



pennsylvania

HUMAN RELATIONS COMMISSION

2013-2014 Annual Report

Chairman Gerald S. Robinson • Executive Director JoAnn L. Edwards

IN THE SPIRIT
OF AMITY AND
TOLERATION
WILLIAM PENN
FOUNDED
THE COLONY OF
PENNSYLVANIA

Dear Governor Corbett and General Assembly,

Throughout the past two years, our commissioners and staff have been engaged in a strategic planning process to guide the commission’s work in a time of rapid demographic, technological and cultural change. The resulting three-year strategic plan seeks to address current challenges and trends in civil rights, as well as agency human, financial and technological resources.

The process will provide a roadmap for moving the agency forward, while acknowledging and celebrating challenges met and progress made in the past. During the 2013-'14 fiscal year, the strategic planning process yielded a revised mission and a set of shared values for commission work and culture (see opposite page).

This report touches on the many innovative processes and initiatives undertaken or continued over the past year, and illustrates the overwhelmingly positive results of cultural and organizational changes we have established in order to meet the challenges of today’s civil rights environment. Through our 2015-2017 Strategic Plan, we hope to build on this foundation of innovation and integrity.

With a total budget of \$11.472 million, a staff complement of 101, and the commitment and creativity of many invaluable partners, we believe we have made significant progress toward establishing sustainable, effective enforcement and outreach practices that will help ensure equal opportunity for all in Pennsylvania in the decades to come.

On behalf of all of our commissioners and staff, we want to thank you for your continued support of our mission and your partnership in making Pennsylvania a better, fairer place to live, work and learn!

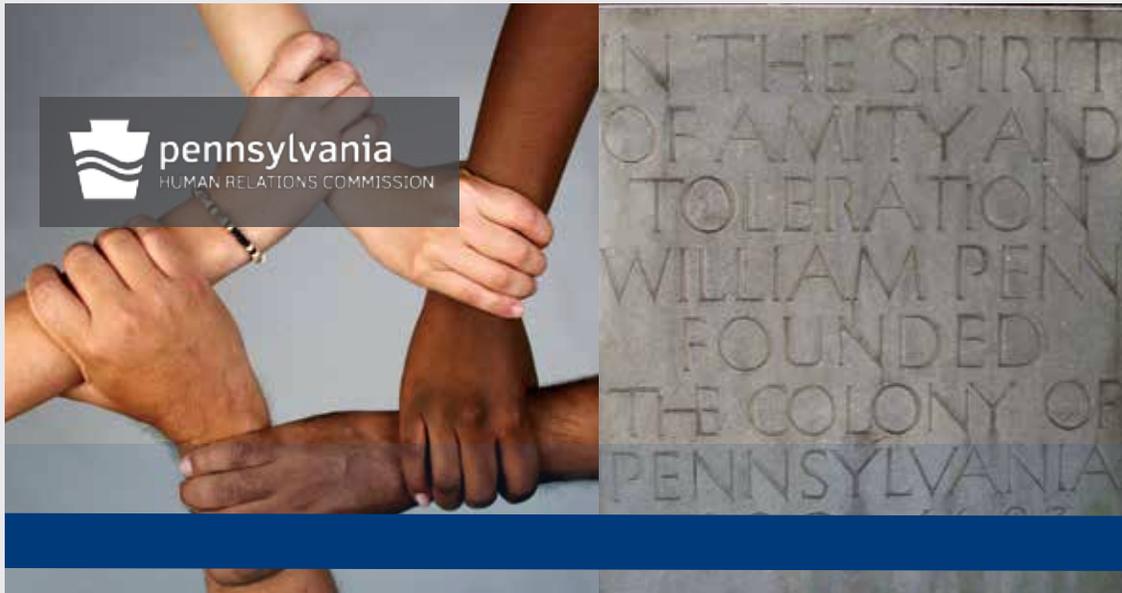
Sincerely,



JoAnn L. Edwards
Executive Director



Gerald S. Robinson
Chairman



PHRC Vision, Mission & Values

VISION

As Pennsylvania's civil rights leader, it is our vision that all people in Pennsylvania will live, work and learn free from unlawful discrimination.

MISSION

The PA Human Relations Commission promotes equal opportunity for all and enforces Pennsylvania's civil rights laws that protect people from unlawful discrimination.

VALUES

- **Equality** - We believe strongly in the equality and dignity of all individuals. We uphold the principles of justice and fairness through our work, conduct and communication.
- **Service** - We subscribe to the highest standards of responsiveness, quality, timeliness and professionalism.
- **Integrity** - We uphold the highest standards of honesty and transparency. We are candid, trustworthy, credible and unbiased.
- **Excellence** - We strive to excel in our work. We endeavor to ensure a highly prepared, diverse, competent and committed workforce.
- **Teamwork** - We build and sustain strong, constructive and collaborative relationships.

Commissioners

PHRC Commissioners are appointed by the Governor and confirmed by the Senate to serve five-year terms. Selected to further the interests of the commonwealth in ending and preventing discrimination, they represent diverse areas of the state, including Southeastern PA, the Pittsburgh area, the Lehigh Valley and Central Pennsylvania. They are racially and ethnically diverse and represent different religious traditions and political viewpoints. They come from a variety of professional backgrounds, including education, finance, journalism, medicine, law, public administration, religious ministry and the military.

