

# **Commission on Human Rights & Opportunities**



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## **Annual Case Processing Report**

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**FY 2020**

# Fiscal Year July 1, 2019 to June 30, 2020

The Commission on Human Rights and Opportunities

## 1. Complaints Filed by Region

The Commission received a total of 2625 complaints in FY 2020. 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.

<b>Capitol</b>	586
<b>Southwest</b>	495
<b>West Central</b>	641
<b>Eastern</b>	411
<b>Housing Discrimination Unit</b>	<u>186</u>
<b>Total</b>	2319

## 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.

<b>Employment</b>	1922
<b>Housing</b>	187
<b>Public Accommodations</b>	196
<b>Other</b>	<u>14</u>
<b>Total</b>	2319

## 3. Complaints Filed Against State Agencies 223

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 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.

<b>Closure Type</b>	<b>Total</b>
Administrative Dismissal	78
Case Assessment Review – No Claim for Relief	228
Case Assessment Review – No Possibility of Reasonable Cause Finding	156
Case Assessment Review – Respondent Exempt	1
Case Assessment Review – Frivolous	0
No Reasonable Cause	321
No Reasonable Cause – Administrative Dismissal	9
No Reasonable Cause - Lack of Jurisdiction	2
Pre-determination Conciliation	48
Public Hearing/Court Closure	35
Release of Jurisdiction	560
Satisfactorily Adjusted	5
Unknown	5
Withdrawal	81
Withdrawal with Settlement	874
<b>Grand Total</b>	<b>2640</b>

**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	57
Reasonable Cause Drafts Issued	95

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<b>CHRO Complaints Filed by Basis and Type</b>					
<b>Basis</b>	<b>Employment</b>	<b>Housing</b>	<b>PA*</b>	<b>Other</b>	<b>Totals</b>
Age	398	16	21	3	<b>438</b>
Alienage	1	0	3	2	<b>6</b>
Ancestry	141	13	19	0	<b>173</b>
Blindness	0	0	1	0	<b>1</b>
Color	340	26	51	3	<b>420</b>
Familial Status	1	47	2	0	<b>50</b>
Gender Identity	30	0	3	0	<b>33</b>
Guide Dog/Access	0	7	2	0	<b>9</b>
Learning Disability	25	0	17	0	<b>42</b>
Marital Status	27	3	4	0	<b>34</b>
Mental Disability	148	39	34	0	<b>221</b>
Mental Disorder	25	0	7	1	<b>33</b>
National Origin	206	21	20	2	<b>249</b>
None	0	0	0	0	<b>0</b>
Other	268	1	27	0	<b>296</b>
Physical Disability	404	52	54	4	<b>514</b>
Police Racial Profiling	0	0	1	1	<b>2</b>
Prior Conviction of Crime	10	0	8	1	<b>19</b>
Race	471	36	70	6	<b>583</b>
Religious Creed	51	6	15	4	<b>76</b>
Retaliation - Housing	0	7	0	0	<b>7</b>
Sex	535	15	26	1	<b>577</b>
Sexual Orientation	54	6	4	0	<b>64</b>
Source of Income	0	28	0	0	<b>28</b>
<b>Grand Totals</b>	<b>3135</b>	<b>323</b>	<b>389</b>	<b>28</b>	<b>3875</b>

**\*Public Accommodation**

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<b>Case Count by Issue</b>		
<b>Type</b>	<b>Issue</b>	<b>Total</b>
EMPLOYMENT	Aiding & Abetting	40
	Demotion	66
	Denied Disability(Pregnancy)	3
	Discharge	985
	Exclude from Membership	2
	Expel from Membership	1
	Harassment	504
	Hiring	95
	Other	515
	Other(Pregnancy)	28
	Promotion	119
	Reasonable Accommodation	152
	Refused Leave(Pregnancy)	4
	Retaliation	753
	Sexual Harassment	210
	Termination(Pregnancy)	30
	Terms & Conditions	880
HOUSING	Denial of Rental	37
	Denial of Sale	2
	Eviction	4
	Other	31
	Reasonable Accommodation	44
	Retaliation	5
	Sale	2
	Terms and Conditions	92
OTHER	Code of Fair Practices	1
	Criminal Offender	4
	Delayed payment	1
	Interference with performance	1
	Other	5
	Terms & conditions of bid	1
PUBLIC ACCOMMODATIONS	Denied Accommodation	6
	Entertainment	1
	Food	2
	Other	113
	Police Conduct	13
	Public Agency	25
	Reasonable Accommodation	5
	Recreation	1
<b>Grand Total</b>		<b>4783</b>

<b>Complaints Closed by Unit According to Type</b>					
<b>Unit</b>	<b>Employment</b>	<b>Housing</b>	<b>Other</b>	<b>Public Accommodations</b>	<b>Total</b>
Capitol	273	0	2	7	282
Southwest	247	0	0	11	258
West Central	339	0	0	9	348
Eastern	271	0	1	10	282
Housing	8	154	0	1	163
Legal	869	21	12	168	1070
<b>Grand Total</b>	<b>2007</b>	<b>175</b>	<b>15</b>	<b>206</b>	<b>2403</b>