

ENFORCING ANTI-DISCRIMINATION LAWS    Protecting Civil Rights  
Advancing Accessibility    **Uniting Communities**    Building Bridges    **Opening Doors**  
Breaking Barriers    Celebrating Diversity    ENSURING EQUAL OPPORTUNITY  
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**pennsylvania**

HUMAN RELATIONS COMMISSION

**2008-2009 Annual Report**

**T**he mission of the Pennsylvania Human Relations Commission is to administer and enforce the Pennsylvania Human Relations Act and the Pennsylvania Fair Educational Opportunities Act through investigation, identification and elimination of unlawful discrimination and the promotion of equal opportunity for all persons.



**Executive Director Homer C. Floyd**  
**Commissioners:**

**Chairperson Stephen A. Glassman**  
**Vice Chairperson Raquel O. Yiengst**  
**Secretary Dr. Daniel D. Yun**

**Assistant Secretary Rev. Dr. James Earl Garmon, Sr.**

**Ismael Arcelay\***

**M. Joel Bolstein**

**Timothy Cuevas\*\***

**J. Whyatt Mondesire**

**S. Kweilin Nassar**

**Gerald S. Robinson\***

**Sylvia A. Waters\***

**Daniel Woodall**

\* Confirmed June 23, 2009

\*\*Term expired during the year

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Dear Governor Rendell and Members of the General Assembly,

Thirty years ago, this agency's annual report was a record of persistence and perseverance amid a daily struggle against discrimination and injustice in Pennsylvania:

“For the Pennsylvania Human Relations Commission, or any human rights agency, stamina is the name of the game. No matter how rewarding the achievements, so much more remains to be done. No matter how long the struggle, victory seems never in sight.

Endurance is not a flashy virtue. There is nothing flamboyant about perseverance. But for the commission and its staff, the inner and endless challenge is to sustain ideals for justice, and continue the struggle for human dignity.”

Those words ring true today. In spite of progress in our workplaces, schools and communities, the task described by President Lincoln remains unfinished, and the dream of Dr. Martin Luther King, Jr. remains unfulfilled. We dare not mistake our advances for attainment of the goal.

Our caseloads illustrate that Pennsylvanians are still denied the opportunity to work, learn and live peacefully by others' willful disregard for our established law and public policy. Pennsylvanians are still victimized by those who act on their prejudices, despite the law. And many among us — LGBT Pennsylvanians in particular — are still openly victimized and without legal protection under our current laws.

Our staff and commissioners press on to enforce the law and promote equal opportunity, despite ever-increasing caseloads and other stresses exacerbated by steep budget and staff cuts. We hope you find this report an enlightening account of both our work and our tireless commitment to the civil rights of all Pennsylvanians.

We hope you will continue to join us in this commitment.

A handwritten signature in black ink that reads "Stephen A. Glassman". The signature is fluid and cursive.

Stephen A. Glassman  
Chairperson



Dear Governor Rendell and Members of the General Assembly,

2008-2009 was a year of historic and positive change on the national front. We elected the first African-American President of the United States — illustrating huge progress toward achieving Dr. Martin Luther King, Jr.'s dream of justice and equality for people of all races.

More minorities and women actively participated in the political process, running for office and voting in greater numbers. We have made many strides toward equal opportunity in the workplace. But celebrations of progress did not come without stark reminders of how far we still have to go until Dr. King's dream is fully realized.

Voices of fear, intolerance and mistrust of minority and female candidates echoed in the media and the streets throughout the election. The beating death of a Hispanic immigrant in a small Pennsylvania town was a graphic reminder that ethnic hatred still exists. Pennsylvania women still make only 78 cents to each dollar their male counterparts are paid — a problem that is even worse for women of color. The struggle for access to public places and to reasonable accommodations in the workplace is still an uphill battle for Pennsylvanians with disabilities. Pennsylvanians lost their homes due to illegal predatory lending targeting minorities, women and the elderly.

We still have work to do. We have taken time to celebrate our victories without taking time off from our efforts to protect the rights of Pennsylvanians.

We made significant progress this year. The commission docketed nearly 4,000 complaints of illegal discrimination during the year. We closed 4,148 cases, with a 41 percent settlement rate. We awarded over \$12.4 million in benefits to those who suffered illegal discrimination. Over 23,800 Pennsylvanians enjoy better access to workplaces, businesses and schools; better workplace policies and better working conditions due to our efforts.

With your continued support we will continue to celebrate progress while working diligently to make Pennsylvania a more just and equitable place to live, work and learn.

A handwritten signature in black ink that reads "Homer C. Floyd". The signature is written in a cursive, flowing style.

Homer C. Floyd  
Executive Director





# pennsylvania

## HUMAN RELATIONS COMMISSION

## Who is the Pennsylvania Human Relations Commission?

The Pennsylvania Human Relations Commission enforces commonwealth laws that prohibit discrimination: the Pennsylvania Human Relations Act, which encompasses employment, housing, commercial property, education and public accommodations; and the Pennsylvania Fair Educational Opportunities Act, which is specific to postsecondary education and secondary vocational and trade schools.

In general, the law prohibits discrimination based on race; color; religious creed; ancestry; age (40 and over); sex; national origin; familial status (only in housing); handicap or disability and the use, handling or training of support or guide animals for disability. Retaliation for filing a complaint, opposing unlawful behavior or assisting investigations is also illegal.

The law also empowers the commission to track incidents of bias that may cause community tension and to educate the general public, law enforcement, educators and government officials in order to prevent discrimination and foster equal opportunity.

The commission consists of administrative, legal and investigative staff, overseen by an executive director in Harrisburg and regional directors in Harrisburg, Philadelphia and Pittsburgh.

Eleven commissioners, appointed by the governor and confirmed by the senate, act as public liaisons, set policies to be implemented by staff and resolve some cases that are not settled voluntarily. The commission is independent and nonpartisan, with no more than six commissioners from one political party. The commission chairperson is appointed by the governor, and a vice-chairperson, secretary and assistant secretary are elected by commissioners each year.

# Agency Highlights — The Year At a Glance

## Settlement Rate

PHRC's settlement rate far exceeds all other state Fair Employment Practices Agencies and is more than twice that of the federal Equal Employment Opportunity Commission. The 41 percent rate for 2008-2009 is a three percent increase over the previous year.

- PHRC Settlement Rate, 2008-2009 — 41%\*
- Peer agencies' five-year average — 24%
- EEOC 5-year average — 18%

\*Includes settlements in areas other than employment.

## Benefits to Discrimination Victims

PHRC awarded benefits to more than 23,800 victims of illegal discrimination in 2008-2009, including monetary benefits of over \$12.4 million, an increase of \$2 million over the previous year.

## Case Closings

The commission closed 50 percent of its total caseload of 8,292 this year, including resolutions, settlements and cases withdrawn or filed in court (closed for administrative reasons).

- **Cases under investigation July 1, 2008 — 4,370**
- **Cases docketed during the year — 3,922**
- **Cases closed during the year — 4,148**
- **2,132 cases, or 52 percent, were closed within one year.**
- **106 settled after probable cause finding**
- **1,584 settled prior to a finding**
- **582 closed for administrative reasons**
- **1,876 closed with a no probable cause finding**
- **10 Public hearings were held on liability issues**



## Settlement Highlights

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PHRC settlements are legally binding and generally confidential as part of the settlement terms, so in most instances the commission is unable to publicize them. PHRC settlements, whether cash payments or measures such as ramps with measurable monetary value, totaled over \$12.4 million in 2008-2009, benefiting over 23,800 Pennsylvanians. Forty-one percent of the cases closed over the year were settled.

