# ANNUAL REPORT 2017

pennsylvania
HUMAN RELATIONS COMMISSION

## PHRC Commissioners

Pennsylvania Human Relations Commission (PHRC) Commissioners are appointed by the Governor and confirmed by the Senate to serve five-year terms. They are chosen to further the interests of the commonwealth by preventing and ending unlawful discrimination. They are charged with furthering the PHRC's mission by working with community and religious organizations, advocacy groups, law enforcement and other community groups. Commissioners attend monthly meetings, preside over public hearings, guide decision-making, and set policies and priorities to support the agency's mission.

*Top row - L to R: M. Joel Bolstein, Esq., Interim Chair, Raquel O. Yiengst, PhD, Vice Chair, George B. Dawson, Esq.,*

*Middle row - L to R: Dr. Radheshyam M. Agrawal, Kathleen T. Dormer-Carusone, Michael Hardiman, Esq.,*

*Bottom row - L to R: Curtis Jones, Jr., Mayer Patel, Gerald Robinson, Esq.*

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# MESSAGE FROM THE INTERIM CHAIR AND EXECUTIVE DIRECTOR

*M. Joel Bolstein, Esq. Interim Chair*

*JoAnn L. Edwards, Executive Director*

We are pleased to welcome two new commissioners to the PHRC: Mayur Patel of Harrisburg and Curtis Jones, Jr. from Philadelphia. Commissioner Patel, is co-founder and principal of Laughner Patel Developers (LPD) which provides real estate development services. Commissioner Jones serves on the Philadelphia City Council and represents the 4th District of Philadelphia. We thank commissioners Varsovia Fernandez, Meron Yemane and Terrence Farrell whose terms expired, for their service to the PHRC.

Our agency challenges have persisted this year due to budget cuts and decreased staff. The PHRC continues to address claims of discrimination from individuals across the state.

We are pleased to note that outreach efforts have increased throughout the commonwealth. This year we held 160 community meetings and outreach events that touched 6,500 individuals.

As part of our outreach efforts, PHRC held its December 2016 commission meeting in Philadelphia. The public session of the meeting was devoted to partnerships between the community, social services, schools and the police. The meeting was well attended by community groups, organizations and city officials.

In June, the commission's monthly meeting was held in Pittsburgh at the Carnegie Library of Pittsburgh, Homewood Branch. Homewood is a community experiencing housing and educational issues. At the meeting, Dr. Anthony Hamlet, Superintendent of Pittsburgh's public schools, spoke to the attendees about the district's strategic plan and goals for their schools including those in the Homewood area. Community members also expressed their concerns on matters relating to public safety, and the availability of affordable housing for residents.

We thank our dedicated staff for their hard work and commitment to addressing the discrimination complaints we receive on a daily basis.

Thank you to Governor Wolf and the legislature for their support.

# MISSION AND STRATEGIC PLAN

## Mission

It is the Pennsylvania Human Relation Commission's mission to promote equal opportunity for all and enforce Pennsylvania's civil rights laws that protect people from unlawful discrimination.

## Strategic Plan 2014 – 2017

The 2014 PHRC Strategic Plan created a road map for PHRC to follow in order to achieve our vision that all people in Pennsylvania live, work and learn free from unlawful discrimination.

| | |
|---|---|
| **Goal 1:** | **To ensure responsive, timely resolution of discrimination complaints** |
| **Goal 2:** | **To promote equal opportunity and prevent unlawful discrimination by providing relevant training, reliable information and targeted outreach** |
| **Goal 3:** | **To ensure effective and efficient agency operations by optimizing resources** |

In June 2017, The commission began to develop its 2017 – 2020 Strategic Plan and expects to complete it by January 2018.

# **2016 – 17:** AT A GLANCE

**160**

Number of Community Meetings and Outreach Events, Reaching 6,500 Individuals

**$74,756**

Annual Savings by Offering Online Employment Questionnaires

**1 million**

Hits on PHRC'S YouTube Fair Housing Rights Video

**60**

Number of Probable Cause Cases

**$3.1 million**

Dollars Given in Settlements

**1,348**

Number of PHRC Cases Closed

**25**

Legislative Visits

**84**

Cases Submitted to Mediation Program

# ACCOMPLISHMENTS

## Town Hall Meetings

### *Pittsburgh*

The commission held its monthly meeting in Pittsburgh on June 26, 2017 at the Carnegie Library of Pittsburgh, Homewood Branch.

During lunch, certificates were presented to 10 student leaders from schools in the Homewood area. Students were chosen by teachers for their outstanding community service and scholastic achievement. Parents, teachers and grandparents were also present at the event.

During the meeting, Dr. Anthony Hamlet, Superintendent of Pittsburgh's public schools, presented the district's strategic plan and their goals for schools including those in the Homewood area.

Attendees had an opportunity to present questions to Dr. Hamlet and comment on the school district's strategic plan.

Community members were able to express their concerns on matters relating to public safety, the availability of affordable housing, and lack of educational opportunities for young people. We learned that many local citizens, groups and organizations in Homewood are working hard to ensure a better life for their families and neighbors while experiencing environmental, social, and economic challenges.

### *Philadelpha*

On December 19, 2016, PHRC held its monthly commission meeting in Philadelphia. As part of the public session portion of the meeting, a panel discussion took place on partnerships between the community, social services, schools, and law enforcement.

Panelists included Randy Duque, Deputy Director of Community Relations Division, Philadelphia Commission on Human Relations; Kelvyn Anderson, Executive Director of the City of Philadelphia Police Advisory Commission; La'Tonya Bey-Gore, Police Diversion Liaison Officer with the Juvenile Justice Center of the Philadelphia Police Department; and Captain Kristal Turner-Childs, Commanding Officer of the Pennsylvania State Police Troop L.; with Tameka Hatcher, PHRC Outreach Coordinator, who served as panel moderator.

