



FCHR ANNUAL REPORTS (ALL-IN-ONE)

7/1/2009 through 6/30/2019

{last updated: 1/1/2023}

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2010 FCHR ANNUAL REPORT

PERIOD: *July 1, 2009 - June 30, 2010*

STATE: FL

AGENCY: Florida Commission on Human Relations

PAGES: 12

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Florida Commission on Human Relations 2009 - 2010 Annual Report

VISION, MISSION AND OUR CORE VALUES

VISION: To become the chief resource on human relations for the state of Florida.

MISSION: To prevent unlawful discrimination by ensuring people in Florida are treated fairly and are given access to opportunities in employment, housing and certain public accommodations, and to promote mutual respect among groups through education and partnerships.

OUR CORE VALUES:

- Every individual is to be treated with dignity and respect.
- Service provided is impartial and high-quality.
- Innovation and creativity are encouraged and rewarded.
- Communication is open and honest.
- Teamwork determines our success.



Florida Commission on Human Relations 2009 - 2010 Annual Report

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MESSAGE FROM OUR LEADERSHIP

The economic recession has impacted the lives of many hardworking Floridians. Businesses have been forced to close, lawmakers have had to cut critical services and families have struggled to tend to the sick and to provide food, clothing and shelter for their children. While in some parts of the country there are signs that economic conditions have started to improve, Florida continues to lead the nation in very high rates of unemployment and home foreclosures. It has been a true test of resilience as high rates of poverty and unemployment can lead to community and domestic tension, divorce, violence, discrimination and greater burden on already strapped public services, among other things.

During these very difficult times, that test of resilience has become very real for our own Commissioners and staff. Almost one-third of our positions have been eliminated, creating additional workload and responsibilities for other staff. Nevertheless, our Commission has worked diligently to provide excellent services to the people of Florida - no matter how difficult or challenging the circumstances.

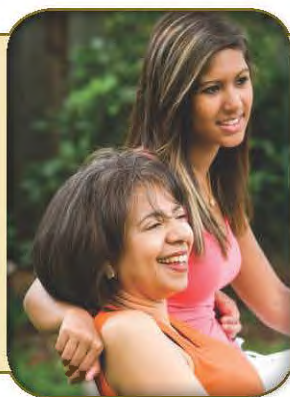
Since 2006, Florida government and businesses have saved approximately \$51 million, or over \$12 million per year, by utilizing the Commission's mediation services and avoiding costly lawsuits. As Florida strives to create jobs and businesses work to regain their economic footing, avoiding additional costs is critical! The Commission also works to ensure that the civil rights of each and every person in our state is protected and that businesses have the tools they need to create a discrimination-free workplace.

If Florida is to fully recover from the economic downturn, we must work towards creating businesses with high profit margins as well as high employee morale. We know first-hand that when people feel valued and respected, they work harder, produce more and deliver results. Employers and managers must be trained to develop and implement sound internal anti-discrimination policies. The dollars saved in litigation expenses can be invested in job creation, recruitment and retention. There has never been a more important time than now to invest in human capital! We must cultivate communities and schools that embrace cultural diversity and have zero tolerance for violence and bullying. These are a few ways through which our state can become the best in the Nation.

As always, we thank the Florida Legislature for affording us the continued opportunity to serve the people of this great state! We look forward to continuing to make a difference as Florida moves steadfastly toward a prosperous future.

Derick Daniel,
Executive Director

Dr. Donna Elam,
Chairperson



2009 - 2010 ACCOMPLISHMENTS: A SNAPSHOT

- 111 cases successfully mediated – resulted in a total avoided costs to Florida businesses of businesses of \$116,827 per case or approximately \$13 million!
- 827 no cause determinations (employment complaints) within the required 180 day timeframe. If 10% of the cases went to court, it could have cost Florida businesses and taxpayers close to \$11 million!
- 86% of cases resolved within 180 days of filing (legislative performance standard: 75%)
- 146 days: Average age of discrimination cases
- 3,341 total complaints received; 3,445 total complaints closed
- 17,013 inquiries and investigations (legislative performance standard: 10,000)
- 4%: Amount of rights to sue issued for employment, public accommodations and whistle-blower cases

THE ROLE OF THE COMMISSION

The Florida Commission on Human Relations was statutorily created in 1969 to enforce the Florida Civil Rights Act and to work towards the elimination of discrimination. The Commission is responsible for investigating and resolving discrimination complaints in the areas of employment, housing, certain public accommodations and state-employee whistle-blower retaliation. It is against Florida law to discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status or familial status.

The Commission's budget is comprised of General Revenue and Trust Fund appropriations. Trust Fund revenues are derived through contracts with the U.S. Equal Opportunity Commission (EEOC) and the U.S. Department of Housing and Urban Development (HUD). Other significant trust fund revenues include registration fees for the 55+ communities (housing for older persons) and payments for public records requests.

STATUTORY AUTHORITY

- Chapter 760, Part I, s. 509.092 – Florida Civil Rights Act of 1992 (employment & public accommodations)
- Chapter 760, Part II – Florida Fair Housing Act
- Section 760.60 – Discrimination in private clubs
- Sections 112.3187-31895 - Whistle-blower Act (retaliation against state employees)



SAVING FLORIDA BUSINESSES MONEY

Did you know that since July 1, 2006, the Commission has helped the state and Florida businesses save approximately \$51 million through the Commission's mediation services and avoiding lawsuits? This is a major contribution to the economic stability and recovery of our state since lawsuits can lead to bankruptcies, budget cuts, job lay-offs and even higher rates of unemployment. Agencies like the Commission save states and businesses millions of dollars; while protecting the civil rights of all people.

As Florida recovers from the recession, it is important that Florida's business sector recognizes the vital importance of implementing policies that prevent and eliminate discrimination on the front end. This ultimately saves vast amounts of time and money!

MEDIATION SAVINGS

According to the U.S. Department of Justice Bureau of Justice Statistics, the median value of court-awarded damages for successful discrimination complaints is estimated at \$134,125 (excluding attorney fees and court costs). During FY 2009-10, the Commission mediated 111 cases successfully, averaging \$17,298 per settlement, for a total avoided cost to Florida businesses of \$116,827 (\$134,125-\$17,298) per case. That is approximately \$13 million saved for Florida's businesses!

INVESTIGATION SAVINGS

During 2009-10, the Commission issued 827 no cause determinations (employment complaints) within the required 180 day timeframe. If 10% of the cases went to court, it could have costs Florida businesses and taxpayers close to \$11 million!

($207 \times 134,125 = \$27,763,875$ or approximately \$28 million)!



Kate Sullivan Elementary's 1st place winning poster by Bryeanne Verheyen



Gilchrist Elementary student Gracie Ortiz - 1st place winner and her poster



Stephanie Randolph (Commission staff), Bryeanne Verheyen (Kate Sullivan student) & Sherry Rowens-Hart (Commission staff)

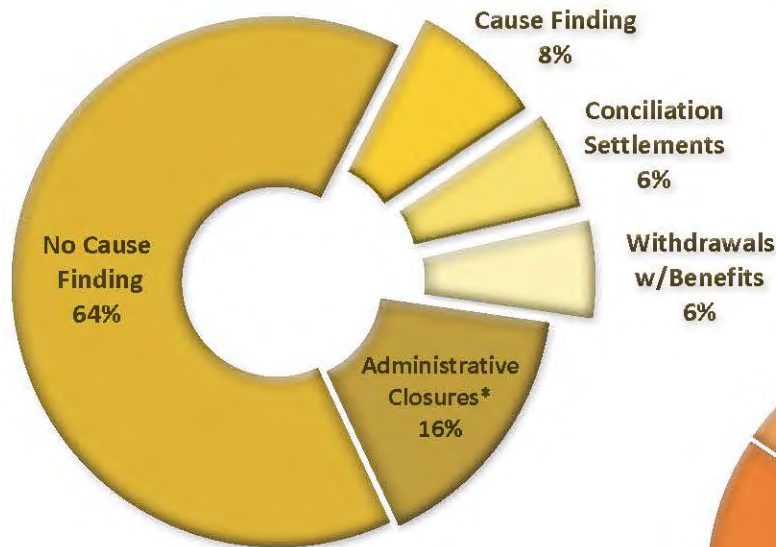
FAIR HOUSING MONTH

The Commission celebrated the 42nd anniversary of the passage of the federal Fair Housing Act of 1968. This legislation created protection and recourse for those who were being discriminated against in the rental, purchase or enjoyment of a home. The act provided protection based on a person's race, color, national origin, religion, disability, sex or familial status. The Commission serves the people of Florida by thoroughly investigating housing complaints and providing Fair Housing outreach and education.

Every April, the Commission celebrates Fair Housing Month by conducting training workshops around the state. This year, the Commission visited several elementary schools in Tallahassee and Miami to teach 4th grade students about housing discrimination.

The curriculum also allowed students to discuss diversity and encouraged each student to promote acceptance. Students participated in a poster contest entitled "Different Worlds – Same State," for which a winning poster was chosen for each school.

The Commission also participated in a Fair Housing Workshop in Miami sponsored by Miami-Dade County and Housing Opportunities for Excellence (HOPE, Inc.). The U.S. Department of Housing and Urban Development (HUD) and the Commission were among the featured presenters for the workshop. In partnership with the City of Gainesville Office of Equal Opportunity, the Commission also conducted Fair Housing training for city employees and area housing professionals. This training covered the Fair Housing Act and housing for older persons (55+ housing).

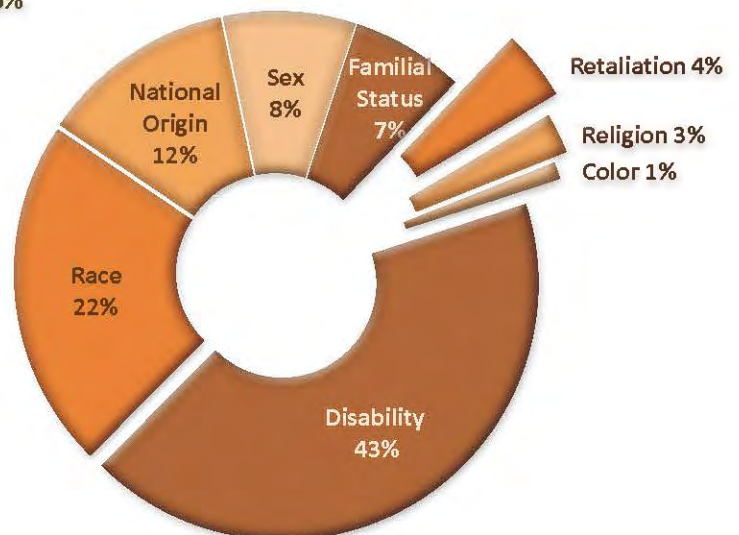


CLOSURE TYPES OF HOUSING CASES CLOSED

*Administrative Closures include No Jurisdiction, Withdrawals without Benefits, Failure to Cooperate, and other administrative closures.

NOTE: The Cause Findings, Settlements and Withdrawals with Benefits, equaling 20%, are all outcomes in favor of the complainant, or person who filed the discrimination complaint.

FILING BASES OF HOUSING CASES CLOSED





A SAMPLING OF COMMISSION CASES

WHISTLE-BLOWER RETALIATION

After complaining about a policy, a Florida school teacher was retaliated against by being moved from her teaching position and into a temporary, grant-funded administrative position with little contact with students. A settlement was reached in this case. The teacher was awarded her original teaching position and diversity training was mandated for all employees.

HOUSING-DISABILITY

An elderly man, who was permanently disabled due to a stroke, was denied a reasonable accommodation (ramp) by his landlord. Due to this, the man was unable to leave his home or he had to be lifted from the door to the ground. If that was not possible, an ambulance would have to be called. Conciliation resulted in a wheelchair-accessible ramp being built.

EMPLOYMENT-AGE

An experienced and qualified bookkeeper with a medical practice was fired; her paycheck was withheld; and she was replaced with someone younger and with much less work experience. Previous performance evaluations showed that this person had executed her duties well and honestly. The complainant was even forced to work from home during the time of employment. Evidence was provided and age discrimination was determined.

EMPLOYMENT-RACE

A public school teacher/coach was subjected to racial discrimination when racial epithets and death threats were written on her office walls. Feces were also left on the bathroom floor of her office. Strong evidence of a hostile work environment was provided in this case.

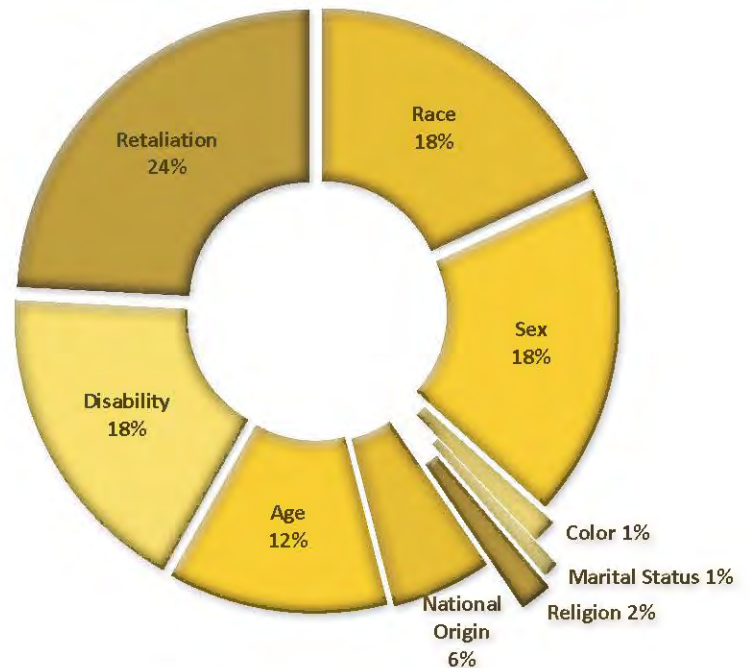
EMPLOYMENT-SEXUAL HARASSMENT

A licensed nurse working for a community hospital was subjected to unwelcome fondling and eventually forced sexual assault in the workplace. She was then terminated. Sufficient evidence was provided to prove these claims.