Following are details of monetary settlements involving amounts of \$10,000 or more to individuals:

- A Philadelphia Region commercial property discrimination case based on national origin was settled for \$150,000.
- A housing discrimination case involving allegations of predatory lending settled for \$60,000 in a complaint filed by an elderly man with a disability.

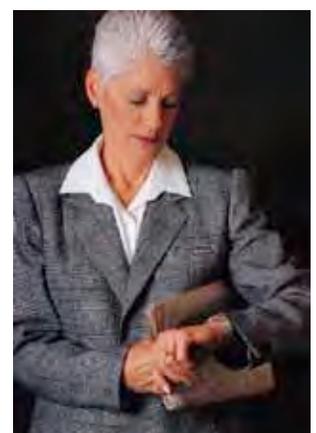
All other settlements over \$10,000 were employment discrimination cases:

- **179** employment discrimination cases statewide settled for \$10,000 or more.
  - The largest settlement in the Pittsburgh region was \$133,000 for a sex discrimination case filed by a woman.
  - The largest settlement in the Harrisburg region was \$175,000 in a sex discrimination case filed by a woman.
  - The largest settlement in the Philadelphia region was \$175,000 for a case involving sex discrimination and retaliation allegations filed by a woman.



## Settlement Highlights (continued)

- **64** settlements were for allegations of sex discrimination:
  - **5** sex discrimination settlements were in complaints filed by men, with the highest settlement being for \$130,000.
  - **6** of the sex discrimination settlements were complaints filed by pregnant women, with the highest settlement being for \$120,500.
  - **12** of the sex discrimination settlements involved sexual harassment complaints filed by women, with the highest settlement being for \$50,000.
  - **3** of the sex discrimination settlements involved complaints of unequal pay filed by women, with the highest settlement being for \$100,150.
- **42** settlements involved allegations of race discrimination, most were filed by African-American or black complainants. The highest settlement amount was \$82,500.
  - **3** race discrimination settlements were in cases filed by white men, with the highest settlement being for \$40,490.
- **31** settlements were for complaints of disability discrimination, with the highest settlement amount being \$105,000.
- **31** age discrimination cases involved settlements over \$10,000, with \$75,000 being the highest settlement for a case involving age only.
- **31** settlements involved allegations of retaliation, with the highest settlement amount being \$105,000.
- **10** settlements were for allegations of discrimination based on ancestry or national origin:
  - **4** settlements were with those who identified themselves as Hispanic; **1**, Puerto Rican;
  - **2** settlements were with individuals who identified their national origin as Russia; **1** India; and **2**, United States.
- **2** settlements were for allegations of religious discrimination against Christians.



## Public Hearings & Legal Orders: Enforcing Anti-Discrimination Laws

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The law requires the commission to make every effort to conciliate between parties before a public hearing, and in most instances these efforts are successful. Forty-one of the 58 cases on PHRC's public hearing docket at the beginning of the year either settled or went to court.

Public hearing cases are heard by either a panel of three commissioners or a permanent hearing examiner. In each instance, the panel or hearing examiner issues a recommendation after reviewing evidence presented in the hearing and any post-hearing briefs filed by the parties. Commissioners then review the entire case record and then vote either to 1) adopt the recommended findings of fact, conclusions of law, opinion and proposed order, and issue a Final Order or 2) to remand the issue for further consideration.

### Final Orders After Public Hearing

PHRC held 10 public hearings in 2008-2009. Five cases resulted in Final Orders dismissing the complaint for lack of sufficient evidence to support the allegations. The other five resulted in Final Orders finding unlawful discrimination and ordering relief as summarized below:

- May '09 – Philadelphia Prison System was ordered to pay a former employee over \$81,000 for illegal retaliation. The complainant was dismissed after filing a complaint of race and sex discrimination. (Race and sex discrimination complaints were pending at the close of the fiscal year.)
- Jan. '09 – Philadelphia Fire Dept. was ordered to cease age discrimination and reinstate seven qualified firefighter candidates into consideration for jobs after having removed them from consideration solely based on their age. Each candidate was over 40 and had passed written, skills and physical agility tests required of job candidates. Two of the seven were military veterans, three were Philadelphia Fire Service paramedics and one was a Philadelphia police officer.
- Dec. '08 – Fidelity Mortgage Company of Philadelphia was ordered to pay \$17,405 plus interest for pregnancy discrimination. Fidelity was found to have illegally dismissed the complainant because she was pregnant. Fidelity's president was found liable for aiding and abetting illegal discrimination. The complainant was awarded back pay plus interest for lost wages following her dismissal.
- Nov. '08 – Plum Entertainment, Bucks County, was ordered to pay \$161,738 plus interest for sexual harassment and retaliation. Plum Entertainment was found to have illegally subjected the complainant to a hostile work environment based on her sex, and to have fired her in retaliation for her opposition to their illegal practices.
- Oct. '08 – A Warren Co. American Legion Post was ordered to pay \$49,441 for illegal retaliation in employment. The complaint was awarded back pay plus interest for lost wages after she was terminated in retaliation for filing a complaint with PHRC.

## Public Hearings & Legal Orders (continued)

PHRC orders are legally binding. Aggrieved parties have the right to appeal to Commonwealth Court. If a respondent does not comply with a remedial order, PHRC may seek enforcement of the order in court.

### Other Legal Highlights

In addition to the 10 public hearings held during 2008-2009, 58 cases were on the public hearing docket at the beginning of the year. Over the year, 36 cases were added and 41 cases were removed as they settled or went to court.

Sixteen cases were litigated in Commonwealth Court, two cases in PA Supreme Court and eight in other judicial or administrative forums.

Commission attorneys began the year with 435 cases pending for legal review or action, and processed 2,372 cases over the year. The year ended with 323 cases pending.

Commission attorneys represent the commission in cases in which it is a party. Commission legal counsel also participate as *amicus curiae* where matters of interest or concern to the commission are being litigated. During this fiscal year, the commission filed an *amicus* brief in a case at the trial court level involving claimed disability and retaliation discrimination in violation of the Americans with Disabilities Act and the Pennsylvania Human Relations Act.

The case, *Warshaw v. Concentra Health Services, et al.*, brought in the United States District Court for the Eastern District of Pennsylvania, involved the issue of whether and to what extent, mixed motive analysis can be applied to claims brought pursuant to the PHRA in light of the Civil Rights Act of 1991 amendments to Title VII of the Civil Rights Act of 1964 and the June 2009 United States Supreme Court decision in *Gross v. FBL Financial Services, Inc.*

The commission's position, as stated in its brief is that "...when analyzing 'mixed-motives' claims arising under the PHRA, federal courts should apply the framework established by Congress in the Civil Rights Act of 1991 (the "1991 CRA"), and further, that the courts should not require a heightened evidentiary showing in order for a mixed-motives framework to apply."

A decision regarding this issue was pending at the close of the fiscal year.



## Outreach Highlights: Promoting a Prejudice-Free PA

The Human Relations Act requires PHRC not only to enforce the laws that prohibit discrimination, but to educate the public on avoiding discrimination and dealing with situations and events that may lead to community tension. PHRC staff and commissioners addressed audiences of educators, students, business professionals, law enforcement officials, legislators, legal practitioners, advocacy groups and the general public at events all over the commonwealth.

Following are some highlights of the year's outreach efforts.

### Uniting Communities

In the summer of 2009, PHRC made national news for our work organizing community response and mitigating tension following the racially motivated beating death of a Latino immigrant in Shenandoah, PA. PHRC outreach efforts, in partnership with the Interagency Task Force on Civil Tension, led to the formation of community alliances among groups devoted to peaceful acceptance of all residents, regardless of race or national origin.

