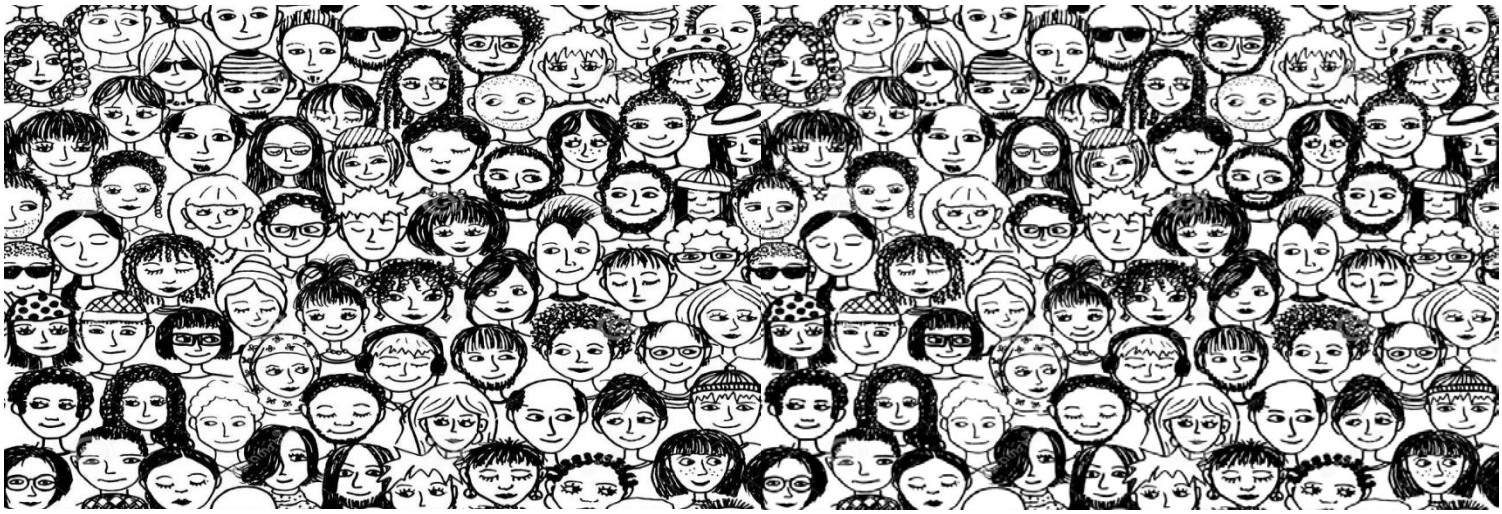
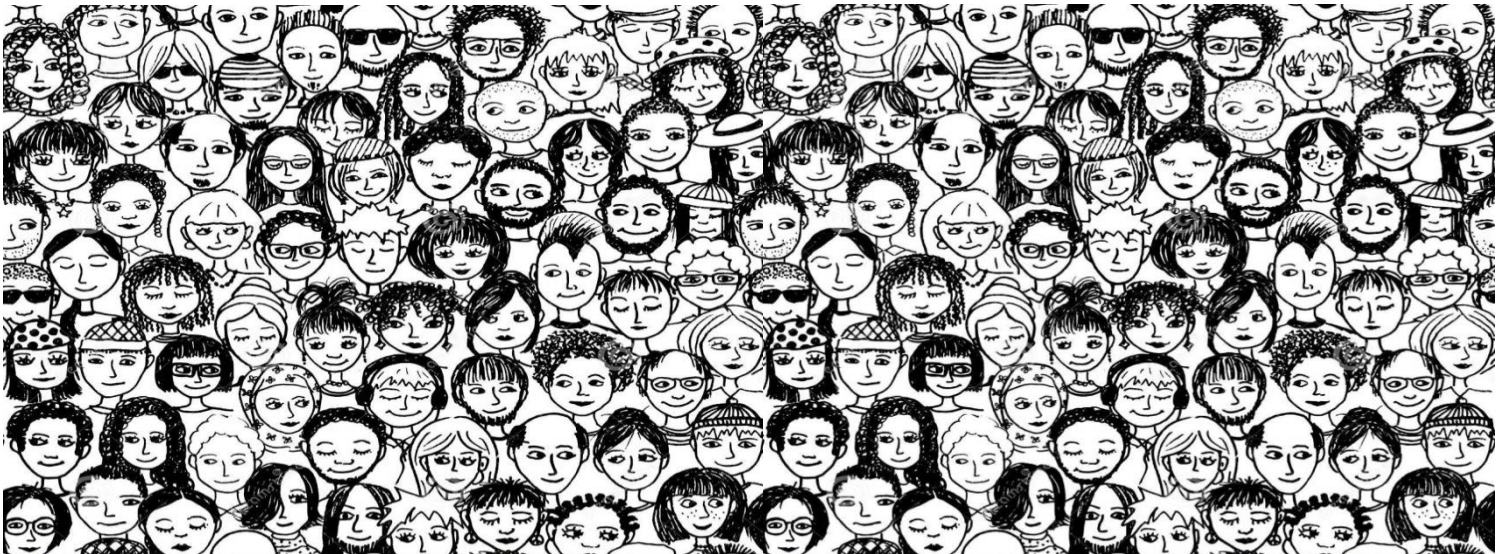


C|C|H|R

Chicago Commission on
HUMAN RELATIONS

2014

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.

C|C|H|R

Chicago Commission on
HUMAN RELATIONS

"We may have all come on different ships, but we're in the same boat now."
*—**Martin Luther King, Jr.***

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MESSAGE FROM THE COMMISSIONER

Once we thawed out from the polar vortex, there was much work to do to address discrimination and hate as we strive to raise the bar for equality, inclusiveness, and the appreciation of the diversity of our city.

In 2014 Mayor Emanuel proposed an amendment to the Chicago Human Rights Ordinance, enforced by the CCHR that removed employment barriers for people with prior arrest and criminal records. The "Ban the Box" Ordinance was approved by the City Council, effective January 1, 2015. The ordinance prohibits questions about criminal background at the first stage of the hiring process, and applies to all employers in the City of Chicago, regardless of size. Every year, 20,000 people return from prison to communities in Chicago, totaling more than half of the people leaving Illinois prisons. However, many of those qualified for entry-level positions are discriminated out of job opportunities because of prior arrest or criminal records. By prohibiting questions about criminal background at the first stage of the job hiring process, applicants are guaranteed to be initially evaluated on their skills, and experience, rather than being rejected because of their past.

Our Adjudication Unit continues to excel in its efforts to fight discrimination by delivering thorough and efficient investigations of discrimination complaints. High quality and timely investigations are essential to protecting the rights of both parties to a complaint, and help ensure that justice is served. In 2014, the CCHR received 246 new discrimination complaints, and completed 289 investigations. The 289 total includes complaints filed in 2014 and earlier. The efficient investigation of complaints keeps cases from becoming backlogged and justice being denied to victims of discrimination. Similarly, 67% of investigations were completed within one year as compared to 56% for the same time period in 2013.

In addition to our efforts on the legal front, the CCHR's Inter-Group Relations Unit expanded its human relations workshop offerings to add a new workshop on Cyberbullying. This workshop as well as our highly successful Bullying workshop helps participants recognize the signs of bullying behavior as manifested by victims or perpetrators, and provides opportunities to participate in role play intervention strategies. The workshops can be conducted in English and Spanish, for children and adults. In 2014, the CCHR delivered 68 workshops to 1358 participants.

While our workshops are designed as a preventive course of action against acts of hate, we realize that hate crimes continue to be a concern for our city. To address this important issue, the CCHR and other collaborating organizations hosted a Hate Crime Summit at the University of Illinois, Chicago Campus on October 20, 2014. The event was in commemoration of the fifth anniversary of the Matthew Shepard & James Byrd Jr. Hate Crimes Prevention Act that President Obama signed into law in October, 2009.

This is just a brief overview of some of our efforts in 2014. I encourage you to review the full report and learn more about how the CCHR is working to make Chicago the most open, inclusive, and welcoming city in the country. Thank you for your continued support.

Very truly yours,

Mona Noriega

Mona Noriega
Chairman and Commissioner

CHICAGO COMMISSION ON HUMAN RELATIONS 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, lawful source of income, and credit history (as to employment only), or criminal history (as to employment only) menace peace and public welfare. [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 is appointed by the Mayor of the City of Chicago and serves 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 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 15 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, credit history (in employment only), and source of income.

The CCHR conducts administrative hearings if the investigation of a discrimination complaint 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 Advisory Councils to the Commission on Human Relations help 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. Individual members of the advisory councils are appointed by the Mayor to serve as volunteers representing their respective communities. The CCHR currently has two advisory councils, the Equity Council and the Veterans Council.

