



Annual Report





MISSION

The Chicago Commission on Human Relations (CCHR) is charged with enforcing the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance. The Commission investigates complaints to determine whether discrimination may have occurred, and uses its enforcement powers to punish acts of discrimination. Under the City's Hate Crimes Law, the agency aids hate crime victims. CCHR also employs proactive programs of education, intervention, and constituency building to discourage bigotry and bring people from different groups together.

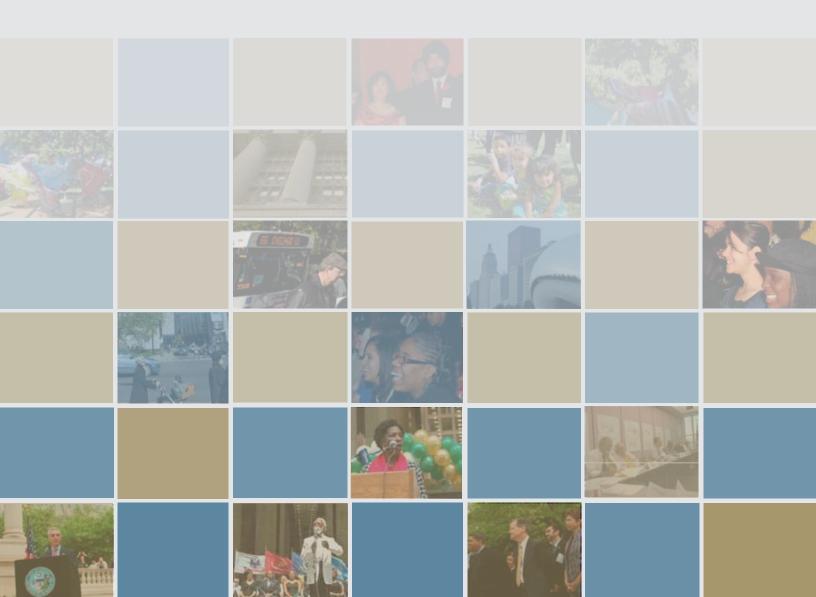


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What an incredible eight months it has been since being appointed by Mayor Rahm Emanuel as the City of Chicago's Commissioner of Human Relations. I am honored and pleased to serve in an administration so strongly committed to civil rights.

The City of Chicago has often been at the cutting edge of the Civil Rights movement and was one of the first cities in the United States to establish a Commission on Human Relations in 1947. The Chicago Commission on Human Relations is also one of the few commissions in the United States that has both subpoena and enforcement powers—thus empowering the City of Chicago Commission on Human Relations to enforce the civil rights protections enacted by the City Council.

Recognizing that discrimination comes in many forms, to date, the City Council has identified 14 protected classes upon which discrimination in housing, employment, public accommodations, credit and bonding are prohibited. The challenge of advocating for victims of hate crimes and facilitating a neutral and fair adjudication process is one that staff of the Chicago Commission on Human Relations is passionately committed to.

We share with you some of the highlights of the Chicago Commission on Human Relations' work in 2011 and look forward to delivering on the promise of making Chicago a great city in which to work and live, and a city free from bias and discrimination.

Sincerely,

Mona Noriega

CHAIRMAN AND COMMISSIONER

Mora Noviera

CHICAGO COMMISSION ON HUMAN RELATIONS

CHICAGO COMMISSION ON HUMAN RELATIONS (CCHR) OVERVIEW

The City Council finds that prejudice and the practice of discrimination against any individual or group because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status or lawful source of income menace peace and public welfare. Chicago Commission on Human Relations Enabling Ordinance (2-120-480)

It is the policy of the City of Chicago to assure full and equal opportunity to all residents. The Chicago Commission on Human Relations (CCHR) serves as the city's civil rights department and enforces the Chicago Human Rights and Fair Housing Ordinances that prohibit discrimination. Under the City's hate crime law, the CCHR also assists hate crime victims and develops and conducts pro-active programs to educate and prevent incidents of bias and hate.

BOARD OF COMMISSIONERS

The CCHR Board of Commissioners are appointed by the Mayor of the City of Chicago and serve as the public leadership and community voice. The board receives reports on the work of the department from staff, and helps staff improve services to the public. The board also makes the final rulings in all fully litigated discrimination cases. The Board may adopt the hearing officer's recommendations in full, reject or modify them consistent with applicable law, or remand the case for further hearing.