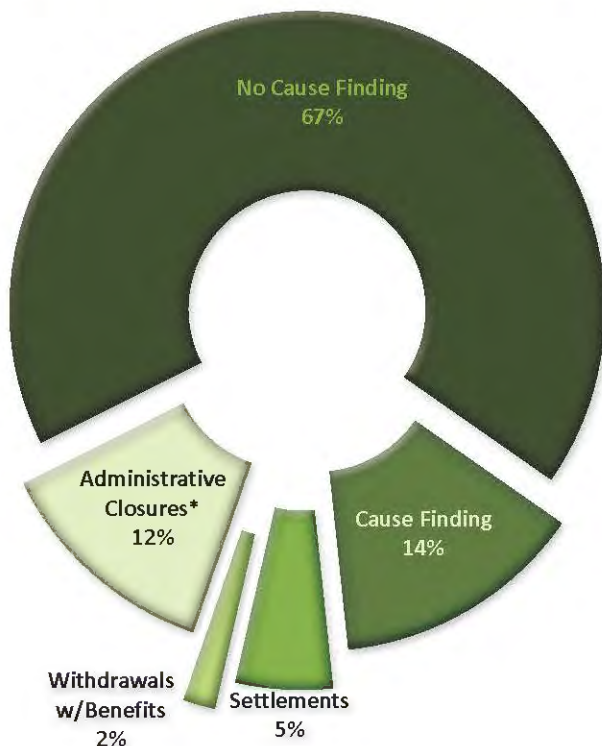
FISCAL YEAR 2009 - 2010

STATISTICS

FILING BASES OF EMPLOYMENT, PUBLIC ACCOMMODATIONS & WHISTLE-BLOWER CASES CLOSED



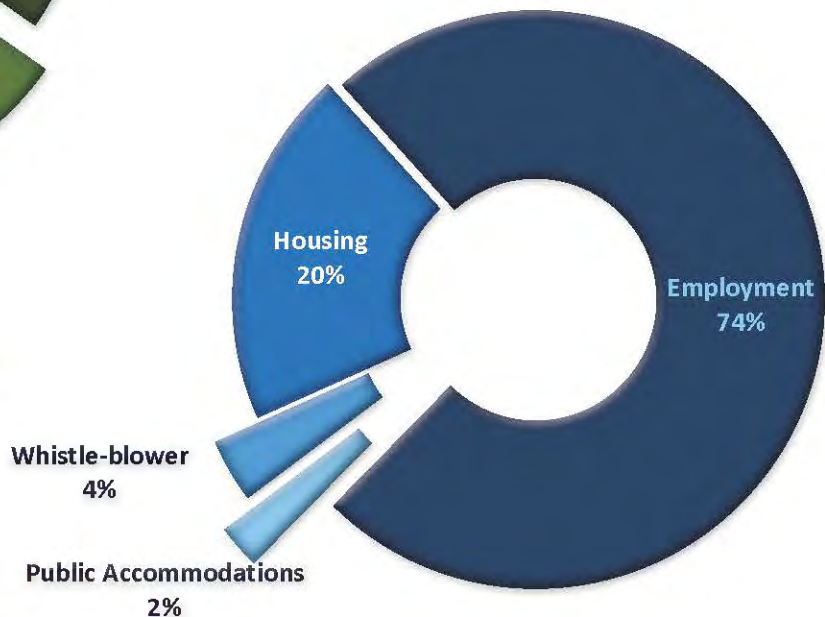
CLOSURE TYPES OF EMPLOYMENT, PUBLIC ACCOMMODATIONS & WHISTLE-BLOWER CASES CLOSED



*Administrative Closures include No Jurisdiction, Withdrawals without Benefits, Failure to Cooperate, Notice of Right to Sue Issued, and other administrative closures.

NOTE: The Cause Findings, Settlements and Withdrawals with Benefits, equaling 21%, are all outcomes in favor of the complainant, or person who filed the discrimination complaint.

CASES DOCKETED FOR INVESTIGATION



SEXUAL HARASSMENT TRAINING VIDEO

This educational video developed by the Commission is currently being utilized throughout the state as a training tool.

Please click here to view the video



A SOUND PARTNERSHIP TO REDUCE DISCRIMINATION IN THE PUBLIC SECTOR

The Commission recently examined discrimination in in state government and uncovered that in the last five years, sexual harassment is one of the top bases of discrimination cited by employees. In an effort to reduce the number of claims being submitted and the amount of settlements for state employee discrimination cases, the Commission, in partnership with the Division of Risk Management (Florida Department of Financial Services), conducted the first in a series of webinar training sessions. Conducted by the Commission's General Counsel and other Commission staff, this sexual harassment training was tailored specifically for state human resources directors, managers and legal staff in Florida's state agencies. There were approximately 125 participants, including 45 participants from the Attorney General's Office, 60 participants from the Department of Health and over 20 staff from other state agencies, including the Departments of Children and Families and Juvenile Justice. The Commission anticipates conducting more of these webinar-based training sessions covering other types of discrimination bases and civil rights laws over the next few years.

TOP 5 STATISTICS

- Top 5 Counties (Employment/Public Accommodations/ Whistle-blower complaints): Leon, Escambia, Orange, Dade, Broward (Escambia and Orange are tied for 2nd)
- Top 5 bases for Employment, Whistle-blower and Public Accommodations cases closed: Retaliation – 24%, Disability – 18%, Race – 18%, Sex – 18%, Age - 12%.
- Top 5 Counties (Housing complaints): Dade, Orange, Polk, Sarasota, Collier (Sarasota and Collier tied for 4th)
- Top 5 bases for Housing cases closed: Disability - 43%, Race – 22%, National Origin 12%, Sex 8% and Familial Status 7%.

**OVER THE PAST 12 YEARS, RETALIATION
& RACE ACCOUNT FOR HALF OF ALL
DISCRIMINATION INSTANCES CITED BY
STATE EMPLOYEES.**

TOP 5 INDUSTRIES FILED AGAINST - EMPLOYMENT, PUBLIC ACCOMMODATIONS AND WHISTLE-BLOWER:

1. Service Industry (all businesses selling a service) 17.8%
2. Hospitality (hotels, restaurants) 17.1%
3. Retail (grocery stores, gas stations) 15.4%
4. Health Care (live-in facilities, hospitals, doctor offices) 11.8%
5. State Government 10.7%



A U.S. Attorney General's Office representative describes the history of hate crimes in America.



Dr. Donna Elam, Chairperson, looks on as Imam Muhammad Sultan speaks to participants at the Hate Crimes Awareness Summit.

FLORIDA HATE CRIMES AWARENESS SUMMIT

The Commission partnered with Dr. Donna Elam, Commission Chair, and the University of South Florida, David C. Anchin Center along with several other groups to host the Florida Hate Crimes Awareness Summit. The Summit aimed to address hate crimes by developing innovative, student-driven community service programs and strategies. Partners and presenters included the U.S. Department of Justice, Southern Poverty Law Center, Federal Bureau of Investigations, Attorney General's Office, Anti-Defamation League, local law enforcement and other organizations. Victims of hate crimes gave testimony illustrating the realities of this criminal activity in Florida. In addition, community leaders conducted interactive workshops on topics including hate crimes and discrimination against homeless individuals; the lesbian, gay, bisexual, transgender (LGBT) community; ethnic and religious groups; persons with disabilities; farm workers and others. Over 300 people attended this event.

HATE CRIMES FACTS

- During the 2010 legislative session, the Florida Legislature passed a law making the attack of homeless persons with prejudice a hate crime. Florida leads the nation in attacks against the homeless.
- According to the Southern Poverty Law Center, Florida ranked 3rd in the nation in the number of documented hate groups.
- The Florida Attorney General's Hate Crimes Report (2008) showed a slight increase in the number of hate crimes against property than the previous year - 34.1% up slightly from 33.2% in 2007. Crimes against property include vandalism, graffiti, arson or other damage to religious buildings, businesses or residences expressing hatred.

HUMAN TRAFFICKING IN FLORIDA

Human trafficking remains a very significant problem in Florida as it is one of the top destinations for trafficking in the country. The Commission is a member of Florida Statewide Taskforce on Human Trafficking. The 2010 FSU Human Trafficking Strategic Plan reported the following:

- It is estimated that at any given time, there are approximately 30,000 to 40,000 pre-teen and teenage runaways in Florida. As a group, they are very vulnerable to exploitation or to abuses in Florida's adult entertainment industry.
- The largest number of trafficking victims identified in Florida between 2004 and 2010 involved people who were exploited for forced labor. Debt servitude is often the preferred means of coercion.
- The two sectors of Florida's economy where forced labor appears most prevalent are: 1) the agricultural sector and 2) the tourism and hospitality industries.
- Domestic minor sex trafficking constitutes the other most prevalent and yet most under-reported and under-prosecuted human trafficking offense in Florida.
- The Florida Legislature has mandated that all new Florida law enforcement officers receive eight hours of training on human trafficking.

The Commission will continue to work towards stopping this inhumane and unjust practice in Florida. As limited resources allow, the Commission assists the FSU Center for the Advancement of Human Rights in providing training on human trafficking. **To view the 2010 FSU Human Trafficking Strategic Plan, please click [here](#).**

The Commissioners



Dr. Donna Elam,
Chairperson
Current Term:
3/13/2009 - 9/30/2012



Mr. Gilbert Singer,
Vice Chair
Current Term:
11/02/2007 - 09/30/2010



Mr. Watson Haynes II
Current Term:
04/10/2008 - 09/30/2012



Ms. Gayle Cannon
Current Term:
3/13/2009 - 9/30/2012



Mr. Mario Valle
Current Term:
04/10/2008 - 09/30/2012



Dr. Elena Flom
Current Term:
04/10/2008 - 09/30/2011



Mr. Billy Whitefox Stall
Current Term:
3/13/2009 - 9/30/2012



Dr. Patty Ball Thomas
Current Term:
05/30/2008 - 09/30/2010



Ms. Joanna Cunningham
Current Term:
04/01/2010 - 9/30/2013



Mr. Michael G. Keller
Current Term:
4/1/2010 - 9/30/2010



Ms. Lizzette Romano
Current Term:
4/1/2010 - 9/30/2013



Ms. Darcell Streeter
Current Term:
4/1/2010 - 9/30/2013

Florida Commission on Human Relations

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For those with Communication Impairments:
The Florida Relay Service Voice (statewide): 711 TD AS
CII: 800.955.1339 TD Baudot: 800.955.8771

2011 FCHR ANNUAL REPORT

PERIOD: *July 1, 2010 - June 30, 2011*

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FLORIDA COMMISSION ON HUMAN RELATIONS



Annual Report 2010 - 2011





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FCHR Vision, Mission and Core Values

Vision

To be the foremost resource on human relations for the state of Florida.

Mission

To prevent unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations; and to promote mutual respect among groups through education and partnerships.

Core Values

- Every individual is to be treated with dignity and respect
- The service we provide is impartial and high-quality
- Communication with the public is open and honest
- Those accused of discrimination are entitled to the same fair consideration and treatment as those making the accusations

Message from the Chair

Thank you for spending a few moments with this Annual Report, which details the many achievements of the Florida Commission on Human Relations throughout the 2010-11 fiscal year.

This has been a period of significant transition and change for our state, and the Commission has not been immune from this trend. Nevertheless, the Commissioners and our outstanding staff have remained steadfast in our commitment, focusing on our essential responsibility to ensure that all Floridians are treated with dignity and respect.

For the Commission itself, the most significant transition has been at the top. Following the retirement of long-time Executive Director Derick Daniel, we have begun to chart a new course. My fellow Commissioners and I determined that the best way to fill the void left by Mr. Daniel's departure was a partnership – one that would continue the important work being done by the agency while saving the taxpayers money. We were fortunate to have two exceptional administrators already on staff in Budget Director Michelle Wilson and General Counsel Larry Kranert. These two dedicated public servants agreed to serve as co-directors on an interim basis, and Commission operations have continued without missing a beat.

The broader transition, of course, was at the top of Florida government, where Floridians welcomed Governor Rick Scott. Soon after his inauguration our new Governor faced his first legislative session without first having an opportunity to learn fully about the Florida Commission on Human Relations. Since then, however, we have provided him and his team with a better understanding of the Commission's place in Florida's present and future.

We really do have quite a story to tell. While the Commission will always place a high priority on ensuring the rights of individuals who believe they



Co-Director Michelle Wilson (l), Chair Donna Elam and Co-Director Larry Kranert meet with Governor Rick Scott.

have been the victims of discrimination, we are also playing an increasingly vital role in fostering a bright economic future for Florida's businesses. As described in more detail elsewhere in this Annual Report, the Commission's mediation services produce cost savings for business of more than \$12 million per year on average. Every \$1.00 the taxpayers provide for Commission operations returns an additional \$1.44 in cost savings for Florida businesses.

Those businesses may be the very ones who create the jobs so many of our citizens desperately need. By working closely with the business sector, we can help foster workplaces that value employees and respect their rights. That is the kind of environment Florida workers need, and it's the kind of environment in which businesses can thrive.

