

Equal Opportunity Closing the gap

**PA Human Relations Commission
2012-13 Annual Report**



pennsylvania
HUMAN RELATIONS COMMISSION

Dear Governor Corbett and General Assembly,



Gerald S. Robinson
Chairman



JoAnn L. Edwards
Executive Director

The PA Human Relations Act requires us to report to you annually on alleged acts of discrimination in schools, workplaces and communities across PA. These statistics represent Pennsylvanians who have faced barriers in their efforts to build better lives for themselves and their families.

Each case represents a person who has hit a barrier in getting a job, a home, an education or a service – a person who believes someone has taken away his or her legal right to equal opportunity.

Each case also represents a person who is willing to take the time and effort to help ensure that what happened to them does not happen to others. For every person who files a complaint, there are dozens of others who are not willing to come forward or don't know their rights.

Barriers to equal opportunity hinder economic prosperity for all Pennsylvanians. We appreciate your continued support and partnership in our efforts to remove these barriers.

We are striving to find new ways to work more efficiently and cost-effectively without compromising anyone's rights or sacrificing the quality of investigations.

PHRC's Mediation Program, now offered as an option in employment discrimination complaints, is one of several ways we are seeking to resolve cases faster. We hope to eliminate discriminatory workplace practices, bring quicker relief to victims and ultimately, reduce the number of cases filed in court.

This will save Pennsylvania taxpayer dollars and improve our business climate. Partnership with you, through Governor's Innovation Office funding, has made this pilot program possible.

This report outlines other commission initiatives undertaken with the goal of serving Pennsylvanians in a way that achieves the greatest possible positive impact on our families and economy.

U.S. Census data show that blacks, Latinos, women and people with disabilities in Pennsylvania face greater hurdles in obtaining education, jobs and finding homes than others do. Many of these challenges are due to long-standing disparities in income, educational attainment and housing conditions that persist despite decades of public effort and investment.

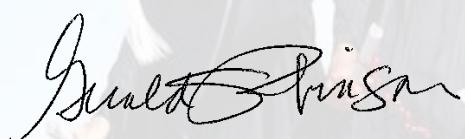
Persistent gaps in standard of living for minorities are often the long-term result of discriminatory practices in school discipline, grading, program access and other inequities that lead to high dropout rates, high unemployment, and ultimately, high crime and incarceration rates.

Unequal pay and other workplace disparities, combined with denied access to housing near good jobs and educational opportunities, contribute to a continuing vicious cycle of poverty and denied opportunity. This hits women, people with disabilities and their families doubly hard.

PHRC is in the midst of a strategic planning process to enable us to focus efforts on uncovering and eliminating the underlying causes of these persistent gaps. We hope you will join us in our efforts to address the long-lasting effects of discrimination and inequity, and eliminate the root causes of prosperity gaps through investigation, and targeted, research-based educational outreach.

Thank you again for supporting us in these efforts to build a more equitable, prosperous Pennsylvania!

Sincerely,



Gerald S. Robinson
Chairman



JoAnn L. Edwards
Executive Director



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Commissioners

PHRC Commissioners are appointed by the Governor and confirmed by the Senate to serve five-year terms. They are volunteers, selected to further the interests of the commonwealth in ending and preventing discrimination.

They are geographically diverse; representing 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 wide variety of professional backgrounds, including education, journalism, medicine, law, public administration, religious ministry and the military.

They work to further the commission's 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.

During monthly meetings, the commission deliberates over cases which have not been resolved through conciliation, as well as court decisions and other issues relevant to PHRC's mission. Throughout the past year, they have been engaged in a strategic planning process to guide the commission's work over the next three years. The resulting three-year strategic plan will seek 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.



Strategic Planning Kickoff — Commissioners and staff members at the April 2013 Strategic Planning Kickoff in Harrisburg. Front row l-r, Chairman Gerald S. Robinson, Commissioner Sylvia Waters, Vicechairperson Dr. Raquel Yiengst, Executive Director JoAnn Edwards, Commissioner Rev. James Earl Garmon, Sr. ; Middle row l-r, Philadelphia Regional Director Juan Xu, Director of Housing and Commercial Property Stephanie Chapman, Special Assistant to the Executive Director Tammy McElfresh, Chief Counsel Kathy Morrison, Administrative Officer Kheea Anderson, Harrisburg Regional Director Heather Roth, Commissioner Pamela McGaha; Back row l-r, Director of Communications Shannon Powers, Executive Secretary Debbie Walters, Permanent Hearing Examiner Carl Summerson, Pittsburgh Regional Director Adam Stalczynski and Commissioner Terence Farrell.



