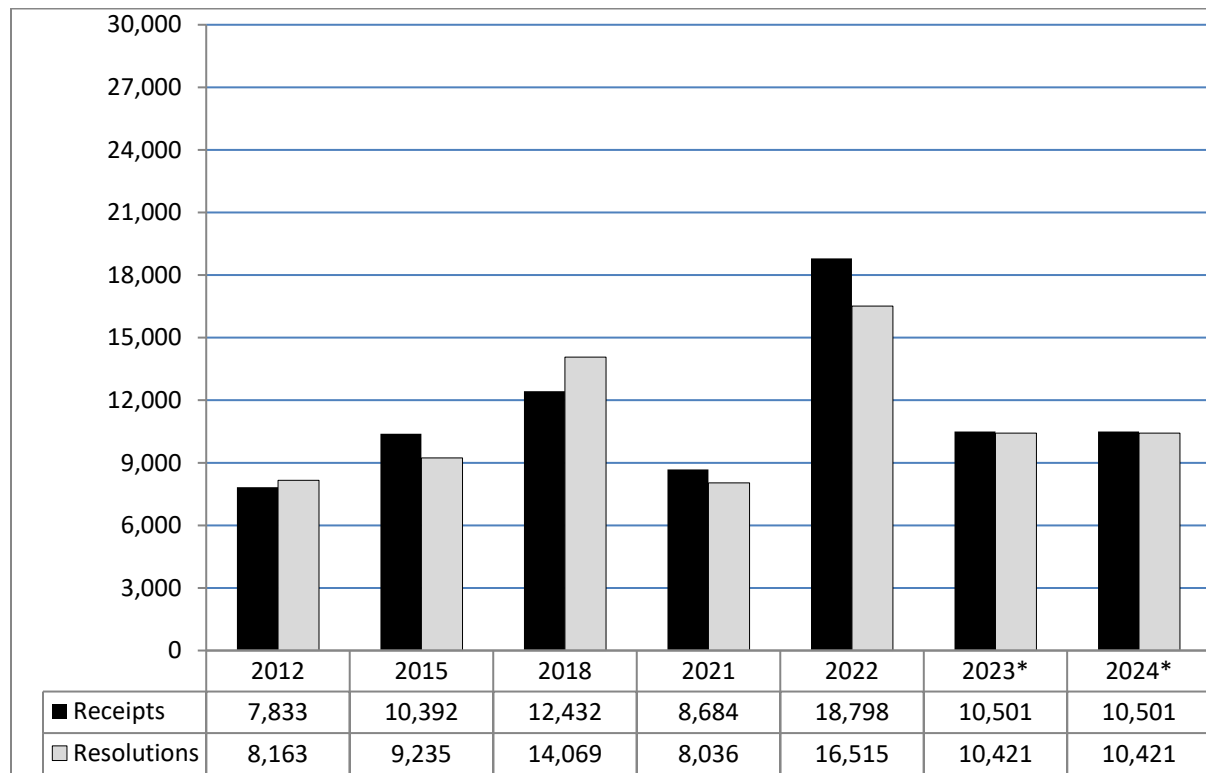
---

The 2024 request will cover the costs of services such as rent; departmental training; personnel security; records information management support services; interagency agreements for administrative services provided by other Federal Agencies, such as payroll processing, overtime utilities, training coordination and career counseling; IT security; telecommunications; computers and related hardware; smartphones; IT processing services; and network support.

### PROGRAM OUTPUT MEASURES

The following chart shows the number of OCR’s complaint receipts and resolutions since fiscal year 2012. Actual data are shown for fiscal years 2012-2022, and estimates are shown for fiscal years 2023-2024.