The Commission's work can go a long way toward helping Floridians – both individuals and businesses – build a brighter future together. After all, as the Commission's motto says: We're all in this together.

Dr. Donna Elam
Chair

Role of the Commission - *An Overview*

Spawned in the heyday of the civil rights movement, the Florida Commission on Human Relations has evolved over the years into an invaluable resource – not just for aggrieved individuals but also for Florida’s business community and state government itself. It has investigated more than 74,000 cases since it was statutorily established in 1969 to address discrimination.

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

- The Florida Civil Rights Act (Part I, Chapter 760, and s. 509.092, F.S) for allegations of discrimination in employment or public accommodations
- The Florida Fair Housing Act (Part II, Chapter 760) for allegations of discrimination in housing
- The Florida Whistle-Blower’s Act (s. 112.31895) for allegations of improper retaliation against state agency whistle-blowers

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

The Commission’s activities are all directed toward a simple goal: eliminating conflict. Conflict that may involve FCHR 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 conducts a thorough investigation, but also offers a mediation process that often produces a mutually agreeable resolution in much less time. When an investigation is completed, the Commission may issue a finding of either “reasonable cause” or “no reasonable cause” to support the allegation. Many cases end with a finding of “no cause” by the Commission. After either determination, the complainant may choose to pursue the matter at the Division of Administrative Hearings – with “cause” determinations also carrying the option of going directly to court - for an entirely new proceeding. In the overwhelming majority of FCHR cases the division reviews, it concurs with the Commission’s determination – more than 91 percent of the time.

Whatever the outcome, the Commission process provides an important service to all 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 with a “no cause” finding or a mediated outcome that avoids costly litigation.
- For the Florida taxpayer, FCHR helps limit caseloads on crowded court dockets and even helps state agencies avoid costly litigation resulting from state employee discrimination claims.

Number of Cases, FY 2010-11

Filed		Closed *	
Emp/PA/WB	Housing	Emp/PA/WB	Housing
950	271	1,001	269

* Includes some cases filed prior to FY 2010-11

Hearings Requested

To DOAH **	
Emp/PA	Housing
72	20

** After case is closed by FCHR

DOAH Results

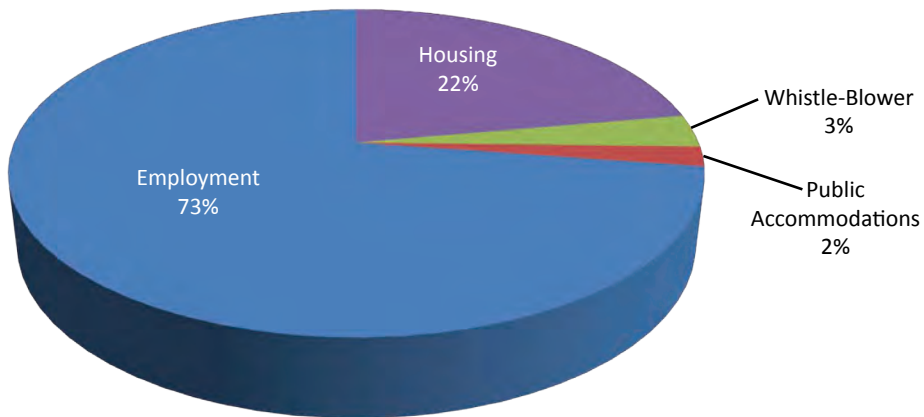
Review of FCHR Cases	
Same as FCHR	Differed from FCHR
84 (91.3%)	8 (8.7%)

Outcomes of Closed Cases

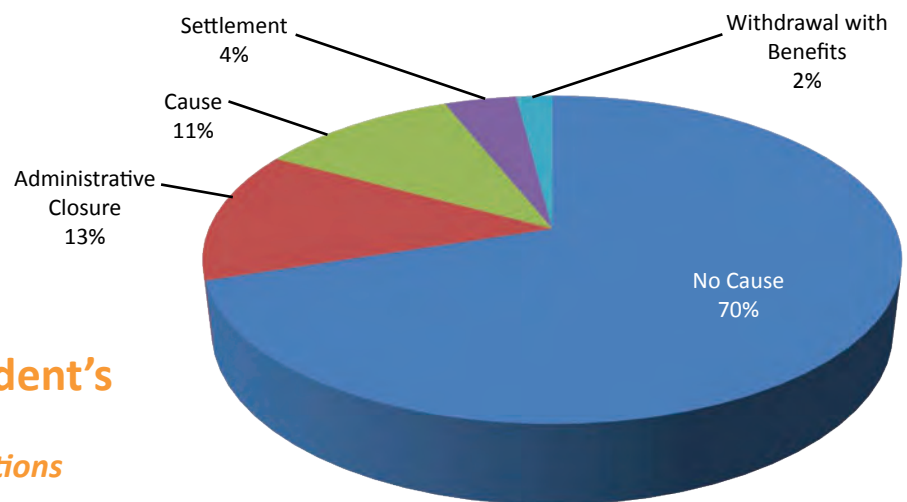
Cause		No Cause		Administrative Closures		Settlements		Withdrawals w/ Benefits	
Emp/PA/WB	Housing	Emp/PA/WB	Housing	Emp/PA/WB	Housing	Emp/PA/WB	Housing	Emp/PA/WB	Housing
111	20	700	171	129	46	44	16	17	16

Fiscal Year 2010 - 2011 Statistics

Types of Complaints Received

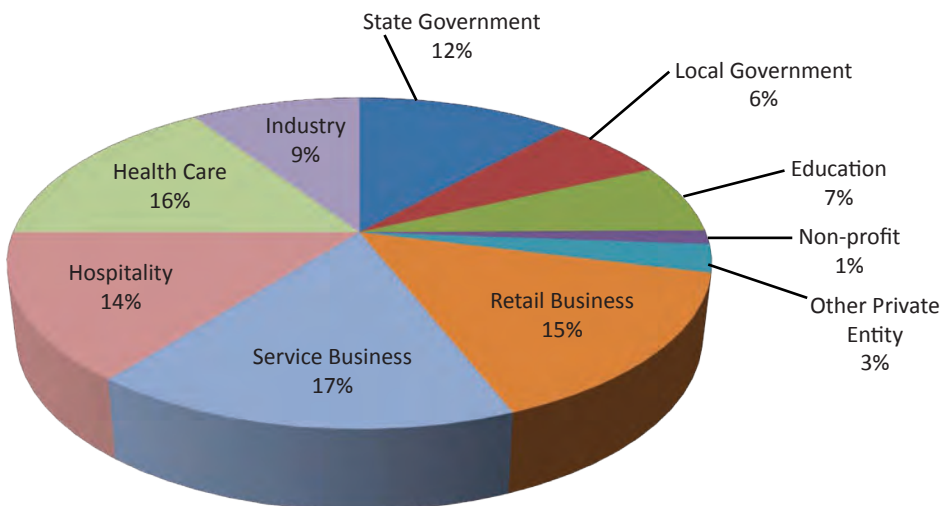


Case Resolutions



Cases Received by Respondent's Business Type

Employment, Public Accommodations & Whistle-Blower



Cost Savings for Florida Businesses:

A Conservative Estimate

Through its mediation services, the Florida Commission on Human Relations plays an important role in fostering a favorable climate for job creators by preventing costly lawsuits.

The Commission's work reassures employees that their rights will be protected, while also saving businesses almost \$61 million in litigation

expenses since 2006 — that's more than \$12 million per year. Despite its small budget, the Commission provides Florida's taxpayers an extraordinary return on their investment. For every \$1 provided by the taxpayers over the past five years, the Commission has returned an additional \$1.44 to Florida businesses.

FY 2006-07 to FY 2010-11

MEDIATION & CASES CLOSED

Successful mediation resolutions: 508
Average mediated settlement: \$14,527

Cases closed through
"No Cause" findings: 3,571

FCHR BUDGET

	Dollars	Positions
Current Year:	\$ 3,881,248	48.5
2010-2011:	\$ 4,355,259	53.5
2009-2010:	\$ 4,337,704	55.5
2008-2009:	\$ 5,013,681	60.5
2007-2008:	\$ 5,827,845	64.0
2006-2007:	\$ 5,436,822	67.0

TOTAL SAVINGS TO BUSINESS

Litigation costs avoided: \$60.8 million

Average damage award (in court):*	\$134,125
Average FCHR mediation:	- \$14,527
Average saved through mediation:	\$119,598
Number of mediation resolutions:	x 508
COST SAVINGS TO BUSINESS:	\$60,755,784

* Source: Bureau of Justice Statistics, U.S. Department of Justice, for 2006 discrimination cases; does not include attorney fees or court costs

Note: Additional substantial savings come from FCHR's 3,571 timely findings of "no cause," which preclude potentially costly circuit court litigation

FISCAL YEAR	MEDIATION RESOLUTIONS	AVG. MEDIATION SETTLEMENT	SAVINGS TO BUSINESS	FCHR BUDGET (GAA)	RETURN ON INVESTMENT
2006-07	95	\$14,276	\$11,385,655	\$5,436,822	109.4 %
2007-08	129	\$11,555	\$15,811,530	\$5,827,845	171.3 %
2008-09	95	\$15,349	\$11,283,720	\$5,013,681	124.1 %
2009-10	111	\$17,298	\$12,967,797	\$4,337,704	199.0 %
2010-11	78	\$14,806	\$ 9,306,882	\$4,355,259	113.7 %
AVERAGE:					143.7 %

Fair Housing Month

One of the Commission's primary missions is to ensure that all Floridians have equal access to the housing of their choice. A highlight of that effort comes each April with Fair Housing Month, and this year the Commission took part in festivities marking the 43rd anniversary of the federal Fair Housing Act of 1968.

Fair Housing Month is an ideal time to educate the public on laws against housing discrimination. With so many residents continuing to face an uncertain housing future, all Floridians have a stake in preventing illegal housing discrimination. During this year's Fair Housing Month observance, the Commission distributed English and Spanish versions of a public service announcement designed to shed light on the subtle but insidious nature of housing discrimination. The video depicts a landlord slamming the door in the face of would-be renters who are African American, Hispanic or disabled, but warmly welcoming a white man. The video is available on the Commission's website at http://fchr.state.fl.us/publications/public_service_announcements.

During 2010-11, the Commission received 271 complaints of alleged housing discrimination commit-



ted against Floridians as they tried to buy or rent a home or apartment. As part of its effort to combat this form of discrimination, FCHR sponsored several events during Fair Housing Month 2011, including:

- Visits to two Tallahassee public schools for educational workshops on service animals and disability role playing (conducted in partnership with the state Division of Blind Services); and
- Training for members of the non-profit Tallahassee Lenders' Consortium on credit counseling and home purchasing by low-income and very-low income families.

FCHR also promoted Fair Housing Month resolutions in the Florida House and Senate. The resolutions acknowledge Florida's catastrophic rates of foreclosure and mortgage fraud, which have particularly impacted racial and ethnic minorities.

FAN MAIL EXCERPTS

"I have been a lawyer practicing in this area for over 20 years and frankly I am amazed at the outstanding service we receive from the FCHR. Your investigators and staff are always professional and efficient. I wish the EEOC gave even close to the same service that we receive from the FCHR."
— email from a partner in a Jacksonville law firm representing businesses

"I had a mediation last week ('conciliation') in a public accommodations case. (Your mediator) was extremely professional and knowledgeable – and I am happy to say the matter was successfully resolved." – email from a Gainesville attorney regarding a case involving a service/support animal

"I want to compliment you on one of the finest (investigatory reports and recommendations) I've ever read in the 32 years I've been dealing with this stuff. You have written one of the greatest recommendations I've ever seen. I'm not telling you I'm happy with the outcome – that's not the point – the point is that you've covered everything, and I think you're doing a great job." – voicemail left by the attorney for an unsuccessful complainant

"Top 5" Statistics - FY 2010-11

Top 5 Reasons for Complaints Received: Employment / Public Accommodation / Whistle-Blower

Retaliation	23%
Race	20%
Disability	17%
Sex	17%
Age	13%

Top 5 Reasons for Complaints Received: Housing

Disability	38%
Race	22%
Sex	11%
National Origin	11%
Familial Status	10%

Top 5 Case Resolutions: Employment / Public Accommodation / Whistle-Blower

No Cause	70%
Administrative Closure	13%
Cause	11%
Settlement	4%
Withdrawal with Benefits	2%

Top 5 Case Resolutions: Housing

No Cause	64%
Administrative Closure	17%
Cause	7%
Settlement	6%
Withdrawal with Benefits	6%

Top 5 Counties for Complaints Filed: Employment / Public Accommodation / Whistle-Blower

Leon
Orange
Escambia
Bay (tie)
Volusia (tie)

Top 5 Counties for Complaints Filed: Housing

Miami-Dade
Bay
Orange
Brevard
Sarasota

Top 5 Employer Types Cited in Complaints: Employment / Public Accommodation / Whistle-Blower

Service Business	17%
Health Care	16%
Retail	15%
Hospitality	14%
State Government	12%

Florida Civil Rights Hall of Fame: *Working Toward a Reality*

"It is the intent of the Legislature to recognize and honor those persons, living or dead, who have made significant contributions to this state as leaders in the struggle for equality and justice for all persons." – Florida Statutes, section 760.065

With these opening words, the Florida Legislature established the Florida Civil Rights Hall of Fame. A bill creating the Hall passed the Legislature unanimously and was signed into law on May 11, 2010. The Commission then began working to help identify those distinguished Floridians who would become the initial class of inductees.

Florida's first-ever Civil Rights Hall of Fame will honor leaders and advocates who worked tirelessly to protect the rights of various populations throughout Florida's history. The Hall came into being through the determined efforts of numerous state legislators, led by Alan Williams in the House and Tony Hill in the Senate.

