2009-2010 Annual Report

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HUMAN RELATIONS COMMISSION

The 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

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Chairperson Stephen A. Glassman
Vice Chairperson Dr. Raquel O. Yiengst
Secretary Dr. Daniel D. Yun
Assistant Secretary Rev. Dr. James Earl Garmon, Sr.
Ismael Arcelay
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Dear Governor Corbett and Members of the General Assembly,

2009-2010 was a year in which race, gender and ethnicity were prevalent themes in the national conversation, some of which centered on events in Pennsylvania. The aftermath of the beating death of a Mexican immigrant in Shenandoah and an incident involving dozens of minority children at a suburban Philadelphia swimming pool generated international headlines and ongoing conversation about race, stereotypes, assumptions and intolerance.

Conversations surrounding the confirmation of a U.S. Supreme Court candidate suggested that the life perspective of a Latina woman was less valid than that of majority candidates and would make her innate biases insurmountable. An African-American professor at a prestigious college, mistaken for an intruder and arrested on the front porch of his own home, focused the national spotlight on racial stereotypes.

In these and many other incidents, the content and tenor of comments on television, in print and online vividly illustrated the fact that we still have a long way to go before bigotry and hatred are eliminated from our national and state discourse. These conversations have also illustrated that while we have made tremendous progress, many Americans still believe that all people are not created equal and do not deserve the equal opportunities they are guaranteed under law.

That is why the work of the Pennsylvania Human Relations Commission, enforcing the law and promoting equal opportunity, is as relevant and crucial today as it was in 1955 when the PA Human Relations Act was passed. The commission enforces the laws that give Pennsylvanians the right to live, work, and learn free from illegal discrimination. We work with businesses, law enforcement, schools and community groups to help them learn to appreciate racial, religious and other differences and to diminish tensions by addressing conflicts constructively.

The commission began the year with 4, 219 cases under investigation. We docketed another 3,922 cases over the year, closing 3,238 cases in all. Forty percent of those cases settled, a settlement rate nearly double that of our peer agencies. We are working diligently to investigate cases promptly and provide relief as quickly as possible, both to those who have suffered illegal discrimination and those who believe they have been unjustly accused.

While individual investigators' caseloads have skyrocketed due to budget and staff cuts, our staff has met timeliness standards for cases investigated on behalf of the EEOC and HUD.

We have seen an increase of 26 percent in public inquiries regarding potential illegal discrimination. We have put in place efficiencies to more quickly process those inquiries that eventually become complaints, and to close complaints faster without compromising investigative quality or due process.

We have provided training and support to communities in crisis and those trying to avert crisis by embracing change, learning their legal rights and responsibilities, and learning ways to avoid discriminatory practices and policies.

We continue to support the passage of legislation that would expand protection for women, families with young children, people with disabilities and the LGBT community — some of our most vulnerable Pennsylvanians who do not enjoy full protection from housing and employment discrimination and bias-motivated crimes.

We commend the Cedar Cliff High School Students, whose artwork illustrates these pages, and the many others like them who are willing to embrace diversity and tackle the difficulties of confronting and overcoming our biases.

We are wholeheartedly committed to coninuing to make Pennsylvania a place where equal opportunity is not just the rule of law, but the expectation for all.

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

Stephen A. Glassman
Chairperson
Pennsylvania Human Relations Commission

Who & What 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.

PHRC Advisory Councils, located in seven counties, act as liaisons in local communities and work to raise public awareness of civil rights issues. Council locations are shown on the map on the last page of this report.

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HUMAN RELATIONS COMMISSION

by Mandy Grove, Nate Enders, & Katie Savage

by Bao-yen Nguyen, Erin Barno, Allison Brickell & Hilary Miller

by Kara Williams, Britany Ziegenhagen & Ashley Hardy

Murals from *Images of Intolerance*, a Sept. 2009 PHRC-sponsored exhibit in the Capitol. The exhibit consisted of works by teams of students from Cedar Cliff High School and was an outgrowth of diversity and conflict-resolution training conducted by PHRC.

Agency Highlights — The Year in Review

Pool Incident Prompts Outcry

The year began with PHRC launching a headline-making investigation. A suburban Philadelphia swim club revoked the membership of an urban daycare center's 65 African-American and Hispanic children, allegedly after adult club members made disparaging racial comments about the group. The public outcry following initial media coverage was overwhelming, prompting calls to PHRC from all over the U.S. and even inspiring a celebrity to take the entire group of children on an all-expense paid trip to Disney World.

Allegations of racial and ancestry-based discrimination come to us daily — we began over 1,300 such investigations last year alone. These cases are typically investigated quietly, without media attention, since PHRC does not publicize cases until a pubic hearing is held. Only a tiny percentage of cases make it to a public hearing.

Preserving Integrity, Protecting Privacy, Promoting Equal Opportunity

Investigations are kept confidential, both to protect the integrity of the process and the privacy of parties involved. This complicates our agency's mandated mission to educate the public on equal opportunity and illegal discrimination. Despite the considerable challenges presented by ever-shrinking budgets, smaller staff and inability to publicize investigations that uncover illegal practices, we have succeeded in carrying out the mission diligently and effectively.

Educational outreach staff, attorneys, housing investigators, and commissioners made numerous presentations throughout the state on issues such as equal opportunity in employment and education, fair housing, predatory lending, hate crime, bullying and fostering diversity. Training and other events reached audiences of thousands of Pennsylvanians.

Tragedy Shines Spotlight on Hate

The beating death of a Shenandoah resident who had emigrated from Mexico also brought the media spotlight to Pennsylvania, focusing the work of PHRC educational outreach staff on eliminating tensions in a community in crisis. Over countless hours and trips to Shenandoah, our staff fostered relationships among Latino and immigrant advocacy groups, community leaders, law enforcement and educators. The goal of their work was to prevent future violence and tension and foster an acceptance of diversity in Shenandoah.

Adressing Conflict, Heading Off Hate

Most PHRC work in schools and communities is proactive, working to embrace population changes and head off tension before violence or tragedy occurs. PHRC holds a program called Student Problem Identification and Resolution of Issues Together, or SPIRIT, in schools across the state. The U.S. Department of Justice-designed program aims to eliminate racial and ethnic misconceptions among groups and improve relationships in the school and surrounding community.

A SPIRIT program at Cumberland County's Cedar Cliff High School inspired students to create murals depicting their images of intolerance and discrimination in our society. PHRC sponsored a Fall 2009 exhibit of the student murals in the Capitol Rotunda. The exhibit commemorated the terrorist attacks of September 11, 2001 as an act of extreme intolerance, and put the thought-provoking perceptions of these talented youth in front of legislators, government workers and other Capitol visitors.

