

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2024

Fiscal Year July 1, 2023 to June 30, 2024

The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2439 complaints in FY 2024. 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	581
Southwest	485
West Central	761
Eastern	449
Housing Discrimination Unit	<u>163</u>
Total	2439

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	2016
Housing	163
Public Accommodations	242
Other	<u>18</u>
Total	2439

3. Complaints Filed Against State Agencies **193**

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 2218 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	80
Case Assessment Review – No Claim for Relief	264
Case Assessment Review – No Possibility of Reasonable Cause Finding	124
Case Assessment Review – Respondent Exempt	1
Case Assessment Review – Frivolous	0
No Reasonable Cause	321
No Reasonable Cause – Administrative Dismissal	2
No Reasonable Cause - Lack of Jurisdiction	6
Pre-determination Conciliation	41
Public Hearing/Court Closure	71
Release of Jurisdiction	425
Satisfactorily Adjusted	10
Unknown	13
Withdrawal	115
Withdrawal with Settlement	745
Grand Total	2218

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. In that instance, the case would be certified without a draft finding of Reasonable Cause having been filed.

Cases Certified to Public Hearing	77
Reasonable Cause Drafts Issued	74

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	417	4	22	6	449
Alienage	5	0	0	0	5
Ancestry	105	0	31	4	140
Blindness	3	0	0	0	3
Clean Slate	1	0	0	0	1
Color	414	0	73	8	495
COVID-19	3	0	0	0	3
Familial Status	2	1	0	0	3
Gender Identity	46	3	9	0	58
Guide Dog/Access	0	19	1	0	20
Guide Dog/Posting	0	5	0	0	5
Learning Disability	34	0	16	1	51
Marital Status	30	3	6	2	41
Mental Disability	201	31	58	3	293
Mental Disorder	27	1	11	0	39
National Origin	181	10	16	3	210
Other	360	3	35	1	399
Physical Disability	464	19	64	4	551
Police Racial Profiling	0	0	4	0	4
Prior Conviction of Crime	22	2	13	1	38
Race	572	18	93	9	692
Religious Creed	60	0	9	3	72
Sex	572	2	27	4	605
Sexual Orientation	78	8	4	0	90
Source of Income	1	11	2	1	15
Veteran Status	20	0	1	0	21
Grand Totals	3618	140	495	50	4303

***Public Accommodation**

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	2
	Aiding & Abetting	36
	Demotion	85
	Discharge	1106
	Failure to Classify	3
	Harassment	674
	Hiring	116
	Other	646
	Other(Pregnancy)	37
	Promotion	115
	Reasonable Accommodation	145
	Refused Leave (Pregnancy)	1
	Retaliation	876
	Sexual Harassment	200
	Termination(Pregnancy)	32
	Terms & Conditions	883
HOUSING	Denial of Rental	25
	Sale	1
	Eviction	4
	Loan/Credit	3
	Other	3
	Reasonable Accommodation	51
	Rental	11
	Retaliation	4
	Terms and Conditions	34
OTHER	Code of Fair Practices	1
	Credit Card	1
	Loan	1
	Criminal Offender	4
	Other	5
PUBLIC ACCOMMODATIONS	Denied Accommodation	19
	Recreation	1
	Other	176
	Police Conduct	3
	Public Agency	6
	Reasonable Accommodation	17
Grand Total		5327

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	323	0	1	8	332
Southwest	285	0	0	13	298
West Central	360	0	0	15	375
Eastern	304	0	2	19	325
Housing	0	160	0	0	160
Legal	483	38	18	189	728
Grand Total	1755	198	21	244	2218