The law requires the state to set aside an appropriate public area within the Capitol building. The statute spells out the Commission's role to consult on the design and theme of the display and to seek nominations of individuals "who have made a significant contribution and provided exemplary leadership toward Florida's progress and achievements in civil rights."

Pursuant to its statutory duties, during the first part of 2011 the Commission solicited nominations for the inaugural class. After carefully considering the submissions, the Commission narrowed the list to 10 finalists. That list was then forwarded to Governor Rick Scott, who under the statute "shall select up to 3" individuals for formal induction into the Hall of Fame.

In seeking the first group of candidates for the Hall, the Commission considered individuals who made substantial contributions in such areas as community empowerment, legislative advocacy, grassroots organizing, coalition building, organizational leadership and multicultural educational initiatives. The names of almost two dozen outstanding Floridians, living or deceased, were submitted for consideration, and narrowing the list to the statutorily required 10 names was an extremely difficult task. As the fiscal year covered in this Annual Report came to a close, the Governor was considering his choices from among the finalists.



Emerging Trends in Florida Hate Crimes

Few things say more about human relations than hate crimes, which erupt when inner prejudices explode to the surface. Hate crimes are particularly reprehensible because their victims are targeted not for what they have done, but simply for who and what they are.

According to the Southern Poverty Law Center, Florida continued to have the third largest number of documented hate groups in 2010, trailing only California and Texas. The Center's survey shows that hate groups operate in at least 20 Florida counties, in all corners of the state and many places in between. Over the years the Florida Commission on Human Relations has partnered with state and federal agencies, educational institutions and private organizations to combat hate-based crimes. The state's official report shows signs of improvement in some areas, but cause for increased concern in others.

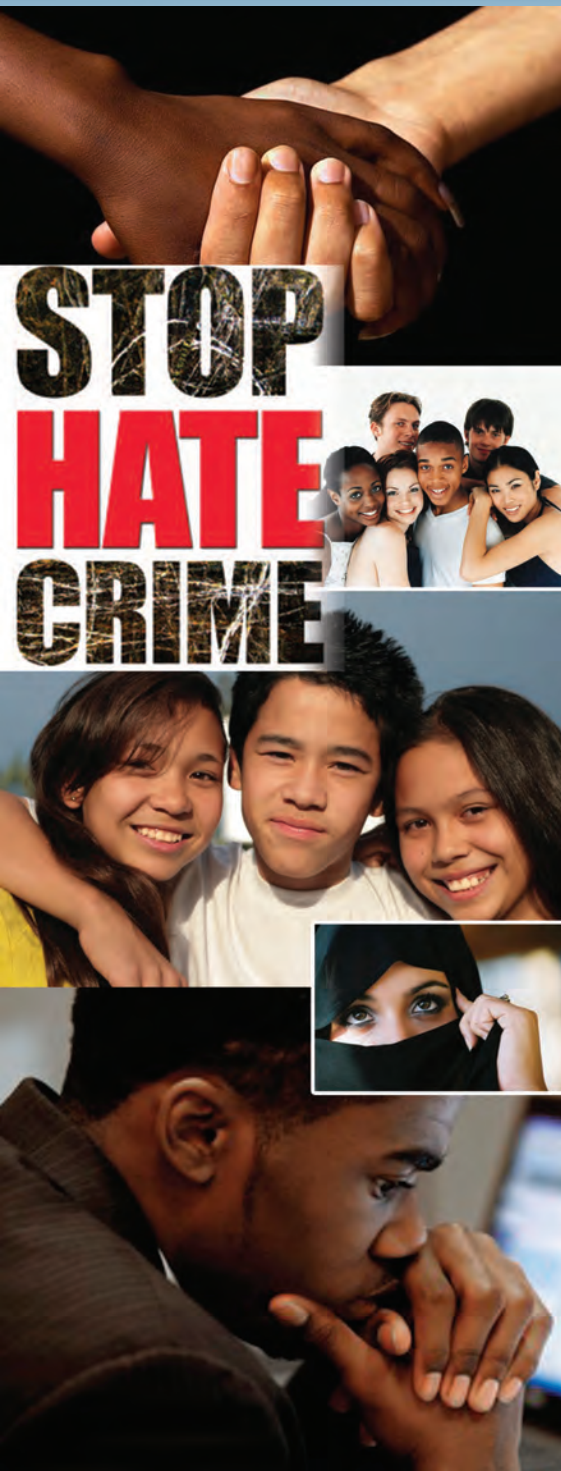
The Florida Attorney General's annual Hate Crimes in Florida report documents the incidence of hate crimes across the state, as reported by local law enforcement agencies. The most recent assessment covers calendar year 2009, with Florida law enforcement agencies reporting the fewest hate crimes (148) since the Attorney General's Office began reporting on them in 1991.

The 19% drop in reported hate crimes in 2009 is part of an overall decline of more than 43% over the past five years. Taking an even longer view, reported hate crimes in the first decade of the new millennium were down an average of almost 3% per year compared to the 1990s. Unclear is whether this decline is a result of greater tolerance or merely changes in reporting procedures among local law enforcement agencies.

Not all forms of hate crimes are in decline, however. Overall trends suggest that the past two decades have seen Florida become somewhat more tolerant in the area of race relations, but at the same time it has become less tolerant in newly emerging areas of ill will. The race/color of the victim is still the Number 1 basis for hate crimes, but it is not as dominant as in the past – in the 1990s that motivation accounted for 67% of all hate crimes, but today it represents just over 51%. However, in the post-9/11 era, the share of hate crimes based on the victim's religion or ethnicity/national origin has jumped

by more than one-third, from 22% to 31% of all reported hate crimes. Similarly, the share based on the victim's sexual orientation has grown by two-thirds, to almost 17% of the total.

Perhaps the most comforting aspect of the Hate Crimes in Florida report is that in a diverse state of 19 million people, it appears that the vast majority of residents practice civility and do not resort to hate-based criminal acts.



Reaching Out to the Public and Officials



Although budget-related staff reductions forced the elimination of FCHR's Community Relations Services unit, the Commission continued to reach out to the general public and other governmental entities. Whenever possible (with costs covered by the inviting party), Commission staff attended events to share information with the general public on how FCHR can be of assistance, and also frequently lent its expertise to state and local officials throughout Florida.

Here are just some of the occasions when FCHR staff provided valuable information to others about Florida discrimination laws and ways to prevent discrimination:

GENERAL TRAINING, OUTREACH AND EDUCATIONAL EFFORTS

07/06/10	High Springs Police Department - sexual harassment
08/15/10	Florida Bar Public Employee Conference – Genetic Information Nondiscrimination Act (GINA) and Americans with Disabilities Act (ADA)
09/17/10	Booker T. Washington Economic Development Summit, Tuskegee University, Alabama (keynote speech)
09/23/10	Florida Professional Association for Human Resources - diversity and employment investigations
10/14/10	Florida Department of Education - cultural diversity and employment investigations
10/06/10	Tallahassee Mayor's Summit - human trafficking
01/23/11	Seminole County School District - cultural diversity training
01/29/11	Division of Forestry - cultural diversity and employment discrimination
02/15/11	Florida Public Administrators - conflict resolution
05/18/11	Division of Forestry - cultural diversity and employment discrimination
05/24/11	State agency human resources staff, managers, legal staff (in partnership with the Division of Risk Management) - sexual harassment
Various	Florida Supreme Court legal staff - sexual harassment training

HOUSING DISCRIMINATION - TRAINING, OUTREACH AND EDUCATIONAL EFFORTS

08/31/10	Department of Community Affairs - kickoff workgroup for consolidated plan
02/07/11	Miracle Village - subsidized housing for persons aged 62 and older
02/07/11	Community Legal Services of Mid-Florida – fair housing, complaint intake process and technical assistance
3/8-9/11	Focus on Disability (Polk County) - fair housing
03/09/11	Miracle Village - subsidized housing for persons aged 62 and older
04/18/11	Tallahassee Lenders Consortium Homebuyers Workshop – fair housing
04/18/11	Pineview Elementary School (Tallahassee) - fair housing (in partnership with Division of Blind Services)
04/21/11	Apalachee Elementary School (Tallahassee) - fair housing (in partnership with Division of Blind Services)

COMMISSIONERS 2010-2011



Dr. Donna Elam,
Chair
Orlando



Gilbert Singer,
Vice Chair
Tampa



Gayle Cannon
Lake City



Dr. Elena Flom
Cocoa Beach



Watson Haynes II
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The Florida Relay Service

Voice (statewide): 711

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TDD Baudot: 1-800-955-8771

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We're All In It Together

2012 FCHR ANNUAL REPORT

PERIOD: *July 1, 2011 - June 30, 2012*

STATE: FL

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FLORIDA COMMISSION ON HUMAN RELATIONS



ANNUAL REPORT

2012-A YEAR IN REVIEW

2012

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FCHR Vision, Mission and Core Values

Vision

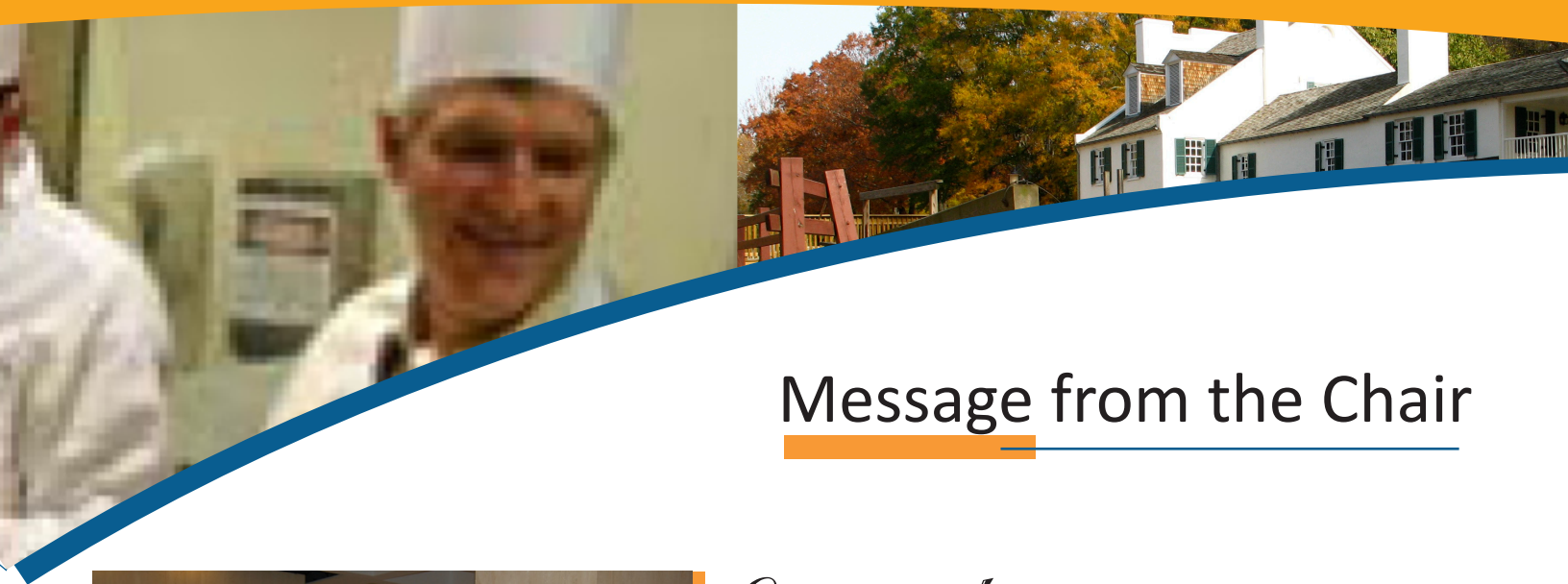
To serve as the foremost resource on human relations for the state of Florida.

Mission

To prevent unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations; and to promote mutual respect among groups through education and partnerships.

Core Values

- Every individual is to be treated with dignity and respect
- The service we provide is impartial and high-quality
- Communication with the public is open and honest
- Everyone -- accuser and accused alike -- is entitled to fair consideration and equal treatment



Message from the Chair



Greetings!

As Chairman and Executive Director of the Florida Commission on Human Relations (FCHR), we are proud to present you our 2012 Annual Report. It highlights the work and achievements accomplished by our outstanding staff during the past year.

The fiscal year 2011-12 continued to prove challenging, requiring FCHR staff to stay the course while doing more with less. The FCHR received 1,575 cases -- 354 more than the previous fiscal year. The percent of cases resolved within statutory timeframes remains high at 84.9%, with our legislatively-required standard set at 75%.

