



AUDIT SUMMARY

Commission on Human Rights and Opportunities

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Fiscal Years Ended June 30, 2023 and 2024

ABOUT THE AGENCY



The principal duty of the Commission on Human Rights and Opportunities (CHRO) is to enforce state laws prohibiting discrimination in employment, housing, credit, and public accommo-

dations through civil and human rights law enforcement. CHRO processes discrimination complaints through case assessment review, mediation, investigation, conciliation, prosecution, and adjudication. As part of its mission, CHRO acts as an advocate and provides education and outreach. It also enforces affirmative action laws and state agency contract compliance.

ABOUT THE AUDIT

We have audited certain operations of the Commission on Human Rights and Opportunities in fulfillment of our duties under Section 2-90 of the Connecticut General Statutes. The scope of our audit included, but was not necessarily limited to, the fiscal years ended June 30, 2023 and 2024. The objectives of our audit were to evaluate the:

1. Commission's internal controls over significant management and financial functions;
2. Commission's compliance with policies and procedures internal to the commission or promulgated by other state agencies, as well as certain legal provisions; and
3. Effectiveness, economy, and efficiency of certain management practices and operations, including certain financial transactions.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

[Link to full report](#)

7 Findings

5 Repeat Findings

Our audit identified internal control deficiencies; instances of noncompliance with laws, regulations, or policies; and a need for improvement in practices and procedures that warrant management's attention.

NOTEWORTHY FINDINGS

Findings

Recommendations

In 20 of 20 discrimination complaints reviewed, the Commission on Human Rights and Opportunities (CHRO) did not consistently adhere to statutory processing deadlines.

CHRO should process discrimination complaints and determine reasonable cause within the statutory deadlines. The commission should consider seeking a legislative amendment to extend the statutory deadlines or request additional resources (Recommendation 5).

Our review of CHRO's CO-59 asset management reports determined the reports were unreliable. CHRO did not conduct complete physical inventory inspections and did not reconcile differences between CO-59 and the Core-CT asset management records. We also found that CHRO did not record new asset purchases.

CHRO should work with the Department of Labor to ensure compliance with asset management requirements in Section 4-36 of the General Statutes and the State Property Control Manual (Recommendation 3).

CHRO did not have sufficient information technology resources to effectively support its three service areas: discrimination case management, contractor compliance, and affirmative action reporting.

CHRO should continue to pursue funding and obtain appropriate staffing resources to improve its information management capacity and agency efficiency. The commission should develop a strategy to upgrade its current information technology systems, provide training, and implement electronic processing of state agency and contractor affirmative action plans (Recommendation 4).

CHRO did not properly track, manage, and monitor gift card activity for its youth or community engagement events through a reconciliation process to mitigate the risk of fraud, waste, and abuse. CHRO lacked written policies and procedures for managing and safeguarding gift cards.

CHRO should establish a written policy detailing proper internal control procedures over the distribution of gift cards. The commission should properly document and maintain records confirming distribution and reconciliation of the gift cards (Recommendation 6).

Our review of 242.5 hours of overtime, totaling \$12,368, revealed that a supervisor did not preapprove 135.5 hours of overtime (56%), totaling \$6,746, for four executive unit employees.

CHRO should strengthen internal controls to ensure compliance with its overtime approval policy promulgated in the Department of Labor's overtime approval memorandum dated May 2, 2024 (Recommendation 7).

CHRO did not submit eight quarterly set-aside achievement reports required by Section 4a-60g(m) of the General Statutes. Although CHRO prepared the reports, it did not submit them to the intended recipients.

CHRO should comply with its statutory reporting requirements (Recommendation 2).