OFFICE OF THE CHAIR

The Office of the Chair develops and directs the implementation of policies and manages the day-to-day operations of the department. It is also responsible for all fiscal, personnel, media, and public relations functions for the organization. The chair of the Commission on Human Relations also serves as the commissioner of the department.

ADJUDICATION

The Adjudication Division of the CCHR enforces the Chicago Human Rights and Fair Housing Ordinances by receiving, investigating, and adjudicating complaints of discrimination in housing, employment, public accommodations, credit and bonding. Persons who feel they have been discriminated against in Chicago because of membership in one or more of the following fourteen protected categories may file a complaint with the Commission: race, sex, color, age, religion, disability, national origin, ancestry, sexual orientation, gender identity, marital status, parental status, military discharge status, and source of income.

The CCHR conducts administrative hearings if the investigation reveals substantial evidence of an ordinance violation. If the Board of Commissioners rules that discrimination has occurred, violators can be ordered to pay damages and fines to the city, or the Board can order injunctive relief.

INTER-GROUP RELATIONS (IGR)

The CCHR's Inter-Group Relations Unit (IGR) mediates conflicts, advocates on behalf of victims of hate crimes, and proactively works to prevent discrimination through the delivery of educational programs, in schools and communities most at risk for violence based on bias and stereotypes.

ADVISORY COUNCILS

The Commission has eight advisory councils; African Affairs, Arab Affairs, Asian Affairs, Immigrant and Refugee Affairs, Lesbian, Gay, Bisexual, and Transgender Issues, Latino Affairs, Veteran's Affairs, and the Advisory Council on Women. These councils work with the Commission to identify and address practices and actions which have a discriminatory impact on their respective constituency groups. In addition, the councils serve as liaisons between city government and the community to promote cooperation and enhance services. Councils also provide assistance in designing educational and enforcement programs for the Commission.

BOARD OF COMMISSIONERS

The Board of Commissioners make the final rulings in all fully litigated discrimination cases, after reviewing the recommended ruling of the hearing officer who conducted the administrative hearing. The Board may adopt the hearing officer's recommendation in full, reject or modify it consistent with applicable law, or remand the case for further hearing.

In 2011, the Board entered sixteen final rulings. Fourteen were in favor of complainants—nine finding ordinance violations and ordering remedies, plus five determining the amount of attorney fees to be paid to the prevailing complainant's counsel. Two rulings were in favor of respondents, finding no ordinance violation and dismissing the case.

Mona Noriega, Chairman and Commissioner

Mischelle Causey-Drake

Rev. Randall Doubet-King

Charles P. Fischbach

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Audrena A. Spence

Michael Towns

Jose A. Velgara

Bernarda Wong

ADJUDICATION

The CCHR executes City of Chicago policy which strongly opposes discrimination, and is careful to impose the powerful remedies available under Chicago's ordinances, only when justified by the evidence and applicable law.

The CCHR enforces the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance by -

- Receiving and investigating formal complaints filed by members of the public.
- Facilitating the settlement of cases where possible.
- Determining, after investigation and a public administrative hearing, whether prohibited discrimination occurred.
- Ordering remedies if discrimination is proved.

The Human Rights Ordinance prohibits discrimination in employment, public accommodations, credit transactions, and bonding. The Chicago Fair Housing Ordinance prohibits housing discrimination. The discrimination must be based on one or more of these 14 protected categories:

Race	Sex	Age (over 40)
Color	Sexual Orientation	Disability
National Origin	Gender Identity	Source of Income
Ancestry	Marital Status	Military Discharge Status
Religion	Parental Status	•

The discriminatory conduct must have occurred in the City of Chicago. A discrimination complaint must be filed within 180 days of the alleged discriminatory action.

When discrimination is proved at an administrative hearing, the Board of Commissioners can order the offender to -

- Pay fines to the City of Chicago, up to \$500 per violation.
- Take specific actions to address discriminatory practices (injunctive relief).
- Pay damages to the complainant for out-of-pocket losses and emotional distress.
- Pay punitive damages to the complainant in appropriate cases.
- Pay the complainant's attorney fees.