Attendees represented local, state and federal organizations; legislators and staff; as well as law enforcement representatives and PHRC staff.

Following the panel discussion, the audience had an opportunity to provide their thoughts and suggestions regarding PHRC's role in helping to develop positive community and police relationships throughout the commonwealth. The group suggested that PHRC serve as a "connector" by bringing partners to the table to help establish cooperative efforts that address community issues and disseminate information on successful programs.

# ACCOMPLISHMENTS

## Online Employment Questionnaire Saves PHRC Processing Costs

In September of 2015, PHRC began the process of allowing individuals to file an employment questionnaire online. PHRC worked with the Office of Administration to develop and offer this electronic option for those interested in submitting an employment discrimination complaint online. Since then, PHRC has saved $74,756.50 by offering this option, and hopes to save $282,758.00 over a five year period. Since the questionnaire is automatically entered into a computer tracking system, this feature has helped to efficiently process questionnaires.

Additionally, PHRC received the Governor's Office of Transformation, Innovation, Management and Efficiency award in 2016 for this initiative.

PHRC is planning to offer additional questionnaires as an online option in the near future.

## Fair Housing Month

In April, the U.S. Department of Housing and Urban Development (HUD), state and local agencies and community organizations across the country recognized the importance of fair housing for everyone in an effort to promote a better understanding of housing discrimination.

PHRC partnered with HUD to recognize Fair Housing Month by launching a campaign aimed to educate young adults about their housing rights and discrimination. PHRC's campaign for young adults included a two-minute video that is posted on YouTube. The video promotes the PA Fair Housing Hotline and drives interested individuals to the PHRC website which has updated housing information on the homepage. To view the video visit https://www.youtube.com/watch?v=bVKVG0S28xc

Additionally, PHRC partnered with the Fair Housing Rights Center of Southeast Pennsylvania to provide an educational training program on housing discrimination to students in high schools throughout Philadelphia.

# OUTREACH AND TRAINING

**PHRC pro-actively offers free training upon request, to any organization in Pennsylvania. PHRC also conducts training when it is required as part of settling a complaint of unlawful discrimination. PHRC conducted training for community groups, local human relation commissions, police, housing providers, employers, county governments and others.**

## In Recognition of MLK

PHRC teamed up with Alpha Kappa Alpha Sorority, Inc. to offer "A Shower of Love for Seniors" at the Morrison Towers in Harrisburg. Lunch, entertainment and personal care items were provided to the residents of the facility.

At the luncheon, Mark Morrison, whose father, Judge Clarence Morrison (for whom Morrison Towers were named), received a special recognition honoring his father who was also a civil rights advocate.

L to R – Kathy Morrison, Esq., Chief Counsel, Kathleen Dormer-Carusone, PHRC Commissioner, JoAnn Edwards, Executive Director, Mark Morrison, Esq., Christina Reese, Communications Director and Tameka Hatcher, Outreach Coordinator.

## PHRC Advisory Councils

PHRC advisory councils were created by the PHRA to help the commission extend their reach into communities to promote a better understanding of discrimination and the services the agency offers.

In 2016 – 17, all 10 advisory councils held meetings and special events; some of the councils focused on education and fair housing rights.

PHRC's proud to announce the creation of the Lehigh Valley Advisory Council. The group meets monthly at the Northampton Community College.

**Advisory Councils:**

Blair County
Cambria County
Centre County
Cumberland/Perry Counties
Lebanon/Lancaster/Berks Counties
Lehigh Valley
Monroe County
Montgomery County
South Western PA
York County

# OUTREACH AND TRAINING

## Third Annual Partnership Summit

In June, the PHRC held their third annual Partnership Summit. Participants included stakeholders/partners, advisory council members, Interagency Task Force members and staff from state Equal Employment Opportunity (EEO) offices and HRC members. Over 50 attendees took part in the day's activities and had networked with other participants. The summit's agenda offered information on:

- The PHRC's year in review
- An inspirational luncheon speaker: Tiffany Chang Lawson, Executive Director of the Governor's Advisory Commission for Asian Pacific American Islander Affairs.
- A presentation on transgender awareness by Joanne Carroll, President of TransCentralPA
- Breakout sessions on acceptance and awareness of cultural differences in policing; ADA/PHRA; support/service animals and community relations (presented by the Community Responders Network of Harrisburg).

Tameka Hatcher presents information on community policing efforts.

## PRIDE Month Celebration

On June 28, 2017, Acting Secretary of Health and Physician General Dr. Rachel Levine spoke to PHRC staff members from Central and Harrisburg Regional Office in recognition of PRIDE Month. Dr. Levine spoke to the group about issues facing individuals in the LGBTQ community and the importance of having protections in place for them.

Acting Secretary of Health and Physician General Dr. Rachel Levine and PHRC Staff

# OUTREACH AND TRAINING

## Students Learn about Civil Rights and Community Involvement

For the past three years, PHRC has participated in the awards ceremony for students of Paul V. Fly Elementary School in Montgomery County. East Norriton HRC worked with 4th grade teacher Danielle Wechsler, to teach the students about community involvement and civil rights. At the end of the program, each student was asked to write an essay or create a poster/art project that reflects what he/she has learned. The award ceremony was held on May 19, 2017 at the Montgomery County Court House. Parents, grandparents, local commissioners, elected officials and magistrate judge were in attendance to observe the students receiving certificates for their accomplishments.

Local officials and students from Paul V. Fly Elementary School.

