COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES



At a Glance

TANYA A. HUGHES, Executive Director
Cheryl A. Sharp, Deputy, Director
Established – 1943
Statutory Authority – CGS Chapter 814c
Central office – 450 Columbus Blvd, Suite 2, Hartford, CT 06103
Website – www.portalct.gov/chro
Toll free telephone - (800) 477-5737
TDD – (860) 541-3459

2024- 2025 Budget: \$8,174,082 (\$7,919,578 in Personal Services; \$,248,527 in Other Expenses) Number of positions filled: 89 Authorized positions: 91

Organizational structure: Nine-member commission establishes policy; Executive Director manages/oversees the administrative office, legal department and four regional offices; and independent Human Rights Referees hear contested cases.

Mission:

The mission of the Connecticut Commission on Human Rights and Opportunities is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice for all within the state through advocacy and education.

Statutory Responsibility:

The statutory responsibility of the Commission is to:

- Eliminate illegal discrimination in employment, housing, public accommodations and credit transactions through education and law enforcement.
- Monitor contract compliance laws and small contractor set-aside provisions by state agencies, contractors, and subcontractors.
- Review and monitor state agency affirmative action plans and compliance with laws requiring affirmative action and equal opportunity in state government.
- Establish equal opportunity and justice for all people in Connecticut through education and outreach; and
- Provide sexual harassment prevention training for all residents.

Public Service: The Commission is headed by a policy-making body consisting of nine members. Five of the members are appointed by the Governor and the leadership of the General Assembly appoints four. All new appointments require legislative approval through the advice and consent of the House and Senate. The Commission conducts regular monthly meetings on the second Wednesday of the month. The Commission conducts special meetings as necessary.

Commissioner Nicholas Kapoor was reappointed by Speaker of the House in 2023 and appointed as Chairperson by Governor Ned Lamont in August 2023. Continuing as commissioners are Secretary Edward Mambruno, and Commissioners Andrew Norton, Edith Pestana, Joseph Suggs, Lisa Giliberto, Alex Harris, appointed May 23, 2023, and Tamara J. Titre, appointed August 2023. A vacancy occurred when Commissioner Sujata Gadkar-Wilcox, appointed in August 2023, was elected Senator in November 2024.

An Executive Director appointed by the Commission oversees the operations of the agency. Executive Director Tanya Hughes was appointed Interim Executive Director on July 13, 2013, and re-appointed to her fourth four-year term effective September 15, 2025. The agency's administrative office, located in Hartford, houses the Office of the Executive Director, Tanya Hughes, the Office of the Deputy Director, Cheryl Sharp, the Legal Division, the Affirmative Action Unit, the Contract Compliance Unit, the Fair Housing Unit, and the Office of Public Hearings. There are also four regional offices located in Hartford, Bridgeport, Norwich, and Waterbury.

- Capital Region (Hartford) Jose Michael Gonzalez, Manager
- West Central Region (Waterbury) Shawn Burns, Manager
- Eastern Region (Norwich) Robert Aldi, Manager
- Southwest Region (Bridgeport) Travis Fuller, Manager (promoted October 2024)

MARTIN LUTHER KING, JR COMMISSION:

The Martin Luther King, Jr. Holiday Commission, consists of nineteen members. By statute, the Commission serves as the secretariat for the Martin Luther King, Jr. Holiday Commission (MLK). The State of CT Dr. Martin Luther King, Jr. Holiday Commission was established in 1986 to ensure that the commemoration of Dr. King's birthday is meaningful and reflective of the spirit with which he lived and the struggles for which he died. The purpose of the Statewide Commission is to unify and educate communities within the State of Connecticut and encourage meaningful observations, ceremonies, and activities in commemoration of the federal holiday and state legal holiday honoring Dr. Martin Luther King, Jr. throughout the towns, cities, school districts, counties, and local government within Connecticut.

The annual budget for this commission is \$5,977.

ANNUAL CASE PROCESSING REPORTS

At the Central Office Administrative Headquarters, CHRO maintains a copy of the agency's Annual Report for each fiscal year since 1944. Copies may also be found at

the Connecticut State Library, 231 Capitol Avenue, Hartford, which maintains a copy of an annual report for each state agency.

