

2017-18: A FISCAL YEAR IN REVIEW

*FCHR Annual
Report*

Table of Contents

Page 2:	Message from our Leadership
Page 4:	Role of the Commission
Page 6:	FY 2017-18 Performance Highlights
Page 7:	2018 Return on Investment (ROI)
Page 8:	FY 2017-18 By the Numbers
Page 16:	Sampling of Commission Cases
Page 17:	FCHR Reaches Out to Floridians
Page 20:	Florida Civil Rights Hall of Fame
Page 21:	Planning for the Future
Page 24:	Commissioners

United in One Goal: Equal Opportunity and Mutual Respect

Mission: The Florida Commission on Human Relations prevents unlawful discrimination by ensuring that all people have access to equal opportunities in employment, housing and public accommodations.

Vision: The Florida Commission on Human Relations will eliminate discrimination in the state.

Core Values: I Am FCHR!

- Integrity
- **A**ccountability
- **M**otivation
- **F**airness
- **C**ommunication
- **H**onesty
- **R**espect

Message from our Leadership

Greetings!

The Florida Commission on Human Relations is pleased to present to the citizens of the Sunshine State this annual report for the fiscal year 2017-2018.

Once again, the Commission continued its commitment to prevent discrimination in employment, housing and certain public accommodations, and to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all. We remain staunch advocates in guaranteeing that everyone is treated fairly and equally without regard to gender, color, race, national origin, religion, age, disability or familial or marital status.

Under the leadership of our appointed Commissioners, our exceptional track record of success and accountability remains intact, as we continued to meet the constantly-changing needs of our state.

The Commission remains Florida's leading resource in human rights and a leader for our increasingly diverse state because of its dedicated and professional staff.

Fair treatment, equal access and mutual respect are the yardsticks from which we measure our commitment to the people of Florida. We will continue to help build and maintain sustainable, inclusive and peaceful communities across the entire state.

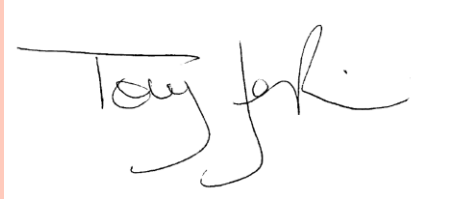
We want to extend our thanks to the Governor and the Legislature for their continued support. Also, we extend continued gratitude to our dedicated Commission team. Their hard work, diligence and enthusiasm towards serving all Floridians remains exemplary, and without them and their efforts, the endeavors highlighted in this document could not have been achieved.

As you will find throughout the pages of this report, the Commission was able to undertake many great initiatives with the help of our partners and through the efforts of advocates for and champions of our mission and values. These initiatives included:

- The 7th Annual Florida Civil Rights Hall of Fame continues to expand a highlight each year. This year, held in June would not have been nearly as successful without the generous support and assistance from the City of Tallahassee, Florida Blue and a multitude of other partners.
- Celebrated the 50th Anniversary of the Federal Fair Housing Act with a variety of events across the state.
- Unveiled the New FCHR Website.

As we continue to meet the modern-day challenges we face here in the Sunshine state, it is more important than ever that we continue to look forward innovative ideas and solutions to ensure that everyone in Florida are treated fairly and equally. I can assure Floridians that through the use of our core

values of Integrity, Accountability, Motivation, Fairness, Communication, Honesty, and Respect, that our team of dedicated and professional individuals remains committed to delivering fair and impartial customer service to all who seek remedy and relief from the Commission.

A handwritten signature in black ink that reads "Tony Jenkins". The signature is written in a cursive style with a large, stylized "T" and "J".

Tony Jenkins

Chair

A handwritten signature in black ink that reads "Michelle Wilson". The signature is written in a cursive style with a large, stylized "M" and "W".

Michelle Wilson

Executive Director

United in One Goal: Equal Opportunity and Mutual Respect



Role of the Commission

The Florida Commission on Human Relations (FCHR) continues to evolve into an invaluable resource – not just for aggrieved individuals, but also for Florida's business community and state government itself. It has investigated nearly 78,000 cases since it was statutorily established in 1969 to address discrimination.

Overseen by 12 Commissioners appointed by the Governor and confirmed by the Florida Senate, FCHR conducts its business primarily under the authority of three Florida laws:

- Florida Civil Rights Act (Part I, Chapter 760 and section 509.092, Florida Statutes) for allegations of discrimination in employment and public accommodations
- Florida Fair Housing Act (Part II, Chapter 760, Florida Statutes) for allegations of discrimination in housing

- Florida Whistle-Blower's Act (Section 112.31895, Florida Statutes) for allegations of improper retaliation against state agency whistle-blowers

The Commission is the state's leading anti-discrimination agency. Work-sharing agreements between FCHR and two federal partners – the U.S. Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development – help ensure that complaints are properly investigated without duplication, whether they are initially filed with the Commission or one of these federal agencies.