## Pennsylvania Interagency Taskforce on Community Relations and Activities

PHRC's Interagency Task Force is comprised of a group of state and federal agencies as well as non-governmental groups that meet monthly to address and learn about civil tension occurring in schools and communities around the state. The group refers inquiries to appropriate organizations and law enforcement agencies. This year, the task force focused on providing educational presentations to their members on related issues. Additionally, the task force helped PHRC update its website with anti- hate and bias information. http://www.phrc.pa.gov/biasandhate/Pages/Bias-Hate-Crimes-Information.aspx

## Partnership on Equity Group

PHRC partnered with the PA Attorney General's Office and the Governor's Advisory Commissions on: Asian Pacific American Affairs, Latino Affairs, African American Affairs and disability organizations to share experiences and address discrimination and hate based incidents.

The group began meeting in June 2017 and continues to meet on a monthly basis to discuss topics such as issues affecting Asian restaurants in the Philadelphia area and education equity concerns.

# OUTREACH AND TRAINING

## Pittsburgh Regional Office

Staff Participated in a Unity Rally hosted by Rep. Dan Miller in Mt. Lebanon in response to hate incidents in the area.

The Pittsburgh Regional Director, Lyle Wood, participated in a housing workshop offered by the University of Pittsburgh's School of Sociology. The regional office has provided information to the university to support students who may experience housing discrimination.

In April, the Pittsburgh Regional Office participated in the annual Thomas Enzerra Foundation dodgeball event in Washington, PA.

Rep. Dan Miller speaking to attendees of the Unity Rally.

## Harrisburg Regional Office

The HRO staff was very busy this year providing training throughout the region. Training has been offered to organizations, state agencies and businesses on diversity, fair housing fundamentals, employment and other topics relating to discrimination and the PHRA.

Staff from the Harrisburg Regional and Central Office participated in and provided presentations at the Seventh Annual Diversity Summit sponsored by the Hispanic American Center in Hanover. More than 200 people attended the conference.

In December 2016, staff from the Harrisburg Regional Office participated in an event held by the Harrisburg Islamic Center. The center provided community education in response to hate incidents against members of the Muslim community.

In January 2017, the Harrisburg Regional Director, Heather Roth attended and gave remarks at the York Human Relations Commission Diversity Dinner.

The Harrisburg Regional and Central Offices continue to participate in the yearly Harrisburg YWCA Race Against Racism.

In June 2017, Roth carried out training sessions on fair housing fundamentals at the Multi-Family Affordable Housing Conference in State College in which more than 300 people attended. In total the HRO conducted 42 training/outreach events that directly reached about 776 people. Another 500 people were indirectly reached via the distribution of informational materials.

# OUTREACH AND TRAINING

## Philadelphia Regional Office

The Philadelphia Regional Office Director, Diane Medley, took part in a unity event sponsored by the Interfaith Center of Philadelphia.

The Interfaith Center contributes to the area's strength and vitality through multi-faith collaboration, education, dialogue and service.

## Education Equity Initiative

PHRC partners with the PA Department of Education, PA Safe Schools, PA State Police and the U.S. Department of Justice (DOJ) to provide intervention and support for schools experiencing acts of discrimination and disparate treatment.

When a school is identified with a problem relating to equal education opportunities, the PHRC works with the DOJ and PA Safe Schools to address the issues. Many times a SPIRIT (Student Problem Identification and Resolution of Issues Together) Program is initiated and a team of students is selected to work on identifying and resolving issues. The PHRC, DOJ and PA Safe Schools representatives also work with teachers and administration.

This year, the PHRC participated in 11 SPIRIT programs across the state.

## Fair Housing Five and the Haunted House Book Readings

PHRC continues to provide free book reading sessions for schools, libraries, and organizations featuring the book, "The Fair Housing Five and the Haunted House", which promotes an understanding of housing discrimination.

The book is about a group of friends who work together to achieve fair housing and is an age-appropriate lesson on how discrimination hurts everyone in society.

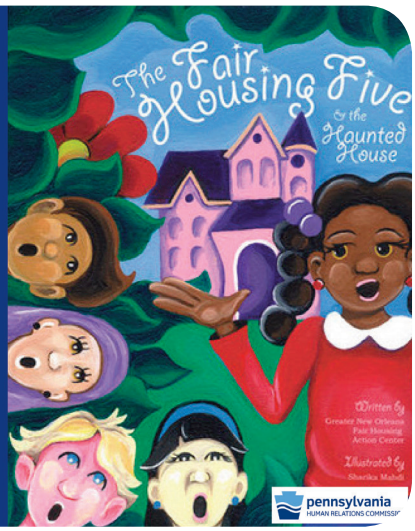
Since June 2016, the book readings have reached over 1,000 children.

**The PHRC Offers Guided Reading Sessions for Youth**

Everyone deserves access to quality education and safe, affordable housing.

Some families are denied equal opportunity because of who they are.

"The Fair Housing Five" is a book designed to teach the contrasting concepts of discrimination and fairness to students grades 1-5.



# ENFORCEMENT

## Public Hearings

When an investigation results in a probable cause finding and conciliation efforts fail, the commission may hold a public hearing. At the hearing, both sides present testimony and evidence to support their case. The commission reviews the facts of the case and renders a formal decision. In 2016-17, there were 23 cases approved for public hearing, of which, seven cases resulted in public hearings being held. Of the remaining cases, some settled before a hearing and others remained on the public hearing docket as of June 30, 2017.

## Sex-Based Discrimination

A woman from Lewistown filed against her former employer who allegedly failed to pay female employee wages equal to male employees who held similar positions. In its investigation the PHRC found that the managers' job descriptions were nearly identical. Furthermore, the woman's duties required greater discretion and responsibility than those of other male colleagues. The PHRC ordered the business to cease from failing to pay female employees wages equal to male employees holding similar positions. PHRC required the business to award the woman **$38,500** in back pay plus interest.

