

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2022

Fiscal Year July 1, 2021 to June 30, 2022
The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2018 complaints in FY 2022. 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	465
Southwest	383
West Central	576
Eastern	385
Housing Discrimination Unit	<u>209</u>
Total	2018

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	1581
Housing	209
Public Accommodations	199
Other	<u>29</u>
Total	2018

3. Complaints Filed Against State Agencies 179

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 2121 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	70
Case Assessment Review – No Claim for Relief	206
Case Assessment Review – No Possibility of Reasonable Cause Finding	113
Case Assessment Review – Respondent Exempt	1
Case Assessment Review – Frivolous	0
No Reasonable Cause	336
No Reasonable Cause – Administrative Dismissal	15
No Reasonable Cause - Lack of Jurisdiction	6
Pre-determination Conciliation	58
Public Hearing/Court Closure	75
Release of Jurisdiction	432
Satisfactorily Adjusted	14
Unknown	3
Withdrawal	84
Withdrawal with Settlement	708
Grand Total	2121

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	69
Reasonable Cause Drafts Issued	101

6. Office of Public Hearings Closures

The Commission’s Office of Public Hearings conducts *de novo* proceedings to determine whether a discriminatory practice has occurred as alleged in the complaint and, if so, what relief should be

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ordered. The office also hears complaints of whistleblower retaliation. Closures before the Office of Public Hearings for the past fiscal year are as follows:

Discrimination Complaint Closures:

Motions to Dismiss/Administrative Dismissals	4
Public Hearing Withdrawals	4
Referee Decisions	13
Stipulated Agreements	21
Decertified	2
Releases of Jurisdiction	7

Whistleblower Retaliation Complaint Closures:

Motions to Dismiss/Administrative Dismissals	8
Public Hearing Withdrawals	2
Referee Decisions	0
Stipulated Agreements	0

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	224	5	34	5	268
Alienage	3	0	0	0	3
Ancestry	98	2	19	21	125
Blindness	1	1	0	0	2
Color	356	16	69	21	462
COVID-19	24	0	0	5	29
Familial Status	3	9	0	0	12
Gender Identity	25	0	7	0	32
Guide Dog/Access	0	0	1	0	1
Learning Disability	19	2	16	0	37
Marital Status	16	0	13	0	29
Mental Disability	136	36	48	2	222
Mental Disorder	14	5	1	2	22
National Origin	193	12	15	2	222
None	1	0	0	0	1
Other	199	16	19	7	241
Physical Disability	324	52	53	12	441
Police Racial Profiling	1	0	1	1	3
Prior Conviction of Crime	6	0	7	1	14
Race	470	32	75	20	597
Religious Creed	91	2	12	4	109
Retaliation - Housing	0	2	1	0	3
Sex	394	5	41	3	443
Sexual Orientation	32	1	6	1	40
Source of Income	1	32	3	0	36
Veteran Status	2	1	1	0	4
Grand Totals	2633	231	442	92	3398

***Public Accommodation**

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	3
	Aiding & Abetting	38
	Demotion	33
	Denied Disability(Pregnancy)	2
	Discharge	706
	Exclude from Membership	3
	Failure to Classify	2
	Harassment	514
	Hiring	76
	Other	476
	Other(Pregnancy)	21
	Promotion	79
	Reasonable Accommodation	157
	Retaliation	562
	Sexual Harassment	157
	Termination(Pregnancy)	20
	Terms & Conditions	709
HOUSING	Denial of Rental	25
	Denial of Sale	4
	Eviction	22
	Other	13
	Reasonable Accommodation	64
	Rental	3
	Retaliation	8
	Sale	1
	Terms and Conditions	64
OTHER	Civil Liberties	1
	Code of Fair Practices	13
	Criminal Offender	9
	Other	6
PUBLIC ACCOMMODATIONS	Denied Accommodation	12
	Food	2
	Other	139
	Police Conduct	6
	Public Agency	12
	Reasonable Accommodation	3
Grand Total		3965

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	280	0	0	10	290
Southwest	247	0	0	11	258
West Central	280	0	0	6	286
Eastern	182	0	1	9	192
Housing	0	164	0	0	164
Legal	714	70	10	137	931
Grand Total	1703	234	11	173	2121