"If not us, then who? If not now, then when?"
— John E. Lewis

BOARD OF COMMISSIONERS

The Chicago Commission on Human Relations Board of Commissioners serves as the public leadership and community voice of the department. The board receives reports on the work of the department from staff, and helps staff improve services to the public. The board also reviews and recommends policies to address issues of discrimination and prejudice. Finally, the board makes 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.

Mona Noriega, *Chair and Commissioner*

Yasmin Bates-Brown	Salvador A. Cicero	Tiffany Ferguson
Andrew S. Kang	Ray J. Koenig, III	Leisa Y. Mosley
David J. Mussatt	Nabeela Rasheed	Rochelle Grimbau
Joanna Borowiec	Naderh H. Elrabadi	Majdel S. Musa
Stephanie Kanter	Samuel Miller, Jr.	
Jaz Park	Curtis J. Tarver II	

CCHR Board members join Chairman Noriega (sixth from the left) in congratulating Board member Salvador Cicero (center) who was appointed by Mayor Emanuel to become the new Chairman of the city's Human Resources Board. Others pictured from left to right are Joanna Borowiec, Rochelle Grimbau, Tiffany Ferguson, Majdel Musa, Andy Kang, Juan Carlos Linares, and David Mussatt.

"This nation was founded by men of many nations and backgrounds. It was founded on the principle that all men are created equal, and that the rights of every man are diminished when the rights of one man are threatened…It ought to be possible, in short, for every American to enjoy the privileges of being American without regard to his race or his color."
— John F. Kennedy

ADJUDICATION

People who believe they have been subjected to discrimination as defined in the City of Chicago ordinances 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.

In investigating and adjudicating a discrimination complaint filed by a member of the public, the role of the Commission is neutral. It does not serve as either side's lawyer, advisor, or advocate. It is not a prosecutor of the case. It does not take the side of either the complainant (the person who filed the complaint) or the respondent (the alleged violator).

The Human Rights Ordinance prohibits discrimination in employment, public accommodations, credit transactions, and bonding. The Chicago Fair Housing Ordinance prohibits housing discrimination. The authority of the Commission on Human Relations to enforce the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance is exercised through the Adjudication Division. The work of the Division is:

- To receive and investigate complaints alleging violations of the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance.

- To facilitate the settlement of cases, where possible.
- To determine, after investigation and hearing, whether discrimination occurred in violation of the Human Rights Ordinance or the Fair Housing Ordinance.
- To order remedies if the complainant proves at a hearing that discrimination has occurred.

CCHR Investigators and Equity Council Director welcome high school students on Job Shadowing Day.

"No man is above the law, and no man is below it."
— Theodore Roosevelt

FILING & INVESTIGATION OF COMPLAINTS

PROVING A COMPLAINT OF DISCRIMINATION

To prevail in a discrimination case under the City of Chicago ordinances, a complainant must be able to prove by a preponderance of the evidence that:

- The conduct was based on the complainant's status in one or more of these *protected categories*:

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

- The conduct was in one of the following *covered areas*:

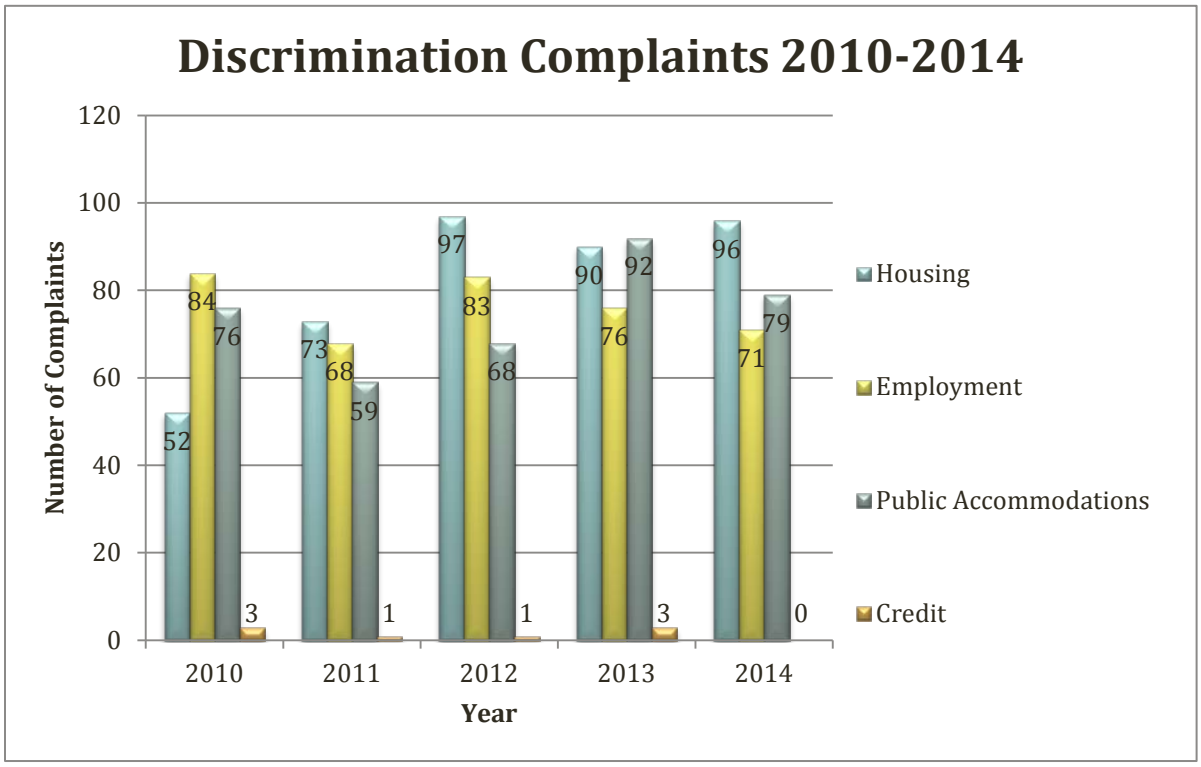
Housing	Employment
Public Accommodations	Credit or Bonding Transactions

- The complainant was subjected to *adverse treatment* by a covered individual, business, or government entity (the respondent).
- The complainant was treated differently *because of* his or her protected status, and not for other legitimate, non-discriminatory reasons.

The discriminatory conduct must have occurred in the City of Chicago. A discrimination complaint must be filed within <u>180 days</u> 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 $1,000 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.



Human Rights Ordinance Amendments

In November 2013, the Commission's statutory authority was strengthened through the following amendments which 1) increased the fine for violating the ordinance from $500 to $1,000; 2) allowed the assessment of fines for the filing of frivolous complaints; and 3) specifically gave the Board of Commissioners the authority to award punitive damages when the board has determined that a respondent's conduct displayed a wanton disregard of the complainant's rights.

Since the implementation of these new provisions, the Board of Commissioners has imposed the maximum fine of $1,000 in four cases. Although the Commission has not issued any fines for filing frivolous complaints in 2014, the possibility of such a penalty has possibly had a deterrent effect on complaining parties. Lastly, the Board of Commissioners has awarded punitive damages in four separate cases.