## Disability Discrimination

A man from central Pennsylvania filed a discrimination complaint alleging that his former employer did not accommodate his disability of Post-Traumatic Stress Disorder (PSTD) and terminated him because of the disability.

PHRC investigated and ordered the business to cease discriminating against employees based on disability status and to reinstate him to his former or a comparable job. PHRC ordered the employer to pay the complainant approximately **$120,000**, which included lost wages plus interest and expenses.

## Race-Based Discrimination

A man from southeastern Pennsylvania filed a discrimination complaint alleging that his former employer terminated him because of his race and sex. At a public hearing, PHRC determined that the former employer failed to answer the man's complaint and awarded him over **$100,000** in appropriate damages for lost pay plus interest. PHRC also ordered the company to cease discriminating against employees based on race and sex.

# ENFORCEMENT

## Housing Retaliation

A central Pennsylvania male filed a discrimination housing retaliation case with the PHRC after his landlord refused to renew his lease. The landlord's refusal occurred after the man filed a complaint with PHRC. PHRC ordered the landlord to cease from retaliating against anyone who engages in protected activity under the Pennsylvania Human Relations Act (PHRA) and pay him a total of **$5,300** for out of pocket expenses and compensation damages for embarrassment and humiliation. The landlord was also assessed a civil penalty of **$3,000** to be paid to the Commonwealth of Pennsylvania bringing the total payment to **$8,300**.

## Mediation Program

The PHRC Mediation Program provides a mediation option for eligible claimants as an alternative to the investigation process. The program is a process where both parties agree to work together with a trained and neutral mediator to help them resolve differences with the goal of reaching a settlement that is acceptable to both parties.

As of June 30, 2017, 71 mediators have been trained since the program's inception in 2014-2015. Of these 71, 26 attorneys are trained from the PA Bar Association, 18 are from the Governor's Office of General Counsel, 22 are from a community mediation program and 5 are individual mediators.

In 2016-17 a total of 84 mediations were conducted. Of those, 44 cases were successfully settled. The program continues to focus on encouraging parties to seek mediation for employment and public accommodation issues. You can find out more about the Mediation Program on the PHRC website at http://www.phrc.pa.gov/Resources/Pages/Mediation.aspx

# COMMUNICATION AND MEDIA

## Fair Housing Campaign

PHRC continues to develop its Fair Housing Campaign in an effort to make the public aware of their housing rights. In the past several years the agency has promoted housing rights through the internet, radio, bus wrappers and bus shelters.

This year, the agency focused its efforts on providing housing rights education to young adults particularly those aging out of the foster system. PHRC worked with the Fair Housing Rights Center in Southeastern Pennsylvania, to provide educational sessions to groups of young adults. Additionally, a short video was developed on fair housing with the purpose of driving those who experienced housing discrimination to the Fair Housing Hotline. The video was placed on the PHRC website and YouTube. The video, on YouTube, was viewed over **1 million times**! The media campaign was funded by the U.S. Department of Housing and Urban Development.

## Media

- PHRC partnered with the NAACP Harrisburg Chapter to hold a press conference on Standing Together Against Hate and Bias. The press conference brought together PHRC partners such as; the Anti-Defamation League, PA State Police, Council on American Islamic Relations (CAIR), and the Harrisburg Area Community Responders Network, (CRN).
- PHRC staff participated in several local radio shows to discuss hate and bias issues.
- Harrisburg Regional Office intake investigator, Josh Bartash, and Executive Director JoAnn Edwards took part in a local National Public Radio affiliate – WITF morning talk show to discuss hate and bias in response to a proposed local gathering of the KKK. Education and Outreach Director Geoff Biringer also participated on the WITF talk show to address the descicration of a Jewish cemetery in Philadelphia and bomb threats on local Jewish Community Centers.
- PHRC utilizes its Twitter account to notify the public about new and updated brochures, new initiatives and position statements.

PHRC, agencies, and organizations hold press conference.

# COMMUNICATION AND MEDIA

## Print

Over the past year, the PHRC has used various methods to promote the agency and the services it offers as follows:

- Advisories are sent to the media notifying them of events and public hearings. Press releases are also issued when cases are closed as a result of public hearings. PHRC also uses press releases to notify the public when a new program is initiated.

- The commissioners have issued several statements on the desecration of a Jewish cemetery and bomb threats in Jewish Community Centers in Philadelphia, Harrisburg and York. PHRC spoke out through a statement against the violence in Charlottesville, Virginia.

- Pittsburgh Regional Office staff worked with a local newspaper, in Mt. Lebanon, to present an article on PHRC's services.

- Op-eds, which are short stories written to provide clarity or educate the public on topics, have been published in local newspapers. Topics such as housing and services offered by the PHRC were featured.

- PHRC publishes quarterly newsletters which provides partners, organizations and the public with current information about commission programs and activities. Each newsletter is posted on the PHRC website.

- PHRC brochures have been updated to include Filing a Complaint, Fair Housing Rights and Discrimination Facts. We are in the process of translating brochures into alternative languages.

- PHRC is also active on Twitter (@PA_HumRelComm).