The Commission's activities are all directed toward a simple goal: Eliminating conflict. Conflict can arise in numerous ways – a woman believes her employer has sexually harassed her . . . a renter believes he has been denied housing because of his race or age or religion . . . a state government employee believes she has been fired simply because she complained of wrongdoing by a co-worker.

These and other types of allegations may fall under the jurisdiction of FCHR. When a complaint is properly filed, the Commission offers mediation to the parties -- a process that often produces a mutually agreeable resolution in much less time than that required by an investigation. If mediation proves unsuccessful, the Commission investigates the complaint and, upon completion, issues its finding of either "reasonable cause" or "no reasonable cause." After either determination, the complainant may choose to pursue the matter with the Division of Administrative Hearings as an entirely new proceeding – with "reasonable cause" determinations also carrying the option of filing a case in civil court.

Whatever the final outcome of the case, the Commission provides an important service to all parties involved:

- For the person who feels so wronged that he or she chooses to file a complaint, FCHR provides a neutral forum for that complaint to be investigated and the person's rights to be protected.
- For the business accused of a discriminatory act, FCHR represents a chance to resolve the matter quickly by providing an impartial and timely investigation that avoids potentially costly litigation.
- For the Florida taxpayer, by providing an impartial and timely investigation, FCHR helps limit caseloads on crowded court dockets and even helps state

agencies avoid costly litigation resulting from state employee discrimination claims.

FY 2017-18 Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
 - **1,296** (received)
 - **1,367** (resolved)

Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: **46 %** (overall)
(*Standard: 75%*)
- Number of inquiries/investigations: **10,423** (*Standard: 10,000*)
- Percent of determinations upheld by DOAH: **92.2%** (*Standard: 80%*)



Florida Commission on Human Relations

2018 RETURN ON INVESTMENT (ROI) Cost Avoidance for Florida Stakeholders

The Florida Commission on Human Relations offers mediation services to resolve discrimination complaints. This important role assures Florida citizens and visitors that their rights are protected, while fostering a favorable climate for job creators, businesses and state agencies by preventing costly lawsuits. During the past fiscal

year, the Commission has helped Florida stakeholders avoid over \$19 million in litigation expenses. For FY 2017-18, the Return On Investment (ROI) is **304%** — which means that for every \$1 the state provides the FCHR in its annual budget, there is a return of an additional \$3.04 to the state through the Commission's successful mediations alone!

ROI/Cost Avoidance Calculation

FY 2017-18 Budget

\$4,726,037
52 FTEs

FY 2017-18 Mediations

Successful mediated resolutions 124
Average mediated settlement \$11,063

FY 2017-18 COST AVOIDANCE ESTIMATE

Average court-awarded damages*	\$165,144
Average FCHR mediated settlement	- \$11,063
Average avoided cost per mediation	\$154,081
Number of mediated resolutions	x 124
TOTAL COSTS AVOIDED	\$19,106,044

NOTE: Does not include potential litigation costs avoided as a result of FCHR's timely closure of 655 employment "no cause" cases during fiscal year

*EEOC's FY 2014 Performance and Accountability Report; average total monetary recovery of discrimination lawsuits; does not include attorney fees or court costs

FCHR FY 2017-18 Return on Investment (ROI)

304%



ROI is represented as a ratio of the benefits of a governmental program divided by its total cost (the program's annual budget). The formula for public sector ROI is: $ROI = (\text{net benefits} / \text{total cost})$. In order to derive net benefits, FCHR subtracted its annual budget from the annual cost avoidance (see yellow box above), giving a difference of \$7,095,633. This net benefit is then divided by FCHR's annual budget to get the ROI: $ROI = (\$19,106,044 - \$4,726,037) / \$4,726,037 = 3.04\%$.

FY 2017-18 - By the Numbers

Incoming Cases

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
	1,208	48	49	1,056	255	1,296

Cases Resolved

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
	982	50	57	1,089	278	1,367

Average Percent of Cases Resolved Within Statutory Compliance

180 days - Employment/Public Accommodations

100 days – Housing

90 days - Whistle-blower

	Emp.	P.A.	W.B.	Housing	Total
	50%	65%	57%	34%	42%

Employment Cases* by Resolution Type – FY 2017-18

Employment Cases by Resolution Type	
No Cause Finding Issued	745
Cause Finding	33
Administrative Closures	311
Total:	1,089

*Includes employment, public accommodation and whistle-blower cases

Housing Cases by Resolution Type – FY 2017-18

Housing Cases by Resolution Type	
No Cause Finding Issued	62
Cause Finding	13
Administrative Closures	203
Total:	278