Conflict Unchecked

SPIRIT programs have been instrumental in helping schools and communities embrace

diversity and minimize conflict, but conflict in some communities has simmered for many years without such proactive efforts. In December 2009, PHRC launched an investigation of one school district in which simmering conflicts resulted in student-on-student violence, allegedly enabled by staff. Attacks on Asian students in South Philadelphia High School again brought the national media spotlight to Pennsylvania.

PHRC's investigation, concurrent with those of the Philadelphia Commission on Human Relations and the U.S. Department of Justice, sought to uncover potential illegal practices contributing to student tensions and violence. The investigation had not concluded when the fiscal year ended.

A Long-Fought Battle

Disputes over how best to achieve equal opportunity are among the most longstanding and bitter in our society — perhaps none more than the debate over public education. A July 14, 2009 racial discrimination settlement adopted by Commonwealth Court ended a court dispute that began in 1971 when PHRC issued a finding that Philadelphia schools were illegally segregated by race.

The diligence and forbearance of PHRC legal staff over decades led to a settlement that addresses the complicated, protracted issues contributing to the persistent educational achievement gap between minorities and majority students in Pennsylvania schools.

Encouraging Signs, Continuing Work

The year began and ended with reminders that the work of our agency is far from accomplished. The public outcry when discrimination is brought to light is one encouraging sign of the tremendous progress we have made, but the work is far from accomplished.

The following report details the work of the agency: the types of complaints being investigated, the nature of legal settlements and orders, and the types of incidents of bias reported to us.

We hope you will find it a useful snapshot of trends in Pennsylvania workplaces, schools and communities, and that it will inform your role in working toward equal opportunity for all Pennsylvanians.

By Hannah Onstott, Courtney Balabon & Spencer VanGorder

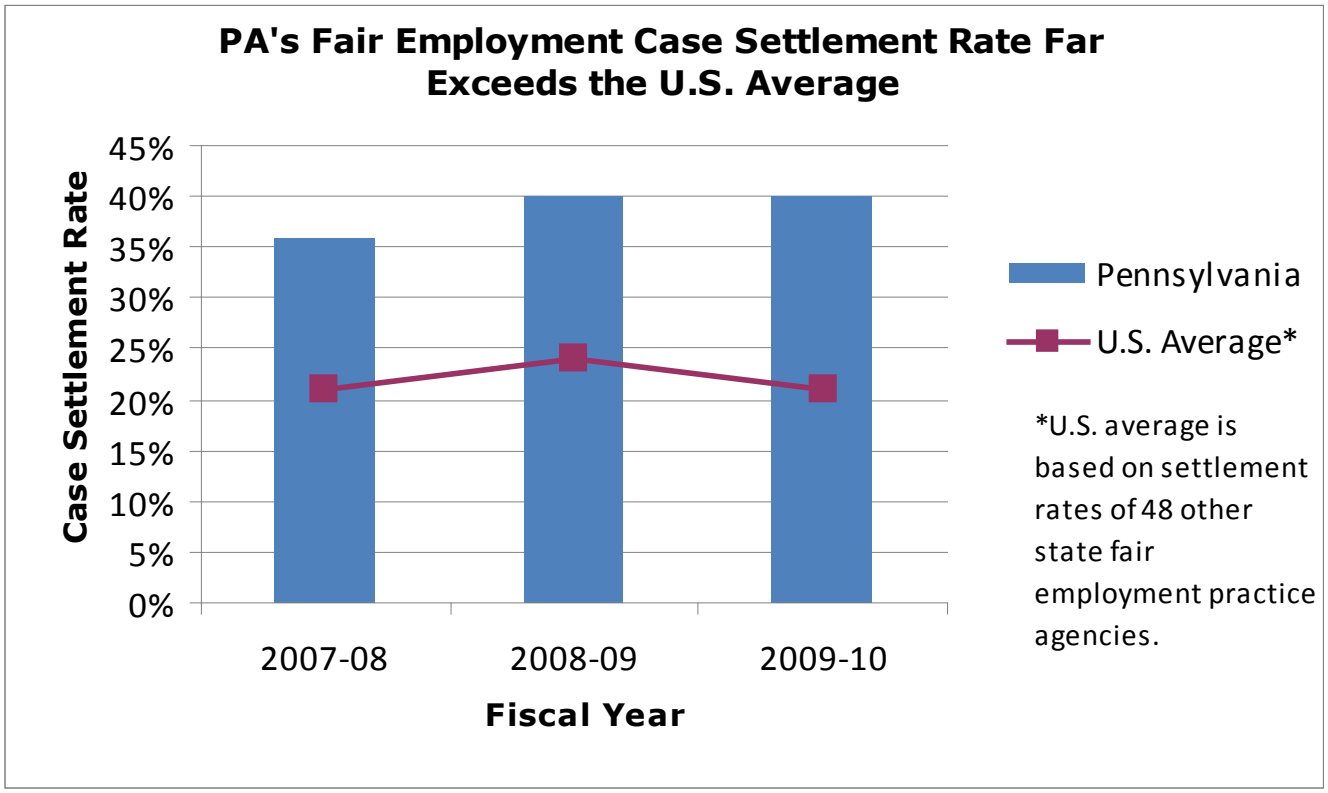
Agency Highlights — The Year in Numbers

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 40 percent rate for 2009-2010 is a decrease of one percentage point over the previous year, but is five percentage points higher than in 2007-2008.

- PHRC Settlement Rate, 2009-2010 — 40%*
- Peer agencies' five-year average — 21.3%
- EEOC 5-year average — 17.8%

*Includes settlements in areas other than employment.