# DATA AND CASE STATISTICS

SFY 2016-17

| E-Employment | H-Housing | PA-Public Accommodations | ED-Education |
|---|---|---|---|

**The charts below correspond to the protected classes. Note that there may be more than one protected class in an individual case.**

## Age

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| 40-42 | 6 | | | | 6 |
| 43-45 | 12 | | | | 12 |
| 46-48 | 15 | | | 1 | 16 |
| 49-51 | 25 | | | | 25 |
| 52-54 | 26 | 5 | | | 31 |
| 55-57 | 57 | | | | 57 |
| 58-60 | 43 | 1 | | | 44 |
| 61-63 | 43 | 1 | | | 44 |
| 64-66 | 37 | | | | 37 |
| 67-69 | 29 | | | | 29 |
| 70-72 | 10 | | | | 10 |
| 73-75 | 13 | 2 | | | 15 |
| 76-78 | 4 | | | | 4 |
| 79-81 | 2 | 2 | | | 4 |
| Total | 322 | 11 | 0 | 1 | 334 |

## Ancestry

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| African | 7 | | | | 7 |
| American or United States | 10 | | 1 | | 11 |
| Asian | 2 | | | | 2 |
| Complainants ancestry and the known association with another person | | 2 | | | 2 |
| Dominican | 1 | | | | 1 |
| Guatemalan | 1 | | | | 1 |
| Hispanic | 50 | 8 | | 8 | 66 |
| Indian | | 2 | | | 2 |
| Italian | 2 | | | | 2 |
| Latino | 9 | | | | 9 |
| Multiple | 3 | | | | 3 |
| Nigerian | 1 | | | | 1 |
| Pakistani | | | 3 | | 3 |
| Puerto Rican | 2 | | | | 2 |
| Spanish | | | 1 | | 1 |
| Trinidadian/Tobagonian | 1 | | | | 1 |
| Total | 89 | 12 | 5 | 8 | 114 |

# DATA AND CASE STATISTICS

SFY 2016-17

| E-Employment | H-Housing | PA-Public Accommodations | ED-Education |
|---|---|---|---|

## Race

| Race | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| African American | 313 | 34 | 23 | 7 | 377 |
| American Indian | | 1 | | | 1 |
| Asian | 9 | 4 | | | 13 |
| Bi-Racial | 9 | | | 4 | 13 |
| Black | 15 | | | | 15 |
| Caucasian | 18 | 4 | 2 | | 24 |
| Complainants race and the known association with another person | 1 | 8 | 1 | | 10 |
| Native Hawaiian/Pacific Islander | 2 | | | | 2 |
| Total | 367 | 51 | 26 | 11 | 455 |

## Sex

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Female | 276 | 19 | 4 | 1 | 300 |
| Female Pregnant | 48 | | | | 48 |
| Male | 81 | 3 | 2 | 1 | 87 |
| Total | 405 | 22 | 6 | 2 | 435 |

## Religion

| Religion | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Buddhism | 1 | | | | 1 |
| Christianity | 11 | 2 | 1 | | 14 |
| Complainants religious creed and the known association with another person | 1 | | | | 1 |
| Hinduism | 1 | | | | 1 |
| Islam | 20 | 2 | 1 | 4 | 27 |
| Jehovah Witness | 8 | | | | 8 |
| Judaism | 8 | | | | 8 |
| Morman | 3 | | | | 3 |
| Non-Christian | | | 3 | 1 | 4 |
| Non-Jewish | 1 | | | | 1 |
| Not Work on Sunday | 1 | | | | 1 |
| Pentecostal | 1 | | | | 1 |
| Rastafarian | 2 | | | | 2 |
| Strongly held belief | 3 | | | | 3 |
| Total | 61 | 4 | 5 | 5 | 75 |

# DATA AND CASE STATISTICS

SFY 2016-17

| E-Employment | H-Housing | PA-Public Accommodations | ED-Education |
|---|---|---|---|

## National Origin

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Bosnia And Herzegovina | 1 | | | | 1 |
| Chile | | 2 | | | 2 |
| China | 2 | | | | 2 |
| Colombia | 1 | | | | 1 |
| Complainants National Origin And The Known Association With Another Person | | 2 | | | 2 |
| Cuba | | 3 | | | 3 |
| Dominican Republic | 2 | | | | 2 |
| Egypt | | | 1 | | 1 |
| Gambia | 2 | | | | 2 |
| Ghana | 1 | | | | 1 |
| Guatemala | 1 | | | | 1 |
| Haiti | 8 | | | | 8 |
| India | 5 | 4 | | | 9 |
| Jamaica | 6 | 2 | | | 8 |
| Liberia | 5 | 1 | | | 6 |
| Mali | 2 | | | | 2 |
| Mexico | 8 | | | | 8 |
| Niger | 1 | | | | 1 |
| Nigeria | 1 | | | | 1 |
| Northern Mariana Islands | 2 | | | | 2 |
| Peru | 4 | | | | 4 |
| Poland | 1 | | | | 1 |
| Puerto Rico | 8 | | 2 | | 10 |
| Romania | | | 1 | | 1 |
| Sierra Leone | 1 | | | | 1 |
| Trinidad and Tobago | 2 | | | | 2 |
| Turkey | | | | 4 | 4 |
| Ukraine | 1 | 1 | | | 2 |
| United States | 4 | | | | 4 |
| Venezuela | 1 | | | | 1 |
| Vietnam | 3 | | | | 3 |
| Total | 73 | 15 | 4 | 4 | 96 |

# DATA AND CASE STATISTICS

SFY 2016-17

| E-Employment | H-Housing | PA-Public Accommodations | ED-Education |
|---|---|---|---|

## Retaliation

| Retaliation | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Assisted | 42 | 33 | 1 | | 76 |
| Filed a PHRC Complaint | 55 | 14 | | | 69 |
| Otherwise Opposed Unlawful Activity | 575 | 30 | 6 | 16 | 627 |
| Provided Information | 69 | | | 2 | 71 |
| Total | 741 | 77 | 7 | 18 | 843 |

## Miscellaneous Class

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Trainer of Guide/Support Animal | | | 2 | | 2 |
| Use of Guide/Support Animal | | 8 | 6 | | 14 |
| Total | 0 | 8 | 8 | 0 | 16 |

## Familial Status

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Designee Of Such Parent Or Other Person Having Custody | | 4 | | | 4 |
| Individual Not Yet 18 Living With Parents Or Guardian | | 2 | | | 2 |
| Parent Or Other Person Having Legal Custody | | 2 | | | 2 |
| Total | | 8 | | | 8 |