Commissioners work to further the PHRC mission in partnership with public and private organizations representing numerous ethnic, racial, gender, age-based, family, disability and religious advocacy organizations, as well as with other civil rights law enforcement organizations on the state and federal level. They meet monthly to deliberate over cases in which the staff's investigation found probable cause to support the allegations and the case failed to settle. Commissioners preside over public hearings, guide decision-making and set policies and priorities to support the agency mission.



Above: Commissioners Jerry Mondesire (top) and Sylvia Waters (bottom) recount their memories of the 1960s and the Civil Rights Movement to staff and guests during a Black History Month event in Harrisburg.



Above left: Commissioner Varsovia Fernandez chats with Urban League President Pat Coulter during a Meet the Commissioner event in Philadelphia in June 2014. Above: Chairman Gerry Robinson greets PHRC legal interns Tom Colvin and Juliana Stiles at Meet the Commissioner at the Urban League of Philadelphia in June 2014.

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**Gerald S. Robinson
Chairman
Lancaster**



**Dr. Raquel O. Yiengst
Vice Chair
Sinking Spring**



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



**S. Kweilin Nassar
Pittsburgh
(through Dec. 2013)**

**Sylvia Waters
Oberlin**



Commissioners



**Pamela McGaha
Bethlehem**

**J. Whyatt Mondesire
Philadelphia**



**The Honorable Terence Farrell
West Chester**

**Varsovia Fernandez
Ardmore
(confirmed Dec. 2013)**



**Meron Yemane
Harrisburg
(confirmed Dec. 2013)**

**M. Joel Bolstein
Warrington**



Investigations & Enforcement

Cases at a glance*

Cases docketed during the year	1,835
Discriminatory acts alleged (counts)**	3,093
Bases of discrimination alleged**	2,467
Cases pending at beginning of the year	3,146
Cases reopened upon request***	8
Cases closed during the year	2,623 (53% of total caseload)
Cases closed within one year	1,153 (44% of cases closed)
Cases pending at year end	2,355
Median age of pending cases	327 days (-17.2% from '12-13)
Average age of pending cases	487 days (- 4.7% from '12-13)
Settlements	683 (26% of cases closed)
Settlements prior to investigative finding	648
Probable Cause findings	40
Settlements after probable cause finding	35 (1% of cases closed)
Closed after no probable cause finding	1,643 (63% of cases closed)
Cases closed due to court filings	140 (- 25% from '12-13)
Closed for other reasons****	297 (11% of closings)
Public Hearings	3
Final orders after public hearing	3

*Does not include complaints filed dually with the EEOC or HUD in which PHRC is not conducting the investigation.

**One complaint may include multiple bases and discriminatory acts alleged.

***PHRC calls this "request for a preliminary hearing".

****Withdrawn, lack of jurisdiction, parties could not be located or failed to cooperate, etc.

Basis of Complaints by Type

The protected class basis and type of discrimination for cases docketed (investigations begun) during 2013-14 are below. Percentages are rounded to the nearest tenth, and may total slightly under 100. Specific numbers and breakdowns of bases within each protected class category can be found on pages 16-21.

Employment

Retaliation	21.6%
Race/color	17.8%
Age	17.2%
Sex	17%
Disability*	16.4%
National origin	3.3%
Ancestry	3.2%
Multiple class**	1.8 %
Religion	1.7%

Housing

Disability*	41%
Race/color	25.4%
Retaliation	12%
Familial Status	6%
National origin	4.2%
Sex	5.1%
Age	2.3%
Ancestry	1.8%
Religion	1.4%
Multiple class**	.5%

Public Accommodations

Disability*	38.6%
Race/color	30.1%
National origin	10.8%
Retaliation	8.4%
Sex	7.2%
Ancestry	2.4%
Multiple class**	1.2%
Religion	1.2%

Education

Disability*	45%
Race/color	20%
Retaliation	25%
Sex	10%

Commercial Property

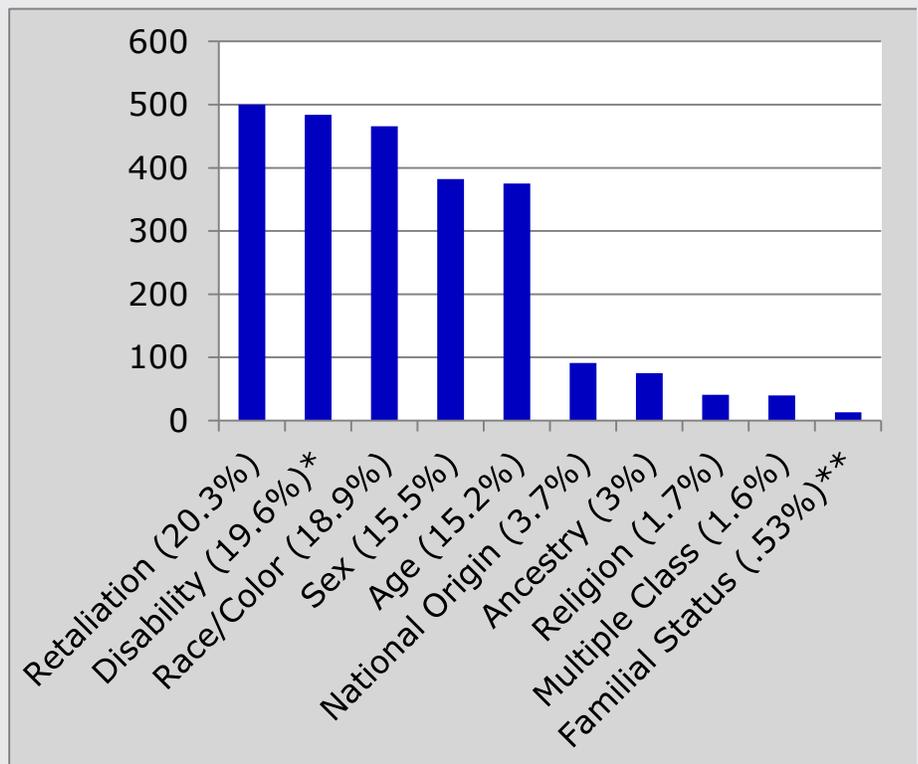
Disability*	57%
National Origin	29%
Race/color	14%