2011 Discrimination Claims

In 2011, the Commission received 267 new discrimination complaints filed by members of the public, of which 35% concerned employment, 27% concerned housing, 37% concerned public accommodations, and fewer than 1% concerned a credit transaction.

Employment Discrimination

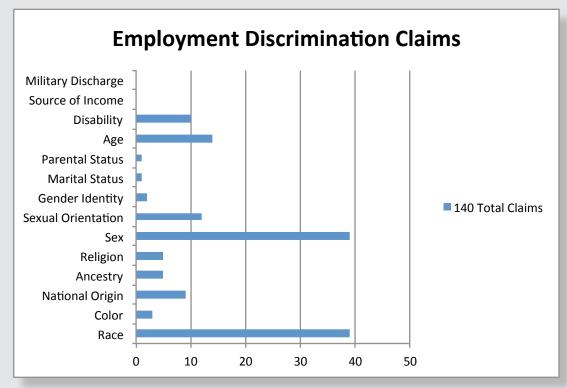
Of 94 new employment discrimination complaints filed in 2011, race and sex were the discrimination bases most frequently alleged, with each appearing in 41% of complaints. Next were claims of age discrimination at 15%, sexual orientation at 13%, disability at 11%, and national origin at 10%. All other protected classifications were found in 5% or fewer of new employment discrimination complaints.

Sex discrimination claims occurred most frequently in the employment area. These often involve sexual harassment or discrimination against pregnant employees. Because it is troubling that such violations still occur even though prohibited by long-standing discrimination laws, the Commission has intensified its effort to educate potential victims and violators, with an emphasis on reaching small business operators and members of immigrant communities who may not be aware of the laws.

Illustrating these types of claims, the Board of Commissioners ordered remedies in two sex discrimination cases in the employment area in 2011:

Sexual Harassment: A convenience store owner sexually harassed a cashier by asking her to wear revealing clothing to attract male customers, asking about her sex life, propositioning her, and pressing his private parts against her. In addition to a \$500 fine, the Board ordered the owner to pay the cashier \$2,000 in emotional distress damages and \$4,000 in punitive damages. Williams v. RCJ Inc. et al., CCHR No. 10-E-91 (Oct. 19, 2011)

Pregnancy-Based Discrimination: A bar owner forced a pregnant manager-bartender to take maternity leave before she was ready. The Board rejected arguments that the employee was unable to perform her job and that the owner was acting out of concern for her health and safety. The Board ordered the owner to pay back pay of \$1,600 plus \$4,800 in punitive damages, and imposed a fine of \$500. *Tarpein v. Polk Street Company et al.*, *CCHR No. 09-E-23 (Oct. 19, 2011)*



GRAPH OF EMPLOYMENT DISCRIMINATION CLAIMS

A complaint may claim discrimination on more than one basis (e.g. sex and age) arising out of the facts alleged. Thus the 140 claims exceeds the total number of complaints. Of 94 employment discrimination complaints filed in 2011, race and sex were the discrimination bases most frequently alleged, with each appearing in 41% of complaints. Next were claims of age discrimination at 15%, sexual orientation at 13%, disability at 11%, and national origin at 10%. All other protected classifications were found in 5% or fewer of new employment discrimination complaints.

Housing Discrimination

Housing discrimination complaints rose in 2011 compared to recent years. Of the 73 complaints received in 2011, 52% claimed source of income discrimination. Race or disability were the next most frequent types of housing discrimination claims, at 22%, followed by sex and sexual orientation at 10% each. Each of the remaining protected classes appeared in 5% or fewer of new housing discrimination complaints.

Source of income discrimination claims occur almost entirely in the housing area and most often involve refusal to rent to a "Section 8" Housing Choice Voucher holder. This type of discrimination is not covered by state and federal fair housing laws, making the Chicago Fair Housing Ordinance the only available remedy in Chicago.

In 2011, the Board of Commissioners issued four rulings finding housing discrimination and ordering relief.