Emp., P.A. & W.B. Cases Received by Type of Bases – FY 2017-18

	Age	Color	Disability	Fam. /Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
	67	11	80	6	22	60	9	109	66	430

Housing Cases Received by Type of Bases – FY 2017-18

	Age	Color	Disability	Fam. /Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
	XX	0	55	8	11	20	4	0	4	255

Total Number of Inquiries and Investigations – FY 2017-18
(Long-Range Performance Plan [LRPP] Measure)

	Employment*	Housing	
Completed Investigations	1,089	278	1,367
Intake Closures + Referrals	631	382	1,013
Technical Assistance (CMS) + Deferrals	2,234	5,809	8,043
Total Inquiries + Investigations			10,423

*Includes employment, public accommodation and whistle-blower

County Data: Received Cases

County	Age	Color	Disability	Fam./Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis	Housing Cases	TOTAL
Alachua	7	2	8	0	1	10	0	14	15	57	1	58
Baker	1	0	0	0	0	0	0	1	0	2	0	2
Bay	3	1	9	0	3	15	0	17	8	56	1	57
Bradford	1	0	0	0	0	0	0	0	0	1	0	1
Brevard	4	0	6	0	2	2	0	15	12	41	0	41
Broward	35	2	37	0	18	46	5	13	42	198	11	209
Calhoun	0	0	0	0	0	0	0	0	0	0	0	0
Charlotte	1	0	2	0	0	0	0	2	1	6	0	6
Citrus	0	0	0	0	0	0	0	0	0	0	0	0
Clay	1	0	2	0	0	1	0	2	0	6	1	7
Collier	6	0	5	0	0	1	0	4	0	16	1	17
Columbia	0	0	0	0	0	0	0	0	0	0	1	1
Dade	40	1	32	1	2	29	0	45	28	178	0	178
DeSoto	0	0	0	0	0	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	0	0	0	0	0	0
Duval	20	2	29	0	3	34	3	57	29	177	1	178
Escambia	14	3	22	0	1	19	2	25	15	101	1	102
Flagler	2	1	1	1	1	2	0	3	1	12	0	12
Franklin	0	0	2	0	0	0	0	2	1	5	0	5
Gadsden	3	0	2	0	0	4	0	6	2	17	0	17
Gilchrist	0	0	0	0	0	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0	1	1	2	0	2
Gulf	0	0	0	0	0	3	0	1	0	4	0	4
Hamilton	0	0	0	0	0	0	0	0	0	0	0	0
Hardee	0	0	0	0	0	0	0	1	0	1	0	1
Hendry	0	0	0	1	0	1	0	0	0	2	0	2
Hernando	4	0	5	0	1	0	0	5	3	18	3	21
Highlands	1	0	2	0	0	0	0	3	1	7	0	7
Hillsborough	27	2	20	0	10	17	3	55	26	160	4	164
Holmes	0	0	0	0	0	0	0	0	0	0	0	0
Indian River	2	0	0	0	3	2	0	2	3	12	1	13
Jackson	2	0	5	0	4	8	0	9	3	31	0	31
Jefferson	0	0	2	0	0	0	0	0	1	3	0	3
Lafayette	0	0	0	0	0	0	0	0	0	0	0	0
Lake	2	1	4	1	1	6	1	9	3	28	0	28
Lee	5	1	7	0	5	4	0	16	10	48	5	53
Leon	28	3	33	0	7	46	4	70	35	226	7	233
Levy	0	0	0	0	0	0	0	1	0	1	0	1
Liberty	0	0	0	0	0	0	0	0	0	0	0	0
Madison	1	0	1	1	0	1	0	0	0	4	0	4
Manatee	2	1	2	0	0	2	1	4	1	13	5	18
Marion	9	2	6	0	1	6	0	8	10	42	0	42
Martin	1	1	5	0	0	1	0	5	1	14	2	16
Miami Dade	17	1	22	2	15	18	0	33	18	126	23	149
Monroe	1	0	2	0	1	0	0	0	0	4	0	4
Nassau	1	0	1	0	0	3	0	1	1	7	0	7
Okaloosa	3	0	13	0	3	7	0	18	12	56	4	60
Okeechobee	0	0	0	0	0	2	0	2	1	5	0	5
Orange	40	4	36	1	13	25	2	58	34	213	11	224
Osceola	0	1	4	0	1	1	0	0	0	7	0	7
Palm Beach	18	8	19	1	14	27	4	47	20	158	2	160
Pasco	2	2	0	0	2	5	0	9	10	30	0	30
Pinellas	11	3	17	0	1	6	0	25	17	80	0	80
Polk	4	1	9	0	1	4	0	9	2	30	2	32
Putnam	0	3	0	0	0	3	0	0	3	9	0	9
Santa Rosa	5	0	4	0	0	3	1	12	9	34	0	34
Sarasota	3	1	4	0	4	3	0	10	1	26	7	33
Seminole	8	2	7	0	8	12	0	13	5	55	0	55
St. Johns	0	1	3	0	0	3	0	1	2	10	0	10
St. Lucie	1	2	1	0	0	5	0	3	4	16	1	17
Sumter	2	0	2	0	0	0	0	2	0	6	0	6
Suwannee	1	0	0	0	0	0	0	1	0	2	0	2
Taylor	1	0	1	0	0	1	0	3	1	7	0	7
Union	0	0	1	0	0	0	0	0	0	1	0	1
Volusia	1	0	3	1	0	1	0	3	4	13	4	17
Wakulla	0	0	0	0	0	1	0	2	1	4	0	4
Walton	1	0	2	0	0	0	0	4	1	8	0	8
Washington	0	0	0	0	0	0	0	2	0	2	0	2
	342	52	400	10	126	390	26	654	398	2398	99	2497