To request a copy of the most recent annual report for CHRO, call:

860-541-3400

860-541-3459 TDD

1-800-477- 5737 (Toll free in Connecticut)

Case processing reports for FY25 can be accessed via the link below.

https://portal.ct.gov/-/media/chro/reports/chro-case-processing-report-fy-2024.pdf?rev=0116760f0ec74ce48a015cf62278f2cf&hash=27A97D1CB650408DD581398ABE9F090C

It has been an extremely busy but successful year for the CHRO. We have met the challenges and demand that is attributed to the current political and local climate, as well as a robust outreach program and strong partnerships throughout the regions. There has also been the Civil Rights Unites Tour, the commission's social media impact, as well as several external collaborations which have contributed to the current influx.

Outreach throughout our offices included collaborations all over the state such as with Bridgeport and Ridgefield Pride, The Bridgeport Jazz Fest, Hartford Jazz Festival, Charter Oak Health, EEOC Regional Meetings, Food and a Film Series, Kids Court Academy, Year 4, Hartford Pride, Groundwork Bridgeport, Norwalk Juneteenth, Kids Court, CT Management Advisory Council, CTRP3 Advisory Board and Subcommittees, PSA Video Projects, Civil Right Unites Tour, and various other local community events. The community has been extremely welcoming and responsive to our services, and we are proud to have helped to educate many individuals about their rights.

Challenges: The past year, we faced several challenges, including staff shortages, new staff (limited experience) and an increased volume of complaints that exceeded our existing staff capacity. Notwithstanding the above, we were able to effectively and efficiently serve the public.

Goals: Looking ahead, our goals for the coming year focus on key areas of improvement. These include:

- Enhancing processing times
- Increasing case output, both in terms of quality and quantity.
- Building stronger, more meaningful relationships with the community.

We recognize that outreach, education, and training are critical to our success, and their impact.

IMPROVEMENTS/ ACHIEVEMENTS:

The legal department is the largest unit with 27 staff members. It is overseen by Attorney Michelle Dumas-Kueler, Managing Director of Housing/Training, and Attorney Kimberly Jacobsen, Managing Director of Employment. Both attorneys bring decades of

experience as attorneys with demonstrated dedication and commitment, resulting in quality services to stakeholders, staff, and the public. They oversee a robust litigation department that also provides training and education services to the public, legislature, and sister state agencies.

Litigation Summary

This year, the Legal Division continued its efforts to enforce the State's antidiscrimination statutes. CHRO attorneys prosecuted discrimination complaints before the CHRO's administrative tribunal (the Office of Public Hearings) and in state court, appeared before the Freedom of Information Commission, enforced monetary judgments, intervened in cases of first impression, and defended agency decisions on appeal. CHRO attorneys also commenced multiple appeals challenging administrative decisions that were averse to the public interest. Some of the Legal Division's litigation highlights are below.

Office of Public Hearings:

54 complaints settled.

CHRO #2420057, CHRO ex rel. Bonilla v. Pegaso Janitorial (7/3/2024, Matrevi, K.)

In this employment discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$17,500 in monetary damages, which the Legal Division later successfully enforced in the Superior Court.

CHRO #2340243, CHRO ex rel. Herrera v. 88 Clark Operating, LLC (Fitzgerald, J., 7/19/2024)

In this employment discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$50,384 in monetary damages, which the Legal Division later petitioned to enforce in the Superior Court, ultimately resulting in a settlement.

CHRO #2130108 & #2130109, CHRO ex rel. Laskowska v. Sirage Malani (Matrevi, K., 7/19/2024) (enforcement pending)

In this employment case, the respondents defaulted and a hearing in damages was held. The Referee awarded the complainant \$110,300 in monetary damages, which the Legal Division later petitioned to enforce in the Superior Court; the enforcement action is pending.

CHRO # 2250087, CHRO ex rel. Rodriguez v. MD Investor LLC et al. (Matrevi, K., 10/16/2024) (appeal pending)

In this housing discrimination case, the Referee found the respondent liable for lawful source of income discrimination, awarding the complainant \$12,024 in

monetary damages. The respondent appealed the Referee's decision into the Superior Court, where the appeal remains pending.