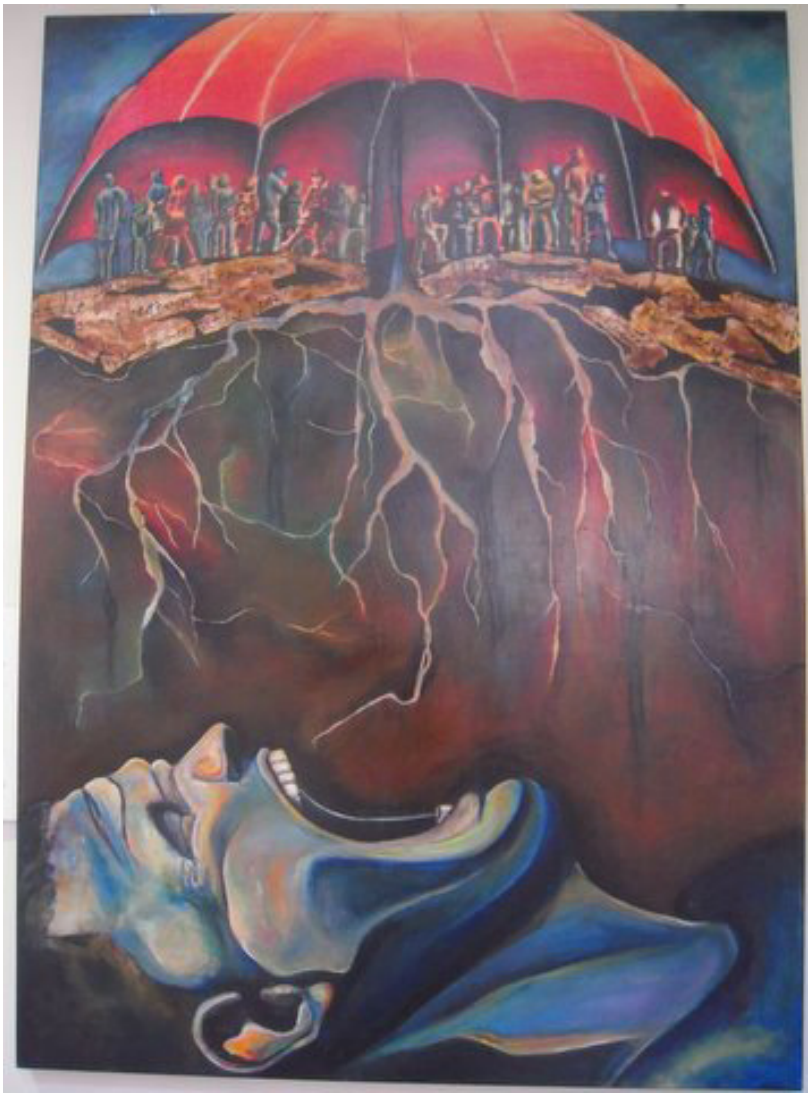
Benefits to Discrimination Victims

PHRC awarded benefits to more than 16,115 victims of illegal discrimination in 2009-2010, including monetary benefits of over $8.4 million.

Case Closings

The commission closed 39.8 percent of its total caseload of 8,141 this year, including resolutions, settlements and cases withdrawn or filed in court (closed for administrative reasons).

- **Cases under investigation July 1, 2009 — 4,219**
- **Cases docketed during the year — 3,922**
- **Cases closed during the year — 3,238**
- **768 cases, or 24 percent, were closed within one year.**
- **4,697 cases were pending at the end of the year.**
- **74 settled after probable cause finding**
- **1,231 settled prior to a finding**
- **507 closed for administrative reasons**
- **1,426 closed with a no probable cause finding**
- **18 public hearings were held to determine liability or damages**



By Chase Emanuel, Kelsey Rodkey, Stacy Chronister & Ileana Rivera

"Today we commemorate a horrific act of violence perpetrated by those who could not tolerate what they perceived as the American way of thinking. These fine student artists should be recognized for tackling difficult issues and for using their talents to illustrate complex societal problems in a way that inspires others to think."

—PHRC Chairperson Stephen A. Glassman at the Sept. 11, 2009 opening of ***Images of Intolerance,*** a commission-sponsored exhibit of student art created as a follow-up to PHRC diversity training at Cedar Cliff High School, in Cumberland County.

Public Hearings & Legal Orders: Enforcing Anti-Discrimination Laws

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. The commission started the year with 36 cases on its public hearing docket and added 38 over the course of the year, ending the year with 22 cases on the docket. The 42 cases removed from the docket either settled, were filed in court or were resolved following a public hearing.

Cases are heard by a panel of three commissioners or a permanent hearing examiner on the commission staff. The panel or hearing examiner issues a recommendation after reviewing evidence presented in the hearing and any post-hearing briefs filed by the parties. All commissioners 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) remand the issue for further consideration.

In 11 cases this year, the commission found respondents liable for illegal discrimination after they failed to answer the complaint when it was initially served on them, and subsequently failed to respond to a Rule to Show Cause. In such cases, a public hearing is held to determine relevant damages.

Final Orders After Public Hearing

PHRC held 21 public hearings in 2009-2010. Three hearings were on enforcement matters in cases in which respondents had not complied with a previous commission order. At the close of the year, eight cases were awaiting a recommendation or the filing of post-hearing briefs.

PHRC Final Orders are legally binding. Typically, interest accrues until the amount is payed, and interest amounts shown here reflect only the approximate amount owed at the time of the order.

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.

In 2009-2010, the commission issued ten final orders after a public hearing. Three cases resulted in Final Orders dismissing the complaint for lack of sufficient evidence to support the allegations. Seven cases resulted in Final Orders finding unlawful discrimination and ordering relief as summarized below:

> **Sept. '09 – Raya and Haig Salon of Bala-Cynwyd, Montgomery County, was ordered to pay former employee Aida Armani of Norristown more than $197,000 in back pay plus interest in a sex discrimination and sexual harassment case. The commission had issued a 2004 order, finding the salon liable for illegal sex discrimination. The salon appealed to Commonwealth Court and the court upheld the finding of sex discrimination, but remanded the case to PHRC for recalculation of the back pay order.**
>
> **Oct. '09 – The commission ordered Pyramid Operating Group Inc., doing business as International House of Pancakes in Warrington, Bucks County,**

to pay former employee Jennifer Beck, also of Warrington over $29,000 in back pay and interest in a pregnancy discrimination case. The company, which did not answer the complaint as the law requires, was also ordered to reinstate Beck into the next available waitress position and pay her for a period of time until she accepts or rejects the offer.

Oct. '09 – The commission ordered Furniture Surplus of Philadelphia to pay $7,488, plus interest to former employee Paul Holmes of Philadelphia for lost wages following his termination, holding the company liable for illegal race discrimination. Holmes is African-American.

March 2, '10 – Freshwater of Harrisburg and owner James Behrend of Monsey, NY, were ordered to pay William Scott of Harrisburg more than $46,600 in back pay and interest for illegal race and sex discrimination and retaliation for filing a complaint. Scott, who is African-American, alleged that his pay was discriminatory and was subsequently harassed and fired for complaining about unequal wages. Freshwater never answered the complaint.

March 23, '10 – PHRC ordered West Easton Athletic Association, a Northampton County business to pay former employee Julia Osmun of Easton, Northampton County, over $7,500 in lost wages, tips and interest for illegal sex discrimination against her. Osmun's complaint alleged that the company had reduced her wages and eventually fired her based on her sex.

May 26, '10 – The commission ordered a Temple Hills, MD business to pay more than $7,500 to Freddie Thomas of Philadelphia for illegally discriminating against Thomas based on his religion. Professional 50 States Protection allegedly fired Thomas because he was a Christian. Thomas' award included lost wages, interest and expenses.