**Complaint Receipts and Resolutions (FY 2012 – FY 2024)**

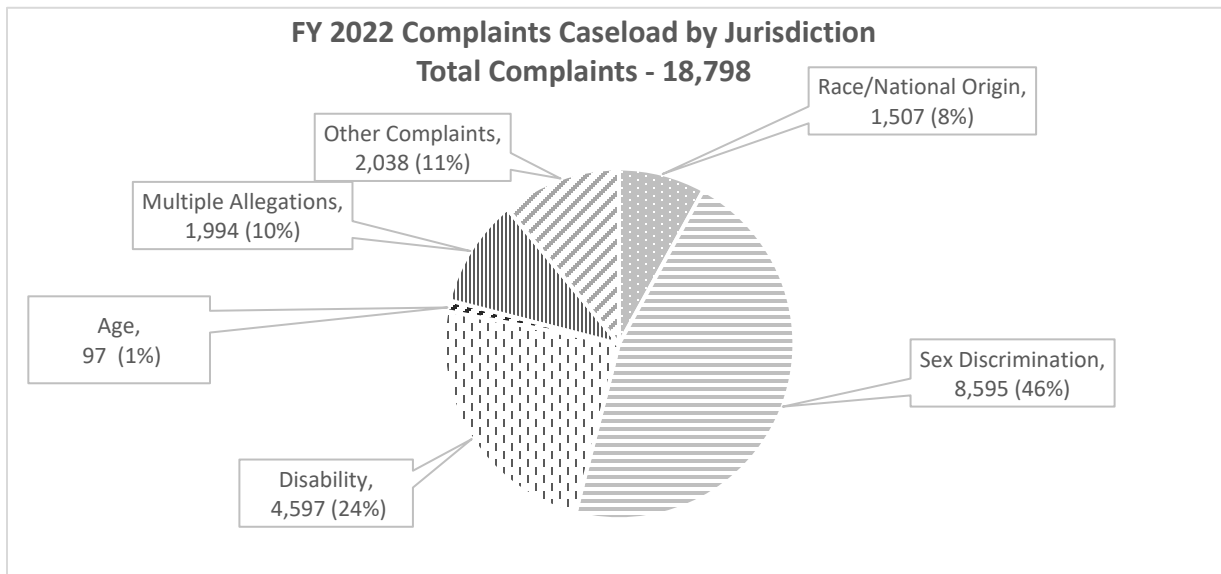


\*Estimate

In fiscal year 2022, total complaint receipts increased by 10,114 compared to the previous year. The significant increase is primarily attributed to an individual that filed nearly 7,500 complaints. Through fiscal year 2024, complaint receipts are projected to decrease in comparison with the record high level from 2022; they will likely, however, remain above the fiscal year 2021 level because the COVID-19 pandemic has exacerbated preexisting inequities in our nation’s schools. These inequities could potentially raise civil rights concerns. OCR also anticipates an uptick in complaint receipts as students return to the classrooms.

## OFFICE FOR CIVIL RIGHTS

The *FY 2022 Complaint Caseload by Jurisdiction* pie chart displays the fiscal year 2022 complaint caseload by jurisdiction. In fiscal year 2022, sex discrimination complaints comprise the largest percentage of complaints with OCR, followed by disability discrimination complaints. Sex discrimination represents the largest share of complaints primarily due to one complainant that filed 7,339 sex discrimination complaints. In general, disability discrimination has historically constituted the greatest share of OCR's complaint caseload.



The following table provides the number of cases received by jurisdiction during the past 11 years, fiscal years 2012 through 2022.

### Complaint Caseload by Jurisdiction

(Fiscal Years 2012 – 2022)

Jurisdiction	FY 2012	FY 2015	FY 2018	FY 2021	FY 2022	
<b>Race</b>	1,267	1,143	1,368	1,117	1,507	8%
<b>Sex</b>	686	2,390	2,773	595	8,595	46%
<b>Disability</b>	3,683	4,052	4,818	3,410	4,567	24%
<b>Age</b>	134	147	97	550	97	1%
<b>Multiple</b>	1,192	1,399	1,800	1,426	1,994	10%
<b>Other</b>	871	1,261	1,576	1,586	2,038	11%
<b>TOTAL</b>	<b>7,833</b>	<b>10,392</b>	<b>12,432</b>	<b>8,684</b>	<b>18,798</b>	<b>100%</b>

## OFFICE FOR CIVIL RIGHTS

---

### PROGRAM PERFORMANCE INFORMATION

#### Performance Measures

This section presents selected program performance information, including, for example, program goals, measures, and performance targets and data. Achievement of program results is based on the cumulative effect of the Federal resources provided for the program as well as the resources and efforts invested by those served by this program.

OCR's GPRA measures are designed to assess the efficiency and accessibility of the complaint resolution process. Hiring additional enforcement staff through fiscal year 2024 request should have a positive impact on performance.

#### Current performance measures for complaint workload:

The first two performance measures below encompass OCR's entire complaint workload, which together hold OCR accountable for efficient case resolution. The first table measures the percentage of complaints received within a fiscal year that were resolved within 180 days, while the second table measures the percentage of complaints 180 days or older from prior years.

**Measure:** Percentage of complaints resolved within 180 days.

Fiscal Year	Target	Actual
2019	80%	92%
2020	80	90
2021	80	87
2022	80	79
2023	80	-
2024	80	-

**Measure:** Percentage of complaints pending over 180 days.

Fiscal Year	Target	Actual
2019	< 25%	60%
2020	< 25	61
2021	< 25	50
2022	< 25	54
2023	< 25	-
2024	< 25	-

**Additional information:** OCR will continue to prioritize the timely processing of complaints (i.e., resolution of complaints within 180 days) and expects that it will continue to meet this performance measure in fiscal year 2024 for newly filed complaints. The additional requested FTE are necessary to meet the anticipated growth in complaints in fiscal year 2024 and beyond.



## OFFICE FOR CIVIL RIGHTS

---

OCR has not yet met the second performance measure related to the percentage of complaints pending over 180 days but has made progress toward meeting this metric in the fiscal year 2022. OCR continues to strive for quality and timeliness, while upholding its mission to vigorously enforce civil rights laws.

**Measure:** Mean score of customer satisfaction survey.

Fiscal Year	Target	Actual
2019	3.66	3.60
2020	3.66	3.75
2021	3.66	3.35
2022	3.66	3.46
2023	3.66	-
2024	3.66	-

**Additional information:** OCR's third performance measure looks at customer satisfaction, on a scale of 1 through 5, through a survey that is distributed to both complainants and recipients after case resolution. The survey measures courteous and considerate treatment of complainants and recipients by OCR staff; prompt, clear, and responsive communication (oral and written); and whether the customer is kept informed about his or her case.