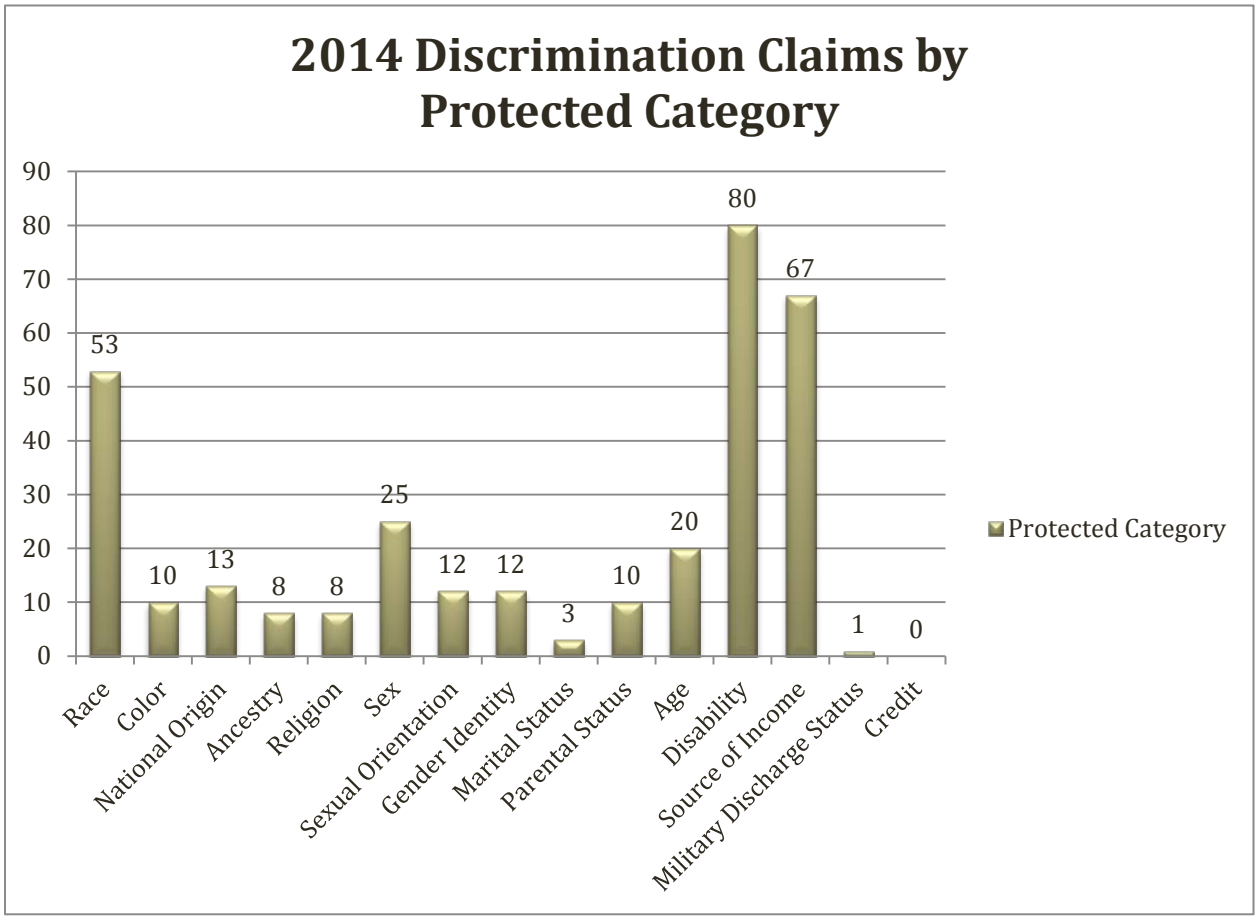
In November 2014, the Human Rights Ordinance was amended again. This time, a new protected class of "criminal history" was added, although its provisions circumscribed its application to an employment context and solely with respect to an employer's untimely inquiry into a job applicant's criminal history. Contemporaneous with these criminal history amendments, the penalty provision of the ordinance was also amended to include the possibility of business license discipline for businesses in violation of the ordinance. The amendment will go into effect January 1, 2015. The Commission has partnered with the Department of Business Affairs and Consumer Protection (BACP) to alert numerous organizations, including diverse chambers of commerce in the city about these new obligations.

International visitor, Limem Mohamed of Tunisia (fourth from left), discusses disability rights promotion and economic empowerment of people with disabilities with CCHR Investigators and Equity Council Director.

Deputy Commissioner Abel Leon and CCHR Investigator Connie Simonelli take a break during CCHR's tour of the Puerto Rican Arts Center.

2014 Discrimination Complaints

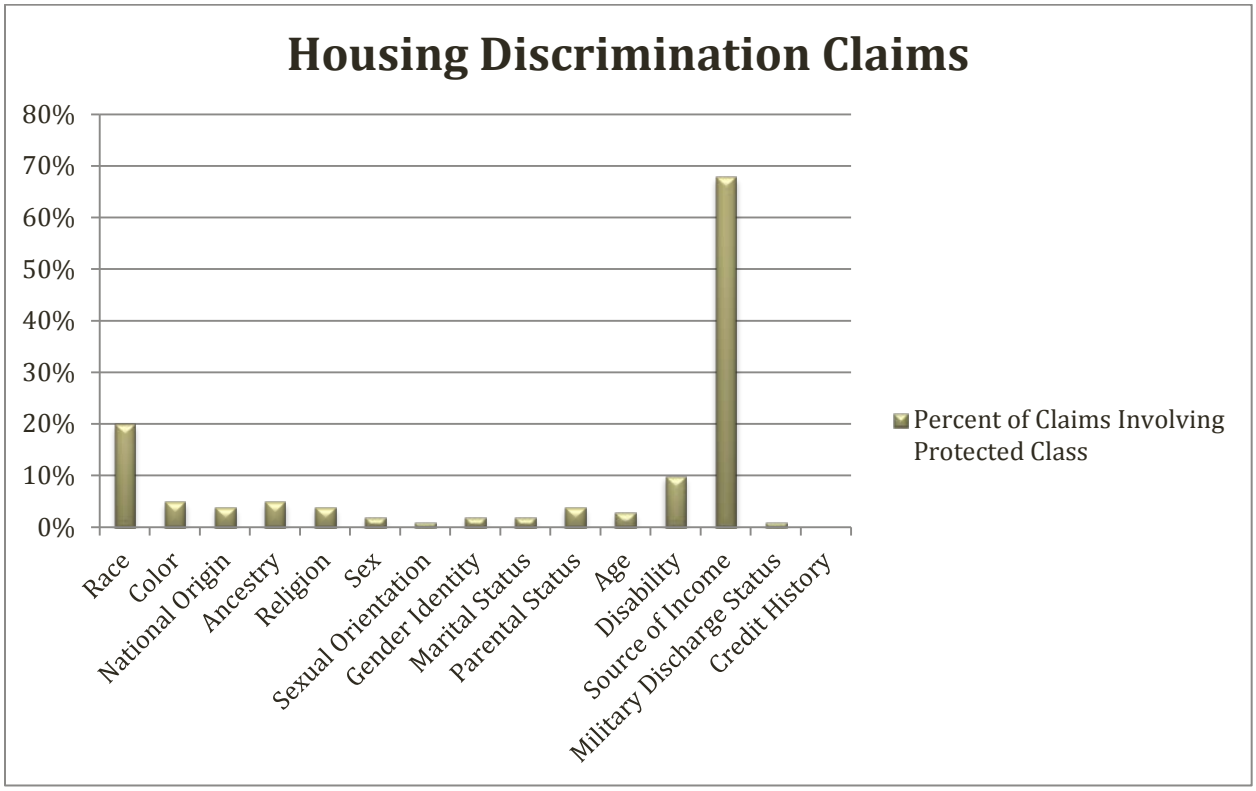
In total, 246 new discrimination complaints were filed in 2014, compared to 261 in 2013. The largest proportion of new discrimination complaints in 2014 concerned housing at 39%, while 32% concerned public accommodations and 29% concerned employment.



HOUSING DISCRIMINATION

The bulk of the 96 housing discrimination complaints, or 68%, alleged source of income discrimination involving Housing Choice Vouchers, also known as Section 8 Vouchers. Discrimination against low income households who receive these federal subsidies (administered in Chicago through the Chicago Housing Authority) thus continues as a significant fair housing issue. The Fair Housing Ordinance, enforced by the Commission, has been recognizing Housing Choice Vouchers as a source of income since 1999. The uptick in housing complaints, both in 2013 and 2014, may be partially due to the media attention surrounding the May 2013 recognition of Housing Choice Vouchers as a source of income under the Cook County Human Rights Ordinance. Given the intergovernmental agreement executed between the County and Commission, which requires that conduct regulated by both the County and the City, which occurred in the City, be adjudicated by the City, all discrimination involving Housing Choice Vouchers occurring in Chicago is streamlined to the Commission.

After source of income, race discrimination was the next most frequent claim in the housing area, asserted in 20% of the housing complaints. Next was disability discrimination, claimed in 10% of the housing complaints, followed by color and ancestry discrimination, each comprising 5% of the housing complaints. Other types of discrimination were claimed in 4% or fewer of new housing discrimination complaints.