Basis of Complaints

Overall, retaliation was the most frequent allegation, making up 20.3 percent of the total. Disability-related complaints* followed at 19.6 percent. Race/color-based complaints were 18.9 percent, sex 15.5 percent and age 15.2 percent of the total.

*Disability complaints include those filed by users handlers or trainers of support animals. They also include those based on being related to someone with a disability, being regarded as having a disability and having a record of a disability.

**Multiple class complaints are based on both sex and race, when neither by itself applies. (i.e.. Black males were not discriminated against, but black females were or vice versa.)



Total = 2,467

“With 56 percent of Pennsylvania’s workforce being over 40, and 42 percent of unemployed workers who have given up looking for work being over 40, age discrimination can clearly damage our economy.

Employers who refuse to consider qualified applicants based on myths and stereotypes of older workers not only risk liability, they rob themselves of an available labor pool who could become loyal, hard-working employees.” PHRC Executive Director JoAnn Edwards

Enforcement Highlights

Public Hearings

When an investigation has found probable cause and the case has failed to settle, the commission holds a public hearing. In 2013-14, 29 cases were approved for a public hearing. Fourteen cases settled after being approved for a hearing.

The commission held three public hearings over the year, and issued the following three final legal orders. In all three cases, the company failed to answer the complaint, despite a court order, and the commission held them liable for discrimination.

Disability Discrimination

A Harrisburg man alleged that the fast-food chain where he worked as a prep cook, fired him because of non-job-related disabilities. The commission ordered the company to:

- cease discriminating against employees because of their disabilities;
- reinstate the worker into his former job or a comparable job;
- pay front pay of \$225 per week until he is reinstated or finds other work paying at least \$225 per week; and

pay \$19,800, plus interest, for unpaid wages from the date of his firing until payment is paid. At the time of the order, interest brought the back-pay award to \$21,879.

Sexual Harassment & Retaliation

A Montgomery County ambulance company employee alleged that her supervisor sexually harassed her, and the company retaliated against her for opposing harassment. The commission ordered the company to:

- cease allowing employees to be sexually harassed;
- cease retaliating against employees for opposing discrimination; and
- pay the former employee \$11,819, plus interest, for unpaid wages and complaint-related expenses. At the date of the order, interest brought the award to \$13,117.

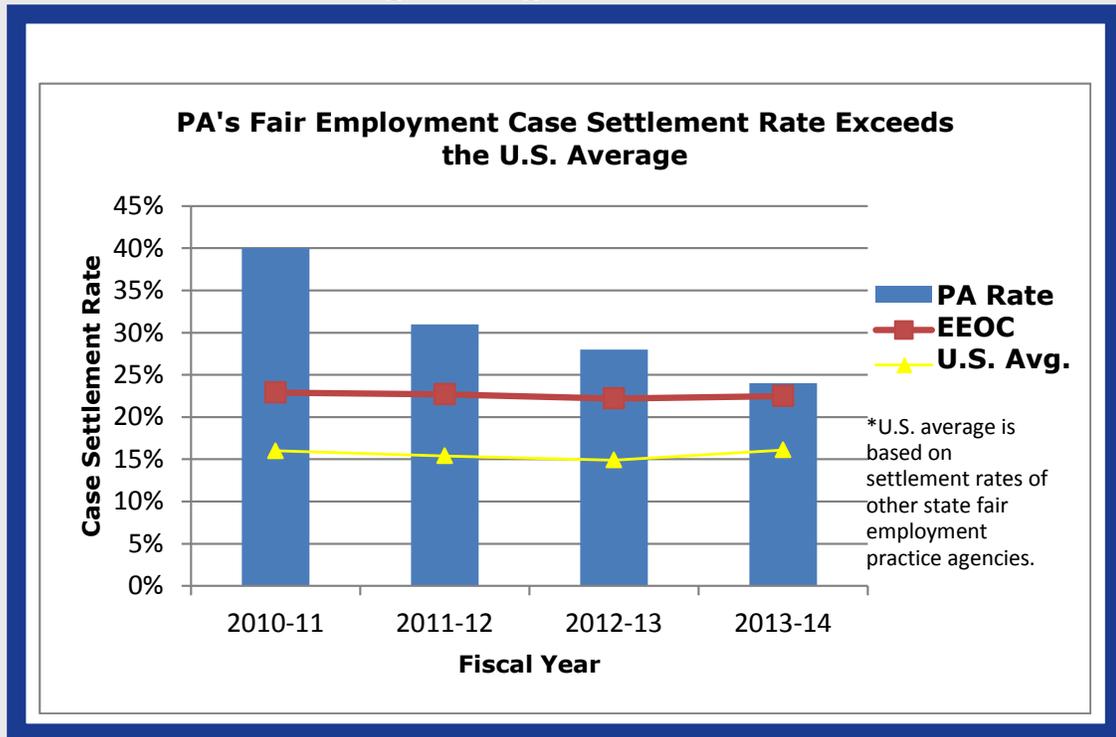
Age Discrimination

A Franklin County woman alleged that a fast-food business refused to hire her because of her age. The commission ordered the franchise owner to cease discriminating based on age, and to pay the complainant \$6,839.76 for lost wages and expenses, plus interest. At the date of the order, interest brought the amount to \$7,591.