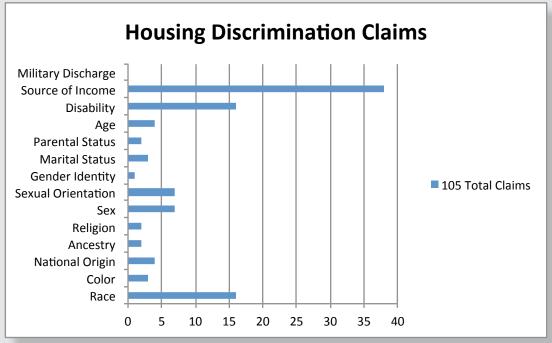
The cases illustrate types of housing discrimination which may occur:

Source of Income Discrimination: A nonprofit housing developer receiving government support to build affordable housing discriminated against two low-income purchasers based on their source of income when it refused to complete their sales transactions because they would finance the purchases using other government subsidies. The Board ordered the developer to pay emotional distress damages of \$20,000 to each complainant, plus punitive damages of \$10,000 to the complainant who found other housing to purchase which was less desirable and \$60,000 to the complainant who had insufficient time to make a substitute purchase, lost her subsidies entirely, and continued to rent in undesirable circumstances. *Pierce Parker v. New Jerusalem Christian Development Corporation, CCHR No. 07-H-12/13 (Feb. 16, 2011)*

Disability Discrimination: A property owner refused to rent an apartment to the mother of a 15-year-old autistic child after the child acted out during a conversation at the end of the apartment showing. In a follow-up ruling, the Board of Commissioners ordered the property owner to pay damages of \$750 for out-of-pocket losses, \$2,500 for emotional distress, and \$3,000 as punitive damages, as well as a fine of \$500 and the complainant's attorney fees. *Montelongo v. Azarpira, CCHR No. 09-H-23 (Mar. 16, 2011 & Feb. 15, 2012)*

Sexual Harassment: A male landlord subjected a female tenant to repeated unwelcomed sexual propositions, often associated with her requests for repairs. The Board ordered him to pay \$5,000 in emotional distress damages as well as the complainant's attorney fees, and imposed a fine of \$500 for this sex discrimination. *Gray v. Scott, CCHR No. 06-H-10 (Apr. 20, 2011)*

Sexual Orientation Discrimination: A condominium association president subjected a lesbian resident to a hostile housing environment through slurs and derogatory comments, and blocked the effort of another lesbian to purchase a unit. The association president was fined \$100 per violation and the association \$500 per violation. The respondents were ordered to pay emotional distress damages of \$2,000 to the resident who was harassed and \$100 to the rejected purchaser, as well as the complainants' attorney fees. *Gilbert and Gray v.* 7355 South Shore Drive Condominium Assn. et al., CCHR No. 01-H-18/27 (July 20, 2011)



GRAPH OF HOUSING DISCRIMINATION CLAIMS

A complaint may claim discrimination on more than one basis (e.g. sex and age) arising out of the facts alleged. Thus the 105 claims exceeds the number of complaints. Of the 73 complaints received in 2011, 52% claimed source of income discrimination. Race or disability were the next most frequent types of housing discrimination claims, at 22%, followed by sex and sexual orientation at 10% each. Each of the remaining protected classes appeared in 5% or fewer of new housing discrimination complaints.

Public Accommodation Discrimination

Of the 99 complaints received in the public accommodations area, race discrimination claims appeared in 55% of new complaints, followed by disability in 26%, sex in 14%, color in 12%, sexual orientation in 10%, national origin in 6%, and gender identity in 5%. All other protected classifications were found in 3% or fewer new public accommodation discrimination complaints.

Almost half of new race discrimination claims filed in 2011 involved public accommodations. This has prompted the Commission to develop educational materials targeted to recurring claims of race discrimination in public accommodations—including security procedures in retail stores and dress codes in nightclubs that appear to profile by race.

Two Board rulings issued in 2011 found race discrimination in connection with a public accommodation;

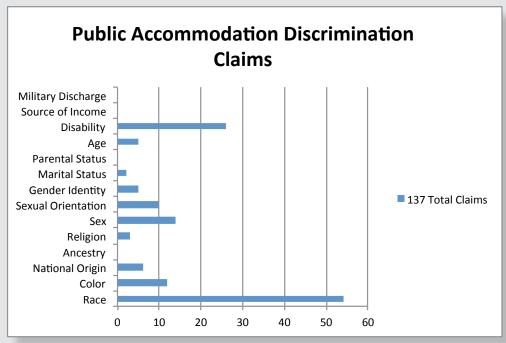
Discriminatory Nightclub Dress Code: A nightclub discriminated against two African-American men through policies barring admission of patrons wearing braids or hats. One of the men was denied entry because he wore a braided hairstyle. The Commission held that a no-braids policy under these circumstances is not race-neutral and not justifiable. The club was ordered to pay this complainant emotional distress damages of \$1,500 plus \$15 for his non-refundable parking charge. Although the second man was allowed entry despite his braided hairstyle, he was then required to leave after refusing to remove his kufi head covering, even though club personnel were informed that wearing a kufi is a Muslim religious practice. This was discrimination based on religion, for which the club was ordered to pay \$1,000 in emotional distress damages. The club was also fined \$500 each for these two acts of discrimination. Scott & Lyke v. Club 720, CCHR No. 09-P-2/9 (Feb. 16, 2011)