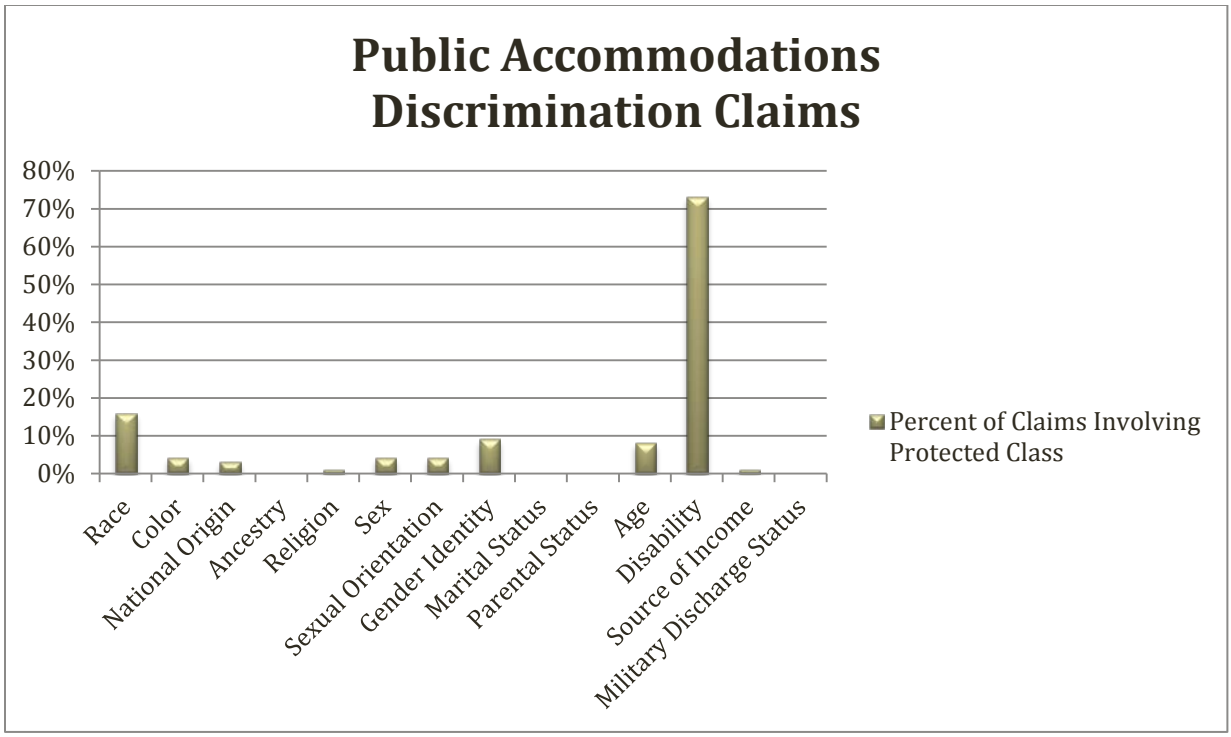


PUBLIC ACCOMMODATIONS DISCRIMINATION

Seventy-three percent of the 79 public accommodations complaints filed in 2014 alleged disability discrimination; specifically, the denial of full use of a business establishment. Beyond its skyscrapers, the City of Chicago also boasts historical architecture and street grading that is not always conducive to accessibility, particularly for wheelchair-bound individuals. The Commission on Human Relations, along with other City departments, is committed to assisting businesses in making their services accessible to everyone, including those with disabilities. Accordingly, over the course of several years, Commission legal staff has worked with the Mayor's Office for People with Disabilities (MOPD) to align the Commission's accessibility standards more closely to the well-

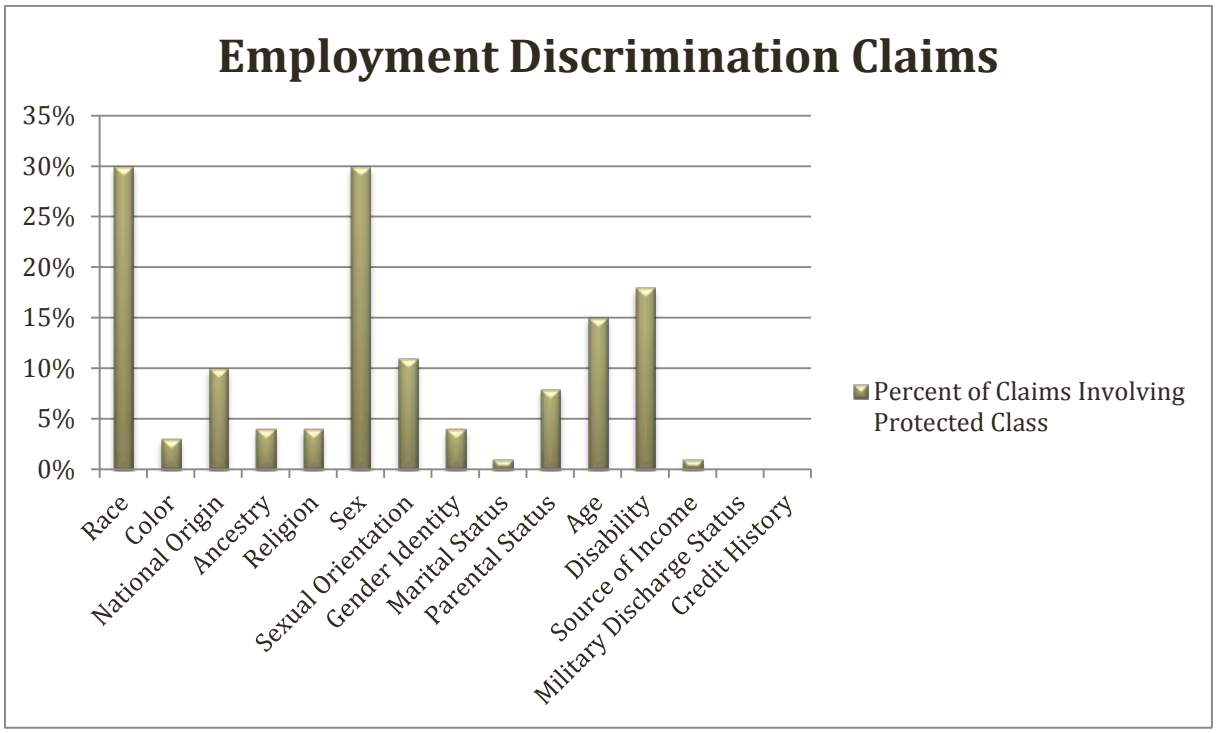
publicized standards imposed by the Americans with Disabilities Act. The goal is to have the revised regulations approved and made effective in 2016. The new regulations will help facilitate business compliance by making the standard for accessibility consistent with nationally-recognized guidelines under the Americans with Disability Act.

After complaints based on disability discrimination, race was the next largest discrimination basis claimed in public accommodation complaints, at 16%. The next most frequent type of claims in the public accommodation area was gender identity discrimination at 9% of new complaints. Other types of discrimination were claimed in 8% or fewer of the public accommodation complaints.



EMPLOYMENT DISCRIMINATION

Of the 71 employment discrimination complaints filed in 2014, sex and race were the most frequently alleged discrimination bases, each representing 30% of new employment complaints. Disability was the second-most alleged discrimination basis at 18%, followed by age 15%, sexual orientation 11%, and national origin 10%. Claims based on the remaining protected classes appeared in 9% or fewer of new employment discrimination complaints.



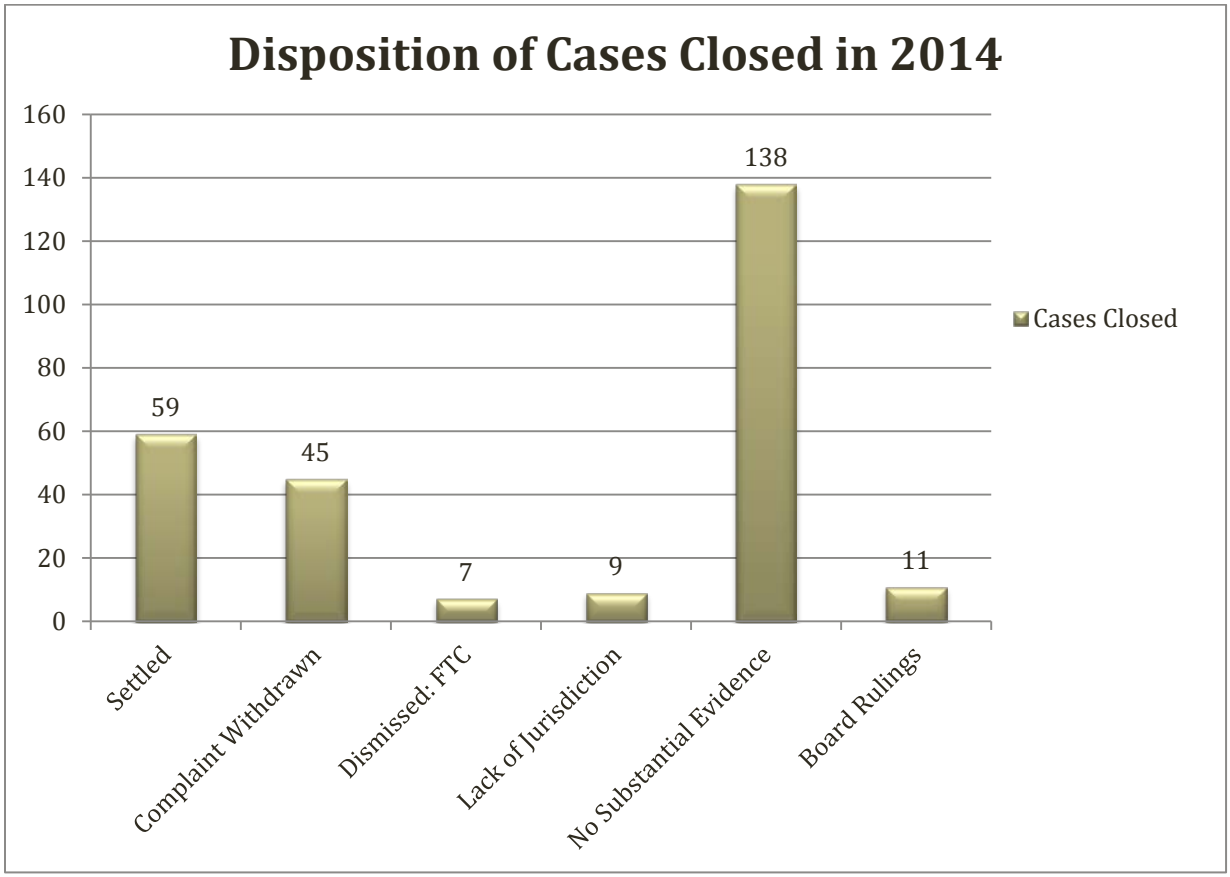
From the equality of rights springs identity of our highest interests; you cannot subvert your neighbor's rights without striking a dangerous blow at your own.
– Carl Shurz

