



# AUDIT SUMMARY

## Commission on Human Rights and Opportunities

www.cga.ct.gov/apa

Fiscal Years Ended June 30, 2019 and 2020

### ABOUT THE AGENCY



The Commission on Human Rights and Opportunities (CHRO) operates primarily under the provisions of Chapter 814c, Sections 46a-51 through 46a-104 of the General Statutes.

Its principal duty is to enforce state laws prohibiting discrimination in employment, housing, credit, and public accommodations 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. Under Section 46a-52(e) of the General Statutes, the commission is within the Labor Department for administrative purposes only.

### ABOUT THE AUDIT

We have audited certain operations of CHRO 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, 2019 and 2020. 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 department 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](#)

**6 Total Findings**

**5 Repeat Findings**

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

## NOTEWORTHY FINDINGS



### Findings

1

CHRO did not comply with certain statutory reporting requirements, including quarterly set-aside goal achievement reports; recommendations for the removal of injustices describing investigations, proceedings, and hearings conducted and their outcomes and any decisions rendered; and plans, documents, and other information requested by the Department of Administrative Services for the development of the Information and Telecommunication Systems Strategic Plan. We reviewed all 11 CHRO annual/biennial statutory reporting requirements.

2

CHRO asset management reports were deemed unreliable, due in part, to the lack of conducting a complete physical inventory. CHRO's reported assets totaled \$331,913 as of June 30, 2020.

3

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



### Recommendations

CHRO should comply with its statutory reporting requirements.

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.

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 and training and implement electronic processing of state agency and contractor affirmative action plans.