### Building Bridges

In the fall of 2008, in response to remarks made in the PA House of Representatives which were widely perceived as disparaging to Muslims, PHRC initiated a public forum to examine discrimination faced by Muslims in Pennsylvania. The forum, described as "groundbreaking," was held at WITF-TV's Public Media Center and aired on WITF in November and February. Keynote speaker Imam Yahya Hendi, Muslim chaplain at Georgetown University, was joined by panelists Bishop Nathan Baxter of the Episcopal Diocese of Central PA; Samia Malik, of the Council of American-Islamic Relations; Rabbi Nancy Fuchs-Kreimer of Reconstructionist Rabbinical College in Philadelphia and PHRC Executive Director Homer C. Floyd. PHRC Chairperson Stephen A. Glassman gave remarks and Joyce Davis, an international journalist and expert in Islam and the Middle East, moderated the event.



**Faith, Politics & Society: Muslims in America**, a PHRC-cosponsored interfaith discussion of challenges faced by Muslims in Pennsylvania, televised in 2009. Left to Right: Samia Malik of the Council for American-Islamic Relations; Bishop Nathan Baxter of the Episcopal Diocese of Central PA; PHRC Executive Director Homer C. Floyd; Rabbi Nancy Fuchs-Kramer, Director of Religious Studies at Reconstructionist Rabbinical College in Philadelphia; and Imam Yahya Hendi, Muslim Chaplain at Georgetown University.

## **Outreach Highlights (continued)**

### **Opening Doors**

PHRC Assistant Chief Counsel Charles Nier and other staff members made several presentations on predatory lending, including training audiences of lending and fair housing professionals in Erie and Philadelphia, and addressing peer agencies at the International Association of Official Human Rights Agencies annual conference. Grant funding from HUD helped to support predatory lending outreach and investigation. Nier's research on the history and impact of racial predatory lending was published in University of Pennsylvania's *Journal of Law and Social Change* during the year.

### **Celebrating Diversity**

In conjunction with the U.S. Department of Justice, PHRC staff members train students to recognize and resolve conflicts and respect differences among racial, ethnic and other groups. The training, called Student Problem Identification and Resolution of Issues Together, or SPIRIT, was held in Hempfield High School in Lancaster County, Thomas Mifflin Elementary in Philadelphia County, Chester High School in Delaware County, and Charles Carroll High School in Philadelphia in 2008-2009. At a statewide conference of educators, former student participants from Cedar Cliff High School in Cumberland County presented a video they produced following a SPIRIT program held at their school earlier in the year. PHRC staff members also spoke at the conference.

### **Breaking Barriers**

The commission continued a series of events begun the previous year, focusing on accessible building design for people with disabilities. The series, Bridging the Gap Between Advocates and Architects: An all-access pass to the future of Barrier-Free Design, sought to bring together architects, disability advocates, legal experts and design experts to explore creative, cost-efficient solutions to accessibility challenges.

The event, held in July at the World Congress on Disabilities Expo in Reading and in November at Carnegie Mellon University, was offered in conjunction with the U.S. Department of Housing and Urban Development, the Governor's Cabinet and Advisory Committee for People with Disabilities, the Disability Rights Network of Pennsylvania and the Fair Housing Partnership of Greater Pittsburgh.

### **Advancing Accessibility**

Also during the World Congress on Disabilities Expo, the commission convened the PA Disability Stakeholders' Taskforce to examine how to improve accessibility in k-12 education for children with autism. The session, geared toward equipping parents to advocate for the needs of their autistic children, included an overview of various autism spectrum disorders and educators' successful strategies to evaluate and approach each.

PHRC convened Disability Stakeholders' Taskforce during the year for presentations on mental health issues in schools, communities and correctional facilities; negotiating the public school system for children with special needs; and issues related to Multiple Sclerosis. The taskforce is an initiative in cooperation with the Governor's Cabinet and Advisory Committee for People with Disabilities, designed to keep parents, advocates, educators and individuals with disabilities informed of their civil rights, how to advocate for their rights and the many services available through the state and private organizations.

Other PHRC outreach over the year included such topics as cyberbullying and bullying prevention; awareness of ethnic, religious and immigrant cultures; developing equal opportunity plans for the workplace; PA's Ethnic Intimidation Statute; and many other equal opportunity, civil rights and fair housing issues.



## Civil Tension Task Force: Effective Reaction, Proactive Prevention

PHRC convenes the PA Inter-Agency Task Force on Civil Tension, a partnership with the PA State Police, the PA Attorney General’s office, and numerous public and private advocacy organizations and community groups. This network of agencies meets monthly to monitor and address incidents that occurred over the month around the state and are seen as having the potential to create tension. “Bias incidents” range from hate crimes such as assault, murder or institutional vandalism in which bias is the motivation, to the public display of messages or symbols deemed offensive to particular groups, to rallies or gatherings that may draw protests or provoke violent opposition.



The group shares successful practices, ideas and strategies that inform their work promoting diversity, resolving conflict and addressing such issues as rapid demographic change and responses to violence or hate. Task force members regularly share information on reported incidents with groups in the community who may be able to work together to address possible tension.

Bias reports are received by PHRC by e-mail, phone and fax and through media reports. Report forms and information are available online at [www.stopbias.org](http://www.stopbias.org).

Following are a chart illustrating the targeted groups or basis of reported bias and a map of of bias incidents reported by county in 2008-2009..

### Basis of Reported Bias Incidents (i.e. victim’s affiliation)

|                        |    |
|------------------------|----|
| East Indian            | 1  |
| Asian/Pacific Islander | 6  |
| Native American        | 2  |
| White                  | 5  |
| Islamic (Muslim)       | 12 |
| Disabled               | 15 |
| Jewish                 | 7  |
| Multi-Racial Group     | 14 |

|                          |            |
|--------------------------|------------|
| Intergroup Tension       | 17         |
| Gay/Lesbian              | 29         |
| Other                    | 49         |
| Latino                   | 54         |
| Muliple Biases Indicated | 41         |
| Black/African American   | 106        |
| Catholic                 | 4          |
| <b>Total</b>             | <b>374</b> |



## Legislative Outreach: Advancing Equal Opportunity

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PHRC attorneys analyze proposed legislation that would either amend the Pennsylvania Human Relations Act or effect equal opportunity or civil rights in PA. Commissioners often vote to support or oppose proposed legislation, and communicate their concerns to the general assembly and the governor.

During the 2008-2009 fiscal year, the commission supported passage of a number of proposed bills, including:

- **House Bill 300**, which would amend the PHRA to add sexual orientation and gender identity or expression to the protected classes in all areas: employment, housing & commercial property, education, and public accommodations
- **House Bill 280** and **Senate Bill 280**, which would amend the PHRA to add marital or familial status to the protected classes in employment
- **House Bill 59**, which would establish a \$1 million fund for PHRC's use in the prevention of hate activity
- **House Bill 828**, which would prohibit discrimination on the basis of genetic information
- **House Bill 164**, which would amend the PHRA to prohibit employment discrimination against breastfeeding mothers
- **Senate Bill 43**, which would create the Office for People with Disabilities and Advisory Committee with Disabilities, and affect delivery of commonwealth services and programs for people with disabilities
- **House Bill 83**, which would create a Family and Medical Leave Act tax credit

The commission voted to support the following bills with recommended language changes to better define hate symbols and ensure that the measures would not violate expressions of free speech :

- **House Bill 108** and **Senate Bill 374**, which would amend the Ethnic Intimidation Statute to establish penalties for the display of hate symbols

### English-Only Laws Limit Access, Close Doors

The commission opposed **House Bill 64**, which would establish English as the commonwealth's official language. PHRC has consistently opposed similar bills since 1991. The commission believes this bill would reverse Pennsylvania's longstanding practice of welcoming people who speak other languages and the rich cultural diversity they bring to our communities, and would foster discrimination based on ancestry and national origin.