Discriminatory Service: A roofing company representative subjected an African-American mother and daughter to racially derogatory insults when they complained about incomplete service after seeking an estimate for roof repairs. The company was ordered to pay a fine of \$500, plus \$1,000 in emotional distress damages and \$3,000 in punitive damages to each complainant. *Burford v. Complete Roofing and Tuck Pointing et al.*, *CCHR No. 09-P-109 (Oct. 19, 2011)*

Disability discrimination claims in the public accommodation area usually involve entrances and restrooms of businesses, especially restaurants, which are not wheelchair accessible. The Commission has made special efforts to educate small business operators about their responsibilities to be accessible under the Chicago Human Rights Ordinance as well as the Americans with Disabilities Act.

In 2011 the Board issued another ruling finding this type of disability discrimination:

Inaccessible Restroom: While patronizing a restaurant, a wheelchair user attempted to use the customer restrooms but was unable to enter and close the restroom door. The restaurant was ordered to make its restrooms wheelchair accessible or to document any undue hardship and arrange reasonable alternative restroom access for wheelchair users. The restaurant was also ordered to pay a fine of \$500 plus the wheelchair user's emotional distress damages of \$500 and his attorney fees. *Cotten v. Top Notch Beefburger, Inc., CCHR No. 09-P-31 (Feb. 16, 2011)*



GRAPH OF PUBLIC ACCOMMODATION DISCRIMINATION CLAIMS

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Resolution of Complaints

People who believe they have been subjected to discrimination as defined in the City of Chicago ordinances may file a written complaint with the CCHR. After a complaint is filed, the CCHR notifies each named respondent and sets a deadline to submit a written response and any documents that support the respondent's position. The complainant also receives a deadline to reply to any response and to submit any documentation that supports the allegations of the complaint. The CCHR will offer the parties the opportunity to try to settle the case before the investigation is completed. Settlement is voluntary. The CCHR does not propose or advocate particular settlement terms, but staff may draft the agreed terms of a settlement for the parties to sign.

A substantial percentage of discrimination complaints close due to settlement between the parties. Settlement may occur either prior to completion of a full investigation or after a case has advanced to the hearing process. In 2011, a total of 55 or 21% of closed cases were resolved by settlement. Commission staff, independent mediators, and hearing officers encourage parties to try to settle their disputes and are skilled to facilitate the process. The CCHR is authorized to order parties to participate in a confidential settlement conference conducted by one of its independent mediators. The CCHR typically does this after a substantial evidence finding but before appointment of a hearing officer, if there appears to be settlement potential. In 2011, the Commission held 19 such settlement conferences.