May 26, '10 – QponDirect Inc., of Pittsburgh was ordered to pay Lisa Ann Vozel of Irwin, Westmoreland County, more than $135,000 in pack pay interest and expenses for illegally retaliating against Vozel and discriminating against her based on her age, sex and disability. Vozel's complaint included allegations that her former employer failed to accommodate her disability, promoted a younger male over her, and eventually dismissed her in retaliation for filing a complaint.

Settlement Highlights

Forty percent of the cases closed over the year were settled. Settlements are legally binding and generally confidential as part of the settlement terms, so in most instances the commission is unable to publicize them. Settlements in 2009-2010, whether cash payments or measures such as ramps with measurable monetary value, totaled over $8,488,000. These payments directly benefited over 4,900 Pennsylvanians. Thousands more people benefited from improved workplace policies, better access to public places and the elimination of illegal practices.

Below are highlights of settlements in amounts over $10,000.

- **6** settlements were for allegations of discrimination by **public accommodations**. Combined, these settlements totaled $249,577. The highest settlement was $125,000, paid by a Philadelphia hospital in a disability discrimination case.

- **5 housing discrimination cases** involved settlements over $10,000:
  - A housing discrimination case involving retaliation settled for $62,000
  - $34,000 in a case involving denied use of a service animal
  - $18,000 in a racial discrimination case filed by an Asian family
  - $10,000 for sex discrimination allegations filed by a female
  - $10,000 for refusal to make a reasonable accommodation for a disability

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

- **135 employment discrimination cases** settled for $10,000 or more.

  - The largest settlements involved **retaliation** allegations filed by women, with the highest settlement being for $160,000. The second highest settlement was for $130,000.

  - **33** settlements were for allegations of **sex discrimination:**
    - **4** sex discrimination settlements were in complaints filed by men. The highest amount was $115,000.
    - **3** sex discrimination settlements were complaints filed by **pregnant women,** with the highest settlement being for $33,000.
    - **7** sex discrimination settlements involved sexual harassment complaints filed by women, with the highest amount being $120,000.
    - **10** sex discrimination settlements were complaints filed by women who had been discharged, with the highest settlement being for $40,412.

  - **32** settlements involved allegations of **racial discrimination**, most filed by African-American or black complainants. The highest settlement amount was $85,000.
    - A racial discrimination case filed by a white female settled for $12,500.

  - **23** settlements were for complaints of **disability discrimination**, with the highest settlement amount being $108,000.

  - **19 age discrimination** cases involved settlements over $10,000, with $120,000 being the highest settlement.

- **18** settlements involved allegations of **retaliation**, with the highest settlement amount being $160.000.
- **8** settlements were for allegations of discrimination based on ancestry or national origin, five of these complaints were filed by Hispanics.
- **2** settlements involved religious discrimination allegations filed by Jewish and Christian complainants.

Employment Discrimination Trends

Employment discrimination makes up the large majority of complaints filed with PHRC. The total number of complaints docketed each of the past three fiscal years has been just under 4,000.

Employment complaints docketed each year:

3,026 in '09-10
3,382 in '08-09
3,339 in '07-08

Employment complaints based on **retaliation** have steadily increased each year, and in 2009-2010 they surpassed those based on race or color.

We saw a slight increase in employment complaints based on religious creed, while those based on race or color, and those based on sex decreased significantly. Complaints based on ancestry and national origin have increased steadily each year. Other bases of complaints have fluctuated.

Basis of Employment Complaints, 2009-2010*:

883 were based on retaliation
799 on race or color
774 on sex
761 on age
694 were disability-related
109 on religious creed

In 2008-2009:
race or color - 1,009
sex - 945
retaliation- 870
age - 824
disability-related 736
religion - 99

In 2007-2008:
race or color - 1,171
sex- 930
retaliation - 898
age - 755
disability-related - 695
religion - 98

*Totals listed here are higher than total docketed cases, since a complaint may be based on more than one protected class.

Legislative Outreach: Advancing Equal Opportunity

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 2009-2010 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

Expand Legal Protection for LGBT Pennsylvanians, Women & Families

The commission feels strongly that we have a 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, or are perceived as gay, lesbian, bisexual or transgender face discrimination daily on the job and 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.

- **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.

Educational Outreach: Promoting Equal Opportunity

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 state.

PHRC outreach staff and other staff members in each region participate in numerous events designed to celebrate the contributions various groups make to Pennsylvania workplaces, schools and communities. These events include panel discussions and other forums to explore issues such as disability awareness, fostering ethnic diversity, recruiting a diverse workforce and avoiding housing discrimination.

PHRC staff participate as speakers and trainers, distribute literature and otherwise educate groups on their civil rights and equal opportunity issues. Following are highlights of some of the outreach efforts not mentioned elsewhere in the report.

Equal Educational Opportunity: Schools as Model Communities

Our schools are a reflection of the diversity and attitudes of our larger communities. The commission believes that schools can be positive models of equal opportunity for the larger community, and works with schools throughout the state toward becoming such models. The U.S. Dept. of Justice's SPIRIT program, mentioned previously, is one of several tools used in this effort. PHRC facilitated SPIRIT programs in Northern York High School, Shenandoah Valley High School and South Philadelphia High School.

PHRC educational outreach staff taught 10 sessions to eighth grade students in Harrisburg shools using another such tool, a curriculum aimed at improving minority youth and law enforcement relationships, with the goal of reducing youth arrests and detention. The curriculum was designed to fulfill a federal mandate for each state to address the disproportionate numbers of minority youth involved in the juvenile justice system. Lessons focus not only on intervention, but prevention, by teaching healthy choices, good citizenship and the legal rights and responsibilities of both youth and law enforcement.

The curriculum was an initiative of the Harrisburg Disproportionate Minority Contact Workgroup, organized by the PA Commission on Crime and Delinquency, which PHRC participates in along with educators, elected officials, juvenile law enforcement and others.

Outreach staff also led a six-day, statewide training for the Pennsylvania Child Welfare Training Program's 2010 Diversity Taskforce through the University of Pittsburgh School of Social Work. Topics included an overview of state anti-discrimination law, emerging issues affecting civil rights, and a session on acknowledging personal bias and prejudice.

Public Safety and Community Relations: Avoiding Tension, Miscommunication

One outreach focus during the past year was training public safety personnel in cities in which problems had emerged in relationships between local officials and the minority community. Commission staff conducted training for or in conjunction with the Harrisburg Fire Department, the Strouds Area Police Department (6 police departments in Monroe County), 23 police departments in Delaware County, the Borough of Carlisle and Darby Township.

Other training programs for law enforcement authorities included training on response to hate crimes, and instances in which a hate crime can be charged. (Pennsylvania's Ethnic Intimidation and Institutional Vandalism statutes.)