CHRO #2350115, CHRO ex rel. Andrews v. Central CT Realtors and Rita Mercier (Matrevi, K., 11/25/2024) (enforcement pending)

In this housing discrimination case, the respondents defaulted and a hearing in damages was held. The Referee awarded the complainant \$53,600 in monetary damages, which the Legal Division later petitioned to enforce in the Superior Court; the enforcement action is pending.

CHRO #2310298, CHRO ex rel. Paul v. Vision Solar, LLC (11/26/2024, Matrevi, K.) (appeal pending)

In this employment discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$5,000 in monetary damages. The complainant appealed the decision in the Superior Court, where the appeal remains pending.

CHRO #2450020, CHRO ex rel. Jacaruso v. Blackstone Apartments (12/5/2024, Matrevi, K.)

In this housing discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$1500 in compensatory damages, \$10,000 in emotional distress damages, and \$4,9257.50 in attorney's fees, in addition to 10% pre and post judgment interest per annum starting from the date of the complaint.

CHRO #1510393, CHRO ex rel. Wilcox v. State of Conn., Dept. of Mental Health and Addiction Servs. (Fitzgerald, J., 12/13/2024) (appeal pending)

In this employment discrimination case, the Referee found the respondent liable for disability discrimination and retaliation, awarding the complainant \$68,072 in monetary damages; however, the Referee did not award any emotional distress damages to the complainant because he concluded that sovereign immunity applies to state claims based on deprivations of rights secured under Title I of the Americans with Disabilities Act. The Legal Division appealed the decision to the Superior Court, where the appeal remains pending.

CHRO #2450129, CHRO ex rel. Jackson v. Marwan Sayyed & 526 Naugatuck Ave, LLC and CHRO #2450130, CHRO ex rel. Torres v. Marwan Sayyed & 526 Naugatuck Ave, LLC (Matrevi, K., 1/15/2025)

In this housing discrimination case, the Referee found the respondents liable for disability discrimination, awarding the complainants a combined total of \$45,000 in monetary damages.

CHRO #2440145, CHRO ex rel. Lucy v. Career Training Specialists dba Stone Academy (Payne, C., 3/12/2025)

In this public accommodation discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$16,461 in monetary damages.

CHRO #2450173 & #2550019, CHRO ex rel. Domercant v. Kurt Cassamajor (Payne, C., 3/18/2025) (enforcement pending)

In this housing discrimination case, the respondent defaulted and a hearing in damages was held. The Referee awarded the complainant \$68,000 in monetary damages, which the Legal Division later petitioned to enforce in the Superior Court; the enforcement action is pending.

CHRO # 2250091, CHRO ex rel. Sellers-Bullock v. Richard Stefan, Eric Stefan, and Michael Stefan (Matrevi, K., 04/24/2025) (appeal pending)

In this housing discrimination case, the respondents defaulted and a hearing in damages was held. The Referee awarded the complainant \$50,000 in emotional distress damages, \$15,000 in lost housing opportunity damages, and ordered injunctive relief, including: fair housing training, monitoring and inspection, inclusion of a non-discrimination statement in future advertisements, and adoption of a non-discriminatory tenant selection policy. The respondents appealed the Referee's decision into the Superior Court, where the appeal remains pending.

CHRO #2040035, CHRO ex rel. Zawisza v. Morin Real Property, LLC dba Exit Above and Beyond Realty (Fitzgerald, J., 5/23/2025)

In this employment discrimination case, the respondents defaulted and a hearing in damages was held. The Referee awarded the complainant \$24,589.42 in backpay and \$18,970 in prejudgment interest.

Connecticut Superior Court:

7 housing elections settled. 6 administrative appeals against the agency were withdrawn. 3 administrative appeals against the agency were dismissed during motion practice.

HHB-CV23-6082542-S, CHRO v. EcoLab, et al. (Cohn, J., 7/22/2024)

In this administrative appeal, the Legal Division successfully appealed the Referee's decision dismissing the employment discrimination complaint as a discovery sanction against the complainant. The case was remanded back to the administrative tribunal for a full hearing on the merits.

