

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2021

Fiscal Year July 1, 2020 to June 30, 2021
The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2149 complaints in FY 2021. 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	509
Southwest	414
West Central	649
Eastern	356
Housing Discrimination Unit	<u>221</u>
Total	2149

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	1765
Housing	221
Public Accommodations	151
Other	<u>12</u>
Total	2149

3. Complaints Filed Against State Agencies 184

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

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4. Case Closures

The Commission closed a total of 1953 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	79
Case Assessment Review – No Claim for Relief	207
Case Assessment Review – No Possibility of Reasonable Cause Finding	98
Case Assessment Review – Respondent Exempt	2
Case Assessment Review – Frivolous	0
No Reasonable Cause	284
No Reasonable Cause – Administrative Dismissal	4
No Reasonable Cause - Lack of Jurisdiction	2
Pre-determination Conciliation	44
Public Hearing/Court Closure	35
Release of Jurisdiction	471
Satisfactorily Adjusted	13
Unknown	6
Withdrawal	90
Withdrawal with Settlement	618
Grand Total	1953

5. 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	62
Reasonable Cause Drafts Issued	82

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	361	32	16	3	409
Alienage	6	0	0	0	6
Ancestry	92	18	8	0	118
Blindness	3	0	1	0	4
Color	367	44	46	1	458
Familial Status	2	20	0	0	22
Gender Identity	18	0	1	0	19
Guide Dog/Access	0	0	0	0	0
Learning Disability	19	0	20	4	43
Marital Status	18	3	4	0	25
Mental Disability	132	28	39	5	204
Mental Disorder	14	0	3	0	17
National Origin	136	26	9	0	329
None	1	0	0	0	1
Other	303	5	18	3	329
Physical Disability	433	39	42	1	515
Prior Conviction of Crime	4	0	1	0	5
Race	470	57	55	2	584
Religious Creed	50	3	4	0	57
Retaliation - Housing	0	15	0	0	15
Sex	4099	31	31	0	471
Sexual Orientation	36	8	5	0	49
Source of Income	0	57	4	0	61
Grand Totals	2874	386	307	16	3583

***Public Accommodation**

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	3
	Aiding & Abetting	34
	Demotion	40
	Denied Disability(Pregnancy)	3
	Discharge	872
	Exclude from Membership	1
	Expel from Membership	3
	Failure to Classify	1
	Harassment	527
	Hiring	78
	Other	467
	Other(Pregnancy)	19
	Promotion	59
	Reasonable Accommodation	158
	Retaliation	739
	Sexual Harassment	164
	Termination(Pregnancy)	25
Terms & Conditions	775	
HOUSING	Denial of Rental	74
	Denial of Sale	6
	Eviction	5
	Loan/Credit	3
	Other	23
	Reasonable Accommodation	25
	Rental	5
	Retaliation	13
	Sale	2
	Terms and Conditions	92
OTHER	Affirmative Action	1
	Civil Liberties	1
	Code of Fair Practices	7
	Criminal Offender	1
PUBLIC ACCOMMODATIONS	Denied Accommodation	9
	Other	95
	Police Conduct	8
	Public Agency	9
	Reasonable Accommodation	7
	Recreation	2
Grand Total		4356

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	208	0	1	8	217
Southwest	253	0	0	9	262
West Central	207	0	1	7	215
Eastern	234	0	0	10	244
Housing	0	184	0	1	185
Legal	695	15	11	109	830
Grand Total	1597	199	13	144	1953