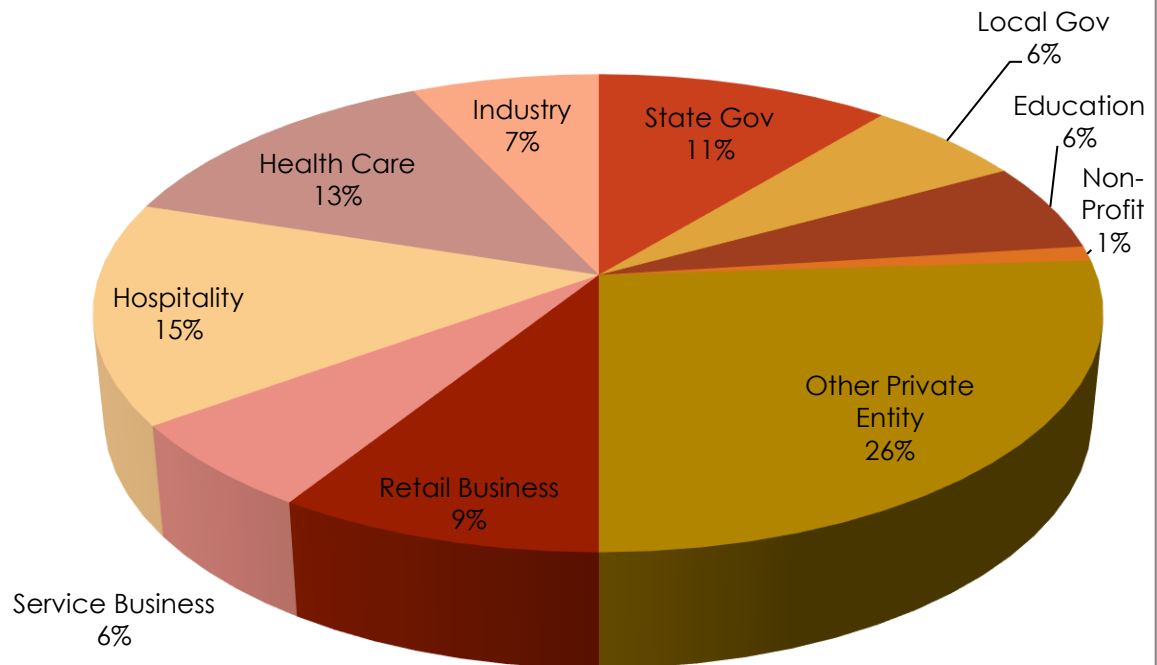
Housing Cases Resolved by Basis Type - FY 2017-18

Disability	102
Race	36
Familial Status	22
National Origin	17
Sex	8
Retaliation	1
Color	0
Religion	5
Total Bases:	278