PHRC Hearing Examiner Carl Summerson, left, receives a lifetime achievement award in June 2014 from U.S. Dept. of Justice Conciliation Specialist Knight Sor, with whom Summerson has trained law enforcement officers statewide.

Enforcement Highlights: Settlements



Settlement Overview

PA law requires the commission to encourage settlements. PHRC's settlement rate consistently exceeds that of our peer state agencies and the U.S. Equal Employment Opportunity Commission. Settlements in 2013-14 benefited approximately 7,133 Pennsylvanians, and included monetary benefits of \$4.9 million to 729 alleged victims of discrimination.

Re-engineering our case-management to reflect current human and budgetary resources is helping us meet the challenge of a smaller workforce and tighter budget. However, a current focus on closing older cases has temporarily reduced our settlement numbers, since older, more complex cases don't typically settle.

Despite an overall reduction in our settlement rate, we decreased our backlog of older cases by 40 percent, closing 86 percent of the oldest pending cases. This effort will eventually help us achieve our goal of closing cases within one year and getting faster legal relief to discrimination victims and employers facing false allegations.

Following are some examples of cases that settled in 2013-'14. Settlements usually include a confidentiality

term, so details are not made public.

Employment Cases

In an unequal pay complaint, a woman presented a petition signed by 40 co-workers, attesting to the unfair treatment of women and older workers. She was awarded back wages and attorney fees in a settlement after the investigation found probable cause.

An African-American worker was suspended, then fired for comments he made on social media. The case settled for \$55,000 after the investigation uncovered a white co-worker who had posted similar comments and was not disciplined.

An African-American man had complained to managers numerous times of racial harassment after being subjected to nooses, Nazi symbols and racist cartoons. He was fired and filed a retaliation complaint with PHRC. After a probable cause finding, he was awarded a settlement of \$100,000.

A woman who had been subjected to sexual comments in text messages, emails and personal encounters, which

Enforcement Highlights: Settlements Continued

escalated to sexual advances and physical contact. She quit her job due to the hostile work environment. A second employee alleged similar treatment during the investigation. Investigations of both women's allegations found probable cause and each woman was awarded \$45,000.

An African-American worker alleged that he was assigned to locations with poor working conditions, including no access to restrooms, no heat and paid parking, while white peers were given more favorable assignments and conditions. As a result of PHRC's investigation, he was reinstated, given better assignments and awarded more than \$10,400 in back wages.

A Hispanic woman was denied promotions despite her qualifications. She was disciplined, allegedly in retaliation for opposing a discriminatory policy that required Spanish-speaking employees to speak only English. A settlement before a finding was issued included \$60,000, purged personnel file and a neutral reference letter.

A complainant who is blind alleged that he was fired in retaliation for complaining about co-workers placing obstacles in his path during the workday. The settlement included a charitable donation to The National Federation for the Blind.

A male employee who had reported sexual harassment was forced to work with his harasser and told that if he wanted to avoid him, he must take time off without pay. The settlement, after a probable cause finding, included a \$30,000 payment to the alleged victim, training for 200

company managers and a revision of the company sexual harassment policy.

A woman returning to work after a medical procedure was required to prove that she had tested negative for an unrelated communicable disease, despite being physically able to perform her job. She was fired after filing a complaint. As a result of the investigation, parties agreed to settle for \$20,000.

Education Settlements

A professor complained about unfair treatment of African-American students, and alleged that she was removed from faculty responsibilities in retaliation for opposing discrimination. She was awarded \$15,000 in a settlement.

Housing Settlements

A mobility-impaired woman who had requested a parking accommodation for her disability had parking fines forgiven. Building management also added accessible spaces and benches to aid mobility-impaired tenants.

A public housing authority which refused to make reasonable accommodations for a tenant with disabilities underwent staff training as a result of a probable cause finding and settlement. The settlement also involved a revised disability policy, \$10,000 to the complainant and \$9,500 to the Fair Housing Rights Center of SE Pennsylvania.

A family with foster children was charged fees for the children to swim in a pool which was free for other families and children. Because foster children are protected from discrimination based on familial status, the investigation found probable cause, and the family received a \$2,000 reimbursement in a settlement.



Enforcement Highlights: Settlements Continued

Housing Settlements (continued)

A family received an eviction notice following the birth of a child, in violation of the familial status protections in the PA Human Relations Act. The family received \$2,000 in a settlement after a probable cause finding.

she had operated for several years. She was the only African-American vendor, and was replaced by a white vendor after making her request. A settlement following a probable cause finding included \$2,500 in lost revenue and reinstatement as a vendor.

Public Accommodations Settlements

After requesting handicapped-accessible parking, an African-American woman was denied the opportunity to be a vendor at a farmers' market where



PHRC Initiatives 2013-14

Initiatives launched or continued in 2013-14 significantly improved agency operations.