RESOLUTION OF COMPLAINTS

In 2014, 64 complaints filed with the CCHR advanced to the administrative hearing stage; 61 after a finding of substantial evidence that an ordinance violation had occurred, and three following an order of default. This represents 22% of the 289 dispositions of cases at the investigation stage.

Commission staff, independent mediators, and hearing officers encourage parties to try to settle their dispute 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 Commission typically does this after a substantial evidence finding, but before appointment of a hearing officer if there appears to be settlement potential. In 2014, the Commission held 19 such settlement conferences, compared to 9 held in 2013.

Settlement terms vary, and because the majority of settlements are concluded as private agreements between the parties, the Commission often does not know the terms including the monetary value to complainants. To encourage settlement in the future, the Commission does not announce the terms of particular settlements, although parties may choose to do so if they have not agreed among themselves to keep the terms confidential.


Disposition of Cases Closed in 2014
160
140
120
100
80
60
40
20
0
59
45
7
9
138
11
Settled
Complaint Withdrawn
Dismissed: FTC
Lack of Jurisdiction
No Substantial Evidence
Board Rulings
Cases Closed

INTER-GROUP RELATIONS

The Inter-Group Relations Division (IGR) works to reduce bias and discrimination by employing multiple approaches to effectively communicate to the various audiences that it serves. IGR delivers presentations and workshops to community-based organizations, schools, and places of worship; supports victims of hate crimes, and mediates conflicts to resolve community tensions peacefully.

Mayor Emanuel (center) joins Ald. Ariel Reboyras (30) (first from the left), CCHR staff, and Ald. Roberto Maldonado (26) (far right) to honor Director of Inter-Group Relations, Pablo Medina (immediate right of Mayor) on his retirement after 30 years of service to the City of Chicago.

EDUCATION

The CCHR views education as the most important and effective tool in reducing discrimination and preventing hate crimes. The IGR Unit is responsible for developing and facilitating human relations workshops citywide to youth and adults in furtherance of these important goals. Workshop topics currently being offered by IGR include Bullying, Cyberbullying, Hate Crimes, Conflict Resolution, Prejudice Reduction, and other human relations topics. Workshops are customized according to the needs of the audience, and can be delivered in English and Spanish. In 2014, IGR facilitated 68 workshops with more than 1,300 participants that included students and parents.

Top: Students use art to show what bullying is and how to prevent it in a CCHR workshop. **Left:** Aracelis Castañeda and Norman White take CCHR's education initiative to the airwaves in this radio interview with Entre Nosotros. **Right:** Aracelis Castañeda and Norman White celebrate with the parents and staff of Jose Diego School at the conclusion of the Human Relations Workshop series for parents.

VIOLENCE PREVENTION—MEDIATING COMMUNITY TENSIONS

IGR responds to community tensions that relate to one of the Chicago Human Rights Ordinance's 15 protected classes (i.e. race, religion, sexual orientation, etc.) and have the potential to develop into increasingly hostile situations or violent confrontations. When notified about a conflict, IGR works quickly to reach out to opposing parties with the intention of finding peaceful resolutions to their disputes.

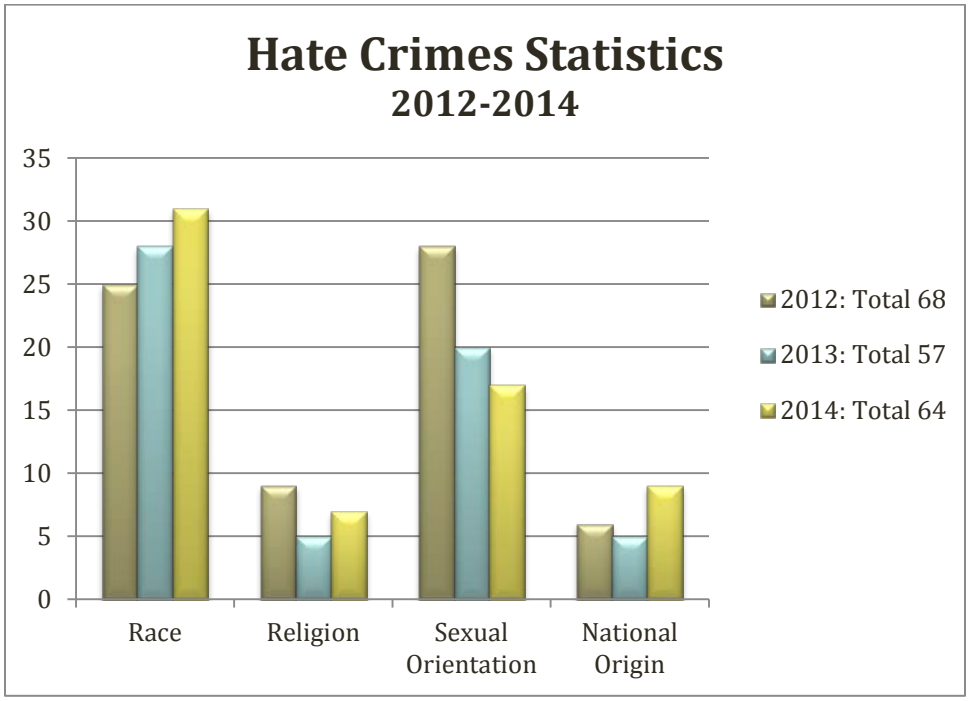
Conflicts can be as small as one-on-one conflicts between neighbors, or as large as groups of community members in conflict with a local business. In 2014, IGR provided 154 responses to community tensions. The division works closely with aldermen, police, clergy, and other key leadership to engage the community and develop real community-based solutions to inter-group tensions. Through mediation and various other conflict resolution techniques such as Peace Circles, an interactive process often used for larger groups, IGR has been successful in helping to resolve a variety of conflicts such as:

- School based conflicts between groups of students
- Tensions between community residents and small neighborhood merchants
- Conflicts between condominium residents
- Conflicts between neighbors
- Conflicts within senior citizen buildings
- Tensions between community residents and places of worship

HATE CRIME VICTIM ADVOCACY

HATE + CRIMINAL ACT = HATE CRIME

Hate Crimes relate to a specific group of crimes (referred to as predicate offenses) where hate against the victim's actual or perceived race, color, creed, religion, ancestry, gender, sexual orientation, physical or mental disability, or national origin is a motivating factor for the crime.[1] Hate crimes cause unique harm, both to the victim and to the entire community. This type of biased behavior is not isolated to one community, nor is anyone immune from becoming a victim. Hate crimes can happen to anyone, anywhere. In fact, in 2014 hate crimes were reported in nearly two-thirds of all aldermanic wards.



1 These predicate offenses include: assault, aggravated assault, battery, misdemeanor theft, criminal trespass to residence, misdemeanor criminal damage to property, criminal trespass to vehicle, criminal trespass to real property, mob action, disorderly conduct, harassment by telephone, and harassment through electronic means.

The IGR Division is responsible for this important area of the agency's work, and uses a multi-faceted strategic approach to advocate for victims of hate crimes. This includes accompanying victims through the criminal court process to prepare them for what is to come, and helping them understand how hate crimes are prosecuted. IGR also works to mobilize community support for victims and makes social service referrals.

Equally important, IGR works directly with the State's Attorney's Office and the Chicago Police Department to ensure that hate crime charges are pursued whenever possible, and perpetrators are punished to the full extent of the law. The division works to prevent hate crimes by also providing workshops on hate crimes to schools and community groups upon request.