HHB-CV23-6076978-S, *Judicial Branch v. Office of Public Hearings*, *et al.* (Budzik, J., 10/4/2024) (appeal pending)

In this administrative appeal taken by the respondent, the Legal Division defended the Referee's denial of the respondent's motion to dismiss the discrimination complaint on the grounds of judicial immunity. Although the Court found that allegations of racial discrimination and retaliation during attorney reinstatement proceedings are barred by judicial immunity, the Legal Division appealed the Court's decision into the Appellate Court, where the appeal remains pending.

HHB-CV23-6080048-S, *Charter Communications v. CHRO, et al.* (Budzik, J., 11/1/2024) (appeal pending)

In this administrative appeal taken by the respondent, the Legal Division successfully defended the Referee's finding that the respondent discriminated against the complainant based on disability. However, the Court disagreed with the Referee's finding that the respondent failed to engage in the interactive process and with the Referee's order of injunctive relief, remanding the case back to the administrative tribunal for further proceedings. The respondent appealed the Court's decision into the Appellate Court, where the appeal remains pending.

LEGISLATION

The Legislative and Administrative advisor for the CHRO is Attorney Darcy Jones-Strand. She provides exemplary guidance to CHRO through every phase of the legislative process, and with the assistance of its legal department, drafted/proposed legislation and testimony in support and opposition to raised bills. The State of Connecticut has placed priority on equality in its business practices. CHRO was responsible for overseeing two studies. One was a Disparity Study that was initiated in July 2022. The State of Connecticut contracted with Griffin and Strong, PC, who examined whether Connecticut's procurement program achieves the State's goal of identifying and hiring small contractors and minority business enterprises. It was completed in 2023. CHRO worked closely with DAS and OPM to produce the final product report.

Attorney Jones-Strand worked as lead from CHRO with Griffin and Strong, GSPC ("GSPC") to complete the Disparity Study analyzing state spending for the period of 2017 to 2021. Attorney Jones-Strand and Attorney Spencer Hill then worked with committee members to draft legislation that would overhaul the existing contract compliance program and implement some of the most important recommendations coming out of the completed Disparity Study report.

Much of the 2025 legislative session was spent working on the resulting legislation, Senate Bill 1518.

Ongoing challenges: implementation of the changes that are required by this new statutory language. It will require new processes, forms, and regulations which will need to be properly communicated to a wide range of stakeholders.

The Disparity Study launch included organizing a variety of events to reach a broad range of stakeholders interested in the outcome of the study. In addition to all the outreach events held over the course of the study in 2024, this spring we held 3 virtual events to explain the results of the study: one aimed at legislators and legislative staff, one for contractors, and another for state agency staff. We also held a series of inperson events in April 2025 to inform about the results of the study and how they will impact equity in Connecticut.

Ongoing challenges: As the recently passed legislation is implemented, we will need to continue this community engagement and outreach to ensure that all those impacted have a chance to provide feedback on the changes and understand the changes as they are going into effect.

AFFIRMATIVE ACTION

During this reporting period, the Affirmative Action unit experienced significant changes in staffing. Following a vacancy left by the retirement of former supervisor, Neva Elaine Vigezzi, who retired after over 45 years of state service, the agency hired Johnette Tolliver as the State Program Manager – Affirmative Action/ Contract Compliance in December 2024. The Affirmative Action Unit staff analyzed thirty-nine state agency affirmative action plans. Of these, 36 were approved, 1 was conditionally approved, and 2 were disapproved. Additionally, 283 technical assistance sessions were conducted with state agencies via a combination of telephone, teams, email, or in-person throughout the fiscal year.

The Affirmative Action Task force meets regularly with the Office of Policy and Management on affirmative action plan regulation reform.

The CHRO is assigned to the Department of Labor for HR and some administrative services. Through a memorandum of understanding, the EEO Manager, Jeri Beckford, is assigned to assist with the preparation of the Commission's Affirmative Action plan as well as conduct all internal investigations.

CONTRACT COMPLIANCE

This unit is supervised by Alvin Bingham. The Contract Compliance Unit currently has 6 full-time Human Rights and Opportunities Representatives and 1 Secretary. This year the Contract Compliance Unit reviewed 729 new set-aside/Affirmative Action Plans, this accounted for \$1,822,505,747.05 in state funds. The unit also closed out 616 existing plans.