Dr. Daniel D. Yun
Secretary
Lansdale
(Resigned 4/13)



Gerald S. Robinson
Chairman
Lancaster



S. Kweilin Nassar
Pittsburgh



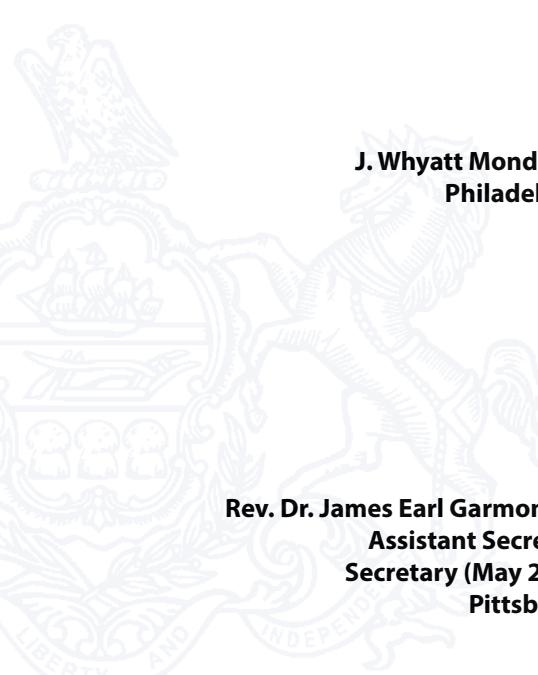
Dr. Raquel O. Yiengst
Vice Chair
Sinking Spring



Sylvia Waters
Oberlin



Pamela McGaha
Bethlehem



The Honorable Terence Farrell
West Chester

J. Whyatt Mondesire
Philadelphia



Rev. Dr. James Earl Garmon, Sr..
Assistant Secretary
Secretary (May 2013)
Pittsburgh



Ismael Arcelay
Allentown
(resigned 11/12)



M. Joel Bolstein
Warrington

Investigations & Enforcement

By the Numbers*

Cases docketed during the year	2,207
Discriminatory acts alleged (counts)**	3,687
Bases of discrimination alleged**	3,033
Cases pending at beginning of the year	3,887
Cases reopened upon review	7
Cases closed during the year	2,960 (48.57% of total cases)
Percentage of cases closed within a year	48%
Cases pending at year end	3,127
Median age of pending cases	395 days
Average age of pending cases	511 days
Settlements	845 (28.55 %)
Settlements prior to investigative finding	807 (27%)
Probable Cause findings	54
Settlements after probable cause finding	38 (1%)
Closed after no probable cause finding	1,725 (58.3% of closings)
Cases closed due to court filings	182 (40 state, 142 federal)
Closed for other reasons***	209
Public Hearings	3
Final orders after public hearing	1

*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.

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

Basis of Complaints by Type



Housing

Disability*	42.0%
Race/color	16.1%
Retaliation	11.9%
Familial Status	7.7%
Sex	6.9%
Age	5.4%
National origin	4.2%
Multiple class**	2.3%
Ancestry	1.5%

Employment

Retaliation	20.1%
Race/color	19.0%
Sex	17.3%
Disability*	17.0%
Age	15.7%
Ancestry	3.9%
National origin	3.1%
Multiple class**	1.5%

Public Accommodations

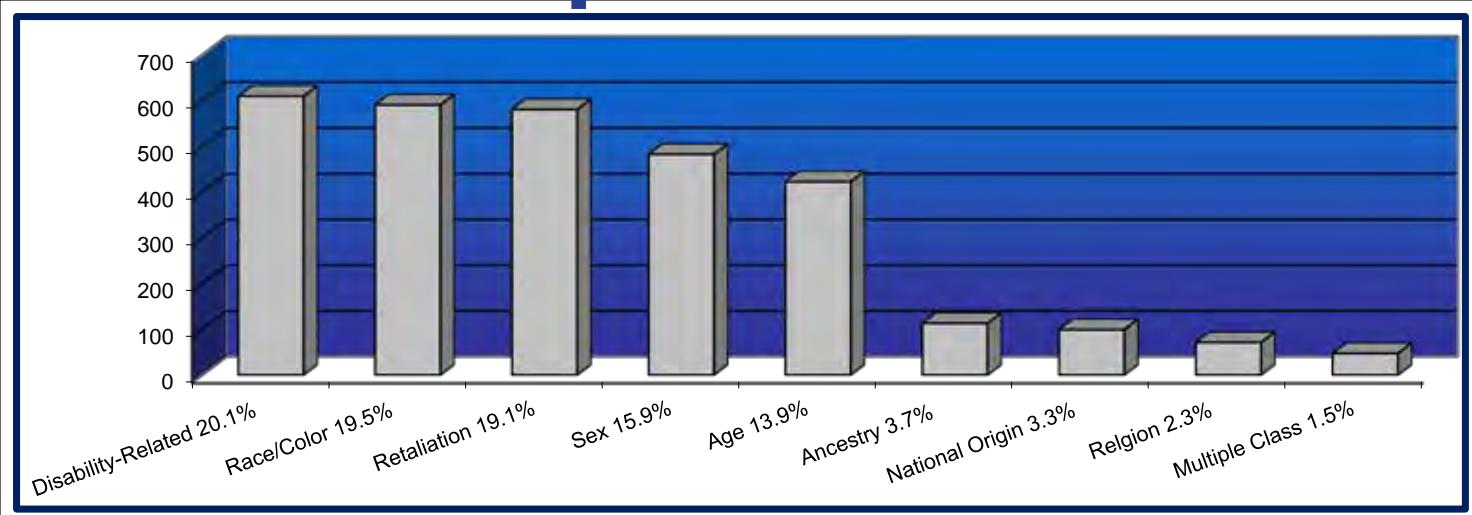
Race/color	32.2%
Disability*	31.0%
Retaliation	13.2%
Sex	8.3%
Ancestry	5.0%
National origin	5.0%
Multiple class**	<1%