Toward Fair Public Policy: Offering Better Practices

PHRC legal staff advise various entities, including legislators, businesses, educational institutions and local governments concerning adverse or discriminatory implications of proposed or existing policy. In many instances, businesses or schools are not aware that their policies or practices have discriminatory results and they work with PHRC to resolve issues without complaints being filed. Some of the issues staff consulted on over the past year have been:

- Pittsburgh's dropout prevention campaign
- School transportation issues including consent required to audiotape students on buses
- Legal issues and case precedents surrounding bullying and cyberbullying
- Background checks required for school personnel, including independent contractors
- School districts and other public accommodations refusal to permit service animals
- A school district's Individualized Education Program (IEP) form that included only one signature line, designated for "father"
- LGBT students' civil rights
- Fair housing rights of victims of domestic violence
- Educator misconduct complaints filed with the Pennsylvania Department of Education
- Muslim students' requests for appropriate prayer space and time in a public school
- Legal implications of a cosmetology school's English-only policy
- A school policy against accepting students who were not born in the United States
- employers' policies relegating lactating mothers to workplace rest rooms to express milk
- Disparate discipline at a university
- Potential impact of the Criminal History Records Information Act
- Potential impact of the Health Insurance Portability and Accountability Act
- Subpoena enforcement actions in light of the Family Educational Rights and Privacy Act

Fair Housing Training: Helping Pennsylvanians Live Free from Discrimination

Housing investigators, attorneys and other staff join organizations like HUD, the Fair Housing Rights Center of Southeast PA and the National Fair Housing Alliance in conducting seminars for realtors, housing providers, lenders and homebuyers on such fair housing issues as avoiding predatory lending schemes, and practices such as redlining and steering and other attempts to keep minorities out of specific neighborhoods or steer them toward others.

Advisory Councils: Connecting PHRC to Communities

Seven PHRC Advisory Councils extend the outreach work of the commission. Councils are located in Blair, Cambria (Johnstown Council), Centre, Monroe, Montgomery, Northampton and York Counties. They meet regularly, advise the commission on issues in their regions, and hold outreach events such as annual civil rights awards programs.

The Montgomery County Advisory Council holds an annual Legislative Forum designed to better inform area legislators and others of proposed amendments to the PA Human Relations Act and other pending legislation that could potentially affect Pennsylvanians' civil rights.

Advisory Council members join PHRC staff in facilitating training in areas such as fair housing, community-police relations, the SPIRIT program and other equal educational opportunity and diversity programs. Council locations are shown on the map on the last page of this report.

Civil Tension Task Force : Addressing Tension, Building Community Harmony

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 throughout PA. The group 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.

Group members share successful practices, ideas and strategies for 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.

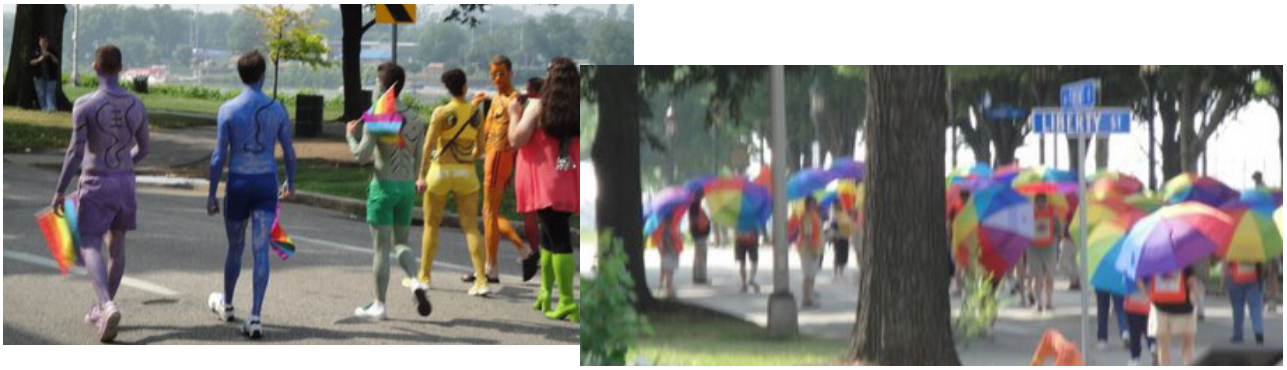
Reports are received by PHRC by email, phone and fax and through media reports. Report forms and information are available online at **www.stopbias.org**. An average of 8.46 incidents per week and 36.6 per month were reported during the year. The total number of reports was 440.

Some of the incidents and events reported during the year and addressed by the task force included:

- An Aryan Nation rally in Gettysburg
- Reports of racial slurs by students in secondary schools ignored by faculty
- Alleged police brutality and racial profiling against minorities
- Alleged harassment of a gay male by a borough police department
- Allleged patterns of discriminatory hiring practices by a major univerisity
- Harrassment and assault of a student with Asperger's Syndrome
- Derogatory graffiti including swastikas and other symbols, threats, slurs against racial and religious minorities, LGBT individuals and people with intellectual and physical disabilities
- Physical altercations during which slurs against racial, religious, and other minorities were uttered
- Reported threats and slurs against Hispanic immigrants and allegations of unequal pay and other discriminatory treatment of Latino workers
- Discriminatory treatment of Muslim passengers, and in one instance an Orthodox Jewish passenger by airport authorities
- The torture and murder of a Pittsburgh woman with mental disabilities
- Ethnic and racial slurs and displays by spectators at high school sporting events

Reported incidents are communicated to authorities with the proper jurisdiction and expertise to address the particular indicent.

The next two pages include charts listing the targed groups or basis of reported bias and bias incidents reported by county in 2009-2010.



Parade-goers celebrate diversity during Harrisburg Pridefest in Spring 2009.

Bias Incidents Reported to PA Inter-Agency Task Force on Civil Tension

County	# reported incidents
Adams	3
Allegheny	26
Armstrong	2
Beaver	4
Bedford	0
Berks	11
Blair	5
Bradford	0
Bucks	13
Butler	3
Cambria	5
Cameron	0
Carbon	6
Centre	5
Chester	14
Clarion	1
Clearfield	1
Clinton	4
Columbia	3
Crawford	0
Cumberland	14
Dauphin	24
Delaware	14
Elk	0
Erie	4
Fayette	6
Forest	0
Franklin	5
Fulton	1
Greene	1
Huntingdon	1
Indiana	2
Jefferson	1
Juniata	0
Lackawanna	7
Lancaster	15
Lawrence	0
Lebanon	6
Lehigh	5

County	# reported incidents
Lycoming	2
McKean	0
Mercer	4
Mifflin	0
Monroe	15
Montgomery	11
Montour	1
Northampton	9
Northumberland	4
Perry	2
Philadelphia	67
Pike	2
Potter	1
Schuylkill	32
Snyder	4
Somerset	3
Sullivan	0
Susquehanna	0
Tioga	0
Union	1
Venango	1
Warren	0
Washington	4
Wayne	1
Westmoreland	9
Wyoming	0
York	25
Statewide*	7
Nationwide*	8

*Statewide and nationwide incidents may include the formation of hate groups or other nonlocalized events that may cause tension.