Mediation Program Pilot

With funding from the Governor's Innovation Office, PHRC established a mediation program to give parties in employment discrimination cases the opportunity to reach a voluntary settlement outside the investigation process. Forty mediated cases resulted in 22 settlements over the year – a 60 percent success rate.

The average time to mediate a case successfully was 33 days. Cases which did not end in a settlement, but returned to the



PHRC Mediation Coordinator Katherine Petruczok, left, and Volunteer Mediator Jody King, right, of the Office of General Counsel receiving a Governor's Innovation Award for the mediation program.

investigative process, closed in an average of 132 days, compared to the average case age for all PHRC cases of 487 days.

In participant surveys, 93 percent of responding parties indicated they were satisfied with their decision to participate and 100 percent said they would participate again. The program also generated \$110,000 in cost-savings.

The program received a Governor's Innovation Award for its

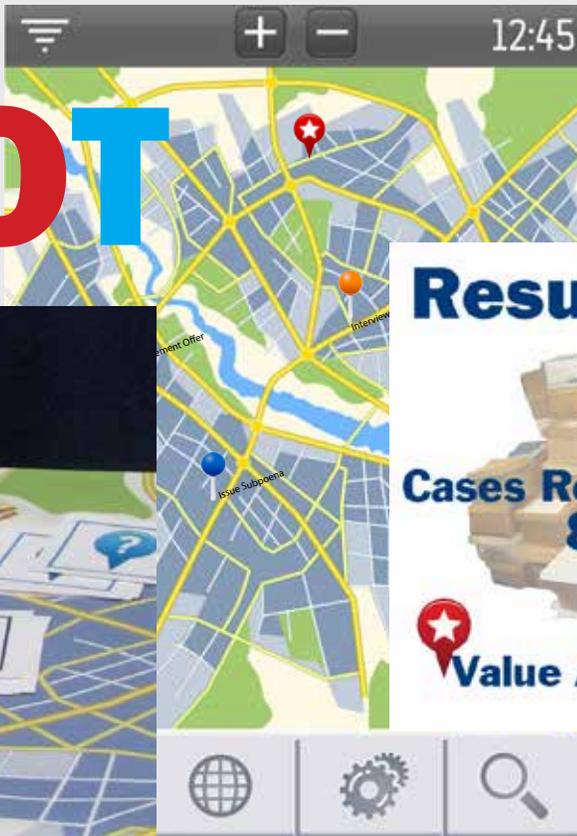
success and partnership between PHRC and the Office of General Counsel, which supplied volunteer mediators. Funding for the program was renewed for another year.

Case-Management Re-engineering

Case-Management Re-engineering, an initiative begun

Teams – each consisting of an investigator, supervisor, attorney and regional director – have brought diverse perspectives to cases and resulted in “roadmaps” to either close cases or bring them to a public hearing. ROOT has yielded dramatic results, including a 40 percent decrease in the agency’s case backlog, and \$372,450 in federal funding for cases dually filed with the U.S. Equal Employment Opportunity Commission.

ROOT



Results



in late 2011, continued to make significant improvements in the efficiency, integrity and quality of investigative procedures over the year. Newly established procedures were fully implemented in October 2013.

The ROOT process, an aspect of re-engineering which focuses the expertise and experience of a team on an investigator’s oldest, most complex cases, yielded incredibly positive results. The average investigator caseload of 120 cases contributed to high administrative costs, delayed relief to potential victims of discrimination and high legal costs for businesses facing charges. The innovative ROOT process aimed to reduce investigators’ caseloads and help achieve the goal of closing new cases within a year, speeding relief to all involved.

Fair Housing Hotline & Partnerships

The PA Fair Housing Hotline, established just prior to the beginning of the 2013-14 year, received 121 calls from its inception in May 2013 through June of 2014. A staff hotline monitor refers callers to the appropriate PHRC housing investigator or to the appropriate agency when the call is not related to discrimination. The toll-free hotline has helped ensure faster processing of housing complaints and faster relief

**PA Fair Housing Hotline
Toll-free • 855 • 866 • 5718**

to discrimination victims.

PHRC partnered with HUD and private agencies in 2014 to fund projects to promote fair housing in PA. HUD-funded and PHRC-administered projects spanning two fiscal years engaged private agencies to examine patterns of discrimination and work with local governments and housing providers to remove barriers that unfairly deny opportunities to Pennsylvania families, people of color and people with disabilities.

PHRC awarded partnership grant funds totaling \$227,000 to Southwestern Pennsylvania Legal Services, Poverty and Race Research Action Council and Fair Housing Center at Lancaster Housing Opportunity Partnership. Funded projects will be completed in 2015.

PHRC also joined Philadelphia-based non-profit Bike & Build to educate Pennsylvanians on how



unfair housing practices limit the availability of affordable housing.

Bike & Build teams crossing PA in the summer to raise funds and awareness of the affordable housing crisis were armed with information on recognizing unfair practices and informing people of their fair housing rights and where to turn when they face discrimination.

Educational Outreach: Proactive Partnerships



l-r; Clerk Typist Debra Brice, Investigator Christopher Young and Director of Education & Community Services Craig Dietz prepare to educate participants in YWCA of Central Pennsylvania's Race Against Racism on Harrisburg's City Island in May of 2014.

PHRC's mission is to end and prevent discrimination not only by enforcing the PA Human Relations Act and PA Fair Educational Opportunities Act, but by educating Pennsylvanians on their legal rights and responsibilities. PHRC outreach includes in-depth, formal training resulting from settlements, including 16 settlement-related training events statewide serving 426 people.