In order to address and prevent hate crimes, residents, law enforcement, government, and the criminal justice system must work together. Effective responses to hate crimes require a clear understanding of the nature of hate crimes and the critical importance of reporting. In 2014, Chairman and Commissioner Mona Noriega discussed the importance of reporting hate crimes and working together to address these harmful acts of bias in her testimony before the Illinois Committee of the U.S. Commission on Civil Rights. The committee is the latest of a growing number of new and important partners in the CCHR's efforts to stop hate crimes.

ADVISORY COUNCILS

EQUITY COUNCIL

The CCHR Advisory Council on Equity is comprised of twenty-one leaders appointed by the mayor from Chicago's African descendant, Arab, Asian, and Latino communities. The council works with the CCHR to address practices that have a discriminatory impact on their communities, and its members serve as liaisons between city government and the community to promote cooperation and enhance services. The council works across cultural and ethnic lines to foster improved human relations and fight discrimination against all Chicago residents.

In 2014, the council focused much of its attention on conducting extensive outreach to communities across the city to educate residents on the protections available under the Chicago Human Rights and Fair Housing Ordinances, and hear firsthand the concerns of the community. Presentations were made to a culturally diverse list of organizations including the Latino Housing Acuerdo, Arab American Family Services, Latin United Community Housing Association (LUCHA), the Indo-Pak Church, and the South African Consulate. The Equity Council also assisted the CCHR in conducting outreach at numerous city festivals and events such as the African Caribbean Festival of Life, Fiesta Del Sol, Vietnamese Tet New Year Festival, African Festival of the Arts, Korean American Day Celebration, and the Asian American Business Expo. The Equity Council was also instrumental in helping the CCHR translate some of its marketing materials into Chinese, Arabic, and Hindi, and assisted in the distribution.

In addition to the work of its members, the Director of the Equity Council Arnold Romeo was key in working with the communities represented by the council on a host of programs, events, and community concerns. He served as a major asset in the drafting of mayoral proclamations and greeting letters for community events and annual celebrations for a host of organizations and community groups. He also served as a speaker and panelists for many community programs, and helped community organizations connect with city officials to resolve problems and identify resources. Working in concert with the IGR Division, the director also assisted in mediating several racial and ethnic-based community tensions including conflicts between community residents and businesses, neighbor disputes, and conflicts between residents at senior housing facilities.

Equity Council Director, Arnold Romeo, delivers the Mayor's Proclamation in recognition of Asian American and Pacific Islander Heritage Month at the Indonesian Cultural Center.

*"All men are created **equal**. No matter how hard they try, they can never erase those words. That is what America is about." — **Harvey Milk***

Top: First Deputy Commissioner Ken Gunn (first from the left) Director of the Equity Council Arnold Romeo (rear), Equity Council members Rev. Zaki Zaki (third from left), Darlene Attiah (fourth from left), Hicham Zerhouni (far right), Grace Okorie (seated, second from right) and Karyn Osinowo (seated far right) join Father Michael Pfleger at the city's Annual Dr. Martin Luther King Jr. Day Breakfast**. Bottom left**: Arnold Romeo (left) is joined by Equity Council members Okab Hassan (second from left), Hicham Zerhouni (center), Karyn Osinowo (second from right) and council supporter Shaan Trotter conducting outreach at the African Festival of the Arts. **Bottom right**: Arnold Romeo and Equity Council members Liliam Perez and Maurice Sone attend the Vietnamese TET/Lunar New Year Celebration.

"We all should know that diversity makes for a rich tapestry, and we must understand that all the threads of the tapestry are equal in value no matter what their color."
*— **Maya Angelou***

VETERANS COUNCIL

2014 was an exciting year for the Advisory Council on Veterans. The major highlight of the year was unquestionably an invitation for the council to meet with Mayor Emanuel. The mayor and the council discussed a variety of issues impacting the veterans' community including employment, homelessness, and access to city services. The meeting laid the foundation for future collaboration between the council and the Mayor's Office on a number of important programs and initiatives.

On July 24, Mayor Emmanuel announced the kick-off of an enhanced 311 intake assessment and training process to better identify military veterans and active duty service members, to more seamlessly connect them to existing services and resources. Under the new initiative, residents who call 311 to request a range of services, including homeless prevention, employment services, senior well-being checks, emergency food, and crisis referral services, will be asked by a 311 operator if they are a veteran or active duty service member so they may be connected to existing resources and programs available to veterans and current military service members. The City's enhanced 311 process will be able to track and report on the level and type of needs of services requested, allowing the City to more effectively target and allocate resources to support veterans and active duty service members in Chicago.

Similarly, on September 16, the mayor announced the City would be partnering with the United States Department of Veterans Affairs (VA); the Department of Housing and Urban Development (HUD); the Chicago Housing Authority (CHA); All Chicago; and the Corporation for Supportive Housing to end homelessness among veterans in Chicago by the

end of 2015. The City will provide funding to support three dozen permanent supportive housing units, social service case management services to match individuals with the right housing options, and rapid rehousing support such as rental subsidies for another 70 veterans. Representatives from the council were instrumental in working with the Mayor's Office on these and other important initiatives to help improve the quality of life for Chicago's veterans' community.

While 2014 was a great year for these new exciting programs, the year also saw the retirement of the long-time Director/Community Liaison of the Advisory Council on Veterans, Will Schmutz. Schmutz served the council from 2004 -2014, during which time he spearheaded the work of the council while also providing one-on-one assistance to veterans on a variety of issues including housing, employment, and VA benefits.

Will Schmutz, Director of Veterans.

Top: Commissioner Noriega participates in the Annual Salute to LGBT Veterans. **Bottom left:** Veterans' Council member Jim Darby speaks at the Salute to LGBT Veterans. **Bottom right:** Jim Darby and Alderman James Balcer (11th Ward) pictured at the Veterans' Day Program at Soldier Field.

COMMUNITY OUTREACH

Community outreach is an essential element of the CCHR's work. Its value is paramount to the development of the agency's annual plans and goals. The prospect of reaching out to every community in the city is a daunting task, but one which the CCHR strives to accomplish each year. To do so requires cooperative planning and execution by all units of the department. Through these efforts, thousands of the city's residents are provided with important information about the CCHR's legal powers, services and programs.

CCHR staff meet with a delegation of religious leaders from Syria to discuss how faith groups can work together to improve human relations.

PRESENTATIONS

CCHR staff provides hundreds of presentations annually to groups as small as one person to groups that number several hundred. Presentations can provide basic

information about the services offered by the agency, to tailored offerings about discrimination law, based on the needs of the audience. Presentations can be provided in both English and Spanish. In 2014, more than 400 presentations were provided citywide to community organizations and groups such as LUCHA, Arab American Family Services, Copernicus Center, South Shore Ministers Association, as well as several international delegations.

WORKSHOPS

Training workshops are also a very popular means by which the CCHR provides information to the public. Workshops are offered to groups upon request which most often includes schools, parent groups, community organizations, and libraries. Topics include the CCHR's human relations series of workshops such as Bullying, Conflict Resolution, and Hate Crimes. Workshops on various areas of the law are also available including Making Your Business Accessible to Persons with Disabilities, Fair Housing, and Employment Discrimination. Workshops are specifically tailored based on the needs of the audience, and can be delivered in English and Spanish.

Human Relations Specialist, Aracelis Castañeda, makes a presentation at the conclusion of a workshop series for parents.

COMMUNITY MEETINGS

CCHR staff makes it a priority to attend community meetings whenever possible. In 2014, CCHR staff attended more than 130 community meetings to get an understanding of the problems and challenges communities may be facing that the agency can address. Attendance at these meetings also provides groups with immediate answers to questions and important resources for the community. Some of the regular community meetings attended by CCHR staff include Aldermanic Ward Nights, CAPS meetings, and meetings of community groups and agencies.

COMMUNITY EVENTS

Similar to community meetings, community events are also great outreach venues for the CCHR. These events provide educational opportunities and cultural sharing which are important to the CCHR's mission of reducing discrimination and prejudice. CCHR staff participates in events throughout the year to speak with attendees about the agency's services, and distribute CCHR informational materials. In 2014, the CCHR participated in numerous events across the city including ethnic festivals, neighborhood celebrations, parades, religious celebrations, and back to school events. Some of the events included city-sponsored events like the Mayor's Annual Senior Fest and Access Chicago, as well as community events like Fiesta Del Sol, Gay and Lesbian Hall of Fame, and the International Festival of Life.