Highest Number of Bias Incidents by City

Harrisburg	17
Philadelphia	64
Pittsburgh	13
Shenandoah	24
York	9

Motivation of Reported Bias Incidents* (i.e. victim's affiliation)

MOTIVATION	# of incidents reported
Anti -American Indian/Alaskan Native	1
Anti - Asian/Pacific Islander	9
Anti – Black	118
Anti – Catholic	4
Anti – Disabled	29
Anti – East Indian	4
Anti – Gay/Lesbian	36
Anti – Islamic (Muslim)	19
Anti – Jewish	17
Anti – Latino	51
Anti – Multiracial Group	3
Anti – Multireligious Group	3
Anti – Other (includes sexual orientation & gender identity or expression)	77
Anti – White	7
Anti – Intergroup Tension	3
Multiple Biases Indicated	47
TOTAL	**440**

Case Statistics

Complaints by Category, Protected Class, and Region*

Subject Area	Protected Class	Central Office	Pitts-burgh	Harris-burg	Philadel-phia	Total
Commercial Property	Disability - Has a Disability	0	1	0	8	9
	Disability - Related to Someone with a Disability	0	0	0	6	6
	National Origin	0	0	0	2	2
	Race	0	0	0	169	169
	Retaliation	0	0	0	6	6
	Use of Guide/Support Animal	0	1	0	0	1
	Subject Area Total	**0**	**2**	**0**	**191**	**193**
Education	Ancestry	0	0	5	1	6
	Disability - Has a Disability	0	1	7	6	14
	Disability - Regarded as Having a Disability	0	1	0	0	1
	National Origin	0	0	0	2	2
	Other	0	1	0	0	1
	Race	0	2	5	10	17
	Retaliation	0	2	6	2	10
	Sex	0	0	5	4	9
	Subject Area Total	**0**	**7**	**28**	**25**	**60**

*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.

*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 2009-2010 fiscal year are included. Cases filed, but not yet docketed do not appear here, nor do investigations pending from previous years.

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

Subject Area	Protected Class	Central Office	Pitts-burgh	Harris-burg	Philadel-phia	Total
Employment	Age	0	171	343	248	762
	Ancestry	0	2	153	40	195
	Color	0	0	3	0	3
	Disability - Has a Disability	1	124	237	202	564
	Disability - Has a Record of Disability	0	5	11	9	25
	Disability - Regarded as Having a Disability	0	16	53	7	76
	Disability - Related to Someone with a Disability	0	6	14	8	28
	Disability - Related to Someone Who Has a Record of Disability	0	1	0	0	1
	Disability - Is Related to Someone Who Is Regarded as Having a Disability	0	0	1	0	1
	GED	0	0	0	1	1
	Multiple Class	0	18	16	33	67
	National Origin	0	7	56	64	127
	Other	0	5	1	0	6
	Race	1	181	315	299	796
	Religious Creed	0	14	59	36	109
	Retaliation	0	170	384	333	887
	Sex	0	167	337	271	775
	Use of Guide/Support Animal	0	1	0	0	1
	Subject Area Total	**2**	**888**	**1983**	**1551**	**4424**

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

Subject Area	Protected Class	Central Office	Pitts-burgh	Harris-burg	Philadel-phia	Total
Housing	Age	0	1	2	9	12
	Ancestry	0	1	5	4	10
	Disability - Has a Disability	0	36	32	29	97
	Disability - Is Related to Someone Who Has a Dis-ability	0	0	0	2	2
	Familial Status	0	7	11	11	29
	Multiple Class	0	2	0	1	3
	National Origin	0	3	2	6	11
	Race	0	41	27	36	104
	Religious Creed	0	1	1	0	2
	Retaliation	0	13	5	13	31
	Sex	0	7	1	10	18
	Subject Area Total	**0**	**112**	**86**	**121**	**319**
Public Accom-modation	Age	0	2	0	0	2
	Ancestry	0	0	10	2	12
	Color	0	0	1	0	1
	Disability - Has a Disability	0	13	13	39	65
	Disability - Is Regarded as Having a Disability	0	1	2	0	3
	Disability - Is Related to Someone Who Has a Dis-ability	0	0	2	0	2
	Multiple Class	0	2	1	1	4
	National Origin	0	2	3	9	14
	Other	0	1	0	0	1
	Race	0	36	16	219	271
	Religious Creed	0	6	11	5	22
	Retaliation	1	6	3	7	17
	Sex	0	2	6	10	18
	Subject Area Total	**1**	**71**	**68**	**292**	**432**

Case Closures by Settlement Type & Region

Closing Type	Subject Area	Central Office	Pittsburgh	Harrisburg	Philadelphia	Total
ADJ After PC	Commercial Property	0	1	0	0	1
	Education	0	0	2	0	2
	Employment	0	3	20	25	48
	Housing	1	6	1	5	13
	Public Accommodation	0	4	1	7	12
	ADJ After PC Total:	1	14	24	37	76
ADJ Prior PC	Commercial Property	0	2	3	1	6
	Education	0	0	2	9	11
	Employment	0	142	511	396	1049
	Housing	0	50	31	38	119
	Public Accommodation	0	5	19	37	61
	ADJ Prior PC Total:	0	199	566	481	1246
ADM	Commercial Property	0	0	0	18	18
	Education	0	0	6	5	11
	Employment	0	68	145	185	398
	Housing	3	17	8	18	46
	Public Accommodation	1	4	10	44	59
	ADM Total:	4	89	169	270	532
NPC	Commercial Property	0	1	0	4	5
	Education	0	2	15	4	21
	Employment	0	287	507	401	1195
	Housing	1	53	62	43	159
	Public Accommodation	0	15	18	22	55
	NPC Total:	1	358	602	474	1435

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

Case Age	Central Office	Pittsburgh	Harrisburg	Philadelphia	Total	% of Cases
Months 0-3	1	118	114	170	403	12.4
Months 4-6	0	156	355	226	737	22.7
Months 7-12	0	164	343	261	768	23.7
Years 2	0	140	327	342	809	25
Years 3	0	57	126	182	365	11.3
Years 4+	5	23	93	37	158	4.9
Total:	6	658	1358	1218	3,240	100

During 2009-2010, the commission continued efforts to resolve a backlog of older cases, closing 809 cases that had been under investigation for two years or more, and in which complainants had chosen not to exercise their right to file in court after one year.