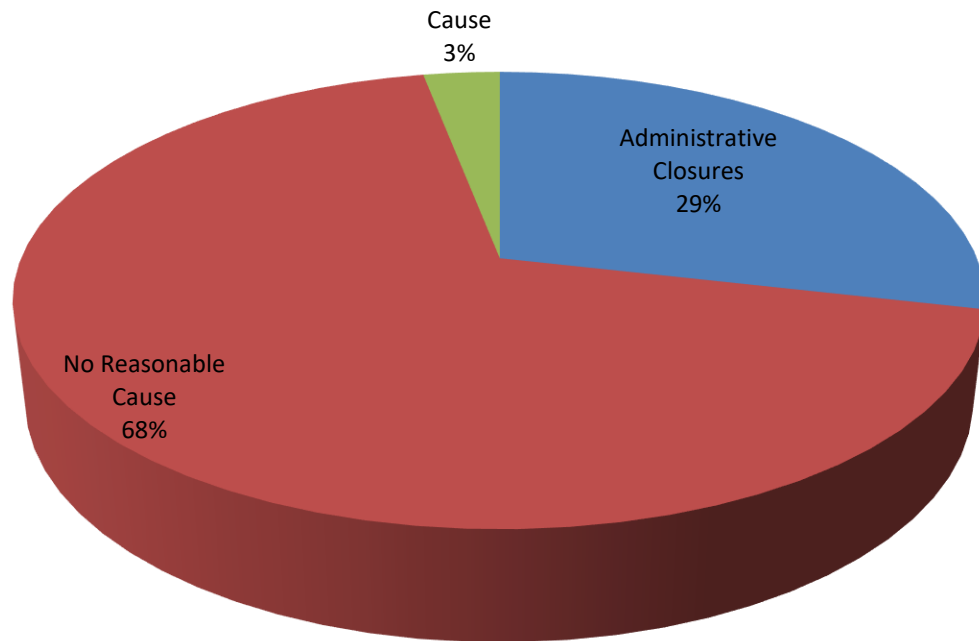
Employment, Public Accommodations and Whistle-blower Cases Resolved by Basis Type – FY 2017-18

Retaliation	498
Disability	340
Race	282
Sex	185
Age	225
National Origin	104
Color	61
Religion	31
Marital Status	19
Total Bases:	1,745

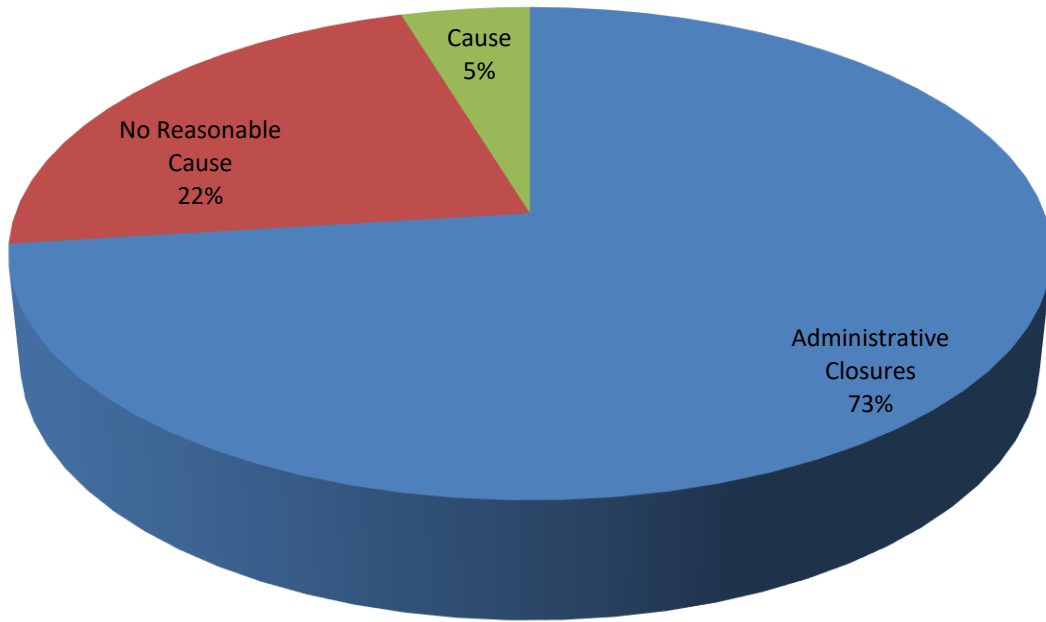
Industry Type by Distribution FY 2017-2018



Employment, P.A. & W.B. Closures by Resolution Type FY 17-18



Housing Cases by Resolution Type FY 17-18



Sampling of Commission Cases

Employment – Sexual Harassment, Retaliation

Female employee worked as a service center representative. The employee indicated that she initially acquiesced to her supervisor's sexual demands, but then informed him she wanted it to end. Thereafter, the supervisor began to write her up and threatened termination if she did not continue the sexual relationship. When she refused, she was terminated.

Employment – Disability

Employee is disabled, and the employer was aware of the disability. The employee had been verbally coached for attendance issues in 2011. In 2016, the employee was terminated for stealing company time after clocking in to work and then moving her car after dropping off a cake for an employee event. Other employees had been allowed to move their cars to the employee lot after clocking in without disciplinary action, and the employee had not received any written warnings, counseling or notations in her personnel file since 2011.

Employment – Religion

Applicant applied for a position in a restaurant. Applicant has a beard related to his religion. Before meeting the applicant in person, the employer invited the applicant for an interview. Upon meeting the applicant, the employer indicated that there would be no accommodation possible for the beard, and later indicated that the applicant was not qualified for the job despite offering him an interview based upon his qualifications.