Specific numbers and breakdowns of bases within each protected class category can be found on pages 16-19.

Education

Disability*	36.4%
Race/color	27.3%
Retaliation	20.0%
Sex	9.1%
National origin	3.1%
Ancestry	1.8%
Multiple class**	<1%

Basis of Complaints



Overall, disability-related complaints were the most frequent allegations, making up 20.1% of the total. Race/color based complaints followed closely at 19.5%, retaliation at 19.1%, then sex at 15.9 % and age at 13.9%.

*Disability complaints include those involving the use, handling or training of support animals.

**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.)

"I can honestly state with greatest satisfaction that the completed work has resulted in added safety and convenience for pedestrians....I have observed handicapped people using the intersections with increased ease and confidence previously absent. Likewise, motorists recognize the crosswalk lines and exercise greater caution in those areas.

I want to thank everyone who made the improvements possible...especially [PHRC investigator] Yvonne Aguayo for her efficient and professional aid in addressing this issue."

- Complainant whose disability complaint resulted in accessibility improvements to intersections in his community

Enforcement Highlights

Re-Engineering Initiative

In 2012-13, PHRC continued an initiative begun in late 2011 to strengthen enforcement efforts by streamlining investigation procedures using four main strategies: 1) Involving attorneys early in investigations to help supervisors and investigators better recognize case elements that will speed investigations and improve investigative techniques, 2) Increasing staff training to improve communication, procedural knowledge and uniformity across the agency, 3) Re-evaluating and redesigning procedures to eliminate inefficiency and duplication of work without compromising investigative quality or either party's rights; and 4) Increasing use of available technology to improve processes and communication among divisions and regions.

Successes of the ongoing project included closing 48 percent of cases in 2012-13 within one year of filing. The commission closed 79 housing cases filed dually with the U.S. Department of Housing and Urban Development, or HUD, within 100 days. This was an increase of 16.8 percent over the year and a 25.3 percent increase over the past two years. This significantly improves our ability to obtain federal funding for HUD cases.

ROOT, an initiative to focus on closing the oldest 25 cases in an investigator's caseload, helped investigators close 125 cases during the 2012-'13 federal fiscal year, helping PHRC meet contractual obligations and obtain

\$81,000 in federal funding tied to the commission's contract with EEOC.

Public Hearings

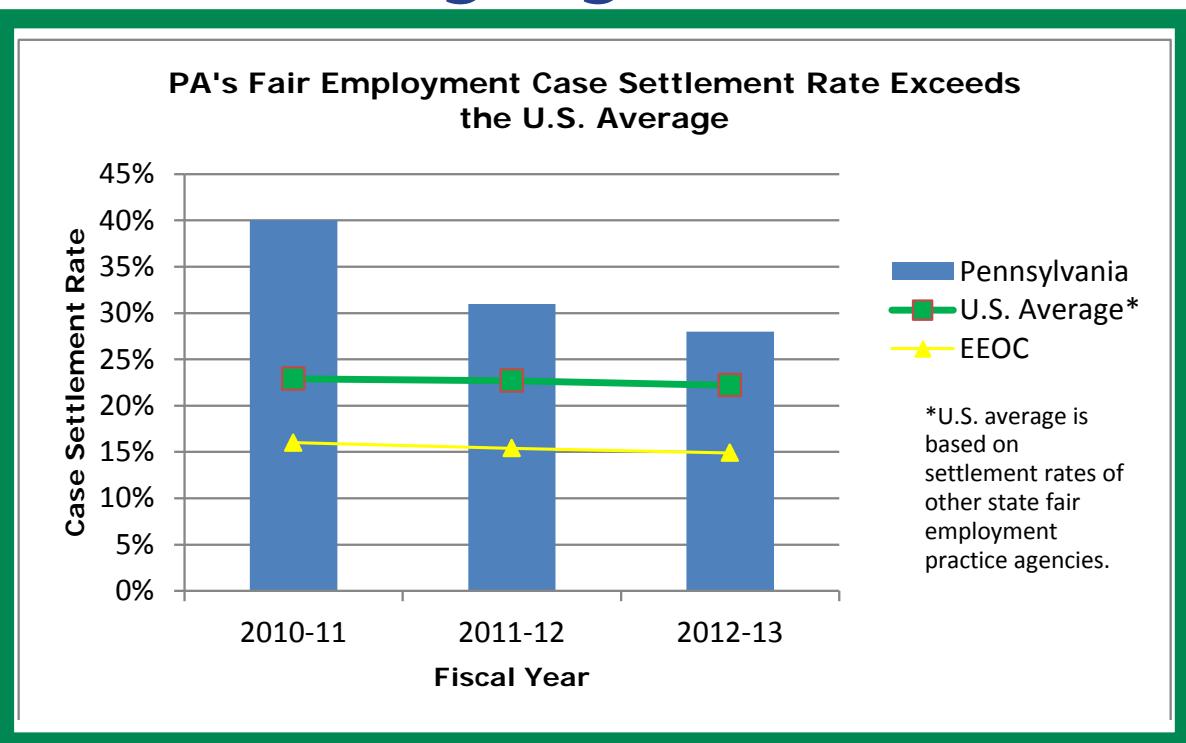
When an investigation finds probable cause –sufficient information to support the allegations – and the case fails to settle, the commission holds a public hearing. A hearing examiner or panel of commissioners hears the case, presented by a commission attorney representing the commonwealth's interests, and an attorney or other representative of the party the complaint was filed against. Commissioners review the entire case record, then vote on a recommendation from commission's public hearing examiner and issue a final legal order.