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 (dual-filed) with PHRC are entered into PHRC's database, but PHRC does not conduct a simultaneous investigation. These cases, named after a precedent-setting complainant, are called Lukus cases. Once the EEOC closes a dual-filed case, PHRC either concurs with their finding and closes the case, or dockets the case for PHRC investigation. Dual-filing 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 2009-2010, there were 3,241 Lukus cases filed and the commission closed 3,458 cases.

Impact of Case Closures - Benefits of Settlements & Orders

Office	Impact (Benefit) Type	Complainant Projected*		Complainant Actual*		Other Projected*		Other Actual*	
		#	$ Amount	#	$ Amount	#	$ Amt.	#	$ Amt.
Central	Monetary	0	$0	4	$113,844	0	$0	0	$0
	Non Monetary	0	$0	2	$0	0	$0	0	$0
Pittsburgh	Monetary	11	$78,471	183	$904,995	0	$2,540	0	$0
	Non Monetary	0	$150,000	152	$360	0	$0	800	$6,750
Harrisburg	Monetary	11	$356,438	540	$2,846,190	0	$19,822	63	$30,250
	Non Monetary	3	$0	895	$1,750	11,001	$0	296	$0
Philadelphia	Monetary	109	$360,664	982	$3,597,534	0	$250	2	$17,456
	Non Monetary	0	$0	323	$1	0	$0	740	$1,210
Total		**134**	**$945,573**	**3,081**	**$7,464,675**	**11,001**	**$22,612**	**1,901**	**$55,666**
	Grand Total		**$8,488,525**						

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 are medical or retirement benefits, stock options, or 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, policy changes, modifications for accessibility, 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.

Cases Docketed by County and Type

County	CP	ED	E	H	PA	Total
ADAMS		1	26		1	28
ALLEGHENY	2	1	487	52	53	595
ARMSTRONG			9	2		11
BEAVER			20	9	1	30
BEDFORD			9			9
BERKS		7	128	5	9	149
BLAIR			26		3	29
BRADFORD			5		1	6
BUCKS			178	13	9	200
BUTLER			27	1	1	29
CAMBRIA			26	3	1	30
CAMERON						
CARBON			13			13
CENTRE		1	23		2	26
CHESTER	10		125	12	2	149
CLARION			2			2
CLEARFIELD			5	1		6
CLINTON			11			11
COLUMBIA			34			34
CRAWFORD			17	2		19
CUMBERLAND		1	220	11	8	240
DAUPHIN		4	503	27	9	543
DELAWARE	3	2	229	14	18	266
ELK			6			6
ERIE		2	67	2	3	74
FAYETTE			36	1	1	38
FOREST			6			6
FRANKLIN			38		9	47
FULTON			3			3
GREENE			3			3
HUNTINGDON			12			12
INDIANA		1	5			6
JEFFERSON			6		1	7
JUNIATA			6			6

Cases Docketed by County and Type (cont.)

County	CP	ED	E	H	PA	Total
LACKAWANNA			59	3		62
LANCASTER		3	197	2	8	210
LAWRENCE			13	9	1	23
LEBANON		1	55	7	1	64
LEHIGH			95	7	4	106
LUZERNE		2	92	3	1	98
LYCOMING			20			20
MCKEAN			15			15
MERCER			29	1	5	35
MIFFLIN			8			8
MONROE		3	75	6	4	88
MONTGOMERY	171	5	362	20	191	749
MONTOUR			10		2	12
NORTHAMPTON		3	80	1		84
NORTHUMBERLAND			17		1	18
PERRY			4		1	5
PHILADELPHIA	6	16	619	48	70	759
PIKE		1	18	1		20
POTTER			6			6
SCHUYLKILL		1	26	1	3	31
SNYDER			16			16
SOMERSET			1	2		3
SUSQUEHANNA			5			5
TIOGA			3			3
UNION			10			10
VENANGO			7		1	8
WARREN			8			8
WASHINGTON			35	7	3	45
WAYNE			3	1		4
WESTMORELAND		3	60	11	1	75
WYOMING			2			2
YORK			142	8	2	152
TOTAL	193	58	4,403	293	430	5,377

Basis of Discrimination: Protected Classes

Age

Age of complainant	E	H	PA	Total
40-42	42			42
43-45	34			34
46-48	61			61
49-51	85			85
52-54	80	1		81
55-57	113	1		114
58-60	117	1		118
61-63	102	2		104
64-66	47		1	48
67-69	32	3		35
70-72	26	2	1	29
73-75	18			18
76-78	16			16
79-80	3	2		5
81-82	1			1
Total	677	12	2	691

Ancestry

Ancestry	ED	E	H	PA	Total
African		4			4
American or United States		18			18
Arab		6			6
Asian		3			3
Chinese	1	1		1	3
Egyptian		2			2
Filipino		1			1
German		1	1		2
Hispanic	3	79	5	6	93
Indian		4			4
Irish		1			1
Italian		2	1		3
Latino	2	28	3	3	36
Lebanese		1			1
Lithuanian				1	1
Mexican		3			3
Non Italian		1			1
Pakistani		2			2
Polish		1			1
Puerto Rican		30		1	31
Somali		8			8
West Indian		1			1
Total	6	197	10	12	225

Other Protected Classes

Protected Class	CP	E	H	ED	PA	Total
Use of Guide/Support Animal	1	1				2
Other		6		1	1	8
GED		1				1
TOTAL	1	8		1	1	11

E = Employment

H = Housing

PA = Public Accommodations

ED = Education

CP = Commercial Property

Basis of Discrimination: Protected Classes (cont.)

Disability

Disability Type	CP	ED	E	H	PA	Total
Cognitive			14	1	3	18
Hearing			13	5	3	26
Immunological			7	2	2	11
Mobility/Joints	7		40	9	10	67
Multiple Other	1	4	298	47	31	395
Neurological		7	33	6	9	55
Psychological		3	102	22	5	140
Respiratory			42	4	1	52
Vision			3	1	2	6
Total	8	14	585	97	66	770

Familial Status*

Familial Status	H	Total
Parent designee or other guardian	8	8
Child under 18 living with parents or guardian	3	3
Parent or other person having legal custody	17	17
Legal guardianship pending	1	1
Total	29	29

* 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 Type	CP	E	H	PA	ED	Total
Assisted Investigation		78	1	1		80
Filed PHRC Complaint	1	159	15	1	1	177
Otherwise Opposed Unlawful Activity	1	647	14	11	9	682
Provided Information	4	15	1	4		24
Testified		1				1
Total	6	900	31	17	10	964