Housing – Disability

Renter completed an application to rent a condominium in a no-pet community. The application asked if the renter had pets, and she indicated that she did not. The condo association approved renter's application, and as renter was preparing to move in, she requested an accommodation for an emotional support animal. The condo association rescinded its approval of renter based upon renter's untruthfulness in completing her application without engaging in the interactive process on renter's accommodation request.

FCHR Reaches Out To Floridians

The FCHR continues to make its presence known throughout the Sunshine State. Even without a Community Relations Services unit, FCHR staff has continued to undertake outreach and educational efforts by offering fair housing training, employment discrimination resources to businesses, sexual harassment training and presentations on the complaint process and the value the Commission brings to the state.

Here are just a few of the outreach efforts provided by FCHR staff in its effort to share our story and to tell others how we serve as the foremost resource on human relations for the state of Florida.

Tallahassee:

- o December-Sexual Harassment
- o November- Miracle Village Complex Housing Training
- o November- Tallahassee Longest Table
- o October-FSU Law School
- o January – MLK Dare to Dream Festival
- o January – Gadsden Days Festival
- o January – Florida Legislative Black Caucus presentation
- o January – Florida Department of Children and Families presentation
- o January – Presentation before the Six Sigma Greenbelt Class at the 1st DCA
- o February – Women’s Legislative Education Summit
- o February – Capitol for a Day Event
- o February – 2018 FAMU Harambe Festival
- o March – CareerSource North Florida in Madison
- o March – Tallahassee Human Relations Council Community Meeting
- o April – Wakulla NAACP Homebuyer Seminar
- o April – #MeToo: A Community Conversation at the FSU Advocacy Center
- o April –2018 Comprehensive Housing Workshop with the City of Tallahassee Equity and Workforce Development
- o May-Fair Housing Reading Program
- o June- The Tallahassee District AME Church School Convention-Sexual Harassment In The Workplace

Jacksonville:

- o March – GlobalJax (Whistleblower discussion with Armenian delegation)
- o April – 50th Anniversary of the Fair Housing Act

Orlando:

- o December – Florida Migrant Parent Advisory Council (FMPAC) Housing presentation
- o January – Florida Migrant Parent Advisory Council (FMPAC) Housing presentation
- o March – City of Orlando Human Relations 50th Anniversary of the Fair Housing Act
- o April – EEOC training in Orlando

Palm Beach:

- o April – Palm Beach Housing Summit
- o April- 50th Anniversary of the Fair Housing Act

Sarasota:

- o January – Law Offices of Wells & Olah (Legal Training)

Tampa/St. Pete:

- o March – Landscape Maintenance Professional Inc. (Sexual Harassment Training)
- o April- 50th Anniversary of the Fair Housing Act
- o June- Florida Bar (Labor and Employment Law Section) planning and Executive Council

Out-of-State**San Antonio:**

- o June – 2018 EEOC-FEPA Training

Partnership Requests and Efforts:**Thanks to Our Partners and Sponsors!**

- City of Tallahassee
- Florida Blue
- Florida Justice Association
- Pittman Law Group
- Florida Legislative Black Caucus

- Pichard Holdings-Remedy Intelligence Staffing
- Panhandle Area Educational Consortium (PAEC) (part of the HUD educational assistance grant)
- Esposito's Nursery (in-kind donation for Hall of Fame luncheon)
- Capitol City Bank
- NAACP
- Urban League of Florida
- Florida Association of Counties
- Florida League of Cities
- National Employment Lawyers Association (NELA)
- Academy of Florida Management Attorneys (AFMA)
- Equality Florida
- Tyco Systems

Florida Civil Rights Hall of Fame

~The FCRHOF continues to inspire us all~

"These three individuals have made a great impact on the civil rights movement in the Sunshine State, and I am excited to distinguish them by inducting them into the Florida Civil Rights Hall of Fame," said Florida Commission on Human Relations Executive Director Michelle Wilson. "As someone who has personally and professionally benefited from the works of these pioneers, I join all Floridians in recognizing their contributions that have improved our state and country for the better," concluded Wilson.

On June 7, 2018 Dr. Marvin Davies, John Dorsey Due and Dr. Rev. Willie Oliver Wells were officially inducted into the Florida Civil Rights Hall of Fame for 2018.