Rather than passing legislation that could limit public services and information in other languages, we encourage the commonwealth and its political subdivisions to expand language translation and ESL services in order to enable and encourage non-English speakers to more fully participate in our communities.

## Legislative Outreach (continued)

### Expand Legal Protection for LGBT Pennsylvanians, Women & Families

The commission feels strongly that we have both a legal and a moral responsibility to take all steps necessary to reduce the potential for discrimination to mar the quality of life enjoyed by Pennsylvania citizens. While Pennsylvania's stated public policy and law prohibits discrimination based on sex, race, color, age, ancestry, national origin, religious creed and disability, we strongly believe it is important to expand the law to explicitly protect some of our most vulnerable citizens.

Despite Pennsylvania's historic leadership in establishing and defending civil rights, it is still possible to deny a woman a job simply because she is a parent, or because she is breastfeeding. It is possible to deny a single father a job because of his status as a parent. People who are perceived as gay, lesbian or transgender face discrimination every day on the job, when they seek housing, or public services. And making employment decisions based on genetic information is becoming increasingly possible and probable with advances in technology.

Job qualifications — not marital or family status, sexual orientation, gender identity, gender expression, or genetic history — should determine one's fitness for a job. The commission strongly supports amendments to the PA Human Relations Act to make additional protections for LGBT citizens, women and families the expressed public policy of Pennsylvania.

**“In a country where we are guaranteed life, liberty, and the pursuit of happiness, we must ask ourselves whose lives, whose freedom, whose right to pursue a career, find a home, or be served in a restaurant, are we actually protecting?”**

**Because it certainly isn't my rights or yours. It certainly isn't the lesbian mother in Allegheny County who is working two jobs to give her children the best possible life and education. It certainly isn't the African American, gay man in Johnstown who is unable to find an apartment to rent with his partner. And it certainly isn't the high school student in Venango County who is wondering why there are no role models for him as teachers, coaches, or administrators in his school as he struggles to 'come out' in a hostile environment where he is harassed and abused every day of his life.”**

**– PHRC Chairperson Stephen A. Glassman, March 17, 2009  
from remarks at a Capitol rally in support of HB 300**



# Case Statistics

## Complaints by Category, Protected Class, and Region\*

| Category of Harm  | Protected Class                  | Central Office | Pittsburgh | Harrisburg   | Philadelphia | Total        |
|---|----------------------------------|----------------|------------|--------------|--------------|--------------|
| Commercial Property   | Disability - Has a Disability    | 0              | 3          | 9            | 0            | 12           |
|   | National Origin                  | 0              | 1          | 0            | 0            | 1            |
|   | Race                             | 0              | 1          | 1            | 0            | 2            |
|   | Religious Creed                  | 0              | 1          | 0            | 1            | 2            |
|   | Use of Guide/Support Animal      | 0              | 1          | 0            | 0            | 1            |
|   | <b>Commercial Property Total</b> | <b>0</b>       | <b>7</b>   | <b>10</b>    | <b>1</b>     | <b>18</b>    |
| Education   | Ancestry                         | 0              | 0          | 4            | 0            | 4            |
|   | Color                            | 0              | 0          | 2            | 0            | 2            |
|   | Disability - Has a Disability    | 0              | 2          | 12           | 12           | 26           |
|   | Multiple Class                   | 0              | 0          | 1            | 0            | 1            |
|   | National Origin                  | 0              | 1          | 1            | 2            | 4            |
|   | Race                             | 0              | 5          | 10           | 5            | 20           |
|   | Religious Creed                  | 0              | 1          | 0            | 0            | 1            |
|   | Retaliation                      | 0              | 1          | 9            | 6            | 16           |
|   | Sex                              | 0              | 1          | 4            | 3            | 8            |
|   | <b>Education Total</b>           | <b>0</b>       | <b>11</b>  | <b>43</b>    | <b>28</b>    | <b>82</b>    |
|   | Employment                       | Age            | 0          | 200          | 411          | 215          |
| Ancestry  |                                  | 0              | 5          | 123          | 55           | 183          |
| Color   |                                  | 0              | 3          | 20           | 2            | 25           |
| Disability - Has a Disability                                   |                                  | 0              | 133        | 276          | 205          | 614          |
| Disability - Has a Record of Disability                         |                                  | 0              | 2          | 8            | 2            | 12           |
| Disability - Regarded as Having a Disability                    |                                  | 0              | 12         | 58           | 9            | 79           |
| Disability - Related to Someone with a Disability               |                                  | 0              | 5          | 13           | 10           | 28           |
| Disability - Related to Someone Regarded as Having a Disability |                                  | 0              | 0          | 3            | 1            | 4            |
| GED   |                                  | 0              | 1          | 2            | 0            | 3            |
| Multiple Class  |                                  | 0              | 18         | 14           | 19           | 51           |
| National Origin   |                                  | 1              | 20         | 68           | 47           | 136          |
| Other   |                                  | 0              | 1          | 0            | 1            | 2            |
| Race  |                                  | 0              | 208        | 398          | 376          | 982          |
| Religious Creed   |                                  | 1              | 14         | 42           | 43           | 100          |
| Retaliation   |                                  | 0              | 152        | 419          | 306          | 877          |
| Sex   |                                  | 0              | 185        | 438          | 325          | 948          |
| <b>Employment Total</b>   |                                  | <b>2</b>       | <b>959</b> | <b>2,293</b> | <b>1,616</b> | <b>4,870</b> |

\*Regional offices and the counties they serve are found on the last page of this report. Complaints are filed in regional offices, and those listed as filed with the central office were reassigned due to special considerations.



## Complaints by Category, Protected Class, and Region (cont.)

| Category of Harm | Protected Class   | Central Office       | Pitts-burgh | Harris-burg | Phila-delphia | Total      |
|------------------|---|----------------------|-------------|-------------|---------------|------------|
| Housing          | Age   | 0                    | 3           | 2           | 10            | 15         |
|                  | Ancestry  | 0                    | 0           | 7           | 4             | 11         |
|                  | Color   | 0                    | 1           | 1           | 0             | 2          |
|                  | Disability - Has a Disability                               | 0                    | 31          | 35          | 39            | 105        |
|                  | Disability - Regarded as Having a Disability                | 0                    | 1           | 0           | 0             | 1          |
|                  | Disability - Related to Someone with a Disability           | 0                    | 3           | 2           | 1             | 6          |
|                  | Disability - Related to Someone with a Record of Disability | 0                    | 0           | 1           | 0             | 1          |
|                  | Familial Status   | 0                    | 6           | 7           | 9             | 22         |
|                  | Multiple Class  | 0                    | 0           | 0           | 1             | 1          |
|                  | National Origin   | 0                    | 0           | 7           | 9             | 16         |
|                  | Race  | 0                    | 36          | 23          | 43            | 102        |
|                  | Religious Creed   | 0                    | 1           | 5           | 1             | 7          |
|                  | Retaliation   | 0                    | 10          | 9           | 17            | 36         |
|                  | Sex   | 0                    | 16          | 1           | 7             | 24         |
|                  | Use of Guide/Support Animal                                 | 0                    | 1           | 0           | 0             | 1          |
|                  |   | <b>Housing Total</b> | <b>0</b>    | <b>109</b>  | <b>100</b>    | <b>141</b> |
| Public Accom.    | Ancestry  | 0                    | 0           | 2           | 10            | 12         |
|                  | Color   | 0                    | 0           | 4           | 1             | 5          |
|                  | Disability - Has a Disability                               | 0                    | 12          | 23          | 25            | 60         |
|                  | Disability - Is Regarded as Having a Disability             | 0                    | 0           | 1           | 0             | 1          |
|                  | Multiple Class  | 0                    | 1           | 1           | 3             | 5          |
|                  | National Origin   | 0                    | 2           | 2           | 4             | 8          |
|                  | Other   | 0                    | 1           | 0           | 0             | 1          |
|                  | Race  | 0                    | 19          | 26          | 25            | 70         |
|                  | Religious Creed   | 0                    | 0           | 2           | 2             | 4          |
|                  | Retaliation   | 0                    | 13          | 4           | 12            | 29         |
|                  | Sex   | 0                    | 3           | 4           | 6             | 13         |
|                  | Trainer of Guide/Support Animal                             | 0                    | 0           | 0           | 1             | 1          |
|                  | Use of Guide/Support Animal                                 | 0                    | 1           | 0           | 0             | 1          |
|                  | <b>Public Accommodation Total</b>                           | <b>0</b>             | <b>52</b>   | <b>69</b>   | <b>89</b>     | <b>210</b> |