Basis of Discrimination: Protected Classes (cont.)
National Origin*

National Origin*	CP	ED	E	H	PA	Total
Africa	1	2	4	1	1	9
Albania			1			1
Angola					3	3
Argentina			1			1
Bosnia Herzegovina			1			1
Cameroon			3			3
China				6	1	7
Colombia			2			2
Croatia			1			1
Dominican Republic			4			4
Ecuador			1			1
Egypt			2	1		3
El Salvador			1			1
Eritrea			1			1
Germany			2	1		3
Ghana			3		2	5
Guatemala			1			1
Guyana			1			1
Haiti			2			2
Honduras			2			2
India			8	1	4	13
Israel					1	1
Jamaica				5	2	7
Kenya			1			1
Korea – Republic of Korea			2			2
Liberia			7			7
Mauritania			1			1
Mexico			2			2
Mongolia					1	1
Morocco			6			6
Nigeria			3			3
Pakistan			6			6
Peru			1			1
Philippines			1			1
Puerto Rico			18	2	1	21
Romania			1			1
Russian federation	1		4			5
Saudi Arabia			1	1		2
Senegal					1	1
Sudan			2			2
Trinidad and Tobago			3			3
Ukraine			1			1
United States			12	1		13
Uruguay			1			1
Vietnam			1			1
Virgin Islands – U.S.			1			1
Other		1	6		1	8
Total	2	3	122	19	18	164

E = Employment

H = Housing

PA = Public Accommodations

ED = Education

CP = Commercial Property

*As characterized by the complainant.

Basis of Discrimination: Protected Classes (cont.)

Religion*

Religion	E	H	PA	Total
7th Day Adventist	3			3
Atheism	1		9	10
Baptist	1			1
Buddhism	1			1
Christianity	18	1	3	22
Complainant's religion or known association with another person			2	2
Hinduism			2	2
Islam	55	1	5	61
Jehovah's Witness	5			5
Judaism	14		1	15
Non-Christian	2			2
Protestant	2			2
Roman Catholicism	2			2
Strongly held belief	4			4
non-Catholic	2			2
Total	110	2	22	134

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	512	15	13	2	542
Female Pregnant	99	1	2	2	104
Male	175	2	3	5	185
Total	786	18	18	9	831

Basis of Discrimination: Protected Classes (cont.)

Race*

Race	E	H	CP	PA	ED	Total
African American	621	80	169	251	16	1137
African American Female	50	2		1		53
African American Male	20	1		3		24
American Indian	1					1
Asian	16	4		10		30
Bi-Racial	13	8		2		23
Black	77	2		6	1	86
Caucasian	62	1		1		64
Complainant's race and known association with another person	10	9		1		20
Total	**870**	**107**	**169**	**275**	**17**	**1,438**

*As characterized by the complainant.

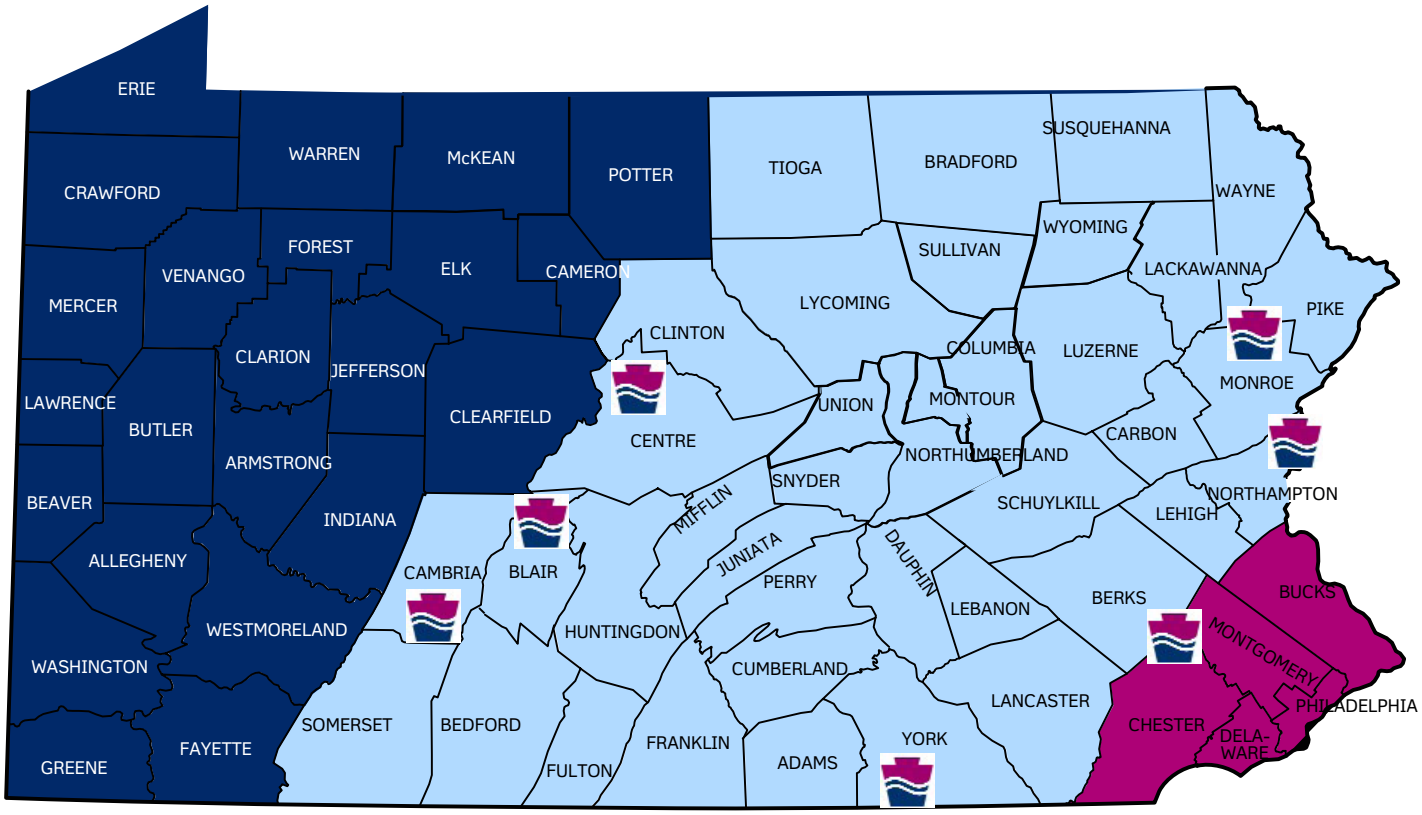
Inquiries

Walk-ins	3,102
Mail	3,701
Fax/email	1,042
Phone	26,491
Total	**34,336**

In 2009-2010 PHRC received over 34,300 inquiries* about possible illegal discrimination, a 26 percent increase over the previous year. Inquiries include walk-ins, phone calls and correspondence, primarily to the three regional offices.

*Numbers shown here do not include most inquiries to PHRC Central Office. General inquiries, data requests, requests from media or legislators, publications or training requests, requests submitted under the Right-to-Know Law and inquiries regarding civil tension are not reflected.

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

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