## Multiple Class

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| African American Female | 50 | 1 | 3 | | 54 |
| African American Male | 21 | 2 | | 3 | 26 |
| Total | 71 | 3 | 3 | 3 | 80 |

# DATA AND CASE STATISTICS

SFY 2016-17

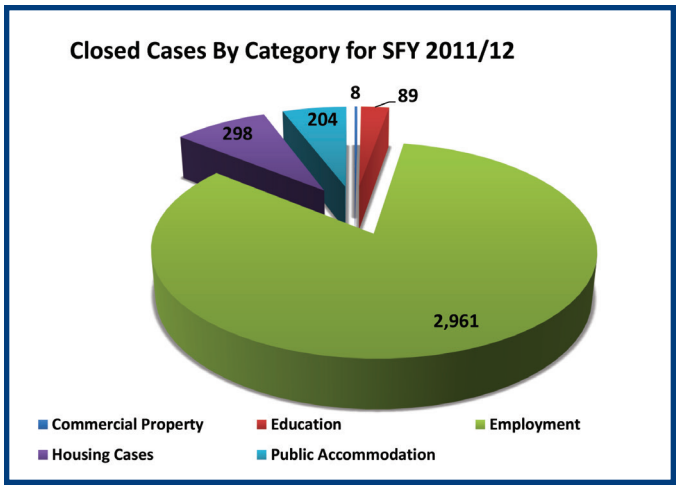
| E-Employment | H-Housing | PA-Public Accommodations | ED-Education |
|---|---|---|---|

## Disability

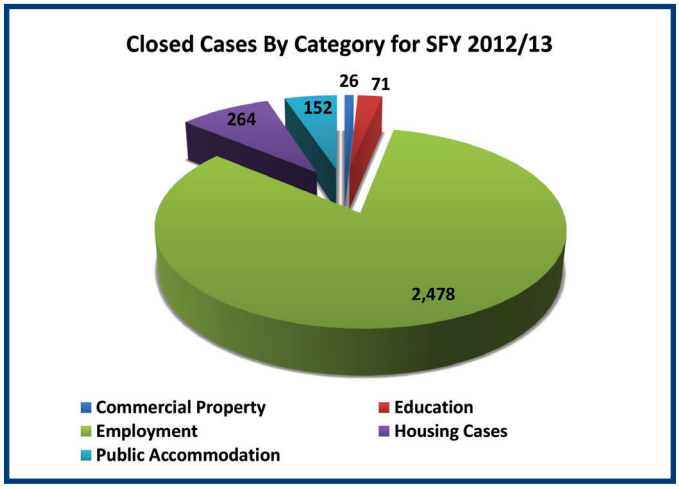
| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| Agent Orange | 1 | | | | 1 |
| Alcoholism | 4 | 2 | | | 6 |
| Allergies | 1 | | | | 1 |
| Anxiety Disorder | 56 | 3 | | 1 | 60 |
| Arnold Chiari | 2 | | | | 2 |
| Arthritis | 25 | 3 | | | 28 |
| Asthma | 5 | 1 | 1 | | 7 |
| Attention Deficit Disorder | 12 | | 1 | 3 | 16 |
| Autism | 6 | 1 | 3 | 3 | 13 |
| Back | 45 | 1 | 1 | 5 | 52 |
| Bi-Polar | 14 | 3 | | | 17 |
| Brain/Head Injury | 4 | | 1 | | 5 |
| Brain/Head Injury (Traumatic) | 11 | | 1 | 2 | 14 |
| Cancer | 29 | | | | 29 |
| Carpel Tunnel Syndrome | 4 | | | | 4 |
| Cerebral Palsy | 4 | 1 | 4 | | 9 |
| Cervical Discogenic Injury | 1 | | | | 1 |
| Cirrhosis of Liver | 1 | | | | 1 |
| Colitis | 3 | | | | 3 |
| Crohn's Disease | 3 | | | | 3 |
| Dementia | 3 | | | | 3 |
| Depression | 10 | 2 | | 5 | 17 |
| Diabetes | 33 | 1 | | | 34 |
| Drug Addiction | 6 | | | | 6 |
| Dyslexia | 1 | | | | 1 |
| Epilepsy | 16 | 1 | | | 17 |
| Extremeties Impairment | 15 | 3 | 2 | | 20 |
| Fibromyalgia | 3 | | 1 | | 4 |
| Gastrointestinal | 6 | 1 | 1 | | 8 |
| Hand Injury | 7 | | | | 7 |
| Hearing | 14 | 5 | 3 | | 22 |
| Heart/Cardiovascular | 19 | | | | 19 |
| Hernia | 4 | | | | 4 |
| Hip Replacement | 5 | | | | 5 |