Top left: First Deputy Ken Gunn with Fatima Abu-Eid, Executive Director of SANAD, and Chair of the International Human Relations Council (IHRC) celebrating Ramadan at the IHRC's annual Iftar dinner. **Top right**: Human Relations Specialist Jennifer Scott introduces a turtle to children at the IHRC Unity Fest. **Center:** Mayor Emanuel is joined by Commissioner Karen Tamley of the Mayor's Office for People with Disabilities (MOPD), and Commissioner Noriega while giving remarks at Access Chicago. **Bottom:** Former Chairman and Commissioner Clarence N. Wood was inducted into the Chicago Gay and Lesbian Hall of Fame as a "Friend of the Community" at the 2014 ceremony. Joining Wood on stage was Hall of Fame Co-Chair Gary Chichester, Deputy Mayor Steven Koch, Chair and Commissioner Noriega, Department of Health Commissioner Bechara Choucair, Co-Chair Mary Morten, Danny Kopelson, and Gaylon Alcaraz.

SPECIAL PROJECTS AND INITIATIVES

Throughout the year, the CCHR collaborates with community partners, other government agencies, community based organizations, and an expanding group of CCHR supporters to plan and participate in a number of special projects to further the impact of the agency's work and help continue to build bridges of cultural understanding. Here is just a sample of several of the initiatives the CCHR was proud to participate in for 2014.

HATE CRIME SUMMIT

On October 20, 2014, the CCHR and other collaborating organizations hosted a Hate Crime Summit at the University of Illinois, Chicago Campus. The event was in commemoration of the fifth anniversary of the Matthew Shepard & James Byrd Jr. Hate Crimes Prevention Act that President Obama signed into law in October, 2009. Through the Hate Crime Summit, the CCHR and its partners sought to raise awareness regarding hate crimes, address the barriers to reporting hate crimes, and provide opportunities for networking and collaboration. Summit participants included educators, law enforcement, researchers, service providers, and community members.

Sherialyn Byrdsong served as the keynote speaker for the summit delivering a message of faith, love, and forgiveness. Mrs. Byrdsong is the founder of the Ricky Byrdsong Memorial Race against Hate in Evanston, IL.

FAIR HOUSING MONTH

April is National Fair Housing Month. The CCHR uses this opportunity to reach out to communities across the city to express the importance of all Chicagoans working together to ensure that all people have the right to live where they choose without fear of discrimination or hate based violence. In 2014 Mayor Emanuel issued a proclamation designating April as Fair Housing Month in the City of Chicago. As its outreach initiative for Fair Housing Month, the CCHR had the mayor's proclamation reprinted in Polish, Arabic, Spanish, and Chinese on presentation boards and identified community partners who displayed the proclamations in their offices and facilities.

Clockwise: Commissioner Noriega and representatives of the Polish American Association; Alia Bilal, Equity Council member and staffer for the Inner-City Muslim Action Network (IMAN); Commissioner Noriega, and staff of the Chinese American Service League (CASL) Rachel Chen (left), Bernarda (Bernie) Wong (second from right), and Esther Wong; Sol Flores of La Casa Norte.

MUSEUM TOURS

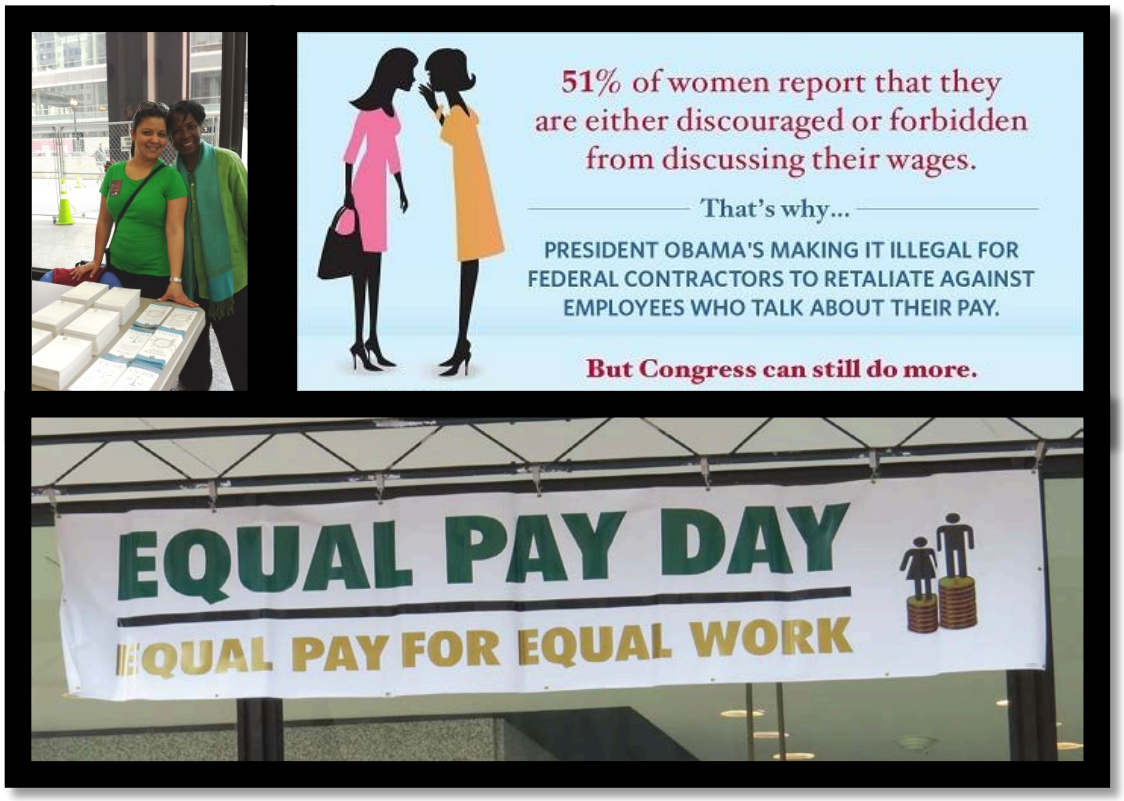
In 2013, the CCHR initiated a new outreach initiative called the Museum Tour Series. CCHR staff, volunteers, families, and friends join together on Saturdays about five to six times per year to visit one of the city's fascinating cultural museums. Through these visits participants learn about the culture and history, as well as the triumphs and tragedies of our neighbors and fellow Chicagoans. In 2014, visits were made to the Cambodian-American Heritage Museum, DuSable Museum of African American History, Polish National Museum of America, National Museum of Mexican Art, and the Institute of Puerto Rican Arts and Culture. The museum visits help to build a cultural bridge of understanding between the participants and the communities represented by these remarkable and unique city treasures.

CCHR staff, Board, Equity Council members, family, and friends display their exuberance after touring the DuSable Museum of African American History, one of five museum visits made by the group in 2014.

EQUAL PAY DAY

On Tuesday, April 8, 2014 the CCHR and other supporters of equal pay for equal work gathered in Daley Center Plaza for a rally marking the 99 days in 2014 that it takes for an average working woman's wages to catch up to a man's wages in 2014. The fourth annual Equal Pay Day, sponsored by more than 40 associations, organizations and agencies, featured a number of speakers, including Governor Pat Quinn and Lt. Governor Sheila Simon.

Each year, Equal Pay Day marks the difference in days that a woman must work to equal what the average man earns. In 2014, the average working woman earned just .77 cents to the $1 that the average man worked, while the corresponding ratio for African American women was .61 cents to every dollar and for Hispanic women was .52 cents for every dollar, when compared to the average wages for white men.



ON THE TABLE

On May 12, 2014, the CCHR and a host of community organizations, governmental agencies, corporations and individuals joined with the Chicago Community Trust in commemorating its 99th anniversary with "On the Table," an enormous undertaking to bring together 10,000 Chicagoland residents at 1,000 mealtime conversations on the same day to discuss and define specific ways that we can all work together to build strong, safe, secure and economically viable communities. CCHR staff, Board of Commissioners, and Equity Council members hosted and participated in several On the Table events across the city including dinners with the Chinese American Service League (CASL), Inner-City Muslim Action Network (IMAN), and the private homes and offices of various hosts.