Of 20 cases placed on the public hearing docket in 2012-'13, 15 settled before a hearing could be held. The commission held three public hearings and issued one final order.



The commission ordered K-12 Staffing of Philadelphia to pay Paul Masumba of Philadelphia \$1,430 for discriminating against him based on his Kenyan national origin. Masumba alleged that K-12 failed to pay him for 27 days worked as a substitute teacher at a charter school during the fall of 2011. The company had failed to answer the complaint and did not appear at the public hearing. On June 25, when the order took effect, interest brought his award to \$1,573.

Enforcement Highlights: Settlements



Settlements in 2012-2013, whether cash payments or other measures with monetary value, totaled more than \$6.7 million. These payments directly benefited over 127,829 Pennsylvanians. Thousands more benefited from improved workplace and school policies, better access to public places and the elimination of illegal practices.

Most PHRC settlements are not public, due to confidentiality clauses. Following are general descriptions of a few significant settlements during the year, and more specific detail of exceptional agreements in class-action cases and cases prosecuted by the U.S. Department of Justice.

Education & Public Accommodations

In education and public accommodations cases involving students, four investigations of racial harassment in schools ended in settlements requiring the districts to establish non-discrimination policies, and incident-reporting and investigation procedures. In one of the districts, several parents were alleging persistent harassment over a period of years. As a result of the settlement, the district stepped up efforts to recruit a more diverse faculty and communicate with parents and the community. Collectively over 4,800 students and employees in two Western PA districts are benefiting from improved policies and

efforts to increase diversity and cultural awareness. Several complaints against schools in Southeast PA involved allegations of unequal discipline based on race. In two instances, harassment was also alleged, and in another, retaliation. All of the students were African-American. Investigations in two cases found probable cause before the cases were settled. The third, a consolidation of several complaints, settled prior to a finding. Settlements required the schools to remove student disciplinary records, provide annual reports on disciplinary actions by ethnicity, and undergo staff training on disparate discipline.

The mother of one student thanked commission staff for caring enough to thoroughly investigate and hear her concerns. The student, who was experiencing extreme emotional distress due to persistent harassment, was able to graduate with a clean disciplinary record. In addition to other settlement terms, the district paid the family \$10,000.

Several other significant settlements in educational settings involved disability issues. In one highly publicized case settled by the U.S. Department of Justice, a private residential school in Central PA refused to admit an HIV-positive 13-year old boy. The student's family was awarded \$700,000 in damages and the school was ordered to make policy changes and train their staff in HIV sensitivity

Enforcement Highlights: Settlements

Continued

and prevention. The school is both a public accommodation and a housing facility.

A settlement with a career and technical school made the facility and classes accessible for a student who used a wheelchair. Facility improvements included construction of an exterior ramp and bathroom alterations. Some classes were relocated to the first floor of the building and the school agreed to further assessment and recommendations by a non-governmental advocacy organization.

A third disability case involved a military veteran returning to college after his service. He alleged he was disciplined due to post-traumatic stress disorder, which made it difficult for him to communicate under stress. As a result of PHRC staff efforts, the college agreed to allow the student to work independently with another faculty member in his major, rather than in the problematic class setting.

Throughout the year, the commission continued to monitor terms of a conciliation agreement with the Reading School District which sought to ensure equal educational opportunity and equal employment opportunity following a public plea for commission intervention in the predominantly Hispanic district. A 2011 public hearing and a series of recommendations put forth in 2012 led to the five-year, 96-term agreement designed to address issues raised in the hearings.