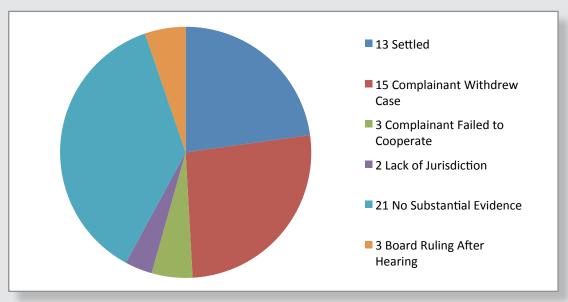


CHART OF RESOLUTION OF HOUSING COMPLAINTS — 57 TOTAL CASES CLOSED

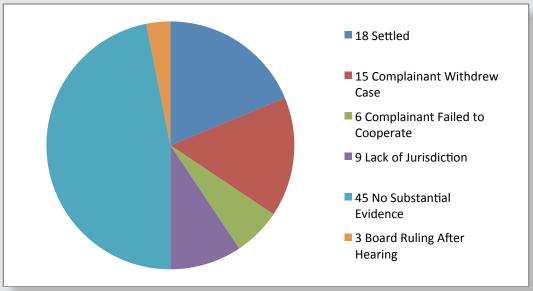


CHART OF RESOLUTION OF EMPLOYMENT COMPLAINTS — 96 TOTAL CASES CLOSED

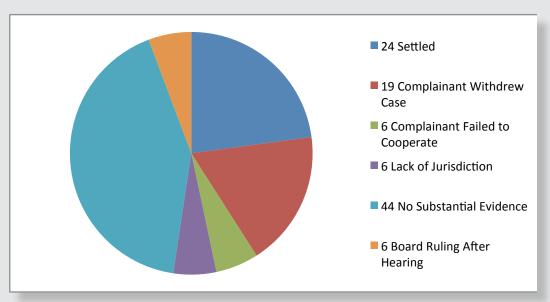


CHART OF RESOLUTION OF PUBLIC ACCOMMODATION COMPLAINT — 105 TOTAL CASES CLOSED

INTER-GROUP RELATIONS (IGR)

IGR responds to bias and discrimination by mediating conflicts and supporting victims of hate crimes. Proactively, IGR staff work to reduce discrimination by delivering presentations and workshops to community-based organizations, schools, and places of worship regarding civil rights protections offered under the Human Rights and Fair Housing Ordinances, how to file a complaint, and how to request assistance if someone is a victim of a hate crime.

Violence Prevention—Mediating Community Tensions

The IGR Unit is regularly called upon in times of crisis to intercede where violence may have occurred or has the potential for occurring between individuals and groups. Staff work closely with aldermen, police, clergy, and other key community leaders to develop community based solutions to community tensions. Staff trained in mediation techniques are often successful in bringing parties in conflict together to help them resolve their differences thereby preventing an increase of tensions and violence. In 2011, IGR provided 124 responses to community tensions and conducted 37 mediation sessions.

Here are just three examples of mediated community tensions successfully resolved:

Religious: Shortly after the anniversary of September 11, a potentially explosive sign was erected which generated numerous complaints. Concerned that the complaints would escalate into a violent confrontation, CCHR was asked to intervene. Staff discussed the divisive nature of the sign and those who were responsible for posting the sign agreed that the sign should be removed. There were no further complaints, and any potential violence that may have erupted was averted.

Inter-generational: The continued presence of "John", a 19 year-old male who had been repeatedly arrested for trespassing created fear and concern for a building's residents, most of whom were seniors. John was suspected of drug trafficking and had been arrested 18 times previously on a variety of charges. CCHR was asked to help resolve the problem. Joining with building residents and other agencies including CAPS and the State's Attorney's Office, CCHR was able to offer mediation centered around the Peace Circle model to John and the residents. This model provided John with an opportunity to express his concerns while hearing the frustrations of the residents firsthand. As a result, John promised not to return to the building, and the State's Attorney agreed to drop all outstanding charges against him. The CCHR has not been alerted to any additional complaints concerning John returning to the building.

Partnering with other City agencies: The Chicago Police Department contacted the CCHR to intervene in an ongoing 17-year battle between two families. Through the years, the conflict had included harassment, physical assaults, property damage, and an assortment of other criminal violations sometimes culminating in "no contact" court orders.

Following our standard operating procedures, CCHR staff convened meetings with both families, separately. Facilitating separate discussions allowed both parties to air their concerns, and prepared both families to come to the table to discuss solutions. CCHR staff trained in mediation were able to get the two families to talk out their problems in a respectful manner.

At the final mediation session, both families agreed to stop their confrontational behavior and outlined specific steps they would both take to foster and maintain a peaceful relationship. The CCHR has not heard of any further disputes between the families.

Preventing Hate Through Education and Community Engagement

In addition to its reactive work, IGR also provides proactive programs of education. Through a variety of workshops and presentations, staff work throughout the city to provide trainings to prevent discriminatory actions, dispel stereotypes, promote acceptance of other cultures, and to provide information about hate crimes and the city's discrimination ordinances. Much of IGR's success in preventing tensions from escalating can be directly tied to its efforts to engage the community in helping to build improved human relations. In 2011, IGR staff gave 84 presentations.