This year's outreach efforts were centered on technical assistance training. A total of 311 contractors participated in sessions focused on completing set-aside and Affirmative Action Plans. Additionally, 194 municipal representatives attended sessions that detailed the municipal responsibilities. Training courses covering project owner duties drew 130 participants from non-profits, state agencies, and other awarding entities. An additional 25 representatives from the Purchasing Council were also trained.

Members of the unit have been taking part in the implementation of the Disparity Study Bill and look forward to enacting these changes in 2026. As a part of the unit's

extensive, ongoing outreach to state agencies regarding public works grants and projects, staff worked collaboratively with 21 separate funding agencies to implement best practices for contract compliance on grant programs and expenditures.

Staff regularly conduct hundreds of screener questionnaires to proactively alert grantees of the contract compliance requirements and to collect necessary project information. All the while, staff members conduct ad hoc outreach upon request. To incorporate revisions into the General Statutes, staff revised the several document templates and forms, the boilerplate nondiscrimination contract language, and public notice flyers that companies must post.

Sexual Harassment Training

CHRO continues to serve as a vital resource for training Connecticut employees about sexual harassment in the workplace and places of public accommodation. Commission staff answered hundreds of questions about the sexual harassment training mandate. Millions have been trained since the inception of the training. http://www.portalct.gov/chro

Internal Training

CHRO, through its legal department, regularly provides extensive two-week legal training for new staff members. Legal division staff conducted numerous IT training and development sessions with agency staff; 2 full-day, agency-wide training sessions were conducted with internal and external presenters in December 2024 and June 2025.

External Training

CHRO, through consultation with its legal department, provided outreach and education to the public this year which included fair housing training and webinars funded by HUD grants, speaking at UConn Law events for students, CBA trainings, several cultural competency trainings.

OUTREACH AND EDUCATION

Ana Mitchell, Outreach Coordinator-Bilingual, led the agency to a very robust and exhaustive agenda.

Outreach Successes:

Social Media Followers: 2.1K on Facebook, 1,465 on Instagram and 447 on LinkedIn.

Attorney Jody Walker-Smith led a team of professionals who created regular posts for the agency's Facebook, Instagram, and LinkedIn accounts. Anthony Pragano, Executive Trainee also submitted Outreach posts for the agency's Facebook, Instagram, and LinkedIn accounts

During this fiscal year, the CHRO conducted extensive training on fair housing, sexual harassment and domestic violence laws that included the production of a public service announcements in English and in Spanish, and videos, and multiple live trainings and webinars. The CHRO outreach has been expanded throughout Connecticut reaching thousands of our Connecticut stakeholders with the purpose of educating them on their protected classes and our programs.

The Outreach Coordinator, Ana Mitchell also co-facilitated an ambassador program with Attorney Darcy Jones-Strand to provide the public with information on employment discrimination, housing discrimination and our complaint process. Every unit at the CHRO participated and/or hosted many exciting events. The Commission partnered and collaborated with stakeholders to address housing discrimination and housing access, police accountability, trans-gender rights, medical disparities, etc.

The reports can be located on our website at:

https://portal.ct.gov/chro/commission/publications/annual-reports-to-the-governor-and-general-assembly-on-affirmative-action-in-connecticut-state-agenc

DIVERSITY, EQUITY, AND INCLUSION

Co-Chairs: Tanya Hughes and Jody Walker-Smith, Secretary Cheyanne Clark, and representatives from Bridgeport, Waterbury, Norwich, Capitol, Legal, Housing, Affirmative Action, Contract Compliance, and the Office of Public Hearings.

From 2019 - 2025 Attorney Jody Walker Smith successfully co-chaired the Diversity, Equity, and Inclusion Committee at CHRO. The Committee provides educational content via its Social Media Team (SMT). We also began cross-posting on LinkedIn in September 2024. A library of SMT's work from 2021 through 2024 is accessible on SharePoint at CHRO. It significantly increased the agency's online presence with a significant number of subscribers. You can find nearly daily posts to update the public about issues of public interest and how to access our services for assistance. The legal department provides weekly thought-provoking and critically important conversations about equity and discrimination law. The regional offices, Affirmative Action, Contract Compliance, and Fair Housing Units also contribute regularly to statewide efforts to increase diversity and inclusion through our work with schools, businesses, municipalities, stakeholders, and local chambers of commerce.