The commission also continued to monitor a similar agreement with the Pittsburgh School District, which settled a 1992 complaint by a group called Advocates for African-American Students. The complaint alleged that the district had discriminated against minority students with unfair grading, with a disproportionate discipline and assignments to special education and other issues. In a 2006 settlement, the district agreed to take about 100 steps – including improvements in instruction and employee training – to better serve black students. The

agreement was extended through August of 2014.

Housing & Commercial Property

In one instance, a Philadelphia apartment complex charged a \$60 monthly pet fee to a tenant with a disability, while charging lower fees to tenants without disabilities. The landlord was ordered to renew the renter's lease for a year and offer rent abatement of \$2,160 – the amount of excess fees charged.

Several housing cases involved refusal of apartment facilities to provide reasonable accommodations for tenants with disabilities. In most instances, accommodations requested were minor adjustments in policies. For example, allowing a tenant with an anxiety disorder to live in an apartment with an interior door, and allowing a five-day grace period in order for disability income to be deposited in a tenant's bank before rent payments were made.



In another instance, a public housing authority denied a tenant with congestive heart failure the use of a reserved handicapped spot. The housing authority argued that the tenant could use the space available to anyone with a handicapped license plate. The housing authority reimbursed the complainant \$2,750 for travel expenses, and humiliation and suffering.

In another instance, a homeowners' association denied a Puerto Rican man the opportunity to serve on the elected board of directors, claiming he was not in good standing. He alleged that the decision was made based on his national origin. The investigation found that he was indeed in good standing and that another non-minority person was given the opportunity to run despite actually not being in good standing for the year. The settlement required the association to pay the homeowner \$2,000 and permit

Enforcement Highlights: Settlements

Continued

him to run for a seat on the board.

Discriminatory lending cases were also significant in 2012-13. One settlement of a complaint in which a woman alleged that a lender refused to finance her home because of her sex and age, paid her \$117,000 prior to a finding in the case.

In December of 2012, the U.S. Department of Justice announced a multi-state, \$175 million settlement with Wells Fargo, combining a PHRC complaint with those from several other states. As part of the settlement, \$3.2 million was designated for more than 1,000 Philadelphia borrowers who were victims of predatory lending practices. Notices went to African-Americans and Hispanics who lived in Philadelphia and took out home loans with Wells Fargo from 2004 through 2009, including the amount they would receive if they chose to participate in the settlement.

Through efforts of legal staff and interns, funds allocated to Philadelphians increased by \$1.2 million. This effort, combined with media outreach, achieved the highest rate of settlement participation in the country, with 832 Pennsylvanians receiving compensation for unfair loans.

Employment

With employment discrimination making up the bulk of PHRC investigations, the commission settled 102 employment cases for amounts over \$10,000. These higher-amount settlements included 26 sex discrimination settlements, 24 age discrimination, 23 disability discrimination, 13 race discrimination, nine based on ancestry or national origin, five on retaliation, and two multiple-class settlements (sex plus race).

A sexual harassment complaint involved a \$75,000 settlement in a case in which a female account manager alleged that she was held down by a male stripper and subjected to a lap dance and sexual assault — paid for by her manager — who allegedly watched and laughed during the incident.

A longtime manufacturing worker alleged ongoing harassment, involving the displaying of a noose and racial slurs and harassment based on her gender — she was the only black female employee in the plant. The investigation found probable cause. The settlement included

reimbursement for retirement contributions lost when she was forced to take an extended medical leave, and mandated anti-harassment training for company employees.

In an age discrimination complaint involving eight employees of an educational entity, an investigation determined that all eight were paid less than younger employees in similar jobs. The company insisted that the younger employees were paid according to a union agreement, but settled the case, paying each worker \$16,000 and changing a policy to prevent future inequities.

PHRC Initiatives

In addition to Re-Engineering and Strategic Planning initiatives described earlier in this report, PHRC launched three initiatives late in the 2012-13 year: a Pilot Mediation Program for employment discrimination complaints, a Fair Housing Hotline, and Fair Housing Partnership Grants funded through HUD in three PA counties.

The Mediation Pilot, funded through the Governor's Office of Innovation, is based on an EEOC model that has been successful for over 20 years. The program, which is voluntary for both parties in employment cases, aims to resolve cases faster and avoid prolonged litigation and the potential of court filings.

The new toll-free PA Fair Housing Hotline gives faster help to those facing housing discrimination. Whether they are facing eviction or need help filing a complaint or understanding their rights, dialing **855-866-5718** will get callers to the help they need.

Three Fair Housing Partnership Grants funded projects conducted by partner organizations, and aimed at informing renters of their rights and landlords of their fair housing responsibilities.

Data from these initiatives were not yet available at the end of the fiscal year.

Enforcement Highlights: Staff Spotlight



Lyle Wood is animated and enthusiastic in describing his work at PHRC. He is certainly not unique in being passionate about the work of investigating cases. He is, however, unique in the background, experience and perspective he brings to the work.