\*The total number of complaints shown here is higher than the total number of docketed cases, because allegations involved in a specific case may include discrimination based on more than one factor such and race and sex. Here, each protected class basis shows as one complaint. Only complaints docketed during the 2008-2009 fiscal year are included. Cases filed, but not yet docketed do not appear here, nor do investigations pending from previous years.



## Case Closures by Settlement Type & Region

| Closing Category                        | Subject Area         | Central Office | Pittsburgh | Harrisburg | Philadelphia | Total      |
|---|----------------------|----------------|------------|------------|--------------|------------|
| Settled After Probable Cause (PC) Found | Commercial Property  | 0              | 1          | 0          | 0            | 1          |
|   | Employment           | 0              | 17         | 35         | 36           | 88         |
|   | Housing              | 1              | 3          | 1          | 9            | 14         |
|   | Public Accommodation | 1              | 5          | 3          | 2            | 11         |
|   |                      | <b>2</b>       | <b>26</b>  | <b>39</b>  | <b>47</b>    | <b>114</b> |
| Settled Prior to PC Finding             | Commercial Property  | 0              | 2          | 1          | 0            | 3          |
|   | Education            | 0              | 4          | 10         | 8            | 22         |
|   | Employment           | 0              | 221        | 649        | 630          | 1500       |
|   | Housing              | 0              | 35         | 35         | 60           | 130        |
|   | Public Accommodation | 0              | 20         | 18         | 27           | 65         |
|   | <b>0</b>             | <b>282</b>     | <b>713</b> | <b>725</b> | <b>1720</b>  |            |
| Closed Administratively                 | Commercial Property  | 0              | 2          | 3          | 0            | 5          |
|   | Education            | 0              | 2          | 2          | 3            | 7          |
|   | Employment           | 1              | 72         | 159        | 255          | 487        |
|   | Housing              | 2              | 12         | 12         | 35           | 61         |
|   | Public Accommodation | 0              | 11         | 27         | 10           | 48         |
|   | <b>3</b>             | <b>99</b>      | <b>203</b> | <b>303</b> | <b>608</b>   |            |
| Closed After No PC Found                | Commercial Property  | 0              | 6          | 0          | 3            | 9          |
|   | Education            | 0              | 6          | 11         | 10           | 27         |
|   | Employment           | 1              | 499        | 722        | 382          | 1604       |
|   | Housing              | 0              | 79         | 94         | 76           | 249        |
|   | Public Accommodation | 1              | 58         | 22         | 34           | 115        |
|   | <b>2</b>             | <b>648</b>     | <b>849</b> | <b>505</b> | <b>2004</b>  |            |

Cases are closed in several ways. In cases described as settled above, the parties reached a mutually agreed upon settlement, either before a finding of probable cause (PC) to credit the complainant's allegations, or after. In cases described as closed after no PC found, the evidence offered was not sufficient to support the complainant's allegations of discrimination. Cases described as administrative closings include withdrawn complaints and those in which a complainant opts to file in state or federal court. Cases in which decisions are made after a public hearing are included in these figures.

## Cases Closed by Case Age

| Age Ranges   | Total        | % of total |
|--------------|--------------|------------|
| months 0-3   | 542          | 13%        |
| months 4-6   | 936          | 23%        |
| months 7-12  | 993          | 24%        |
| years 2      | 1,030        | 25%        |
| years 3      | 421          | 10%        |
| years 4+     | 226          | 5%         |
| <b>Total</b> | <b>4,148</b> |            |

During 2008-2009, the commission continued efforts to resolve a backlog of older cases, closing 647 cases that had been under investigation for over two years, and in which complainants had chosen not to exercise their right to file in court after one year.



## Impact of Case Closures

| Office       | Benefit type | Amount              | Number of people who benefited* |
|--------------|--------------|---------------------|---------------------------------|
| Central      | Monetary     | \$1,352             | 1                               |
| Harrisburg   | Monetary     | \$4,165,143         | 847                             |
|              | Nonmonetary  | \$504               | 811                             |
| Pittsburgh   | Monetary     | \$2,543,097         | 15,232                          |
|              | Nonmonetary  | \$4,138             | 4,986                           |
| Philadelphia | Monetary     | \$5,628,914         | 879                             |
|              | Nonmonetary  | \$87,068            | 1,094                           |
| Total        | Monetary     | \$13,338,506        | 16,959                          |
|              | Nonmonetary  | \$91,710            | 6,891                           |
| Grand Total  |              | <b>\$12,430,216</b> | <b>23,850</b>                   |

Case settlements and final orders issued by the commission may provide direct monetary benefit to complainants, such as back pay, tuition, attorney fees or other expenses. In housing cases, complainants may receive damages awarded for humiliation and embarrassment.

Other benefits of case settlements may be monetary or have an assigned monetary value, but not in the form of direct payments to complainants. Examples of nonmonetary impact might be the installation of a ramp, making a business accessible to customers with disabilities.

Other nonmonetary benefits may not be able to be assigned a monetary value, such as employee training, discipline for a harasser, purging of personnel files, etc.

\*Numbers of people benefited by nonmonetary benefits include projected numbers of people who will benefit, such as the number of customers a business has yearly or the number of students in a school district.

**PHRC case settlements benefit the individuals who have suffered illegal discrimination as well as their communities, schools and workplaces that adopt fairer, more equitable policies as a result of the settlement.**

### Lukus Cases: U.S. Equal Employment Opportunity Commission Cases Awaiting Disposition

Complaints initially filed with the U.S. Equal Employment Opportunity Commission and also filed with PHRC are entered into PHRC's database as "Lukus" cases, but PHRC does not conduct a simultaneous investigation. Once the EEOC closes a Lukus case, PHRC either concurs with their finding and closes the case, or docket the case for PHRC investigation. This preserves complainants' rights to have their claims investigated as violations of state law and to file complaints in state court under the PA Human Relations Act.

Lukus cases require administrative work on the part of PHRC, but are not included in other statistics in this report. In 2008-2009, there were 2017 Lukus cases filed and the commission closed 2062 cases.