Most formal PHRC training is in response to requests from employers, legal and human resources professionals, law enforcement agencies, school and community officials, housing providers, realtors and others subject to non-discrimination laws. One goal of training is to help these groups proactively avoid liability through sound, consistently applied and clearly communicated policy. In 2013-'14, there were 47 such events, serving 1,708 people.

Notable trainings included sessions on PHRC and **changing disability laws** at The PA State Society of Human

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Then-Philadelphia Regional Director Juan Xu poses with friends at a celebration of Asian-Pacific Islander Heritage Month in May of 2014 in Franklin Square in Philadelphia.

Educational Outreach (continued)

Resource Managers Council Legal and Legislative Conference, **disability in the workplace** and employer legal responsibilities at the PA Disability Employment and Empowerment Summit, **employers' use of criminal records** for the PA Office of General Counsel, an **overview of the PA Human Relations Act** for the PA State Borough Solicitors Conference, **anti-bullying and harassment** at the PA Safe Schools Conference, and **training in drafting PHRC complaints** for Duquesne University law students providing pro-bono services to low-income clients. Training sessions for the PA Bar Institute in Mechanicsburg, Philadelphia and Pittsburgh introduced the PHRC Mediation Program and covered other topics such as workplace retaliation.

PHRC provides information and exhibits at community events, ethnic celebrations, festivals and legislators' events including the City of Philadelphia Employer Information Expo, Chinese-American Chamber of Commerce, Women in Business Committee, 500 Men Reading, Multi-culture Advisory Expo, Mon-Valley NAACP regional strategic planning sessions, YWCA of Greater Pittsburgh Racial Justice Awards and numerous others.

PHRC speakers greeted audiences statewide throughout the year. Chairman Gerry Robinson made welcome remarks at the PA Safe Schools Conference, Chief Counsel Kathy Morrison addressed state employees at an Asian-Pacific Heritage Month event, Executive Director JoAnn Edwards spoke at the combined state agencies' kickoff event for Black History Month and Director of Education & Community Services Craig Dietz was keynote speaker at Penn-State Altoona's Martin Luther King Day celebration. In 38 total outreach events, PHRC events directly served 1,805 people.

In addition to educational outreach and formal technical training on how to comply with non-discrimination laws, the commission conducts legislative and media outreach and supplies publications through state and county offices where Pennsylvanians turn for help and information. PHRC developed new publications on fair housing rights and disability support animals in 2013-'14. All PHRC publications are available online at www.phrc.state.pa.us or by request from phrc@pa.gov.

Educational Outreach (continued)

PA Interagency Taskforce

One of the primary partnerships PHRC organizes is a network of state, federal and non-governmental agencies called the PA Interagency Taskforce on Community Relations & Activities. PHRC, the Attorney General's Office, PA State Police, U.S. Dept. of Justice, the FBI and a number other entities participate in the taskforce.



l. to r. – East Norriton Township Human Relations Commissioner James Dougherty, PHRC Executive Director JoAnn Edwards and Chairman Don Benn of E. Norriton Twp. Human Relations Commission at a Feb. 2013 ceremony recognizing student participants in E. Norriton's Creative Expressions Contest at the Capitol. The contest theme was Inclusion, Respect & Unity.

Formed decades ago to address civil unrest stemming from organized hate activity, the taskforce meets bi-monthly and tracks incidents that may lead to tension between racial, ethnic and other groups. Members refer inquiries to the appropriate entity to address the situation, and taskforce partners work together to reduce the potential for tension in schools and communities state-wide.

Local Human Relations Commissions & Advisory Councils

In order to broaden educational outreach and be in better touch with communities across the state, PHRC has been working to revitalize and strengthen partnerships with local human relations commissions and PHRC advisory councils. PHRC is active in the Tri-State Human Relations Coalition, along with the EEOC, U.S. Dept. of Justice, New Jersey and Delaware Human Relations Commissions, DE Dept. of Labor and 24 local commissions in the area.

In 2014-15, the commission will be working to expand its existing six advisory councils into other areas of the state. Current councils serve Blair, Centre, Monroe-Pike, Montgomery and York counties and Johnstown.

The commission also hopes to re-establish work-sharing agreements with local commissions to protect the rights

of individuals under both local ordinances and state law. Local human relations commissions enforce local ordinances in approximately 32 municipalities around PA. Local commissions have widely varying staffing and funding levels, powers and protections. Those in cities such as Philadelphia, Pittsburgh, Erie and Reading have operated for decades. Many others have formed recently in effort to give protection from discrimination for LGBT individuals and others not protected under current state or federal law.

The commission's goal in strengthening these partnerships is to ensure that Pennsylvanians' rights are protected regardless of which entity they turn to for help.

Equal Educational Opportunity

PHRC works with partners — including the PA Center for Safe Schools, Mid-Atlantic Equity Center, NAACP – PA, and the

Continued on next page

Popular Presentation Topics*

- accessibility & accommodations
- age discrimination
- bullying & harassment
- criminal records use by employers
- disability support animals
- English -only rules
- equal educational opportunity
- ethnic intimidation (hate crimes)
- fair housing rights
- racial & cultural sensitivity
- landlord responsibilities
- PHRC process overview
- PHRC mediation process
- pregnancy discrimination
- retaliation in the workplace
- sexual harassment

*Request training or event speakers at www.phrc.state.pa.us under Education & Training

Educational Outreach (continued)

Dept. of Justice's Community Relations Service —whose mutual goal is fostering equal educational opportunity in Pennsylvania schools. This group collaborated to make recommendations to Coatesville Area School District officials following the fall 2013 public disclosure of sexually and racially demeaning texts exchanged between former district personnel.