DR. MARVIN DAVIES (1934-2003)

Born in 1934 in Bradford County, Florida, Dr. Marvin Davis earned his degree in 1959 from Florida A&M University, ranking second in his class of 341 and selected as student of the year. During his time at Florida A&M, Dr. Davis joined Dr. King to participate in protests in Tallahassee, St. Augustine and Montgomery, Alabama. Named field secretary and eventually Executive Director of the Florida State Conference of the NAACP, he served as spokesman for Florida's 138 NAACP branches. In this role, he was a passionate and committed spokesman for civil rights, stating that his job was "to assist the branches in focusing toward the implementation of the total 1964 Civil Rights Act." Dr. Davis served as a state coordinator of the Martin Luther King, Jr. Foundation and was appointed a special assistant to Governor Bob Graham, where he also served on Bob Graham's Senate staff. A section of the Florida Statutes (s. 760.121, F.S.), passed in 2003 by the Florida Legislature was named the "Dr. Marvin Davies Florida Civil Rights Act" and authorizes the Attorney General to commence a civil action for damages, relief and penalties for repeated discriminatory practices.

JOHN DORSEY DUE (1934-present)

John Dorsey Due, Jr., was born in Indiana, but adopted Florida as his home state in 1960, when he enrolled in Florida A&M Law School. He graduated in 1963, the same year he married jail-in leader Patricia Stephens. A self-proclaimed "freedom lawyer" and longtime community activist, Mr. Due worked as an attorney in Mississippi during Freedom Summer on behalf of the Student Nonviolent Coordinating Committee to monitor violence against civil rights workers. As an attorney for the Congress of Racial Equality, he helped pioneer the tactic of moving civil rights cases to federal court to avoid biased southern state courts. He also organized sanitation workers and other unions to fight poverty. In Miami, as a member of the Dade County Community Relations Board and the Community Action Agency and as director of the Office of Black Affairs, Mr. Due's work focused on welfare rights, quality education, immigration and community policing. He helped establish a national model for community policing in West Perrine with the NAACP and then state attorney Janet Reno. Mr. Due served as lead attorney in the long-running desegregation case against Dade County Public Schools. He also helped secure the release of 500 Haitian refugee children. Mr. Due has continued his community activism in Quincy and Tallahassee, Florida, with a focus on restorative justice and the elimination of mass prison incarceration.

DR. REV. WILLIE OLIVER WELLS (1931-2015)

Dr. Rev. Willie Oliver Wells, throughout his lifetime, spearheaded numerous sit-ins, stand-ins, freedom rides and other anti-segregation and equal rights demonstrations in Brevard County, Florida. He was instrumental in helping to desegregate local establishments, such as public schools, drug stores, lunch counters, hotels, movie theaters, public beaches, restaurants and places of employment. While serving as the President of the Brevard County NAACP, he advocated for the rights of the local African-American community to the Cocoa City Council. Dr. Wells organized an NAACP Youth Group to conduct sit-ins at the Woolworth lunch counter and Campbell's Drugstore in Cocoa, and picketed and shut down a Georgia store after the store owner slapped and falsely accused a black woman of stealing a piece of meat. Appointed and served as a Commissioner by Governor Reuben Askew to the Florida Commission on Human Relations; served several terms.

Planning for the Future

The commission's priorities over the next five years include the following:

1. Continue to conduct thorough, high-quality and timely investigations of discrimination complaints.

This is the commission's top priority. In recent years, external and internal factors have impacted the commission's ability to ensure the timeliness of completing discrimination complaint investigations. However, given that, commission staff works diligently to meet statutory timelines for completing cases because failure to do so results in delayed resolution for the parties and can potentially result in costly litigation for businesses. The commission's mediation services enable parties to resolve their disputes expeditiously and at substantially reduced costs; the commission attempts to mediate every case it possibly can, with the willingness of the parties involved.

2. Promote greater public understanding of discrimination issues and laws and engage community members and leaders to address intergroup tensions and discrimination.

Outreach, Education and Training

The commission's units (Legal, Employment, Housing, Customer Service/Intake and the Office of Legislation and Communications) provide outreach, education and training to businesses, employers and the housing industry relating to their legal responsibilities under federal and state discrimination laws. Forming partnerships with private-sector entities and other governmental agencies is critical to reaching as many customers as possible, given the limited funds the Commission has for engaging in such activities. Limited training and public awareness forums, primarily in partnership with private and other public entities, were conducted statewide to improve the public's knowledge of discrimination issues facing Florida today.

Florida Civil Rights Hall of Fame

Pursuant to section 760.065, Florida Statutes, the commission is statutorily authorized to administer the Florida Civil Rights Hall of Fame program. This program, created in 2010, was established to recognize persons, living or dead, who have made significant contributions to the state as leaders in the struggle for equality and justice for all persons. Wall space in Florida's Capitol Building has been set aside for the display. The commission annually seeks nominations, reviews and evaluates the quality of the applications and submits 10 nominees to the Governor. The Governor is then to select up to three members for induction into the Hall of Fame. The commission launched the program in 2011, with its inaugural induction ceremony held in February 2012. The commission continues to promote and administer the program, and is currently in the process of planning the next induction ceremony tentatively scheduled for June 2019.