| | E | H | PA | ED | Total |
|---|---|---|---|---|---|
| HIV | 2 | 1 | 2 | | 5 |
| Kidney | 12 | | | | 12 |
| Liver Impairment | 3 | | | | 3 |
| Lupus | 4 | | | | 4 |
| Menieres Disease | | 1 | | | 1 |
| Mental - Other | 19 | 21 | 1 | | 41 |
| Mental Retardation | 4 | | | | 4 |
| Migraine | 8 | | | | 8 |
| Multiple Sclerosis | 9 | | | | 9 |
| Narcolepsy | 4 | | | | 4 |
| Nonparalytic Orthopedic | 5 | | | | 5 |
| Obsessive Compulsive Disorder | 2 | | | | 2 |
| Other | 127 | 62 | 8 | 2 | 199 |
| Other Blood Disorder | 2 | | | | 2 |
| Other Emotional/Psychiatric | 2 | | | | 2 |
| Other Neurological | 3 | | | | 3 |
| Other Respiratory/Pulmonary | 1 | | | | 1 |
| Panic Disorder | 2 | 1 | | | 3 |
| Parkinsons Disease | 1 | | | | 1 |
| Post Traumatic Stress | 18 | | 1 | | 19 |
| Renal Dysfunction | 1 | | | | 1 |
| Schizophrenia | 1 | 2 | | | 3 |
| Seizure Disorder | 3 | 2 | | 1 | 6 |
| Shoulder Impairment | 16 | | | | 16 |
| Sleep Apnea | 6 | | | | 6 |
| Sleep Disorder | 1 | | | | 1 |
| Speech | 3 | 1 | | | 4 |
| Spinal Stenosis | 8 | | | | 8 |
| Stroke | 2 | | | | 2 |
| Thyroid Disease | 1 | | | | 1 |
| Vision | 14 | | 5 | | 19 |
| Total | 657 | 119 | 36 | 22 | 834 |

# CLOSED CASES BY CATEGORY 2011 — 2013

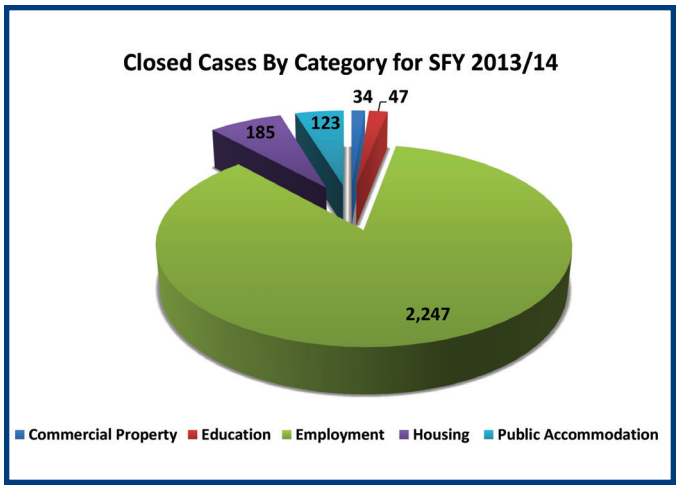



| SFY 2011/12 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 8 | 0.22% |
| Education | 89 | 2.50% |
| Employment | 2,961 | 83.17% |
| Housing Cases | 298 | 8.37% |
| Public Accomodation | 204 | 5.73% |
| Total | 3,560 | 100.00% |

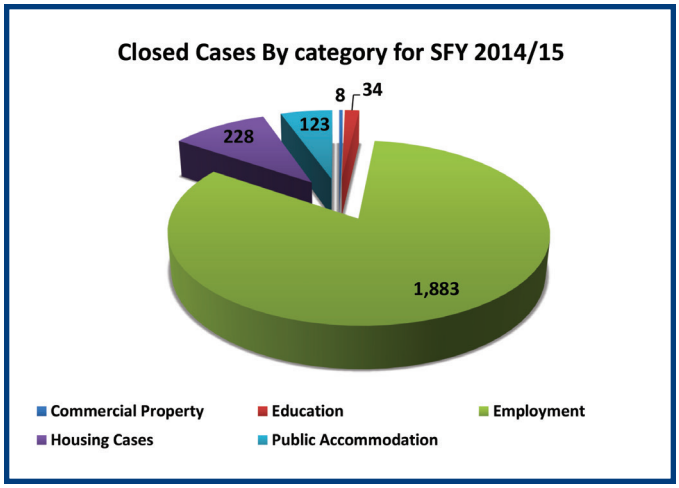



| SFY 2012/13 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 26 | 0.87% |
| Education | 71 | 2.37% |
| Employment | 2,478 | 82.85% |
| Housing Cases | 264 | 8.83% |
| Public Accomodation | 152 | 5.08% |
| Total | 2,991 | 100.00% |

# CLOSED CASES BY CATEGORY 2013 — 2015

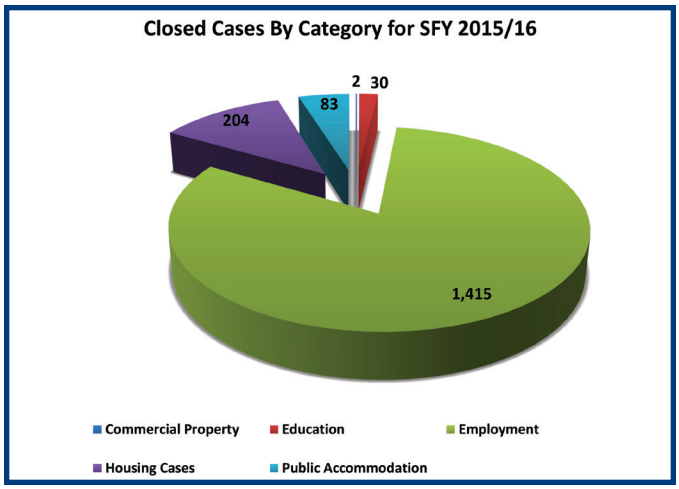



| SFY 2013/14 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 34 | 1.29% |
| Education | 47 | 1.78% |
| Employment | 2,247 | 85.24% |
| Housing Cases | 185 | 7.02% |
| Public Accomodation | 123 | 4.67% |
| Total | 2,636 | 100.00% |