The commission participated in NAACP public hearings to gather community feedback on the school climate shortly after the scandal broke, then held its regular monthly meeting in Coatesville in March 2014. The partners joined PHRC to give recommendations and a progress report to the district and community at a public listening session in March of 2014.

The district has joined the collaborative effort and made positive steps toward improving the climate for teaching and learning in an ethnically diverse climate.

Reading School District

Throughout 2013-14, PHRC continued to work with Reading School District, seeking the district's compliance with

the terms a five-year conciliation agreement entered into in 2012 to address community, student and faculty concerns about barriers to equal educational opportunity for Reading's 18,000 predominantly Hispanic students.

In January 2014, PHRC supported a Berks County Intermediate Unit short-term solution of temporary district management, rather than continuing to allow students to suffer the effects of dysfunctional leadership and lack of compliance with the agreement.

Equal educational opportunity is crucial to the region's economic prosperity. Without a solid educational foundation, Reading students will continue to underachieve and drop out in high numbers, feeding the cycle of unemployment and dependence on public benefits, and the school-to-prison pipeline. Employers will continue be forced to look elsewhere for qualified workers.

PHRC's settlement agreement contains tangible solutions to the many equity challenges faced particularly by the district's English language learners. Failure to implement steps in the agreement hurts all students.

In 2014-15, PHRC has continued aggressive efforts to encourage district leadership to turn challenges into opportunities for Reading's students and the region's economy.

PHRC Staff – Excellence in Action

PHRC employees embody the values of equality, service, excellence & teamwork outlined on page three of this report and now established as a guiding principle of the agency's three-year strategic plan. Prior to finalizing the strategic plan, the agency established an annual employee recognition program to commend those who were particularly shining examples of those values.

The recognition program is one element of a strategic goal to fully develop the talented staff member, recognizing that they are the commission's greatest asset.

Six awards were established, and the first honorees were named and recognized during the June 2014 public commission meeting in Harrisburg (see photo on next page).



Retired PHRC Executive Director Homer C. Floyd addresses staff and commissioners in Harrisburg in June 2014 after receiving the first annual Homer C. Floyd Pinnacle Award.

Continued on next page



2014 PHRC Employee Recognition Award Winners, left to right – Pittsburgh Human Relations Representative Joe Retort - Team Leadership Star, Philadelphia Human Relations Representative Joyce Jordan-Brown - Excellence in Investigation, Retired Executive Director Homer C. Floyd - Homer C. Floyd Pinnacle Award, Harrisburg IT Generalist Rhonda Sechrist Excellence in Administration, Harrisburg Assistant Chief Counsel Kelly Matos - Legal Star, Pittsburgh Clerk Typist Rotana Jay - Clerical Star

• Equality • Service • Excellence • Teamwork •

PHRC Staff continued

Employees are routinely recognized by their respective professional organizations and for their involvement outside the workplace in their home communities and in ethnic, religious, civic, legal and social justice advocacy organizations.

One notable example of professional recognition during the year was the U.S. Department of Justice Lifetime

Achievement Award presented to Public Hearing Examiner Carl Summerson, Investigative Supervisor Martin Kearney and Executive Director JoAnn Edwards for their work with the PA Interagency Taskforce on Community Activities and Relations (see Summerson photo on page eight).



pennsylvania
HUMAN RELATIONS COMMISSION

Case Statistics: Discrimination Profile

Cases Docketed by County & Type*

County	E	H	PA	ED	CP	Total
Out of state	33	10	2			45
ADAMS	12	1	1			14
ALLEGHENY	146	12	5			163
BEAVER	7	3				10
BEDFORD	1	1				2
BERKS	35		3	2		40
BLAIR	7	2				9
BRADFORD	4					4
BUCKS	54	14	7			75
BUTLER	5	1				6
CAMBRIA	12					12
CAMERON	1					1
CARBON	1		1			2
CENTRE	21	5		1		27
CHESTER	52	7	1			60
CLARION	2	1				3
CLEARFIELD	5		2			7
CLINTON	4					4
COLUMBIA	8			1		9
CRAWFORD	5	1				6
CUMBERLAND	67	5	1		1	74
DAUPHIN	164	11	8	3	1	187
DELAWARE	63	12	7			82
ELK	3					3
ERIE	18	2	2			22
FAYETTE	10	1	1			12
FRANKLIN	15			1		16
FULTON	3		2			5
GREENE	3	1				4

*Docketed cases include all those for which an investigation was initiated. Cases found to be non-jurisdictional, filed in error or withdrawn prior to an investigation are not included in this number.

The county listed is the county in which the respondent is located. Out-of-state respondents are responsible parties located in other states, but who have employees, tenants or businesses located in Pennsylvania.

E = Employment
H = Housing
PA = Public Accommodations
ED = Education
CP = Commercial Property

Case Statistics: Discrimination Profile

Cases Docketed by County and Type (cont.)