Wood, an investigative supervisor in Pittsburgh, specializing in housing discrimination, has been with PHRC for 24 years. As a University of Pittsburgh history major, he spent four months doing archaeological digs in Afghanistan – a skill he says comes in handy in digging up relevant case facts. He is also intimately familiar with the challenges of running large housing facilities, having spent several years as a general manager for a facility management company.

"Investigating is more of an art than a science," he says. "You're looking at evidence to determine whether there is probable cause, then connecting the dots. Investigators are skilled people who must work within a framework, not a gospel," he explains, noting that investigations are as unique as the incidents, people and organizations we are investigating.

"Just the facts, ma'am." He laughs, using a sixties TV-drama reference to explain what investigators need in order to do their jobs. "You don't have to convince me. You just have to provide the documentation that supports your side of the case." He gives attorneys similar advice, saying, "These are not pleadings to the Supreme Court."

"Our integrity and our honesty are our biggest asset," Wood says, quoting a respondent. "I didn't agree with

everything you said, but you were honest."

Wood is an eloquent spokesman for the work of investigating discrimination and educating Pennsylvanians on their rights.

Deductive reasoning, plus archaeological skills, plus integrity makes a great equation for an investigator!

professionalism
diplomacy • excellence

INTEGRITY • dedication

"a pleasure to work with"

"made a positive difference in my life"

KINDNESS

"masterfully handled a difficult situation"

"relentless in pursuit of fair & equitable treatment"

- staff descriptors in correspondence from complainants, respondents and their legal counsel

Educational Outreach: Prevention & Partnerships



PHRC's mission is not only to seek to end and prevent discrimination through enforcement of the laws, but through educating Pennsylvanians on their legal rights and responsibilities. The commission conducts several kinds of educational outreach to accomplish this aspect of our mission.

The pie chart on the following page illustrates 181 outreach events, broken into four categories: 1) training resulting from settlements – 13 events, or seven percent of the total; 2) formal training requested by employers or other organizations – 16 events, or nine percent; 3) regular meetings or events held in partnership with our Interagency Taskforce on Community Relations & Activities, local human relations commissions and our PHRC advisory councils – 50 events or 27 percent; and 4) events such as conference presentations, diversity seminars, community events, celebrations recognizing ethnic groups, awards programs, civil rights

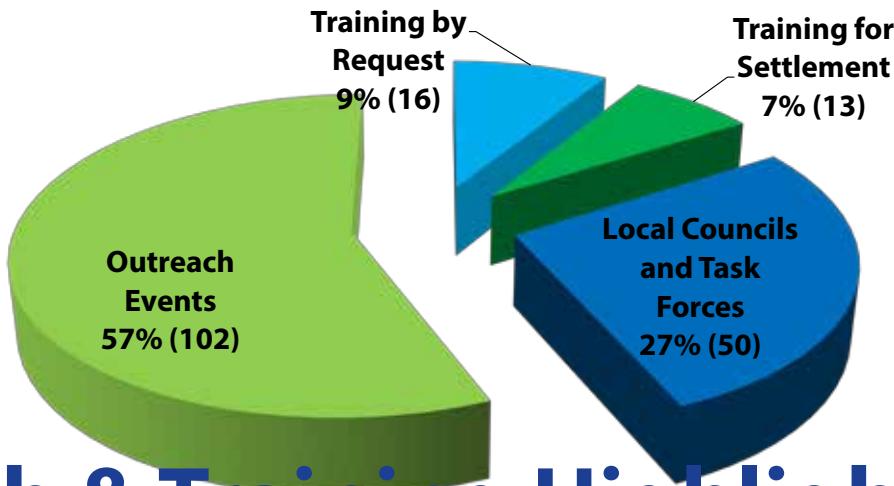
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I-r; Executive Director JoAnn Edwards, Montgomery County Advisory Council Chair Andrea Lawful-Trainer, Chairman of Montgomery County Board of Commissioners and former State Representative Josh Shapiro and Chairman Gerry Robinson at PHRC's Montgomery County Advisory Council annual Civil Rights Awards Banquet.



Left – Chairman Gerry Robinson, Executive Director JoAnn Edwards, Director of Compliance Jim Kayer and Attorney Kyle Allen leading a panel discussion on the PA Human Relations Act and PHRC initiatives for OGC University, a training program for state agency legal counsel.



Outreach & Training Highlights

rallies and other events – this constitutes 57 percent of commission outreach, or 102 events.

In addition to grassroots educational outreach and formal technical training on how to comply with non-discrimination laws, the commission conducts regular media outreach and supplies publications on request and through the agency website, www.phrc.state.pa.us. This outreach is not represented in the pie chart.

