

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2019

Fiscal Year July 1, 2018 to June 30, 2019

The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2625 complaints in FY 2019. Each regional office takes complaints based on the town the alleged discrimination occurred in with the exception of the Housing Discrimination Unit which takes housing-related complaints from all over the state. A listing of which towns fall under which regional office can be found at the Commission’s website.

Capitol	600
Southwest	536
West Central	814
Eastern	461
Housing Discrimination Unit	<u>214</u>
Total	2625

2. Complaints Filed by Type of Charge

Complaints are classified by the predominant allegation and the allegedly violated statutes. In situations where, for example, a complaint contains mixed allegations of a denial of employment and denial of public accommodations, the complaint would be classified according to what the majority of the allegations relate to. Complaints classified as “Other” include those not readily classified as one of the other categories.

Employment	2028
Housing	214
Public Accommodations	367
Other	<u>16</u>
Total	2625

3. Complaints Filed Against State Agencies 186

Complaints filed against state agencies are recorded at the time of complaint intake and categorized by the name of the Respondent.

Fiscal Year July 1, 2018 to June 30, 2019
 The Commission on Human Rights and Opportunities

4. Case Closures

The Commission closed a total of 2640 complaints during the fiscal year. Closures classified as “unknown” are a reflection of the complaint tracking system not being able to reflect accurately the kind of closure or are a result of an internal system error.

Closure Type	Total
Administrative Dismissal	108
Case Assessment Review – No Claim for Relief	255
Case Assessment Review – No Possibility of Reasonable Cause Finding	171
Case Assessment Review – Respondent Exempt	4
Case Assessment Review – Frivolous	4
No Reasonable Cause	349
No Reasonable Cause – Administrative Dismissal	12
No Reasonable Cause - Lack of Jurisdiction	8
Pre-determination Conciliation	45
Public Hearing/Court Closure	34
Release of Jurisdiction	612
Satisfactorily Adjusted	12
Unknown	3
Withdrawal	117
Withdrawal with Settlement	906
Grand Total	2640

5. OPH Closures

The Office of Public Hearings (OPH) conducts hearings on discrimination complaints certified after a finding of reasonable cause. Further, OPH conducts hearings on cases that are sent through the Early Legal Intervention process and chosen for public hearing after review by the Commission’s Legal Division. OPH also conducts hearings on requests for default and damages.

Motion to Dismiss/Administrative Dismissals	6
Public Hearing Withdrawals	2
Referee Decisions	9
Stipulated Agreements	38
Decertified	6
Release of Jurisdiction	5
Grand Total	66

In addition to the discrimination complaints included above, the OPH also conducts hearings on Whistleblower Retaliation complaints.

Motion to Dismiss/Administrative Dismissals	9
Withdrawals	4
Referee Decisions	1

Fiscal Year July 1, 2018 to June 30, 2019

The Commission on Human Rights and Opportunities

Stipulated Agreements	<u>0</u>
Grand Total	14

6. Number of Reasonable Cause Findings

Reasonable Cause findings come about after an investigator determines there is a bona fide belief that the material issues of fact are such that a person of ordinary caution, prudence and judgment could believe the facts alleged in the complaint. After a draft finding is issued the parties have fifteen (15) days to comment on the draft findings. The investigator must review these comments and then issue a final finding. After a final finding of reasonable cause, the investigator shall attempt to eliminate the practice complained of by conference, conciliation and persuasion not later than fifty days after the date of the finding. If the investigator fails to eliminate the discriminatory practice complained of, the investigator shall certify the complaint within ten days. Upon certification, a Human Rights Referee shall be assigned to act as a presiding officer to hear the complaint. The complaint may also be directly certified to public hearing following a request for early legal intervention.

Cases Certified to Public Hearing	48
Reasonable Cause Drafts Issued	95

Fiscal Year July 1, 2018 to June 30, 2019

The Commission on Human Rights and Opportunities

CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	443	25	22	1	488
Alienage	4	0	0	0	26
Ancestry	188	12	16	1	243
Blindness	1	0	0	0	3
Color	449	40	77	3	512
Familial Status	2	21	1	0	21
Gender Identity	21	1	10	0	12
Guide Dog/Access	0	0	2	0	
Learning Disability	32	0	15	1	35
Marital Status	31	6	15	0	44
Mental Disability	144	72	31	3	176
Mental Disorder	49	0	8	4	82
National Origin	216	20	11	0	269
None	1	0	0	0	3
Other	373	7	20	3	364
Physical Disability	442	63	35	1	557
Police Racial Profiling	0	0	2	0	2
Prior Conviction of Crime	8	0	0	0	14
Race	603	43	101	7	657
Religious Creed	64	2	7	0	80
Retaliation - Housing	0	6	0	0	5
Sex	647	16	158	3	626
Sexual Orientation	73	5	9	3	65
Source of Income	0	40	2	0	44
Grand Totals	3791	379	542	30	4742

***Public Accommodation**

Fiscal Year July 1, 2018 to June 30, 2019

The Commission on Human Rights and Opportunities

Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	2
	Aiding & Abetting	49
	Demotion	69
	Denied Disability(Pregnancy)	2
	Discharge	1245
	Exclude from Membership	3
	Expel from Membership	2
	Failure to Refer	1
	Harassment	571
	Hiring	99
	Other	653
	Other(Pregnancy)	18
	Promotion	132
	Reasonable Accommodation	166
	Refused Leave(Pregnancy)	1
	Retaliation	859
	Sexual Harassment	279
	Termination(Pregnancy)	57
Terms & Conditions	1019	
HOUSING	Denial of Rental	67
	Denial of Sale	5
	Eviction	5
	Loan/Credit	2
	Other	22
	Reasonable Accommodation	58
	Rental	1
	Retaliation	14
	Terms and Conditions	91
OTHER	Code of Fair Practices	8
	Criminal Offender	2
	Loan	1
	Other	4
PUBLIC ACCOMMODATIONS	Denied Accommodation	36
	Entertainment	1
	Food	7
	Other	254
	Police Conduct	12
	Public Agency	20
	Reasonable Accommodation	8
	Recreation	1
Grand Total		5846

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	220	0	1	6	227
Southwest	261	0	0	9	270
West Central	257	0	0	98	355
Eastern	273	0	0	8	281
Housing	13	188	1	1	203
Legal	1065	28	12	199	1304
Grand Total	2089	216	14	321	2640