## Cases Docketed by County and Type

| County     | Commercial Property | Education | Employment | Housing | Public Accommodation | Total |
|------------|---------------------|-----------|------------|---------|----------------------|-------|
| ADAMS      | 3                   | 2         | 12         | 1       |                      | 18    |
| ALLEGHENY  | 1                   | 4         | 338        | 44      | 29                   | 416   |
| ARMSTRONG  |                     |           | 8          |         | 1                    | 9     |
| BEAVER     |                     |           | 29         | 4       |                      | 33    |
| BEDFORD    |                     |           | 9          |         |                      | 9     |
| BERKS      |                     | 2         | 120        | 4       | 3                    | 129   |
| BLAIR      |                     |           | 36         | 2       | 1                    | 39    |
| BRADFORD   |                     | 2         | 3          | 1       |                      | 6     |
| BUCKS      |                     |           | 111        | 15      | 13                   | 139   |
| BUTLER     |                     |           | 17         |         |                      | 17    |
| CAMBRIA    |                     |           | 38         | 1       | 1                    | 40    |
| CAMERON    |                     |           | 1          |         |                      | 1     |
| CARBON     |                     | 1         | 6          |         | 1                    | 8     |
| CENTRE     |                     |           | 13         |         | 2                    | 15    |
| CHESTER    |                     | 1         | 98         | 2       | 4                    | 105   |
| CLARION    |                     |           | 2          | 2       |                      | 4     |
| CLEARFIELD |                     |           | 8          | 1       | 2                    | 11    |
| CLINTON    |                     |           | 8          |         |                      | 8     |
| COLUMBIA   |                     |           | 6          |         |                      | 6     |
| CRAWFORD   |                     |           | 15         | 1       |                      | 16    |
| CUMBERLAND | 1                   | 4         | 158        | 9       | 6                    | 178   |
| DAUPHIN    | 2                   |           | 310        | 9       | 16                   | 337   |
| DELAWARE   |                     | 3         | 159        | 9       | 9                    | 180   |
| ELK        |                     |           | 7          |         |                      | 7     |
| ERIE       | 1                   | 1         | 38         | 8       | 2                    | 50    |
| FAYETTE    |                     |           | 13         | 2       | 1                    | 16    |
| FOREST     |                     |           | 2          |         |                      | 2     |
| FRANKLIN   |                     | 3         | 33         |         |                      | 36    |
| FULTON     |                     | 1         | 2          |         |                      | 3     |
| GREENE     |                     |           | 4          |         |                      | 4     |
| HUNTINGDON |                     |           | 2          |         |                      | 2     |
| INDIANA    |                     | 1         | 8          | 1       |                      | 10    |
| JEFFERSON  | 1                   |           | 5          | 1       |                      | 7     |
| JUNIATA    |                     |           | 4          |         |                      | 4     |
| LACKAWANNA |                     | 3         | 50         | 2       | 4                    | 59    |
| LANCASTER  | 2                   | 4         | 185        | 5       | 7                    | 203   |
| LAWRENCE   | 2                   |           | 9          | 1       | 2                    | 14    |
| LEBANON    |                     |           | 45         |         |                      | 45    |
| LEHIGH     |                     | 1         | 73         | 9       | 6                    | 89    |

## Cases Docketed by County and Type (cont.)

| County         | Commercial Property | Education | Employment | Housing | Public Accommodation | Total |
|----------------|---------------------|-----------|------------|---------|----------------------|-------|
| LUZERNE        |                     | 3         | 79         | 6       | 3                    | 91    |
| LYCOMING       |                     | 1         | 28         | 1       |                      | 30    |
| MCKEAN         |                     |           | 4          |         |                      | 4     |
| MERCER         |                     |           | 16         | 2       |                      | 18    |
| MIFFLIN        |                     | 1         | 11         | 1       |                      | 13    |
| MONROE         |                     | 1         | 51         | 4       | 2                    | 58    |
| MONTGOMERY     |                     |           | 253        | 34      | 10                   | 297   |
| MONTOUR        |                     |           | 11         | 1       |                      | 12    |
| NORTHAMPTON    |                     |           | 40         | 4       | 1                    | 45    |
| NORTHUMBERLAND |                     |           | 14         | 1       |                      | 15    |
| PERRY          |                     |           | 5          |         |                      | 5     |
| PHILADELPHIA   | 1                   | 16        | 523        | 29      | 38                   | 607   |
| PIKE           |                     |           | 8          | 3       |                      | 11    |
| POTTER         |                     |           | 2          |         | 1                    | 3     |
| SCHUYLKILL     |                     |           | 22         |         | 1                    | 23    |
| SNYDER         |                     |           | 6          | 1       |                      | 7     |
| SOMERSET       |                     |           | 7          |         |                      | 7     |
| SUSQUEHANNA    |                     |           | 2          |         |                      | 2     |
| TIOGA          |                     |           | 3          |         |                      | 3     |
| UNION          |                     |           | 9          | 1       |                      | 10    |
| VENANGO        |                     |           | 5          |         |                      | 5     |
| WARREN         |                     |           | 6          |         |                      | 6     |
| WASHINGTON     |                     | 1         | 33         | 3       | 1                    | 38    |
| WAYNE          |                     |           | 6          | 2       |                      | 8     |
| WESTMORELAND   |                     | 1         | 44         | 15      | 5                    | 65    |
| WYOMING        |                     |           | 5          |         |                      | 5     |
| YORK           | 1                   | 2         | 146        | 14      | 5                    | 168   |
| Total          | 15                  | 59        | 3,324      | 256     | 177                  | 3,831 |



## Basis of Discrimination: Protected Classes

### Age

| Age          | E          | H        | Total      |
|--------------|------------|----------|------------|
| 40-42        | 51         |          | 51         |
| 43-45        | 51         |          | 51         |
| 46-48        | 70         |          | 70         |
| 49-51        | 98         | 1        | 99         |
| 52-54        | 99         |          | 99         |
| 55-57        | 84         |          | 84         |
| 58-60        | 106        | 3        | 109        |
| 61-63        | 66         |          | 66         |
| 64-66        | 42         |          | 42         |
| 67-69        | 33         |          | 33         |
| 70-72        | 28         | 1        | 29         |
| 73-75        | 21         |          | 21         |
| 76-78        | 9          |          | 9          |
| 79-81        | 2          |          | 2          |
| 82-84        | 2          |          | 2          |
| <b>Total</b> | <b>762</b> | <b>5</b> | <b>767</b> |

### Ancestry

| Ancestry         | CP       | ED       | E          | H        | PA        | Total      |
|------------------|----------|----------|------------|----------|-----------|------------|
| African          |          |          | 5          |          |           | 5          |
| American or U.S. |          |          | 15         |          |           | 15         |
| Asian            |          |          | 3          |          |           | 3          |
| Bosnian          |          |          | 1          |          |           | 1          |
| Chinese          |          |          | 1          |          |           | 1          |
| Columbian        |          |          | 1          |          |           | 1          |
| Cuban            |          |          | 2          |          |           | 2          |
| Dominican        |          |          | 2          |          |           | 2          |
| Ethiopian        |          |          | 1          |          |           | 1          |
| Filipino         |          |          | 1          |          |           | 1          |
| German           |          |          | 1          |          |           | 1          |
| Guatemalan       |          |          |            | 1        |           | 1          |
| Haitian          |          |          | 1          |          |           | 1          |
| Hispanic         |          | 2        | 85         | 3        | 11        | 101        |
| Indian           |          |          | 5          |          | 1         | 6          |
| Irish            |          |          | 2          |          |           | 2          |
| Israeli          |          |          | 1          |          |           | 1          |
| Italian          |          |          | 6          |          |           | 6          |
| Jamaican         |          |          | 4          |          |           | 4          |
| Japanese         |          |          | 1          |          |           | 1          |
| Latino           |          | 1        | 27         | 2        |           | 30         |
| Liberian         |          |          | 1          |          |           | 1          |
| Mexican          |          |          |            | 1        |           | 1          |
| Moroccan         |          |          | 1          |          |           | 1          |
| Puerto Rican     |          |          | 13         | 2        |           | 15         |
| Russian          |          |          | 2          |          |           | 2          |
| Spanish          |          | 1        |            |          |           | 1          |
| <b>Total</b>     | <b>0</b> | <b>4</b> | <b>182</b> | <b>9</b> | <b>12</b> | <b>207</b> |