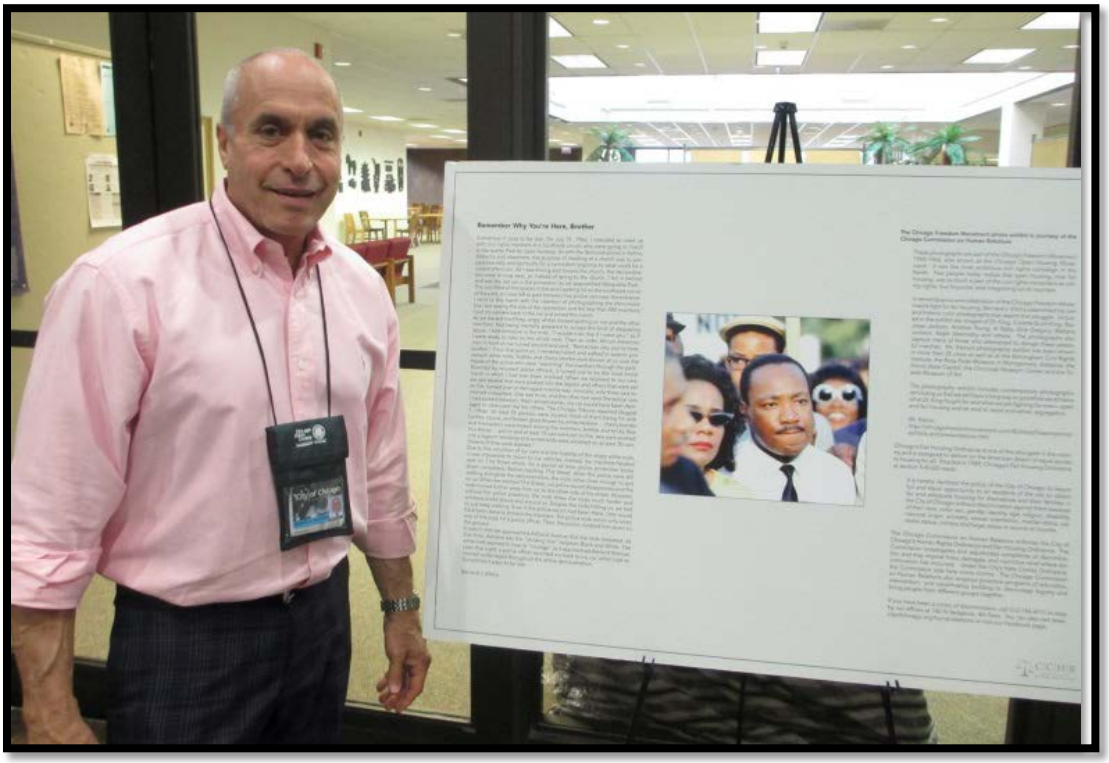
Equity Council member, Grace Okorie (first row, on the left) participates in an On the Table Dinner with members of the Chinese American Service League (CASL).

Evette Cardona and Commissioner Noriega join host Tracey Dobson in this photo at their On the Table dinner.

Arnold Romeo joins hosts Jada Russell and Julius Russell and guests for an On the Table dinner.

DR. MARTIN LUTHER KING JR. EXHIBIT

2014 marked the second year of the CCHR's traveling Dr. Martin Luther King Jr. Photo Exhibit. Combining the artistic work of photographer and civil rights historian Bernard Kleina with the rich history of the civil rights movement here in Chicago, the exhibit features photographs of Rev. Dr. Martin King Jr. during his campaign for fair housing in 1966. The exhibit includes photos of Dr. King marching in Marquette Park, speaking at a rally at Soldier Field, and demonstrating at City Hall. In 2014 the exhibit was featured at several Chicago Public Libraries and community organizations.



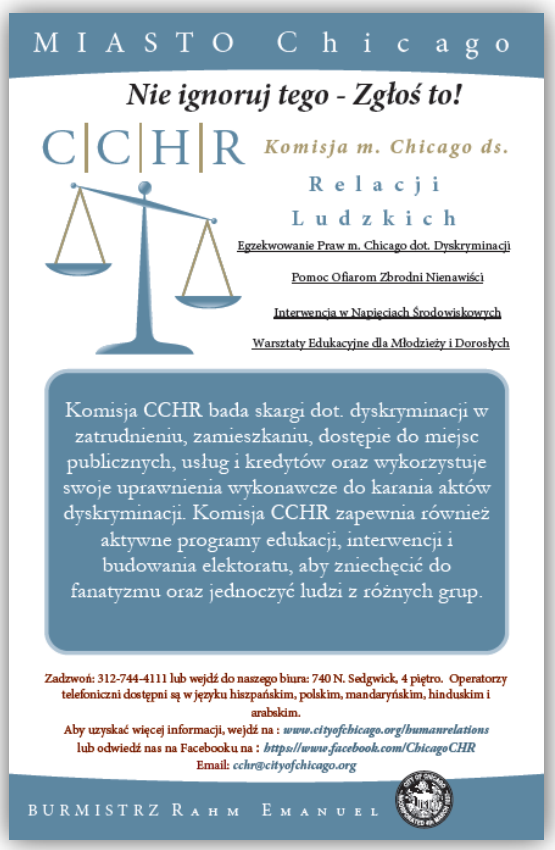
Woodson Regional Librarian Robert Graziano shown with one of the panels from the Dr. Martin Luther King Jr. Photo exhibit.

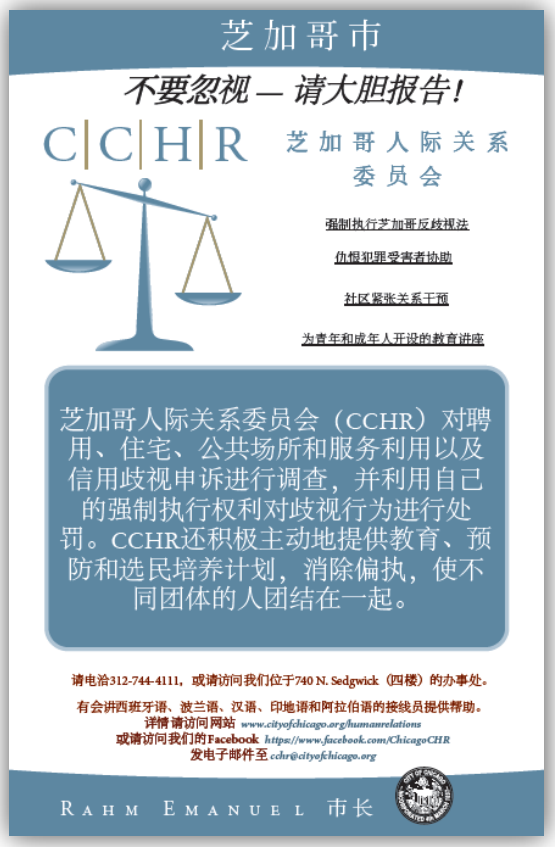
EXPANDED TRANSLATIONS SERVICES

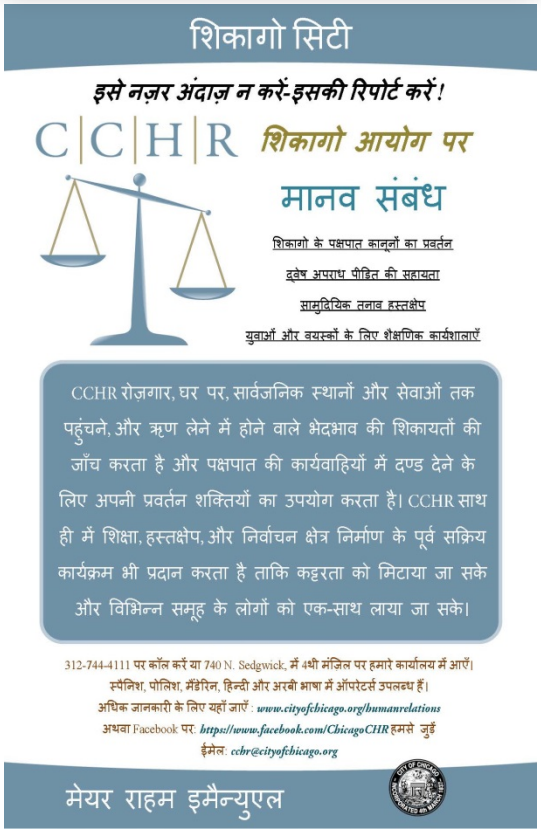
Chicago is a diverse city with people from various countries whose first language is not always English. Although CCHR has Spanish-speaking staff, it previously did not have the ability to communicate with the public in other foreign languages. In 2014, the CCHR contracted with LanguageLine Solutions to provide translation services for callers to the CCHR who speak Polish, Mandarin, Arabic, and Hindi. In addition to facilitating telephone communication, LanguageLine Solutions and the CCHR's Advisory Council on Equity also translated several publications for distribution about the CCHR generally and announcing the CCHR's ability to receive calls in these additional languages.

The ability to service a more ethnically diverse contingency of the City's resident base is an important CCHR initiative that the agency continues to strive toward. All of the calls are being captured in the City's Customer Service Request System (CSR) and the CCHR continues to monitor the usage of this service to better determine its effectiveness.

Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has.
– Margaret Mead







CCHR Language Line posters inform Chicago residents about CCHR services. Posters shown are in Polish (top left), Mandarin (top right), Hindi (bottom left) and Arabic (bottom right). Posters were also printed in English, Russian and Spanish.