Regional Highlights

Among many regional alliances, Pittsburgh staff members participate in quarterly forums organized by the YWCA of Greater Pittsburgh's Center for Race and Gender Equity during which a network of 20 nonprofits, universities, economic development organizations, neighborhood groups and government agencies explore solutions to inequity issues that hinder economic prosperity in minority communities. Pittsburgh's office also participates in the U.S. Attorneys' Community Police Relations Group, which aims to address racial tensions between police and urban Pittsburgh neighborhoods. In response to a University of Pittsburgh survey identifying underemployment, unemployment, and high recidivism rates as systemic cause of crime and community–police tensions, PHRC has been advising the group on better recruitment and hiring strategies, ways to combat discriminatory bullying and non-discriminatory approaches to student discipline.

"Yes, we work with companies who are in trouble. But we also work with companies who volunteer to examine their policies and practices because they want to get out in front and improve the diversity of their workforce."

-Pittsburgh Regional Director Adam Stalczynski



Top right – Attorney Kelly Matos waves at the camera during the Harrisburg Area YWCA's Annual Race Against Racism in May 2013.

Bottom right – Investigators Paul Kanner, Amelia Dryden, Yvonne Aguayo, Gretchen Reese and Harrisburg Regional Director Heather Roth setting a brisk pace for PHRC's Race Against Racism team of 14.

Continued on next page

Outreach & Training Highlights

Continued



Investigator Deven Price with students from Camp Curtin Elementary School in Harrisburg during 500 Men Reading, an event in celebration of National Literacy Week.



Above left – Students from Harrisburg's Sci-Tech High demonstrate their robotics project at a PHRC-sponsored event celebrating Women's History Month.

Above right – Executive Director JoAnn Edwards (far right) with keynote speaker Martha Dodge (left), representatives of other state agencies who co-sponsored the event, and Cookie the robot.

Photo credit - PA Utilities Commission

PHRC's Philadelphia office is situated in the heart of Chinatown, making outreach to Asian-American communities a distinct focus. The office is located in close proximity to a large number of local human relations commissions and fair housing organizations that serve as referral entities, and in some cases, enforce local ordinances. PHRC participates in newly formed regional coalition of human relations organizations and hosted training for the group on mediating discrimination complaints. Regional office staff participated in ADL's Cyber-bullying Conference and a number of diversity conferences and celebrations.

PHRC's Montgomery County Advisory Council, the most active of the commission's current six councils, partners with PHRC to host an annual civil rights awards program, a legislative breakfast to discuss pending legislation that would amend the PA Human Relations Act or have a potentially discriminatory effect, and other events to keep area residents informed of their rights.

PHRC's Harrisburg office serves a 39-county area, which includes five PHRC advisory councils, in Blair, Centre, Monroe and York counties and Johnstown. The councils partner with PHRC to broaden community outreach. Over the year, Harrisburg staff members worked with York to rebuild the city's local human relations

commission. Staff members participated in a wide range of partnerships, including the newly-formed Community Response Network of the YWCA of Greater Harrisburg, which seeks to address racial inequality and tension in schools and communities in the region.

One of the primary partnerships PHRC participates in and manages is a network of state and federal agencies and non-governmental groups known as the PA Interagency Taskforce on Community Activities & Relations. Originally formed to address racial unrest stemming from events like organized hate activity, the group tracks incidents that may lead to tension between racial and other groups, refers inquiries as appropriate to address each situation and works collectively to reduce the potential for tension in schools and communities. The group shares best practices to increase equal opportunity and appropriately address conflict.

Case Statistics: Discrimination Profile

Cases Docketed by County & Type*

County	E	H	PA	ED	CP	Total
Out Of state	60	10	4			74
ADAMS	6					6
ALLEGHENY	117	33	5	7		162
ARMSTRONG						0
BEAVER	20	3	3			26
BEDFORD	4					4
BERKS	44	3	2	2		51
BLAIR	11	2				13
BRADFORD	7					7
BUCKS	72	12	5			89
BUTLER	6	3				9
CAMBRIA	10	3				13
CARBON	5			1		6
CENTRE	16	2		1		19
CHESTER	63	5	7	2		77
CLARION		1				1
CLEARFIELD	6	1				7
CLINTON	1					1
COLUMBIA	10		1			11
CRAWFORD	6					6
CUMBERLAND	72	4	3			79
DAUPHIN	198	7	10	3		218
DELAWARE	79	8	11	4		102
ELK	6					6
ERIE	21	3				24
FAYETTE	9					9
FRANKLIN	14	4				18
FULTON	1					1
GREENE	5					5
HUNTINGDON	3	1				4
INDIANA	2		1	1		4
JEFFERSON	2	3				5
LACKAWANNA	30	2		3		35
LANCASTER	71	14	3	1		89
LAWRENCE	6	2				8