### Other Protected Classes

| Other Protected Classes          | CP | E | H | PA | Total |
|----------------------------------|----|---|---|----|-------|
| Use of Guide/ Support Animal     | 1  |   | 1 | 1  | 3     |
| Trainer of Guide/ Support Animal |    |   |   | 1  | 1     |
| Other                            |    | 2 |   | 1  | 3     |
| GED                              |    | 3 |   |    | 3     |

## Basis of Discrimination: Protected Classes (cont.)

### Disability

| Disability Type | CP        | ED        | E          | H          | PA        | Total<br>1,958 |
|-----------------|-----------|-----------|------------|------------|-----------|----------------|
| Cognitive       |           | 6         | 27         |            | 6         | 39             |
| Hearing         | 1         |           | 23         | 1          | 3         | 28             |
| Immunological   |           |           | 18         | 3          | 1         | 22             |
| Mobility/Joints |           | 2         | 130        | 10         | 10        | 152            |
| Multiple/Other  | 8         | 5         | 314        | 56         | 27        | 410            |
| Neurological    | 1         | 2         | 65         | 5          | 7         | 80             |
| Psychological   | 5         | 11        | 151        | 33         | 4         | 204            |
| Respiratory     |           |           | 22         | 6          | 2         | 30             |
| Vision          |           | 1         | 9          | 3          | 1         | 14             |
| <b>Total</b>    | <b>15</b> | <b>27</b> | <b>759</b> | <b>117</b> | <b>61</b> | <b>1,958</b>   |

**E = Employment**

**H = Housing**

**PA = Public Accommodations**

**ED = Education**

**CP = Commercial Property**

### Familial Status\*

| Familial Status                                     | Housing   | Total     |
|---|-----------|-----------|
| Parent designee or other person with custody        | 9         | 9         |
| Individual under 18 living with parents or guardian | 1         | 1         |
| Parent or other person with legal custody           | 11        | 11        |
| Process of obtaining legal guardianship             | 1         | 1         |
| <b>Total</b>  | <b>22</b> | <b>22</b> |

\* Familial status is a protected class only in housing, though PHRC supports proposed legislation that would amend the law to include familial status in employment.

### Retaliation

| Retaliation                         | E          | H         | PA        | ED        | Total      |
|-------------------------------------|------------|-----------|-----------|-----------|------------|
| Assisted Investigation              | 53         | 4         | 2         |           | 59         |
| Filed a PHRC Complaint              | 162        | 16        | 11        | 4         | 193        |
| Otherwise Opposed Unlawful Activity | 666        | 16        | 16        | 12        | 710        |
| Provided Information                | 6          |           |           |           | 6          |
| Testified                           | 4          |           |           |           | 4          |
| <b>Total</b>                        | <b>891</b> | <b>36</b> | <b>29</b> | <b>16</b> | <b>972</b> |



## Basis of Discrimination: Protected Classes (cont.)

### National Origin\*

| National Origin*   | E  | H | PA | CP | ED | Total |
|--------------------|----|---|----|----|----|-------|
| Africa             | 12 |   |    |    |    | 12    |
| Angola             |    |   | 1  |    |    | 1     |
| Argentina          | 1  |   |    |    |    | 1     |
| Barbados           | 1  |   |    |    |    | 1     |
| Belize             | 1  |   |    |    |    | 1     |
| Bosnia Herzegovina | 2  |   |    |    |    | 2     |
| Brazil             | 1  |   |    |    |    | 1     |
| Cameroon           | 2  |   |    |    |    | 2     |
| Chile              | 1  |   |    |    |    | 1     |
| China              |    | 1 |    |    |    | 1     |
| Colombia           | 2  |   |    |    |    | 2     |
| Cuba               | 1  |   | 1  |    |    | 2     |
| Dominican Republic | 6  |   |    |    |    | 6     |
| Ecuador            | 1  |   |    |    |    | 1     |
| Egypt              | 6  | 2 |    |    |    | 8     |
| El Salvador        | 3  |   |    |    |    | 3     |
| Germany            | 3  |   |    |    |    | 3     |
| Ghana              |    | 1 |    |    |    | 1     |
| Guatemala          | 1  |   |    |    |    | 1     |
| Guinea             | 2  |   |    |    |    | 2     |
| Guyana             | 4  |   |    |    |    | 4     |
| Haiti              | 3  |   | 2  |    | 2  | 7     |
| Honduras           | 1  |   |    |    |    | 1     |
| India              | 4  | 6 | 1  | 1  |    | 12    |
| Iran               | 1  |   |    |    |    | 1     |
| Jamaica            | 7  | 1 | 1  |    |    | 9     |
| Japan              | 2  |   |    |    |    | 2     |
| Kenya              | 1  |   |    |    |    | 1     |

| National Origin* | E          | H         | PA       | CP       | ED       | Total      |
|------------------|------------|-----------|----------|----------|----------|------------|
| Korea            |            |           |          |          | 1        | 1          |
| Lebanon          | 2          | 1         |          |          |          | 3          |
| Liberia          | 1          |           |          |          |          | 1          |
| Mali             | 1          |           |          |          |          | 1          |
| Mexico           | 3          |           |          |          |          | 3          |
| Morocco          | 2          |           |          |          | 1        | 3          |
| Myanmar          |            | 2         |          |          |          | 2          |
| Niger            | 2          |           |          |          |          | 2          |
| Nigeria          | 3          | 1         |          |          |          | 4          |
| Pakistan         | 1          |           |          |          |          | 1          |
| Paraguay         | 1          |           |          |          |          | 1          |
| Peru             | 2          |           |          |          |          | 2          |
| Philippines      | 2          | 1         |          |          |          | 3          |
| Poland           |            |           | 1        |          |          | 1          |
| Portugal         | 1          |           |          |          |          | 1          |
| Puerto Rico      | 20         |           |          |          |          | 20         |
| Romania          | 2          |           |          |          |          | 2          |
| Russia           | 1          |           |          |          |          | 1          |
| Saint Lucia      | 1          |           |          |          |          | 1          |
| Sri Lanka        | 1          |           |          |          |          | 1          |
| Sudan            | 1          |           |          |          |          | 1          |
| Tanzania         | 2          |           |          |          |          | 2          |
| Uganda           | 2          |           |          |          |          | 2          |
| United Kingdom   | 1          | 1         |          |          |          | 2          |
| United States    | 12         |           |          |          |          | 12         |
| Vietnam          | 2          |           |          |          |          | 2          |
| Other            | 2          |           | 1        |          |          | 3          |
| <b>Total</b>     | <b>137</b> | <b>17</b> | <b>8</b> | <b>1</b> | <b>4</b> | <b>167</b> |

\*As characterized by the complainant.

### Religion\*

| Religion*            | E          | H        | PA       | CP       | ED       | Total      |
|----------------------|------------|----------|----------|----------|----------|------------|
| 7th Day Adventist    | 1          |          |          |          |          | 1          |
| Baptist              | 2          |          |          |          |          | 2          |
| Christianity         | 25         |          |          | 1        |          | 25         |
| Islam                | 21         | 4        | 2        | 1        |          | 28         |
| Jehovah Witness      | 4          |          | 1        |          |          | 5          |
| Judaism              | 14         | 2        |          |          | 1        | 17         |
| Methodist            | 1          |          |          |          |          | 1          |
| Non-Christian        | 2          |          |          |          |          | 2          |
| Non-Jewish           | 2          |          |          |          |          | 2          |
| Not work on Sunday   | 2          |          |          |          |          | 2          |
| Pentecostal          | 5          |          |          |          |          | 5          |
| Protestantism        | 3          |          |          |          |          | 3          |
| Rastafarian          | 9          |          |          |          |          | 9          |
| Roman Catholicism    | 8          |          |          |          |          | 8          |
| Sikh                 | 1          |          | 1        |          |          | 2          |
| Strongly held belief | 1          | 1        |          |          |          | 2          |
| Wiccan               | 1          |          |          |          |          | 1          |
| <b>Total</b>         | <b>102</b> | <b>7</b> | <b>4</b> | <b>2</b> | <b>1</b> | <b>115</b> |

\*As characterized by the complainant.