Even with the increased caseload, our team remained committed to

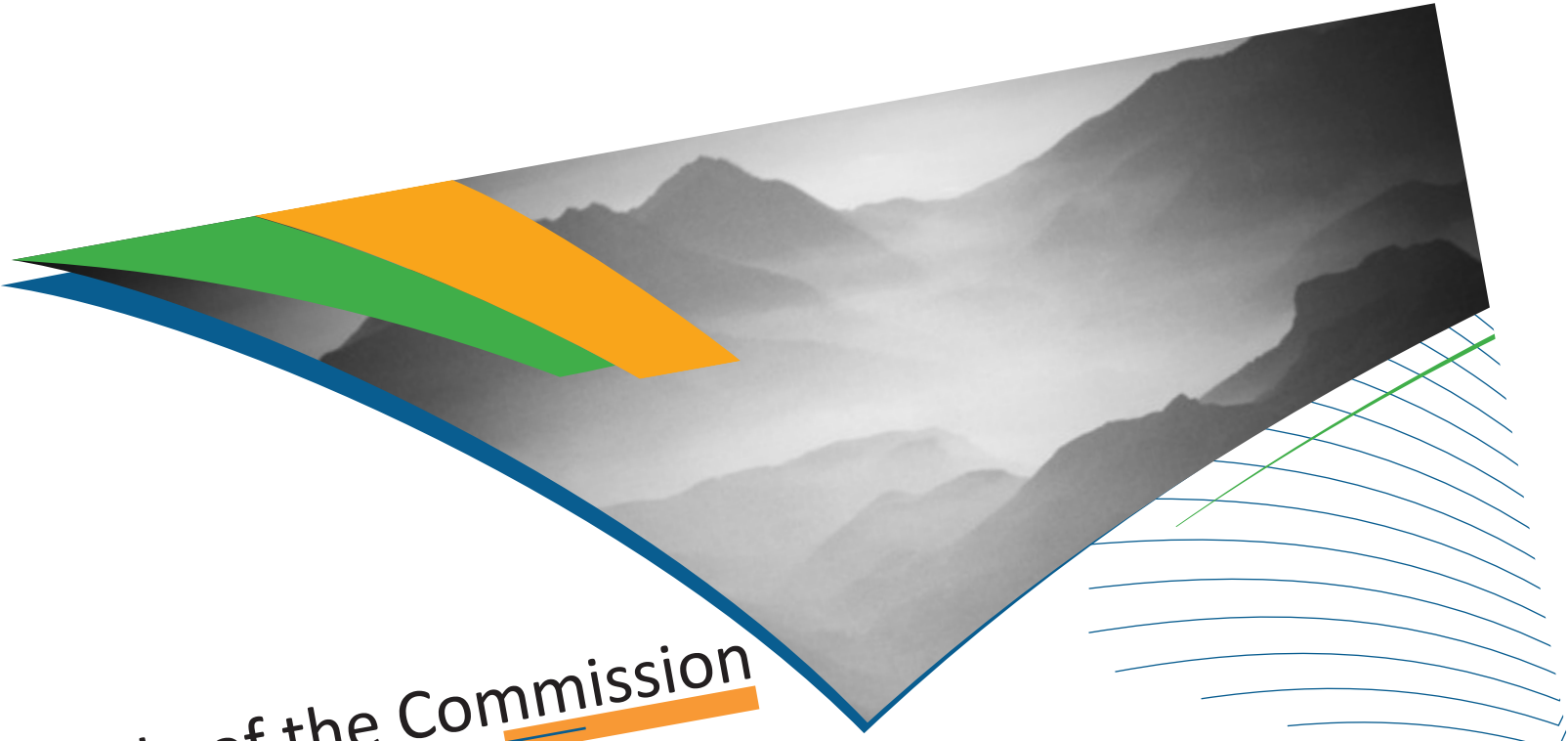
our mission of preventing unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations.

On February 29, 2012, Floridians were introduced to the first members of the new Florida Civil Rights Hall of Fame at a ceremony in the Capitol Rotunda, joined by Governor Rick Scott, Lt. Governor Jennifer Carroll and other dignitaries. This inaugural event was a huge success. This annual program spotlights efforts on civil rights in the Sunshine State.

Once again, Floridians can rest assured that the Commission remains steadfast in implementing the civil rights protections in chapter 760 F.S. as we safeguard the rights of individuals who believe they have been the victims of discrimination and assist Florida's businesses in eliminating illegal discriminatory practices. The Commission will continue to be steadfast in our commitment to these principles.

Gilbert Singer
Chair

Michelle Wilson
Executive Director



Role of the Commission

The Florida Commission on Human Relations continues to evolve over into an invaluable resource – not just for aggrieved individuals but also for Florida’s business community and state government itself. It has investigated more than 75,000 cases since it was statutorily established in 1969 to address discrimination.

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

- The Florida Civil Rights Act (Part I, Chapter 760, and s. 509.092, F.S.) for allegations of discrimination in employment or public accommodations
- The Florida Fair Housing Act (Part II, Chapter 760) for allegations of discrimination in housing
- The Florida Whistle-Blower’s Act (s. 112.31895) for allegations of improper retaliation against state agency whistleblowers

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

The Commission’s activities are all directed toward a simple goal: eliminating conflict. Conflict that may involve FCHR 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 conducts a thorough investigation, but also offers a mediation process that often produces a mutually agreeable resolution in much less time. When an investigation is completed, the Commission may issue a finding of either “reasonable cause” or “no reasonable cause” to support the allegation. Many cases end with a finding of “no cause” by the Commission. After either determination, the complainant may choose to pursue the matter at the Division of Administrative Hearings – with “cause” determinations also carrying the option of going directly to court – for an entirely new proceeding.

In the overwhelming majority of FCHR cases the division reviews, it concurs with the Commission’s determination – more than 91 percent of the time. Whatever the outcome, the Commission process provides an important service to all 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 with a “no cause” finding or a mediated outcome that avoids costly litigation.
- For the Florida taxpayer, FCHR helps limit caseloads on crowded court dockets and even helps state agencies avoid costly litigation resulting from state employee discrimination claims

FCHR Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
 1. 1,575 (received)
 2. 1,345 (resolved)
- As of September 1, 2012, submitted 977 cases (85% of our contracted amount)

Legislative Long-Range Program Plan (LRPP)

Legislative Standards

- Percent of cases resolved within statutory timeframes: 84.9% (overall) (Standard: 75%)
- Number of inquiries/investigations: 18,655 (Standard: 10,000)
- Percent of determinations upheld by DOAH: 89.7% (Standard: 80%)

Current Inventory Statistics - Backlog

The following statistics analyze the backlog of open cases under active investigation at the end of each month –Backlog is defined as the percentage of open cases that have exceeded their statutory compliance limit.

- Employment: Remained below 5% during FY 2011-12
- Housing: Remained below 15% during FY 2011-12
- Public Accommodations: Has Remained below 14% FY 2011-12
- Working Inventory: Remained below 5% during FY 2011-12 (Working Inventory includes all housing, employment, public accommodations and whistle-blower cases under active investigation)



Return on Investment

Through its mediation services, the Florida Commission on Human Relations plays an important role in fostering a favorable climate for job creators by preventing costly lawsuits.

The Commission's work reassures employees that their rights will be protected, while also **saving businesses almost \$72 million** in litigation

expenses since 2006 — almost **\$12 million per year**. Despite its small budget, the Commission provides Florida's taxpayers an extraordinary return on their investment. For every \$1 provided by the taxpayers over the past five years, the Commission has returned an additional \$1.51 to Florida taxpayers and businesses through its mediation services alone!

FY 2006-07 to FY 2011-12

MEDIATION & CASES CLOSED

Successful mediation resolutions: 601
Average mediated settlement: \$14,375

"No Cause" cases (timely closed): 4,364

FCHR BUDGET

	Dollars	Positions
Current Year:	\$ 3,881,248	48.5
2011-2012:	\$ 3,881,248	48.5
2010-2011:	\$ 4,355,259	53.5
2009-2010:	\$ 4,337,704	55.5
2008-2009:	\$ 5,013,681	60.5
2007-2008:	\$ 5,827,845	64.0
2006-2007:	\$ 5,436,822	67.0

TOTAL SAVINGS TO BUSINESS

Litigation costs avoided: \$71.9 million

Average damage award (in court):*	\$134,125
Average FCHR mediation:	- \$14,375
Average saved through mediation:	\$119,750
Number of mediation resolutions:	x 601
COST SAVINGS TO BUSINESS:	\$71,969,750

Note: Additional substantial savings come from FCHR's 4,364 timely findings of "no cause," - avoiding potentially costly circuit court litigation

* Source: Bureau of Justice Statistics, U.S. Department of Justice, for 2006 discrimination cases; does not include attorney fees or court costs

FISCAL YEAR	MEDIATION RESOLUTIONS	AVG. MEDIATION SETTLEMENT	SAVINGS TO BUSINESS	FCHR BUDGET (GAA)	RETURN ON INVESTMENT
2006-07	95	\$14,276	\$11,385,655	\$5,436,822	109.4 %
2007-08	129	\$11,555	\$15,811,530	\$5,827,845	171.3 %
2008-09	95	\$15,349	\$11,283,720	\$5,013,681	124.1 %
2009-10	111	\$17,298	\$12,967,797	\$4,337,704	199.0 %
2010-11	78	\$14,806	\$ 9,306,882	\$4,355,259	113.7 %
2011-12	93	\$12,963	\$11,268,066	\$3,881,248	190.3%
				AVERAGE:	151.3%

FY 2010-11 & 2011-12 Comparisons

Incoming Cases

Incoming Cases						
	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2011-12	1,294	27	43	1,364	211	1,575

Cases Resolved

Cases Resolved						
	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2011-12	1,093	27	43	1,163	182	1,345

Average Length of Investigation

Average Length of Investigation (days)						
	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2011-12	150	145	80	131	64	97

Cases Resolved Within Compliance

Percentage of Cases Resolved within Compliance (180 days Emp./PA; 90 days WB; 100 days Housing)						
	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2011-12	85%	80%	72%	84%	89%	84%

Employment Cases by Resolution Type

Employment Cases by Resolution Type	2011 / 2012
No Cause Finding Issued	780
Cause Finding	138
Settlements w/Benefits	25
Withdrawals w/Benefits	19
Admin: Withdrawals w/o Benefits	22
Admin: No Jurisdiction	37
Admin: Notice of Right to Sue	6
Admin: Filed Suit	0
Admin: Failure to Cooperate	0
Admin: Other Type of Closure	136
Total	1,163

Housing Cases by Resolution Type

Houses Cases by Resolution Type	2011 / 2012
No Cause Finding Issued	126
Reasonable Cause Finding Issued	14
Successful Conciliations	13
Withdrawals w/Benefits	7
Admin: Withdrawals w/o Benefits	6
Admin: No Jurisdiction	3
Admin: Failure to Cooperate	10
Admin: Other Type of Closure	3
Total	1,163

FY 2010-11 & 2011-12 Comparisons

Continued...

Cases Received by Type of Bases

Bases Received by Type of Basis										
	Age	Color	Disability	Fam./Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
FY 2011-12	282	29	336	22	88	403	34	462	320	1,976

EEOC Contract

EEOC Contract	FY 2011-12
Cases Submitted for Credit	834 of 977
Total %	As of September 1, 85%

Long Range Performance Plan (LRPP) FY 2011-12

LRPP Progress: FY 2011-2013			TOTAL
Completed Investigations (all units)	1167	198	1,365
Intake Closures + Referrals	381	403	784
Technical Assistance (CMS) + Deferrals	3666	12840	16,506
Total Investigations + Inquiries			18,655



FY 2010-11 & 2011-12 Comparisons

Continued...

Top 10 Counties for Employment & Housing FY 2010-11

Top 10 Emp./PA/WB Counties FY 2010-11	
County	# Cases
Leon	197
Orange	62
Escambia	53
Volusia (tie)	42
Bay (tie)	42
Alachua	39
Seminole (tie)	36
Polk (tie)	36
Okaloosa (tie)	36
Duval	34

Top 10 Housing Counties FY 2010-11	
County	# Cases
Dade	54
Bay	34
Orange	27
Brevard	17
Sarasota	16
Broward	15
Seminole	11
Collier	10
Volusia (tie)	9
Polk (tie)	9

Top 10 Counties for Employment & Housing FY 2011-12

Top 10 Emp./PA/WB Counties FY 2011-12	
County	# Cases
Leon	430
Duval	127
Broward	114
Escambia	86
Bay	71
Alachua	64
Dade	58
Brevard	51
Marion	51
Lake	48

Top 10 Housing Counties FY 2011-12	
County	# Cases
Dade	54
Collier	34
Leon	27
Brevard	17
Broward	16
Lake	15
Indian River	11
Manatee	10
Marion	9
Alachua	9





Sampling of Commission Cases

Housing-Disability

A couple whose 24-year-old son is disabled and unable to care for himself was denied a reasonable accommodation request from their residency board. They were requesting that their son be allowed to live with them because his illness required them to administer his medications on a daily basis. The couple alleged that their request was denied because they lived in a 55+ community and their son was under the age of 40. RESULT: The son was able to live without the couple being fined.

Whistle-Blower Retaliation

A woman who disclosed inmate abuse and subsequent collusion was retaliated against her by unfairly referring her for discipline, questioning information she reported, instructing her not to comply with investigators, scrutinizing her attendance and changing her job assignment. She further alleged that incident reports she submitted were not filed, coworkers refused to cooperate with her and she was warned not to irritate her superiors. RESULT: The Commission found reasonable cause that her employer subjected her to unlawful whistle-blower retaliation.

Employment-Age

A woman who had worked in education for more than 30 years, with one year as dean, was told that she was among the top four candidates for the position of Assistant Principal. She was eventually passed over for a significantly younger and less experienced person, and she alleged age-based discrimination. In addition, she believed that she was retaliated against for her previous charge of discrimination. RESULT: The Commission found cause for her allegations as it appeared that she was the better quali-

fied candidate for the Assistant Principal position.

Employment-Race

An airline employee complained that she was sexually harassed on the job and was not hired/denied promotions and disciplined as a result of refusing the advances. She also alleged, because she was Hispanic, that she was discriminated against based on her national origin. RESULT: The Commission found that there was strong evidence showed that the employee was unlawfully subjected to hostile working environment.

Employment- Sexual Harassment

A female employee believed she was a victim of discrimination alleging she was terminated based on her sex and in retaliation for opposing discriminatory treatment. RESULT: The Commission found that she was likely demoted based on her gender and was terminated for complaining about discriminatory treatment.