County	E	H	PA	ED	CP	Total
HUNTINGDON	4	1				5
INDIANA	4					4
JEFFERSON	3					3
JUNIATA	2					2
LACKAWANNA	32	2				34
LANCASTER	54	3	2	1	4	64
LAWRENCE	8	1				9
LEBANON	20	3	2	1		26
LEHIGH	50	7	3			60
LUZERNE	45	3	1			49
LYCOMING	10	2				12
MCKEAN	2					2
MERCER	10	1	1			12
MIFFLIN	1	1				2
MONROE	16	1	1			18
MONTGOMERY	118	26	7	2		153
MONTOUR	3					3
NORTHAMPTON	20	2	1			23
NORTHUMBERLAND	7	3	1	1		12
PERRY	3			1		4
PHILADELPHIA	230	17	15	2		264
PIKE		1				1
POTTER	1					1
SCHUYLKILL	16	1				17
SNYDER	7					7
SOMERSET	2	2				4
TIOGA	3					3
UNION	5	1				6
VENANGO	1					1
WARREN	2	1				3
WASHINGTON	10	4				14
WAYNE	2					2
WESTMORELAND	28	4	1			33
YORK	74	7			1	82
Statewide Total	1,554	184	78	16	7	1,839

Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes

Age*	E	H	Total
40 - 42	18	1	19
43 - 45	27		27
46 - 48	24		24
49 - 51	35	1	36
52 - 54	40		40
55 - 57	74		74
58 - 60	62		62
61 - 63	51	1	52
64 - 66	43	1	44
67 - 69	22		22
70 - 72	12		12
73 - 75	13	1	14
76 - 78	9		9
79 - 81	1	1	2
82 - 85	4		4
Total	435	6	441

Ancestry*	E	H	PA	Total
African	3			3
American	3	1		4
Arab	1			1
Asian	2			2
Dominican	2			2
Hispanic	61	1	2	64
Jamaican	2			2
Latino	3	1		4
Portuguese		1		1
Puerto Rican	10			10
Syrian	3			3
West Indian	2			2
Total	92	4	2	98

Disability	E	H	ED	PA	CP	Total
Cognitive	39	11		1		51
Hearing	16	1		1		18
Immunological	71	5		3	4	83
Mobility/Joints	104	13		4		121
Multiple - Other	45	66		6		117
Neurological	70	8	3	4		85
Psychological	104	10	6	8		128
Respiratory	28	2	1			31
Visual	7	1		3		11
Total	484	117	10	30	4	645

Disability Support Animals	H	PA	Total
Use of Guide or Support Animal	8	3	11
Total	8	3	11

E = Employment

H = Housing

PA = Public Accommodations

ED = Education

CP = Commercial Property

*Complainants self-identify age, race, sex, ancestry and national origin.

Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes Continued

Familial Status**	H
Parent designee or person with custody	2
Domiciled with	2
Parent or other person with legal custody	4
Person under 18 living with parent or guardian	6
Total	14

**Only protected in housing.

Color*	E	CP	PA
Black	6	2	1
Brown	5		
Total	11	2	1

Race*	E	H	PA	ED	Total
African-American	410	47	22	3	482
American Indian	1	1	1		3
Asian	7	1			8
Bi-Racial	5	1	1	2	9
Black	35	7			42
Caucasian	26	3	1		30
Complainant's race and known association with another person	6	3		1	10
Total	490	63	25	6	584

Multiple Class	E	H	PA	Total
African-American Female	30	1		31
African-American Male	12		1	13
Total	42	1	1	44

Sex	E	H	PA	ED
Female	330	11	5	4
Female & Pregnant	48			
Male	87	1	2	
Total	465	12	7	4

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Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes

Continued

National Origin*	E	H	PA	CP	Total
Africa	1				1
Armenia	1				1
Bangladesh	1				1
Belgium	1				1
China	2	3			5
Croatia	1				1
Dominican Republic	7		1		8
Egypt	1		4	4	9
El Salvador	2				2
Germany	1				1
Guatemala	1				1
Guyana	1				1
Haiti	5				5
Hong Kong	1				1
India	5		1		6
Iran - Islamic Republic	1				1
Iraq		1			1
Jamaica	6				6
Jordan	1				1
Korea - North			1		1
Korea - South	2				2
Laos	1				1
Liberia	1				1
Mali	1				1
Mauretania			1		1
Mexico	2	2			4
Morocco	1				1
Nepal		1			1
Niger	5		1		6
Nigeria	1				1
Peru	1				1
Puerto Rico	13	2			15
Russian Federation	2				2

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Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes

Continued

National Origin	E	H	PA	CP	Total
St. Vincent/Grenadines	1				1
Syrian Arab Republic	7				7
Trinidad and Tobago	1	1			2
Turkey	1				1
Ukraine	1				1
United Kingdom	1				1
United States	9	1			10
Total	90	11	9	4	114

Religion	E	H	PA
7th-Day Adventist	2		
Agnosticism	1		
Baptist	3		
Christianity	8		
Hinduism	1		
Islam	14	1	1
Israelite	1		
Jehovah's Witness	1		
Judaism	4	1	
Non-Catholic		1	
Non-Christian	2		
Non-Jewish	1		
Pentecostal	1		
Protestantism	1		
Rastafarian	1		
Roman Catholic	1		
Total	42	3	1

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Retaliation	E	H	PA	ED
Assisted Investigation	32	1		1
Filed PHRC Complaint	81	13	3	
Otherwise Opposed Unlawful Activity	426	13	4	4
Provided Information	8			
Testified	9			
Total	556	27	7	5

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pennsylvania
HUMAN RELATIONS COMMISSION

IN THE SPIRIT
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WILLIAM PENN
FOUNDED
THE COLONY OF
PENNSYLVANIA