2024 metrics - Facebook views: 26.9k - Facebook accounts reached: 38.1k accounts; up 74.6% - Facebook page visits: 12.9k; up 39.5% - Facebook page new follows: 171 accounts; up 8.9% - Instagram views: 22.7K - Instagram accounts reached: 9.6k accounts; up 173.7% - Instagram profile visits: 1.1K; down 22.5% - Instagram profile new follows: 247 SMT's widest reaching posts in 2024: - Transgender Day of Remembrance (1.6K) - Hispanic Heritage Month – Puerto Rico (1.3K) - Latina Equal Pay Day (1.1K)

We can be followed at: facebook.com/ctchro. Instagram: @ct_chro.

Website: http://www.portalct.gov/chro.

TECHNOLOGY COMMITTEE

This committee is chaired by Attorney Jonathan Sykes. The committee is responsible for ensuring efficient and effective troubleshooting of IT related issues within the agency or, if necessary, through unit-specific elevation to DAS. The committee is also responsible for training staff in the use of technology, adoption of best practices, intra-

agency IT security protocol development, and recommendation of technology purchasing. Each unit has at least one representative on this unit to ensure consistent and accurate application of all agency practices and procedures. Since his appointment as chairperson, Jonathan has led to many streamlined and improved procedures. He is currently leading an overhaul and update of our website.

FEDERAL REVENUE:

The CHRO has workshare agreements with both the Equal Opportunity Commission (EEOC) and the US Department of Housing and Urban Development (HUD). For every complaint dual-filed with both the CHRO and either EEOC or HUD, the federal government remits payment to the CHRO to process and investigate the complaint on their behalf. To ensure fair and impartial processing, this money is not contingent on the outcome of the complaint. As a result of this arrangement, approximately 25% of the commission's budget is covered by federal vouchers for case processing. This revenue is directly deposited into the General Fund. Contracts with our federal partners for FY 2024-2025 remain pending federal executive orders, however, we continue to maintain our workshare arrangements.

Diane Carter, Supervisor of the Fair Housing Unit, continued to guide the unit to markedly improved performance by increasing the number of completed Housing investigations within the prescribed 100-day timeframe for the fourth year in a row. This is anticipated to result in increased revenue for the agency. But more importantly, it reflects enhanced services for the complainants who seek our services.

PUBLIC HEARINGS

The Office of Public Hearings (OPH) conducts contested case proceedings in discrimination cases brought by the Commission and in whistleblower retaliation cases filed with the Chief Human Rights Referee pursuant to CONN. GEN. STAT. § 4-61dd. The office is led by Chief Referee, Dr. Cherron Payne. Attorney Jon FitzGerald and Attorney Komla Montrevi (who was appointed in 2024) are the other two referees.

REPORTS

Annual reports required by statute including reports on the state of Affirmative Action in state agencies, the contract compliance program, agency case processing trends, and the awarding of attorney fees can also be found on our website. The reports can be accessed at https://portal.ct.gov/CHRO/Commission/Publications/CHRO-Publications under the "Publications" tab.

The executive director provides monthly productivity and status reports to the commissioners at every public commission meeting. The regions continue to demonstrate a large amount of activity around outreach events. Over 80% of the staff participate in some ways in agency outreach and training activities.

Regular and consistent staff meetings occur in every unit of the agency with attorney designation assignments to each unit for consistent application of laws and regulations.

FREEDOM OF INFORMATION

The Commission takes seriously its responsibility to comply with the provisions of the state's Freedom of Information Act. The Legal Division is responsible for responding to all freedom of information (FOI) requests, except those received directly in a regional office requesting a file being processed by that office. The Legal Division also responds to subpoenas for documents and testimony related to agency procedures and documents. Support staff handles most requests; complex requests and hearings are referred to the Executive Director. The Executive Director ensures that all regular and special Commission meetings are properly noticed and filed with the Office of the Secretary of State in accordance with the requirements of the Freedom of Information Act.

Additional Information: Individuals seeking more information about the Commission, the laws it enforces, or its services and programs are encouraged to contact the Commission's website (http://www.portalct.gov/chro) or call our toll-free number (800) 477-5737.