FCHR Reaches Out To Floridians

While reduced budget allocations continue to challenge FCHR, Commission staff continued to reach out to the general public and other governmental entities. Whenever possible staff attended events to share information with the general public on how FCHR can be of assistance, and also frequently lent its expertise to state and local officials across the Sunshine State.

Here are just some of the occasions when FCHR staff shared our story and how we serve as the foremost resource on human relations for the state of Florida:

Tallahassee Lender Consortium, First Time Homebuyers' Workshop

--housing investigators attended each of the following classes at the Leon County Public Library classroom and spoke for 15-20 minutes about fair housing and FCHR.



Homestead Branch

- Miami-Dade Public Library
Doral Branch

Collier County

- Collier County Public Library

Sarasota County

- North Port Library
- The Osprey Library at Historic Spanish Point

Osceola County

- Hart Memorial Central Library

Volusia County

- Deltona Regional Library

Florida Civil Rights Hall of Fame: ~Inaugural event a great success~

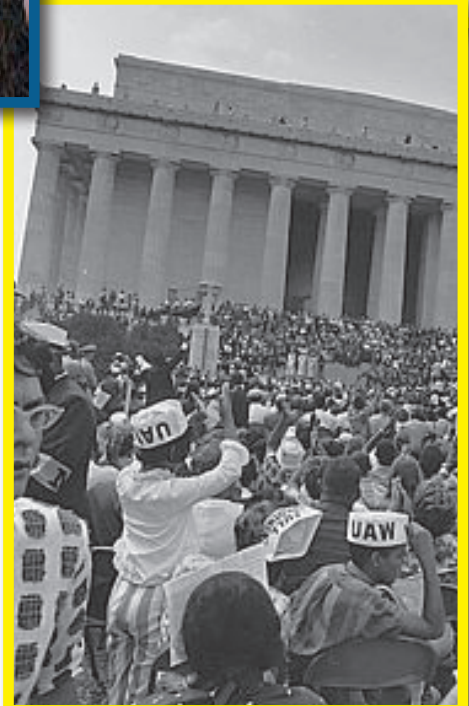
"In a state that changes as rapidly as Florida, the struggle for equality and civil rights can seem like ancient history. This Hall of Fame will serve as a permanent reminder of the courage and sacrifices that built today's Florida," - Michelle Wilson, executive director of the Florida Commission on Human Relations.

Governor Rick Scott chose three trailblazers who helped shape modern-day Florida were honored today by being enshrined as the first members of the new Florida Civil Rights Hall of Fame. Family members of the three inductees attended the ceremony in the Capitol Rotunda, joining Governor Scott and Lt. Governor Jennifer Carroll.

Pioneering educator Mary McLeod Bethune, civil rights leader C.K. Steele and advocate for seniors and minorities Claude Pepper were recognized for their unyielding commitment to equality, diversity and human dignity. The Civil Rights Hall of Fame, authorized by the Legislature, will be a permanent display in the Rotunda area of the Capitol Building.

The Governor and Lieutenant Governor presented commemorative letters to Dr. Evelyn Bethune, granddaughter of Mary McLeod Bethune; Charles Kenzie Steele, son of C.K. Steele, and Ms. Tina Pepper, sister-in-law of Claude Pepper. Also participating in the ceremony were legislative sponsors of the bill establishing the Civil Rights Hall of Fame, including Rep. Alan Williams and former Sen. Tony Hill.

Governor Scott named the first group of Civil Rights Hall of Fame inductees in January. Each year the state's chief executive will select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations.



Planning for the Future

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

- o Utilizing innovative management approaches
- o Offering voluntary mediation services for mutually acceptable and speedier resolutions
- o Ensuring timely case closure to help avoid costly litigation for the parties

Promote greater public understanding of discrimination issues and laws and engage community members and leaders to address inter-group tensions and discrimination:

- o Provide education and outreach opportunities to businesses, employers and the housing industry relating to their legal responsibilities under federal and state discrimination laws
- o Forming partnerships with private sector entities and governmental agencies is critical to reaching as many customers as possible

Promote public confidence in Commission services through good Customer Service:

- o Improve customer service efforts and outcomes through staff training, continuing education and the use of technology

The Commission is seeking legislative approval during the 2013 session for the following issues:

Amend Chapter 760, Florida Statutes, to allow the Division of Administrative Hearings (DOAH) to request a “hearing assessment” of \$200 for anyone seeking administrative relief in discrimination cases only; would allow for waiver of such fees in certain circumstances (indigency)

Amend Chapter 120, Florida Statutes, to provide that any order issued by DOAH is to include actual or compensatory damages for orders issued in discrimination hearings where appropriate

Amend Chapter 760 (senior housing program) to ensure compliance with state law by authorizing the Commission more enforcement power to require 55+ communities and facilities to register with the Commission

Amend Chapter 760 to clarify what constitutes discrimination based on sex; would include language covering pregnancy, childbirth and any medical condition relating to pregnancy or childbirth (recent court opinion ruled that sex, under the Florida Civil Rights Act of 1992, does not include discrimination based on pregnancy – two other district courts of appeal found that discrimination based on sex did include pregnancy). Would assure Florida remains in compliance with federal substantial equivalency requirements and align Florida law more closely with federal law



COMMISSIONERS 2010-2011



Florida Commission on Human Relations

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2013 FCHR ANNUAL REPORT

PERIOD: *July 1, 2012 - June 30, 2013*

STATE: FL

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2013
A Year in Review



Florida Commission on Human Relations

ANNUAL REPORT

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FCHR Vision, Mission and Core Values

Mission

To prevent unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations; and to promote mutual respect among groups through education and partnerships.

Vision

To serve as the foremost resource on human relations for the state of Florida.

Core Values

- Every individual is to be treated with dignity and respect
- The service we provide is impartial and high-quality
- Communication with the public is open and honest
- Everyone -- accuser and accused alike -- is entitled to fair consideration and equal treatment



Message from Our Leaders

For nearly 45 years, the Florida Commission on Human Relations has steadfastly reinforced its mission to prevent discrimination in employment, housing, and select public accommodations.

The Commission continually strives to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all, and 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 enthusiastic leadership of our appointed Commissioners, the Commission has an outstanding track record of success and accountability. We are continually maximizing our efforts, doing more with less, to meet the constantly-changing needs of the Sunshine State.

With the continued hard work of our productive and innovative staff, we are Florida's leading resource in human rights – a state leader for our increasingly-changing and diverse state. Fair treatment, equal access, and mutual respect are the benchmarks of the Commission's commitment to the people of Florida, and are committed to help build and maintain sustainable, inclusive, and peaceful communities across the entire state.

I want to extend my thanks to the Florida Commission on Human Relations team for their continued hard work and enthusiasm towards serving all Floridians. Without them and their efforts, the accomplishments highlighted in this document could not have been achieved.

Mario Valle
Chair

Michelle Wilson
Executive Director



Role of the Commission

The Florida Commission on Human Relations continues to evolve into an invaluable resource – not just for aggrieved individuals, but also for Florida’s business community and state government itself. The Commission has investigated more than 75,000 cases since it was statutorily established in 1969 to address discrimination.

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

- The Florida Civil Rights Act (Part I, Chapter 760 and s. 509.092, F.S.) for allegations of discrimination in employment or public accommodations
- The Florida Fair Housing Act (Part II, Chapter 760 F.S.) for allegations of discrimination in housing
- The Florida Whistle-Blower’s Act (s. 112.31895 F.S.) for allegations of improper retaliation against state agency whistleblowers

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

The Commission’s activities are all directed toward a simple goal: eliminating conflict. Conflict that may involve FCHR 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.

When a complaint is properly filed, the Commission NOT ONLY conducts a thorough investigation, but also offers a mediation process that often produces a mutually-agreeable resolution in much less time. When an investigation is completed, the Commission may issue a finding of either “reasonable cause” or “no reasonable cause” to support the allegation. Many cases end with a finding of “no cause” by the Commission. After either determination, the complainant may choose to pursue the matter at the Division of Administrative Hearings – with “cause” determinations also carrying the option of going directly to court - for an entirely new proceeding.

In the overwhelming majority of FCHR cases the division reviews, it concurs with the Commission’s determination more than 91 percent of the time. Whatever the outcome, the Commission process provides an important service to all 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 with a “no cause” finding or a mediated outcome that avoids costly litigation.
- For the Florida taxpayer, FCHR helps limit caseloads on crowded court dockets and even helps state agencies avoid costly litigation resulting from state employee discrimination claims.



FCHR Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
 1. 1,611 (received)
 2. 1,476 (resolved)

Legislative Long-Range Program Plan (LRPP)

- Percent of cases resolved within statutory timeframes: 67% (overall) (Standard: 75%)
- Number of inquiries/investigations: 12,475 (Standard: 10,000)
- Percent of determinations upheld by DOAH: 86.7% (Standard: 80%)

Current Inventory Statistics - Backlog

*The following statistics analyze the backlog of open cases under active investigation at the end of each month – **Backlog** is defined as the percentage of open cases that have exceeded their statutory compliance limit.*

- Employment: Averaged 46% FY 2012-13
- Housing: Averaged 82% FY 2012-13
- Public Accommodations: Average 66% FY 2012-13
- Working Inventory: Average 67% FY 2012-13 (*Working Inventory includes all housing, employment, public accommodations and whistle-blower cases under active investigation*)





Return on Investment

Cost Savings for Florida: A Conservative Estimate

The Florida Commission on Human Relations offers mediation and conciliation services to resolve discrimination complaints. This important role assures employees that their rights are protected, while fostering a favorable climate for job creators by preventing costly lawsuits. Since 2006, the Commission has helped Florida taxpayers and businesses avoid over \$86M in

litigation expenses - over \$12M per year. These savings equate to an average Return On Investment (ROI) for the seven-year period of 166% - for every \$1 spent in the Commission's budget, the Commission has returned an additional \$1.66 to the state through its mediation and conciliation services alone!

FY 2006-07 to FY 2012-13: Seven-Year Period

CASES MEDIATED AND CLOSED

Successful mediation resolutions: 719
Average mediated settlement: \$14,480
"No Cause" cases (timely closed): 4,787

COST SAVINGS TO FLORIDA

Average damage award (in court):* \$134,125
Average FCHR mediation: - \$14,480
Average saved through mediation: \$119,645
Number of mediation resolutions: x 719
COST SAVINGS TO BUSINESS: \$86,024,755

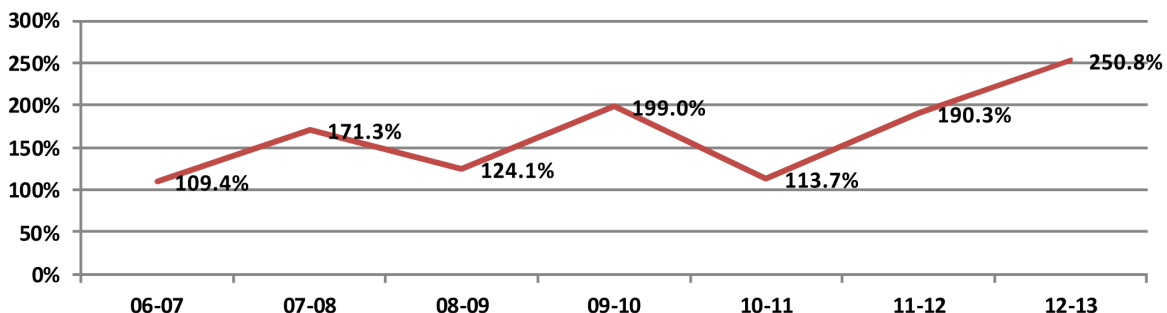
FCHR BUDGET/FTEs

	Dollars	Positions
Current Year:	\$ 4,003,498	48.5
2011-2012:	\$ 3,881,248	48.5
2010-2011:	\$ 4,355,259	53.5
2009-2010:	\$ 4,337,704	55.5
2008-2009:	\$ 5,013,681	60.5
2007-2008:	\$ 5,827,845	64.0
2006-2007:	\$ 5,436,822	67.0

Note: Additional substantial savings come from FCHR's 4,787 timely findings of "no cause," - avoiding potentially costly circuit court litigation

* Source: Bureau of Justice Statistics, U.S. Department of Justice, for 2006 discrimination cases; does not include attorney fees or court costs

FCHR's Return on Investment - 2006-2013



ROI = Annual Cost Savings - FCHR Annual Budget / FCHR Annual Budget
(where Annual Cost Savings = \$134,125 - Average annual mediated settlement amount x # of successful mediated resolutions)



2012-13 By the Numbers



Incoming Cases

Incoming Cases						
	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2012-13	1,298	57	54	1,409	202	1,611

Cases Resolved

Cases Resolved						
	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2012-13	1,218	37	57	1,312	164	1,476

Average Length of Investigation

Average Length of Investigation (days)						
	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2012-13	185	229	117	183	78	172

Cases Resolved Within Compliance

Percentage of Cases Resolved within Compliance (180 days Emp./PA; 90 days WB; 100 days Housing)						
	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2012-13	46%	66%	10%	50%	82%	67%

Employment Cases by Resolution Type

Employment Cases by Resolution Type	2012 / 2013
No Cause Finding Issued	866
Cause Finding	141
Settlements w/Benefits	80
Withdrawals w/Benefits	37
Admin: Withdrawals w/o Benefits	55
Admin: No Jurisdiction	21
Admin: Notice of Right to Sue	78
Admin: Filed Suit	3
Admin: Failure to Cooperate	0
Admin: Other Type of Closure	31
Total	1,312

Housing Cases by Resolution Type

Houses Cases by Resolution Type	2012 / 2013
No Cause Finding Issued	97
Reasonable Cause Finding Issued	7
Successful Conciliations	12
Withdrawals w/Benefits	16
Admin: Withdrawals w/o Benefits	6
Admin: No Jurisdiction	14
Admin: Failure to Cooperate	9
Admin: Other Type of Closure	3
Total	164



2012-13 By the Numbers

Continued...