## Race\*

| Race*  | E            | H          | CP       | PA        | ED        | Total        |
|--|--------------|------------|----------|-----------|-----------|--------------|
| African American   | 793          | 80         |          | 58        | 17        | 948          |
| African American Female                                      | 36           |            |          | 2         |           | 38           |
| African American Male  | 16           | 1          |          | 3         | 1         | 21           |
| American Indian  | 7            | 2          |          |           |           | 9            |
| Asian  | 17           | 3          | 1        | 2         | 1         | 24           |
| Bi-Racial  | 6            | 3          |          | 1         |           | 10           |
| Black  | 76           | 4          |          | 4         | 1         | 85           |
| Caucasian  | 80           | 5          |          | 2         | 1         | 88           |
| Complainant's race and known association with another person | 9            | 6          | 1        | 3         |           | 19           |
| <b>Total</b>   | <b>1,040</b> | <b>104</b> | <b>2</b> | <b>75</b> | <b>21</b> | <b>1,242</b> |

**E = Employment**

**H = Housing**

**PA = Public Accommodations**

**ED = Education**

**CP = Commercial Property**

\*As characterized by the complainant.

## Sex

| Sex             | E          | H         | PA        | ED       | Total        |
|-----------------|------------|-----------|-----------|----------|--------------|
| Female          | 653        | 20        | 8         | 6        | 687          |
| Female Pregnant | 116        |           |           |          | 116          |
| Male            | 191        | 4         | 5         | 2        | 202          |
| <b>Total</b>    | <b>960</b> | <b>24</b> | <b>13</b> | <b>8</b> | <b>1,005</b> |

## Inquiries

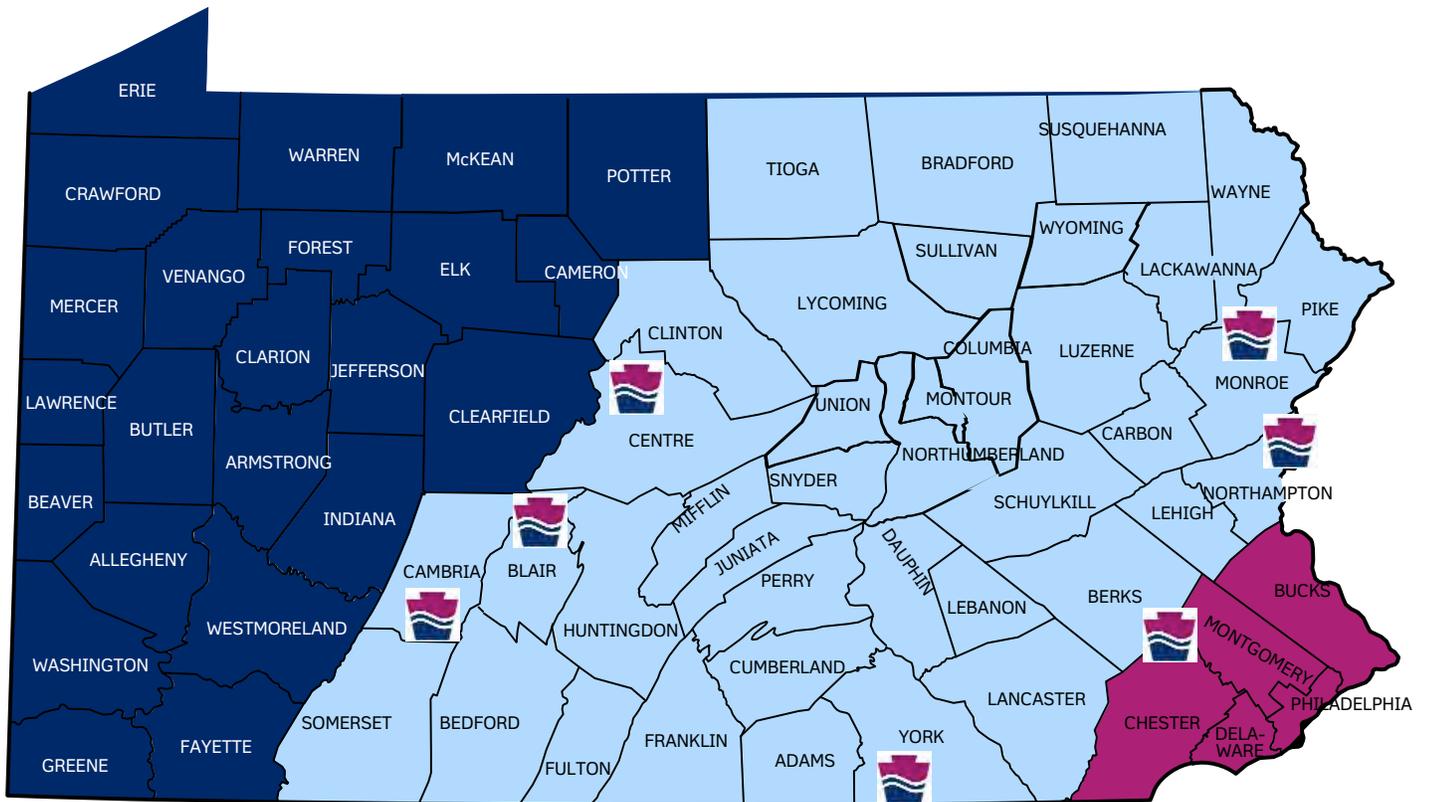
|              |               |
|--------------|---------------|
| Walk-ins     | 3,090         |
| Mail         | 3,844         |
| Fax/e-mail   | 1,086         |
| Phone        | 24,797        |
| <b>Total</b> | <b>27,225</b> |

**I**n 2008-2009 PHRC received over 27,500 inquiries\* about possible discrimination or community tension. These inquiries were received from walk-ins to the three regional offices, phone calls, letters, faxes and e-mails.

\*Inquiries shown here do not include requests from media or legislative offices, general inquiries, requests for publications or requests submitted under the Right-to-Know Law.



# Pennsylvania Human Relations Commission Regional Office Coverage



 Counties Served by  
Pittsburgh Regional Office  
301 5th Avenue  
Suite 390, Piatt Place  
Pittsburgh, PA 15222-1210  
(412) 565-5395  
(412) 565-5711 TTY users only

 Counties Served by  
Harrisburg Regional Office  
Riverfront Office Center, 5th Floor  
1101-1125 South Front Street  
Harrisburg, PA 17104-9784  
(717) 787-9784  
(717) 787-7279 TTY users only

 Counties Served by  
Philadelphia Regional Office  
110 North 8th Street, Suite 501  
Philadelphia, PA 19107  
(215) 560-2496  
(215) 560-3599 TTY users only

Central Office:  
301 Chestnut Street, Suite 300  
Harrisburg, PA 17101-2702  
(717) 787-4410  
(717) 787-4087 TTY users only  
[www.phrc.state.pa.us](http://www.phrc.state.pa.us)

 Advisory Council Locations:  
Blair, Cambria (Johnstown), Centre, Mont-  
gomery, Monroe, Northampton and York  
counties