



INTERNATIONAL
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AGENCIES

STANDARDS OF PRACTICE FOR CERTIFIED FAIR HOUSING INVESTIGATORS

Performance Standard #1 (24 CFR § 115.206(e)(1)): The Candidate consistently and accurately conducts complaint proceedings, completes investigations, issues determinations, and makes final administrative dispositions in a timely manner.

1. The Candidate is expected to consistently and accurately begin the processing of fair housing complaints within 30 days of receipt.
2. The Candidate is expected to consistently and accurately receive information regarding alleged discriminatory housing practices, and begin the investigation process by collecting information necessary to determine jurisdiction under the Fair Housing Act and other civil rights laws.
3. The Candidate is expected to consistently and accurately take action to ensure timely and effective complaint processing.
4. The Candidate is expected to consistently and accurately recognize and document all civil rights laws relevant to the complaint.
5. The Candidate consistently and accurately determines whether the complaint contains sufficient information to convert the allegation or "inquiry" into a complaint.
6. The Candidate is expected to consistently and accurately identify the Fair Housing Act's protected classes and types of conduct and activities prohibited under the Act.
7. The Candidate is expected to consistently and accurately apply fair housing exemptions.
8. The Candidate is expected to consistently and accurately document the facts and circumstances of a complaint to determine if it affirms or refutes allegations of discrimination.
9. The Candidate is expected to consistently and accurately determine when and how to use reasonable accommodation and modification concepts as defined by the federal Fair Housing Act.
10. The Candidate is expected to consistently and accurately investigate and document "psychological harm" during the course of an investigation.



11. The Candidate is expected to consistently and accurately identify witness testimony and other case information that is competent and admissible.
12. The Candidate is expected to consistently and accurately recognize whether the required elements of a prima facie case are present in a housing discrimination complaint.
13. The Candidate is expected to consistently and accurately determine which complaints are appropriate for testing.
14. The Candidate is expected to consistently and accurately complete investigative activities within 100 days from the date of receipt.
15. The Candidate is expected to consistently and accurately issue final administrative dispositions of complaints within one year from the date of receipt.
16. The Candidate is expected to consistently and accurately prepare and complete final investigative reports for all complaints.
17. The Candidate is expected to consistently and accurately prepare final determinations for all complaints.

Performance Standard #2 (24 CFR § 115.206(e)(2)): Administrative closures are utilized only in limited and appropriate circumstances.

1. The Candidate is expected to utilize administrative closures only under appropriate circumstances.
2. The Candidate is expected to use all resources to gather the information needed to complete the investigation.
3. The Candidate is expected to take adequate steps to locate the complainant a complaint may not be closed administratively because a complainant cannot be located unless and until the investigator has exhausted all logical sources to obtain the current address of the complainant.



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Performance Standard #3 (24 CFR § 115.206(e)(3)): During the period beginning with the filing of a complaint and ending with filing a charge or dismissal, the Candidate to the extent feasible, attempts to conciliate complaints.

1. The Candidate is expected to attempt conciliation throughout the processing of all complaints (i.e., beginning with the filing of the complaint and ending with the filing of a reasonable cause finding or a charge).
2. The Candidate is expected to consistently and accurately explain to the parties that HUD regulations provide that a conciliation agreement shall not only be satisfactory to the parties, but shall adequately vindicate the public interest.
3. The Candidate is expected to consistently and accurately identify organizational representatives who have the authority to negotiate and execute conciliation agreements on behalf of the respondent(s).
4. The Candidate is expected to understand that a conciliator must never depart, or give the impression of departing from the rule of being a neutral person in the conciliation process.
5. The Candidate is expected to consider when negotiating public interest provisions in a conciliation agreement, the agency's mandate to affirmatively further fair housing by protecting potential aggrieved persons in the general public from injury by reason of the respondent's housing practices.

Performance Standard #4 (24 CFR § 115.206(e)(4)): The Candidate conducts compliance reviews for settlements, conciliation agreements, and orders resolving discriminatory housing practices.

1. The Candidate is expected to consistently and accurately reviews records and reports pertaining to the investigation to verify details, monitor work activities, and evaluate performance.



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2. The Candidate is expected to consistently ensure that the terms and conditions of the conciliation agreements are sufficient and that all parties remain in compliance with the agreements.
3. The Candidate is expected to consistently ensure that the terms and conditions of agency orders are sufficient to protect the public interest and that all parties remain in compliance with the orders.

Performance Standard #5 (24 CFR § 115.206(e)(5)): The Candidate must consistently and affirmatively seek and obtain appropriate relief designed to prevent recurrences of discriminatory practices.

1. The Candidate is expected to consistently and accurately evaluate final investigative reports for conformance with current statutes, ordinances, regulations and case law and recommends appropriate action.
2. The Candidate is expected to consistently provide an assessment of the types of the relief available to the agency with consideration for the inclusion of affirmative provisions designed to protect the public interest and make appropriate recommendations.
3. The Candidate is expected to consistently and appropriately assess the adequacy of the relief sought and obtained in light of the issues raised by the complaints.

Performance Standard #6 (24 CFR § 115.206(e)(6)): The Candidate is expected to consistently and affirmatively seek to eliminate all prohibited practices under fair housing laws.

1. The Candidate is expected to be actively engaged in the fair housing education and outreach efforts of the agency.
2. The Candidate is expected to have developed appropriate relations with key fair housing players in the jurisdiction, including but not necessarily limited to private fair housing groups, civil rights and disability rights organizations, and housing providers.