Cases Received by Type of Bases

Bases Received by Type of Basis										
	Age	Color	Disability	Fam./Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
FY 2012-13	360	82	378	25	146	441	49	562	434	2,477

EEOC Contract

EEOC Contract	FY 2012-13
Cases Submitted for Credit	238 of 1,145
Total %	21% as of December 31, 2013

Long Range Performance Plan (LRPP) FY 2012-13

LRPP Progress: FY 2011-2013			TOTAL
Completed Investigations (empl. & housing)	1,396	183	1,579
Intake Closures + Referrals	425	295	720
Technical Assistance (CMS) + Deferrals	1,719	8,457	10,176
Total Investigations + Inquiries			12,475





FY 2011-12 & 2012-2013 Comparisons

Top 10 Counties for Employment & Housing FY 2011-12

Top 10 Emp./PA/WB Counties FY 2011-12	
County	# Cases
Leon	430
Orange	127
Escambia	114
Volusia (tie)	86
Bay (tie)	71
Alachua	64
Seminole (tie)	58
Polk (tie)	51
Okaloosa (tie)	51
Duval	48

Top 10 Housing Counties FY 2011-12	
County	# Cases
Dade	54
Bay	11
Orange	9
Brevard	9
Sarasota	6
Broward	5
Seminole	5
Collier	5
Volusia (tie)	5
Polk (tie)	3

Top 10 Counties for Employment & Housing FY 2012-13

Top 10 Emp./PA/WB Counties FY 2012-13	
County	# Cases
Leon	240
Duval	113
Broward	75
Escambia	62
Bay	59
Alachua	56
Dade	50
Brevard	50
Marion	49
Lake	36

Top 10 Housing Counties FY 2012-13	
County	# Cases
Dade	39
Collier	19
Leon	15
Brevard	13
Broward	12
lake	10
Indian River	9
Manatee	7
Marion	6
Alachua	6



FY 2011-12 & 2012-2013 Comparisons

Continued...

Race Based Resolutions

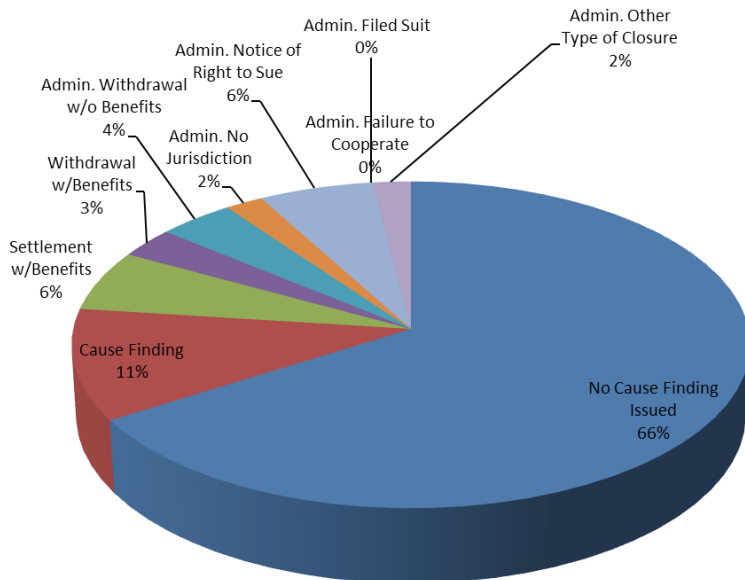
FY 2011-12						
	Asian	Black	Native Am	Other	White	Total
Settlements	0	23	0	3	1	27
Withdrawals w/Benefits	0	5	0	0	3	8
Administrative Closures	4	27	0	6	10	43
No Cause	0	250	1	13	41	309
Cause	0	37	0	0	2	39
Total Resolutions:	4	342	1	22	57	426

FY 2012-13						
	Asian	Black	Native Am	Other	White	Total
Settlements	0	23	0	3	1	27
Withdrawals w/Benefits	0	5	0	0	3	8
Administrative Closures	4	27	0	6	9	42
No Cause	0	250	1	14	41	310
Cause	0	37	0	1	2	40
Total Resolutions:	4	342	1	24	56	427

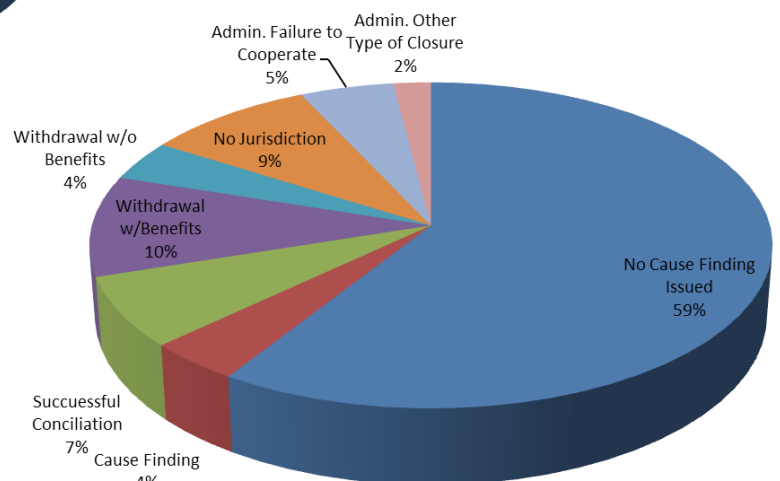


Graphic Comparisons

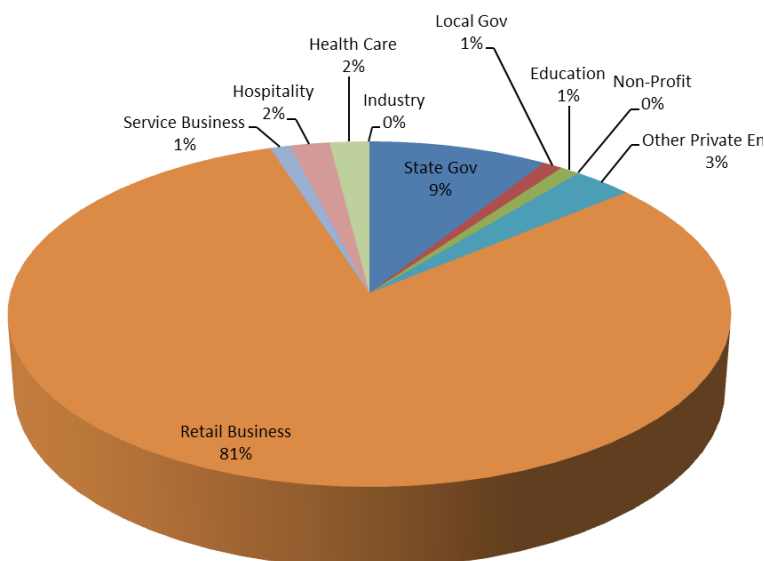
Employment Cases by Resolution Type FY 12-13



Housing Cases by Resolution Type FY 2012-13



Industry Type by Distribution FY 2012-13





Sampling of Commission Cases

Housing-Disability

A disabled woman had obtained an emotional support animal after moving into a condominium she was renting. The owners of the condo allowed her to keep the cat, however, the condo association refused the accommodation and threatened to evict her. The complainant alleged that the respondent's action and denials of her support animal have further aggravated her disability. **RESULT:** The Commission found reasonable cause that the association discriminated against the woman due to her handicap.

Whistle-Blower Retaliation

Through a grievance process, a man reported potential harm associated with computer ethics in a center for research at a state university. He accused its director of gaining access to restricted data, and violating university policy. He was subjected to harassment, unequal pay and FMLA violations. **RESULT:** The Commission found reasonable cause that his employer subjected him to unlawful whistle-blower retaliation.

Employment-Sexual Harassment

A woman, who had worked as a sales manager for four years, alleged that she was harassed and terminated because of her sex. During the investigation, it was found that the Vice President of Marketing consistently treated female employees in a rude and demeaning manner, while male employees were not subjected to the same treatment. **RESULT:** The Commission found cause for her allegations, as it appeared that she was retaliated against and terminated because she was a woman.

Employment-Race

A restaurant employee accused the restaurant owner and several employees of creating a hostile working environment when she was often called offensive, racist names. After she brought this to the owner's attention, she was threatened with termination. **RESULT:** The Commission found cause that the employee was discriminated against based on her race and she was retaliated against for engaging in a protected activity.

Employment-Age

A male maintenance technician had been employed for 22 years with the same company. When three positions were up for terminations due to reduction in force, the three employees chosen were all over the age of 65. The company claimed that the technician was terminated because of a low performance evaluation. However, the investigation found that a younger employee with a much lower evaluation was not terminated. **RESULT:** The Commission found that the technician was terminated based on age and not on his evaluation rating.





FCHR Reaches Out To Floridians

The FCHR continues to make its presence known throughout the Sunshine State. FCHR staff has continued to maximize outreach and educational efforts by offering Fair Housing training, sexual harassment training and presentations on the complaint process and the benefit the Commission provides 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:

- Protect Our Women Act Press Conference – Tallahassee
- Presentations to Florida Civil Rights Hall of Fame Poster contest winners
- Presentation at an Advanced Executive Briefing- St. Augustine
- General Counsel team participated in the Annual Pro Bono Fair at The Florida State University College of Law
- Fair housing training at an event being put on by the Small Cities CDBG in Ocala
- Fair housing flyer distribution activity- Tallahassee and the surrounding areas
- Presentation to the National Association of Property Managers- Sarasota
- Presentation to participants at the Lenders Consortium First Time Homebuyers' Workshop - Tallahassee
- Homebuyers' Workshop – Housing staff investigators attended classes at the Leon County Public Library classroom and spoke for 15-20 minutes about Fair Housing and FCHR
- Diversity Training- 10th Judicial Circuit of Florida (judges and staff), Bartow
- Fair Housing training – Coastal Property Services, Tallahassee and Panama City Beach
- Fair Housing training- Prudential Florida Realty, Naples
- Fair housing posters and brochures mailed to numerous Florida libraries throughout the state (Housing staff)
- Fair housing training- Engel and Volkers law firm, Naples
- Tallahassee Housing Authority; presented to administrative, managerial and maintenance personnel (Housing staff)
- Fair Housing training , Realtors of VIP Realty, Naples
- Overview of the FCHR – 13th Judicial Circuit, Stuart, Florida (judges and court staff)
- Fair Housing training (student housing) - Boardwalk at Appleyard Apartments, Tallahassee
- Safety of Victims of Domestic Violence - VAWA Housing Forum and Economic Justice Institute, sponsored by the Florida Coalition Against Domestic Violence;
- Advanced Executive Briefing – Employment Law for HR Directors and Lawyers, World Golf Village, St. Augustine Florida
- What's New at Alphabet Agencies – Presentation to Palm Beach County Bar Association
- Employment and Pro Bono Opportunities at FCHR- Florida State University College of Law Annual Pro Bono Fair
- Fair Housing training – By The River independent affordable senior housing, Sebastian
- Kick Off Fair Housing Month – Canopy Oaks Elementary School, Tallahassee, Florida
- Kick Off Fair Housing Month – Crawfordville Elementary School, Crawfordville Florida
- Fair Housing training- Small Cities CDBG Program, Department of Economic Development, Ocala
- Fair Housing Information and Flyer distribution, Tallahassee and surrounding areas
- Fair Housing Information and Flyer distribution, Tallahassee and surrounding areas
- Reasonable Accommodation Requests for Support Animals- National Association of Property Managers, Sarasota
- Fair Housing Information and Flyer distribution – Havana
- Fair Housing training – African American Real Estate Agents
- Fair Housing Information and Flyer distribution – Tallahassee (Housing staff)
- Prevention and Enforcement of Disability Rights Laws, Florida State Courts System ADA Coordinators
- Expert Panel Participation, Tampa Bay Mother-Baby Summit, St. Joseph's Hospital, Tampa. Topics included civil rights of pregnant breastfeeding mothers in the workplace and pregnancy as a protected basis in federal law and proposed state legislation
- Florida Association of Community Relations Professionals (FACRP): Conference Call. Topics included proposed 2013 state legislation affecting employment/housing discrimination and current trends and issues facing the Commission
- What the Commission Does and How It Can Help – Employment and housing staff display and information table, Civil Rights Hall of Fame Induction Ceremony
- Fair Housing training- in partnership with the City of Tallahassee/Leon and Wakulla counties
- Fair Housing Information and Flyer distribution – Quincy (Housing staff)
- Regional Fair Housing Summit, 2013, Orlando
- Sessions Sexual Harassment- Florida Supreme Court Staff
- Cultural Diversity – Tallahassee Community College
- Cultural Diversity – Division of Risk Management, Florida Department of Financial Services
- Alternate Dispute Resolution – Division of Risk Management, Florida Department of Financial Services
- Housing Discrimination – Florida Department of Economic Opportunity
- Public Employment Labor Relations Forum – Florida Bar
- Sexual Harassment – Division of Risk Management, Florida Department of Financial Services
- Fair Housing Symposium – Legal Services North Florida
- Fair Housing – Legal Services Mid-Florida
- FCHR Introduction and Fair Housing Laws – Tallahassee Lenders' Consortium - Homebuyers' Orientation (every two weeks)
- Fair Housing – Pensacola Association of Realtors
- Regional Fair Housing Summit – City of Orlando and Orange County
- Fair Housing – Osceola County's Human Service Department
- Fair Housing – Community Development Block Grant workshop
- Housing Connection – 2012 Homebuyer Showcase, Tallahassee Lenders' Consortium
- Risk Management Webinar Training– State Employee Discrimination Claims and Settlements



Florida Civil Rights Hall of Fame

Florida Civil Rights Hall of Fame: ~Inaugural event a great success~

"This year's three inductees have acted on their conviction and truly made a difference in the countless lives here in our state and around the country. We must continue to honor their legacy by working to ensure that all Floridians have access to a great education so they can live their version of the American Dream." - Michelle Wilson, Executive Director of the Florida Commission on Human Relations

On April 25, 2013, Governor Rick Scott honored this year's inductees to the Florida Civil Rights Hall of Fame during a ceremony at the Florida State Capitol. Judge James. B. Sanderlin, Margarita Romo and Harry T. and Harriette Moore were this year's inductees. Governor Scott chose these three individuals from a list of 10 distinguished nominees submitted by the Florida Commission on Human Relations for their significant contributions to the improvement of life for minorities and all citizens of the great state of Florida.