County	E	H	PA	ED	CP	Total
LEBANON	22					22
LEHIGH	44	3	1			48
LUZERNE	39	5	1			45
LYCOMING	17					17
MCKEAN	1					1
MERCER	8	3	1			12
MIFFLIN	4					4
MONROE	14		2	2		18
MONTGOMERY	185	16	13	2		216
MONTOUR	5					5
NORTHAMPTON	26	3		2		31
NORTHUMBERLAND	6	3				9
PERRY	2	1				3
PHILADELPHIA	382	23	27	10	1	443
PIKE	4	1				5
POTTER	12	1				13
SCHUYLKILL	2	1	1	1		5
SNYDER	3	3				6
SOMERSET	1	3				4
SULLIVAN						0
SUSQUEHANNA	1	3				4
TIOGA	5					5
UNION	2	1				3
VENANGO	2					2
WARREN	1					1
WASHINGTON	22	5				27
WAYNE	3					3
WESTMORELAND	25	5				30
WYOMING	1					1
YORK	77	4	2	1		84
StateWide Total	1,899	210	103	43	1	2,256

*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

Basis of Discrimination: Protected Classes

Age*	E	H	ED	Total
40 – 42	20	1		21
43 – 45	26	1		27
46 – 48	28	1		29
49 – 51	30			30
52 – 54	54	1		55
55 – 57	68	1		69
58 – 60	65	3		68
61 – 63	75	2		77
64 – 66	29	4		33
67 – 69	28			28
70 – 72	19			19
73 – 75	9			9
76 – 78	5			5
79 – 81	4			4
84- 89	4			4
Total	464	14	0	478

Ancestry*	E	H	CP	PA	ED	Total
Acadian/Cajun	2					2
African	2					2
American	8					8
Arab	4			2		6
Cuban	1					1
Egyptian	1					1
Guyanese	2					2
Haitian	1					1
Hispanic	99	4		4	1	108
Indian	2					2
Iranian	1					1
Italian	1					1
Jamaican	1					1
Latino	2					2
Lebanese	1					1
Portuguese	1					1
Puerto Rican	9					9
West Indian	1					1
Total	139	4	0	6	1	150

Race*	E	H	CP	PA	ED	Total
African-American	500	39	1	38	15	593
American Indian	3					3
Asian	5	1				6
Bi-Racial	16	2		1		19
Black	25	1				26
Caucasian	62	1		3	2	68
Complainant's race & known association with another person	2	1				3
Total	613	45	1	42	17	718

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

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

Sex*	E	H	PA	ED	CP	Total
Female	402	19	8	4		433
Female & Pregnant	66	1				67
Male	109	1	2	1		113
Total	577	21	10	5	0	613

Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes

Continued

National Origin	E	H	PA	ED	Total
Africa	1				1
Bangladesh	4				4
Benin		1			1
Burundi	1				1
Camaroon	5				5
Chad			1		1
China	4		1		5
Costa Rica	2				2
Cuba	1				1
Dominican Republic	2				2
Egypt	5				5
El Salvador	1				1
Ethiopia	1				1
Germany	1				1
Greece	1				1
Guyana	4				4
Haiti	2				2
India	5	2			7
Iran – Islamic Republic	2				2
Ireland	1				1
Israel	2				2
Jamaica	6				6
Kenya	1				1
Lebanon			1		1
Liberia	7				7
Morocco	2				2
Namibia			1	1	2
New Zealand			1		1
Niger	6				6
Nigeria	4				4
Pakistan	1				1
Palestinian Territory			1		1
Panama	1				1
Peru	2	2			4
Philippines	1				1
Poland	1	1			2
Puerto Rico	10	4			14
Romania	1				1
Russian Federation	4				4
Trinidad and Tobago	4				4
Ukraine	2	2			4
United States	1				1
Venezuela	4				4
Vietnam	1				1
Total	104	12	5	2	123

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Retaliation	E	H	PA	ED	Total
Assisted Investigation	25	1			26
Filed PHRC Complaint	111	14	3	1	129
Otherwise Opposed Unlawful Activity	474	16	13	11	514
Provided Information	8	1			9
Testified					0
Total	618	32	16	12	678

Religion	E	H	PA	ED	Total
Buddhism			1		1
Christianity	18			1	19
Hinduism			1		1
Islam	35	1			36
Israeliite				3	3
Jehovah's Witness	6			1	7
Judaism	5	3			8
Methodist	3				3
Protestant	2				2
Roman Catholicism	1				1
Wiccan	1				1
Total	71	6	5	0	82

Case Statistics: Discrimination Profile

Basis of Discrimination: Protected Classes

Continued

Disability	E	H	CP	PA	ED	Total
Cognitive	14	1		6	5	26
Hearing		6				6
Immunological	9	1				10
Mobility/Joints	83	11		5		99
Multiple Other	287	86		13	8	394
Neurological	34	5		5	1	45
Psychological	116	18			8	142
Respiratory	9	1				10
Vision	17	2		4		23
Total	569	131	0	33	22	755

Familial Status*	H	Total
Designee of parent or other person with custody	7	7
Domiciled with	1	1
Parent or other person with legal custody	12	12
Person under 18 living with parent or guardian	3	3
Total	23	23

*Only protected in housing.

Misc. Class	E	H	PA	ED	Total
Use of Guide or Support Animal		3	3		6
Trainer of Guide or Support Animal		1	1		2
Total	0	4	4	0	8

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