Communications

During fiscal year 2017-18, the commission continued to see an increase in media impressions, including print, television, radio, newsletter and electronic media outlets statewide. Topics covered included fair housing, elder discrimination, hate crimes, civil rights laws, sexual harassment, community events, the Florida Civil Rights Hall of Fame, Fair Housing Month (April) and information about the commission's programs and services. The commission developed and distributed opinion editorials to media outlets across the state on a variety of issues, including the Annual Fair Housing Month, Black History Month, MLK Day, Women's History Month, National Hispanic Heritage

Month, Florida Civil Rights Hall of Fame, Age Discrimination in Employment Act, Labor Day Recognition and Immigrant Children Separation, Electronic communications, including email, Twitter and Facebook, were sent to hundreds of grassroots human rights, human resources and legal organizations and associations statewide on various discrimination topics and changes to civil rights laws. Targeted audiences for communications and outreach efforts include Florida's housing industry, business owners, employers and employees, residents of and visitors to Florida, local community groups and organizations, state and local governmental entities, elected officials, teachers and students at all educational levels and the legal community. Over the next five years, the commission anticipates increasing media and communications outreach efforts to inform the public of its services and describe human and civil rights issues in Florida by:

- Engaging in social media and online networks to develop partnerships with local and state organizations and engage community members and stakeholders;
- Informing individuals, businesses, legal community members, housing providers and local communities of their rights and responsibilities via various media outlets and outreach efforts;
- Partnering with other governmental agencies at the state and local levels and private entities to provide information to the public;
- Providing outreach and training to interested parties throughout the state; and
- Engaging the Legislature and the Executive Office of the Governor through dialogue and timely information.

3. Promote public confidence in commission services.

Customer Service

The commission continually strives to improve its customer service efforts and outcomes through staff training, continuing education and the use of technology. In addition, the commission provides service satisfaction surveys to its customers and requests feedback on the quality of services provided and seeks suggestions on how to improve services.

Governance and Accountability

To ensure even greater managerial efficiency, effectiveness and accountability, the commission currently operates under the FCHR Governance Policy (design and structure of which was based on the Carver Model of Policy Governance) adopted by the commission in December 2006 and subsequently amended in 2014 (to clarify elections for commission chair and vice chair). The commission has continued to operate effectively under this governance structure since that time. On an annual basis, the commissioners review and develop ends priorities for the upcoming fiscal year and conduct an annual Executive Director Compliance and Performance Assessment to evaluate the commission's progress on achieving the Ends Priorities. It is the commission's desire to create uniform criteria for use by the Governor when appointing commissioners to serve.

Public Access

All meetings of the commission are open to the public and subject to Florida's open government laws relating to access, notice, and requests for meeting minutes. All information and records in the possession of the commission, unless specifically exempted by law from public disclosure pursuant to subsection 760.11(12), Florida Statutes, are

available to the public upon request or through the commission's website. Pursuant to section 120.54, Florida Statutes, the commission publishes all proposed rules, subsequent changes, and repeals in the Florida Administrative Register at least 28 days before adoption. A notice to the public contains the procedure to be used when requesting a public hearing on any proposed rule. Although to date, the commission has received no requests for a public hearing on any of its rules, any requests from the public to do so would be conducted according to Florida law. The commission fully complies with legislative requirements that agencies post meeting agendas and associated materials to their respective websites, in addition to publishing notices in the Florida Administrative Register. The commission does this for its quarterly commission meetings, and for any other public commission meetings as they occur.

**Commissioners
2016-17**



Tony Jenkins
Chair
Lake Mary



Latanya Peterson
Vice Chair
Fleming Island



Dr. Donna Elam
Chair Emeritus
Port Richey



Mario Garza
Tampa



Dianne Goldenburg
Lake Worth



Samantha Hoare
Miami



Maryam Laguna
Borrego
Miami



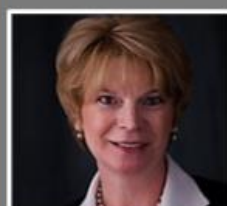
Al McCambry
Panama City



Jay Pichard
Tallahassee



Gilbert Singer
Tampa



Rebecca Steele
Jacksonville

Florida Commission on Human Relations
4075 Esplanade Way, Room 110
Tallahassee, FL 32399
Phone: (850) 488-7082
Toll-Free: 1-800-342-8170
Fax: (850) 488-5291

Web Site: <http://fchr.state.fl.us>
E-Mail: fchrinfo@fchr.myflorida.com

United in One Goal: Equal Opportunity and Mutual Respect



For Those with Communication Impairments:

The Florida Relay Service Voice (statewide) 711

TDD ASCII (800) 955-1339

TDD Baudot (800) 955 - 8771