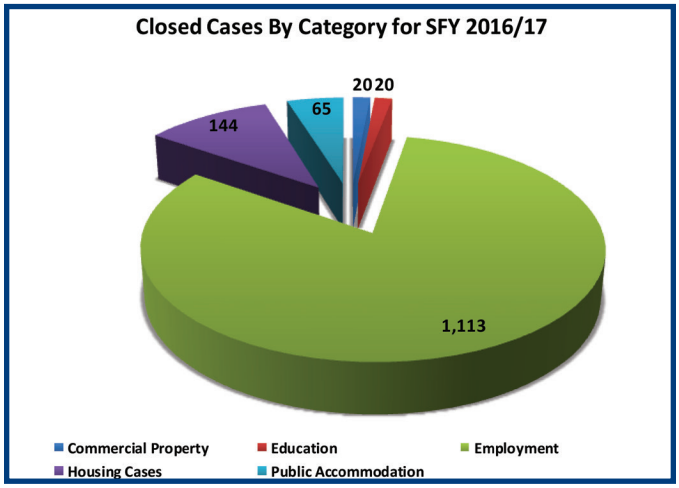



| SFY 2014/15 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 8 | 0.35% |
| Education | 34 | 1.49% |
| Employment | 1,883 | 82.73% |
| Housing Cases | 228 | 10.02% |
| Public Accomodation | 123 | 5.40% |
| Total | 2,276 | 100.00% |

# CLOSED CASES BY CATEGORY 2015 — 2017

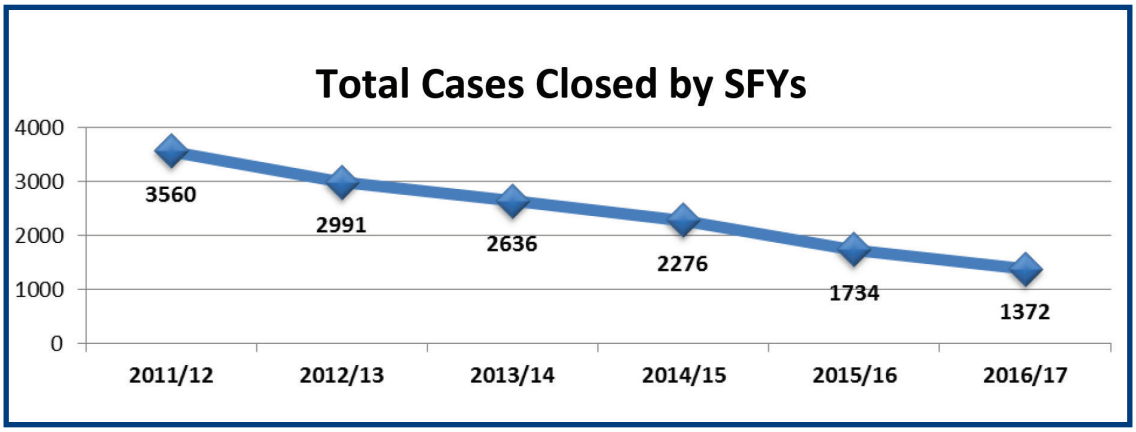


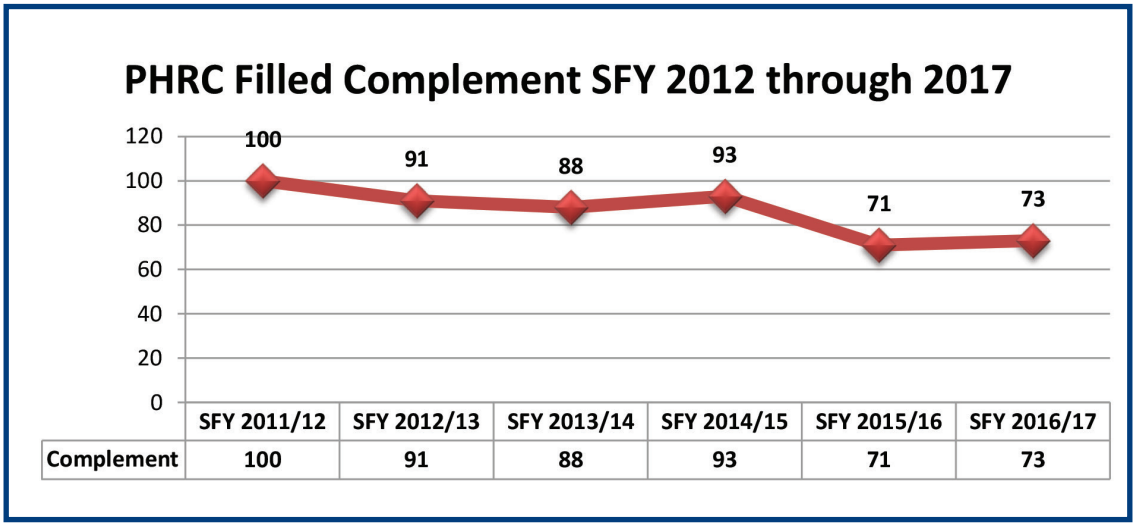

| SFY 2015/16 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 2 | 0.12% |
| Education | 30 | 1.73% |
| Employment | 1,415 | 81.60% |
| Housing Cases | 204 | 11.76% |
| Public Accomodation | 83 | 4.79% |
| Total | 1,734 | 100.00% |




| SFY 2016/17 | Closed Cases By Category | % of Cases Vs. Categories |
|---|---|---|
| Commercial Property | 20 | 1.47% |
| Education | 20 | 1.47% |
| Employment | 1,113 | 81.72% |
| Housing Cases | 144 | 10.57% |
| Public Accomodation | 65 | 4.77% |
| Total | 1,362 | 100.00% |

# CLOSED CASES VS. COMPLEMENT




| SFY | Total Cases Closed by SFY | PHRC Filled Complement |
|---|---|---|
| 2011/2012 | 3560 | 100 |
| 2012/2013 | 2991 | 91 |
| 2013/2014 | 2636 | 88 |
| 2014/2015 | 2276 | 93 |
| 2015/2016 | 1734 | 71 |
| 2016/2017 | 1372 | 73 |

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