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# Attachment C

### Division of Human Rights PROGRAM INFORMATION SHEET

Program: External Relations

## Mandate:

N:Y. Exec. Law Article 15 (Human Rights Law) Section 295

### Mandated Funding Level: None

### Brief Description/History/Background:

A number of the External Affairs functions are mandated by statute. External Relations is responsible for all interaction with the public - developing a public relations strategy, designing and distributing Division literature and website, responding to inquiries from the press and other sources, coordinating outreach, and managing the Division's highly successful intern programs.

#### Issues:

The Division has recently been successful in making itself more visible and accessible to the general public. This is due in large part to the efforts of this program. We will continue to strive to increase the statewide presence of the Division and its functions including in areas of the state where there is no Division office.

### Population Served:

The individuals in this program mainly serve case processing staff, but are responsible to the control agencies for ensuring compliance with statutes, policies, rules and regulations.

#### Performance Measures:

Among the metrics tracked on a regular basis: •Website Hits •Attendance at Division Sponsored Events •Media Articles about the Division •Increase in Case Processing Productivity During Internships