

Fiscal Year July 1, 2017 to June 30, 2018

The Commission on Human Rights and Opportunities

CASE PROCESSING REPORT, CUMULATIVE DATA

1. Complaints Filed by Region

The Commission received a total of 2484 complaints in FY 2017-18. 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	552
Southwest	566
West Central	733
Eastern	442
Housing Discrimination Unit	<u>191</u>
Total	2484

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	2091
Housing	192
Public Accommodations	177
Other	<u>24</u>
Total	2484

3. Complaints Filed Against State Agencies 169

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 2435 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	98
Case Assessment Review – No Claim for Relief	178
Case Assessment Review – No Possibility of Reasonable Cause Finding	179
Case Assessment Review – Respondent Exempt	3
Case Assessment Review – Frivolous	2
No Reasonable Cause	338
No Reasonable Cause – Administrative Dismissal	31
No Reasonable Cause - Lack of Jurisdiction	6
Pending	2
Pre-determination Conciliation	55
Public Hearing/Court Closure	51
Release of Jurisdiction	543
Satisfactorily Adjusted	22
Unknown	11
Withdrawal	115
Withdrawal with Settlement	800
Grand Total	2435

5. OPH Closures

The Office of Public Hearings (OPH) conducts hearings on any discrimination complaints certified after a finding of reasonable cause. Further, OPH conducts hearings on cases that are sent through the Early Legal Intervention process and chosen for public hearing after review.

Motion to Dismiss/Administrative Dismissals	3
Public Hearing Withdrawals	8
Referee Decisions	5
Stipulated Agreements	34
Decertified	6
Release of Jurisdiction	1
Grand Total	57

In addition to the discrimination complaints included above, the OPH also conducts hearings on Whistleblower Retaliation complaints.

Motion to Dismiss/Administrative Dismissals	3
Withdrawals	7
Referee Decisions	0
Stipulated Agreements	1
Grand Total	11

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6. 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	53
Reasonable Cause Drafts Issued	77

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	445	18	18	7	488
Alienage	25	0	1	0	26
Ancestry	200	24	19	0	243
Blindness	1	0	2	0	3
Color	415	28	59	10	512
Familial Status	9	8	4	0	21
Gender Identity	9	0	3	0	12
Learning Disability	29	0	6	0	35
Marital Status	30	0	8	6	44
Mental Disability	114	32	27	3	176
Mental Disorder	70	0	11	1	82
National Origin	229	25	15	0	269
None	1	0	0	2	3
Other	343	2	14	5	364
Physical Disability	468	55	30	4	557
Police Racial Profiling	2	0	0	0	2
Prior Conviction of Crime	12	0	2	0	14
Race	551	34	59	13	657
Religious Creed	54	9	8	9	80
Retaliation - Housing	0	5	0	0	5
Sex	565	10	43	8	626
Sexual Orientation	53	4	7	1	65
Source of Income	0	40	4	0	44
Grand Totals	3625	294	340	69	4328

***Public Accommodation**

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Aiding & Abetting	41
	Demotion	64
	Denied Disability(Pregnancy)	2
	Discharge	1188
	Exclude from Membership	2
	Failure to Classify	2
	Failure to Refer	1
	Harassment	534
	Hiring	106
	Other	612
	Other(Pregnancy)	17
	Promotion	92
	Reasonable Accommodation	182
	Retaliation	788
	Sexual Harassment	235
	Termination(Pregnancy)	21
	Terms & Conditions	902
HOUSING	Denial of Rental	45
	Denial of Sale	10
	Eviction	10
	Loan/Credit	1
	Other	14
	Reasonable Accommodation	57
	Rental	4
	Retaliation	15
	Sale	2
	Terms and Conditions	81
OTHER	Code of Fair Practices	16
	Criminal Offender	1
	Other	3
PUBLIC ACCOMMODATIONS	Denied Accommodation	11
	Food	3
	Other	128
	Police Conduct	9
	Public Agency	12
	Reasonable Accommodation	3
	Recreation	1
Grand Total		5216

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Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	224	0	0	15	239
Southwest	243	0	1	7	251
West Central	233	0	1	7	241
Eastern	275	0	1	13	289
Housing	0	175	0	1	176
Legal	1026	39	24	150	1239
Grand Total	2001	214	27	193	2435