Hate Crime Victim Assistance

In addition to its work with community tensions, IGR staff provide assistance to hate crime victims. This support includes accompanying victims through the criminal court process, helping them understand the legal procedures, and explaining what to expect each step of the way. Staff also work to mobilize community support for victims, and make social service referrals. Equally important, IGR staff work directly with the State's Attorney's Office and the Police Department to ensure that hate crime charges are pursued whenever possible, and perpetrators are punished to the full extent of the law. In 2011, IGR provided 162 responses to assist victims of reported hate crimes.

ADVISORY COUNCILS

The eight Advisory councils extend the outreach work of the CCHR and act as liaisons between city government and communities. Individual members of the advisory councils are appointed by the Mayor to serve as volunteers representing their respective communities.

Advisory Council on African Affairs

The Advisory Council on African Affairs worked with the organizers and other city departments to help plan a successful African Festival of the Arts, during the Labor Day weekend. The Council is also a co-sponsor of the City of Chicago's Du Sable Essay Contest.



Advisory Council on Arab Affairs

The Advisory Council on Arab Affairs has been a co-sponsor, since 1991, of Arab Heritage Month created to help eliminate discrimination against people of Arab descent by educating the public about Arab culture and contributions to society. In addition to the month-long activities in November, the council members created an online Arab Heritage Month Calendar of Events which promoted Arab events and programs throughout Chicago.

Advisory Council on Asian Affairs

The Advisory Council on Asian Affairs assisted the Commission in its outreach efforts by facilitating the translation of the Commission's Fact Sheet, which includes "How to File a Complaint," into 20 Asian languages, available on the CCHR website. The Asian Council also co-sponsored the Asian American Disabilities Forum in April. The forum provided information about accessible services to people with disabilities to Asian-American community based organizations, chambers of commerce and small business owners. Building on the success of the forum, the council co-sponsored a second disability workshop in Chinatown in September.



Advisory Council on Immigrant and Refugee Affairs

The Advisory Council on Immigrant and Refugee Affairs worked to identify services and programs, and developed policy recommendations on behalf of the city's newest residents. The Council also provided direct assistance to immigrants and their families concerning immigration related matters and government programs.

Advisory Council on Latino Affairs

The Advisory Council on Latino Affairs worked with Latino community organizations to co-sponsor programs to educate the community about legal issues and available resources. In April, the council co-sponsored *Know Your Rights @Wright*, held at Wright College, and featured a panel discussion on civil rights issues with representatives from the city, state and civil rights organizations. The council also disseminated information about growing anti-immigration efforts across the country and the need for expanded Latino mental health services, availability of early childhood education programs, and the denial of bail for undocumented persons who are arrested.

Advisory Council on Lesbian, Gay, Bisexual, and Transgender (LGBT) Issues

The Advisory Council on LGBT Issues in February co-sponsored Chicago's 2010 Freedom to Marry Reception at the National Museum of Mexican Art, in June co-sponsored the historic Civil Unions Ceremony at Millennium Park, and in November, the council hosted the 20th anniversary induction ceremony for the Chicago Gay and Lesbian Hall of Fame.



Advisory Council on Veterans Affairs

The Advisory Council on Veterans worked to assist soldiers returning from tours of duty in Iraq and Afghanistan by connecting veterans with jobs and essential services as well as helping veterans access medical care, housing, and substance abuse counseling. In July, the council participated in the 9th Annual Salute to LGBT Veterans held at Daley Plaza and in August the council participated in the Homeless Veterans Stand-down, an event that brings together local agencies to provide direct services to homeless veterans. Also in August, the council helped plan the Warrior Summit/Valor Games at Soldier Field.



Advisory Council on Women

The Advisory Council on Women worked collaboratively with the Mayor's Office, Eleanor Foundation and Mayoral Fellows to form the Mayor's Single Mother's Task Force. The Council co-hosted interagency meetings, conducted focus groups, surveys and forums with a cross section of women from different socio-economic, racial and ethnic groups, national origins, ages, religions, neighborhoods, professional disciplines, and women who were homeless or formerly incarcerated. The Women's Council also collaborated with women's rights organizations and activists to protest the placement of anti-abortion billboards in African American and Latino neighborhoods. In August the Women's council celebrated Women's Equality Day at Daley Plaza to commemorate the 91st anniversary of women gaining the right to vote.

