

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2023

Fiscal Year July 1, 2022 to June 30, 2023
The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2156 complaints in FY 2023. 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	511
Southwest	432
West Central	606
Eastern	408
Housing Discrimination Unit	<u>199</u>
Total	2156

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	1680
Housing	201
Public Accommodations	241
Other	<u>34</u>
Total	2156

3. Complaints Filed Against State Agencies 180

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 1843 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	89
Case Assessment Review – No Claim for Relief	159
Case Assessment Review – No Possibility of Reasonable Cause Finding	86
Case Assessment Review – Respondent Exempt	0
Case Assessment Review – Frivolous	0
No Reasonable Cause	339
No Reasonable Cause – Administrative Dismissal	5
No Reasonable Cause - Lack of Jurisdiction	2
Pre-determination Conciliation	30
Public Hearing/Court Closure	85
Release of Jurisdiction	380
Satisfactorily Adjusted	17
Unknown	8
Withdrawal	77
Withdrawal with Settlement	566
Grand Total	1843

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	50
Reasonable Cause Drafts Issued	80

Fiscal Year July 1, 2022 to June 30, 2023

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	288	9	37	11	345
Alienage	5	0	0	1	6
Ancestry	117	5	22	4	148
Blindness	0	0	1	0	1
Color	400	24	65	17	506
COVID-19	22	0	2	0	24
Familial Status	1	4	1	0	6
Family with Minor Children	0	0	1	0	1
Gender Identity	34	1	6	1	42
Guide Dog/Access	1	1	1	0	3
Guide Dog/Posting	1	0	0	0	1
Learning Disability	27	0	18	2	47
Marital Status	12	1	15	3	31
Mental Disability	177	33	57	7	274
Mental Disorder	16	4	2	0	22
National Origin	159	21	20	3	203
Other	200	6	34	18	258
Physical Disability	377	33	48	3	461
Police Racial Profiling	0	0	1	1	2
Prior Conviction of Crime	8	0	18	0	26
Race	503	32	98	23	656
Religious Creed	54	0	13	4	71
Retaliation - Housing	0	3	0	0	3
Sex	422	10	31	10	473
Sexual Orientation	55	7	6	1	69
Source of Income - Other	0	14	0	0	14
Source of Income - Sect. 8	0	8	0	0	8
Veteran Status	21	1	1	1	24
Grand Totals	2900	217	498	110	3725

***Public Accommodation**

Fiscal Year July 1, 2022 to June 30, 2023

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	5
	Aiding & Abetting	46
	Demotion	57
	Discharge	901
	Exclude from Membership	1
	Expel from Membership	3
	Failure to Classify	3
	Failure to Refer	1
	Harassment	596
	Hiring	82
	Other	473
	Other(Pregnancy)	22
	Promotion	92
	Reasonable Accommodation	158
	Retaliation	683
	Sexual Harassment	172
	Termination(Pregnancy)	16
Terms & Conditions	710	
HOUSING	Denial of Rental	30
	Denial of Sale	2
	Eviction	5
	Loan/Credit	2
	Other	2
	Reasonable Accommodation	51
	Rental	1
	Retaliation	11
	Terms and Conditions	91
OTHER	Code of Fair Practices	12
	Criminal Offender	10
	Other	9
PUBLIC ACCOMMODATIONS	Denied Accommodation	17
	Food	1
	Other	167
	Police Conduct	4
	Public Agency	5
	Reasonable Accommodation	10
Grand Total		4451

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	284	0	1	11	296
Southwest	274	0	0	10	284
West Central	303	0	0	16	319
Eastern	220	0	7	15	242
Housing	0	157	0	2	159
Legal	374	40	24	105	543
Grand Total	1455	187	32	159	1843