The ceremony was opened up by Shonda Knight, co-anchor at WCTV in Tallahassee, followed by the invocation presented by Reverend Dr. Joseph T. Wright, Pastor of Jerusalem Baptist Church. After Lincoln High School's Naval Junior Reserve Officer Training Corp's Presentation of Colors, America the Beautiful was performed by the Tallahassee Girls' Choir of Choice and 8th Grade Violinist Samantha Crawford of the Swift Creek Middle School.

After Rodney Lawrence Hurst, Sr., keynote speaker, spoke on "The Struggle Continues," Governor Scott presented commemorative letters and plaques to Raymond F. Sanderlin, brother of Judge James. B. Sanderlin; Juanita Evangeline Moore, granddaughter of Harry T. and Harriet Moore; and Margarita Romo.

Each year, as authorized in the Florida Statutes, the Governor is to select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations. The Commission encourages Floridians to nominate individuals who have made significant contributions and provided leadership toward Florida's progress and achievements in civil rights.





Prioritizing for the Future

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

- Utilizing innovative management approaches
- Offering voluntary mediation services for mutually acceptable and speedier resolutions
- Ensuring timely case closure to help avoid costly litigation for the parties

2. Promote greater public understanding of discrimination issues and laws and engage community members and leaders to address inter-group tensions and discrimination:

- Providing education and outreach opportunities 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 governmental agencies is critical to reaching as many customers as possible

3. Promote public confidence in Commission services through excellent Customer Service:

- Improving customer service efforts and outcomes through staff training, continuing education and the use of technology
- Ensuring even greater managerial efficiency, effectiveness and accountability, while operating under the FCHR Governance Policy
- Ensuring 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 records

The Commission is seeking legislative approval during the 2014 Session:

- Clarify discrimination based on pregnancy and medical conditions relating to pregnancy and childbirth (recent court opinion ruled that sex, under the Florida Civil Rights Act of 1992, does not include discrimination based on pregnancy –

two other district courts of appeal found that discrimination based on sex did include pregnancy). Would assure Florida law complies with federal substantial equivalency requirements and enable the courts to have clearer direction for deciding cases

- Seek funds to relocate to state-owned office space if determined to be fiscally beneficial to the Commission and the state (vs. the private lease the Commission currently has). Will enable the Commission to occupy currently vacant state-owned office space; will help the Commission comply with employee to square foot office space requirements
- Request for more positions to handle the increased caseload and ensure timely completion of investigations, as well as to provide much-needed education and outreach on discrimination laws, rights and responsibilities to Florida individuals, businesses and communities
- Request for a salary rate adjustment: \$14,560 (GR); Will enable the Commission to attract and retain highly qualified investigators needed to handle complex discrimination cases in a timely manner as mandated by Florida law



COMMISSIONERS 2012-2013



Gilbert Singer,
Chair
Tampa



Mario Valle,
Vice Chair
Naples



Gayle Cannon
Lake City



Dr. Donna Elam
Orlando



Dr. Onella Fajardo
Miami



Dr. Elena Flom
Cocoa Beach



James Johns
Jacksonville Beach



Michael Keller
Tampa



Michell Long
Jacksonville



Lizzette Romano
West Palm Beach



Billy Whitefox Stall
Panama City

Florida Commission on Human Relations

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TDD Baudot: 1-(800) 955-8771

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Florida Commission on
Human Relations

ANNUAL REPORT



2014: A FISCAL YEAR IN REVIEW



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Mission

To prevent unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations; and to promote mutual respect among groups through education and partnerships.



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- The service we provide is impartial and high-quality.
- Communication with the public is open and honest.
- Everyone -- accuser and accused alike -- is entitled to fair consideration and equal treatment.

Message from Our Leadership

Greetings!

For 45 years, the Florida Commission on Human Relations has steadfastly reinforced its mission to prevent discrimination in employment, housing and certain public accommodations.

The Commission continually strives to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all, and 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 enthusiastic leadership of our appointed Commissioners, the Commission has an outstanding track record of success and accountability. We are continually maximizing our efforts -- doing more with less -- to meet the constantly-changing needs of the Sunshine State.

With the continued hard work of our productive and innovative staff, we are Florida's leading resource in human rights – a state leader for our increasingly diverse state. Fair treatment, equal access and mutual respect are the benchmarks of the Commission's commitment to the people of Florida and we are committed to helping build and maintain sustainable, inclusive and peaceful communities across the entire state.

We want to extend our thanks to the Florida Commission on Human Relations team for their continued hard work, diligence and enthusiasm towards serving all Floridians. Without them and their efforts, the accomplishments highlighted in this document could not have been achieved.



Gilbert "Gil" Singer
Chair

A handwritten signature in black ink, appearing to read 'Gilbert Singer', followed by a large checkmark.

Michelle Wilson
Executive Director

A handwritten signature in black ink, appearing to read 'Michelle Wilson', written in a cursive style.

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 more than 75,000 cases since it was statutorily established in 1969 to address discrimination.

Overseen by 12 Commissioners appointed by the Governor and confirmed by the 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. A work-sharing agreement between FCHR and two federal partners – the U.S. Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development – helps 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 that may involve FCHR 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 the time required by an investigation. If mediation proves unsuccessful, the Commission will investigate the complaint and, upon completion, will issue its finding of either “rea-



sonable cause” or “no reasonable cause.” After either determination, the complainant may choose to pursue the matter with the Division of Administrative Hearings – with “reasonable cause” determinations also carrying the option of filing a case in civil court as an entirely new proceeding. Whatever the final outcome, 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 2013-14 Performance Highlights



Incoming and Outgoing Case Statistics

- Cases received/resolved:
1,350 (received)
1,410 (resolved)
- From October 1, 2013 to September 30, 2014, FCHR submitted 765 (102%) of the 750 contracted cases for U.S. Equal Employment Opportunity Commission.

Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: 56% (overall) (Standard: 75%)
- Number of inquiries/investigations: 10,714 (Standard: 10,000)
- Percent of determinations upheld by DOAH: 86.7% (Standard: 80%)

Inventory Statistics – Backlog

The following statistics analyze the backlog of open cases under active investigation at the end of each month. Backlog is defined as the percentage of open cases that have exceeded their statutory compliance limit.

- Employment: 18%
- Housing: 48%
- Public Accommodations: 59%
- Working Inventory: 25%
(working inventory includes all housing, employment, public accommodations and whistleblower cases under active investigation)

Return on Investment

Cost Savings for Florida: A Conservative Estimate

The Florida Commission on Human Relations offers mediation and conciliation services to resolve discrimination complaints. This important role assures employees that their rights are protected, while fostering a favorable climate for job creators by preventing costly lawsuits. Since 2007, the Commission has helped Florida stakeholders avoid \$86.7M - over \$12M per year - in litigation expenses. For FY 2013-14, the Return On Investment (ROI) was 188% - which means that for every \$1 spent in the Commission's budget, the Commission has returned an additional \$1.88 to the state through its mediation and conciliation services alone!

FY 2007-2008 to FY 2013-2014: Seven-Year Period

CASES MEDIATED AND CLOSED

Successful mediation resolutions: 727
 Average mediated settlement: \$14,758
 "No Cause" cases (timely closed): 6,871

COST AVOIDANCE ESTIMATE

Average damage award (in court):* \$134,125
 Average FCHR mediation: - \$14,758
 Average saved through mediation: \$119,367
 Number of mediation resolutions: x 727
COST SAVINGS TO BUSINESS: \$86,779,809

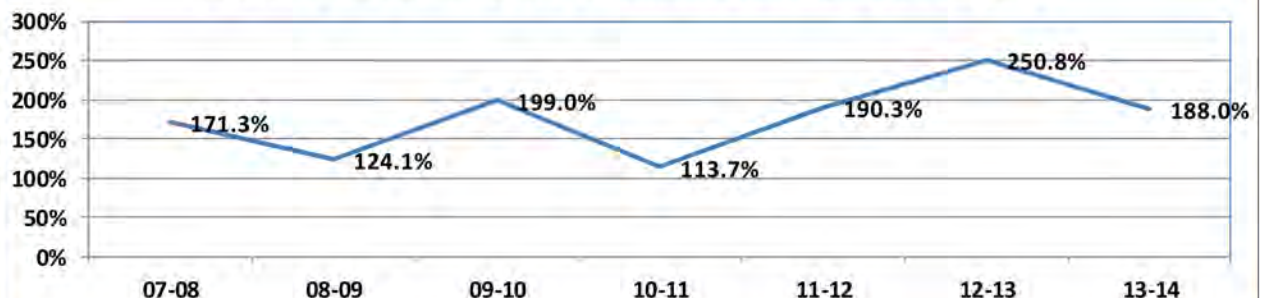
FCHR BUDGET/FTEs

2013-2014	\$ 4,214,875	50.5
2012-2013	\$ 4,003,498	48.5
2011-2012	\$ 3,881,248	48.5
2010-2011	\$ 4,355,259	53.5
2009-2010	\$ 4,337,704	55.5
2008-2009	\$ 5,013,681	60.5
2007-2008	\$ 5,827,845	64.0

Note: Does not include potential litigation costs avoided as a result of FCHR's timely closure of 6,871 "no cause" cases over the 7-year period

*Bureau of Justice Statistics, U.S. Department of Justice, for 2006 discrimination cases; does not include attorney fees or court costs

FCHR's Return on Investment (ROI) - 2007-2014



ROI = Annual Cost Avoidance - FCHR Annual Budget / FCHR Annual Budget
 (where Annual Cost Avoidance = \$134,125 - Average annual mediated settlement amount x # of successful mediated resolutions)

FY 2013-14 - By the Numbers

Incoming Cases

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2013-14	1,070	68	87	1,225	125	1,350

Cases Resolved

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
FY 2013-14	1,098	70	61	1,229	181	1,410

Average Length of Investigation

	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2013-14	164	182	127	185	114	139

Average Length of Cases Resolved Within Statutory Compliance

180 days - Employment /Public Accommodations
 90 days - Whistle-blower
 100 days - Housing

	Emp.	P.A.	W.B.	All Emp.	Housing	Total Avg.
FY 2013-14	59%	68%	19%	48%	64%	56%



Employment Cases by Resolution Type FY 2013-14

No Cause Finding Issued	851
Cause Finding	159
Settlements w/Benefits	57
Withdrawals w/Benefits	43
Admin: Withdrawals w/o Benefits	39
Admin: No Jurisdiction	14
Admin: Notice of Right to Sue	61
Admin: Filed Suit	0
Admin: Failure to Cooperate	0
Admin: Other Type of Closure	5
Total	1,229

Housing Cases by Resolution Type FY 2013-14

No Cause Finding Issued	128
Reasonable Cause Finding Issued	11
Successful Conciliations	2
Withdrawals w/Benefits	12
Admin: Withdrawals w/o Benefits	7
Admin: No Jurisdiction	0
Admin: Failure to Cooperate	0
Admin: Other Type of Closure	21
Total	181

2013-14 - By The Numbers

Continued...



Cases Received by Type of Bases - FY 2013-14

	Age	Color	Disability	Fam./ Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
FY 2013-14	309	67	401	15	130	403	43	554	367	2,325

EEOC Contract - FY 2013-14

Cases Submitted for Credit	765 of 750
Total %	As of September 1, 2014 102%

Total Number of Inquiries and Investigations - FY 2013-14

(Long-Range Performance Plan [LRPP] Measure)

	Employment	Housing	
Completed Investigations (all units)	1,229	181	1,410
Intake Closures + Referrals	410	119	529
Technical Assistance (CMS) + Deferrals	966	7,809	8,775
Total Investigations + Inquiries			10,714



FY 2012-13 & 2013-14 Comparisons

Top 10 Counties for Employment & Housing FY 2012-13

Top 10 Emp./PA/WB Counties FY 2012-13	
County	# Cases
Leon	240
Orange	113
Escambia	75
Volusia (tie)	62
Bay (tie)	59
Alachua	56
Seminole (tie)	50
Polk (tie)	50
Okaloosa (tie)	49
Duval	36

Top 10 Housing Counties FY 2012-13	
County	# Cases
Miami-Dade	39
Bay	19
Orange	15
Brevard	13
Sarasota	12
Broward	10
Seminole	9
Collier	7
Volusia (tie)	6
Polk (tie)	6

Top 10 Counties for Employment & Housing FY 2013-14

Top 10 Emp./PA/WB Counties FY 2013-14	
County	# Cases
Leon	304
Orange	210
Duval	153
Escambia	128
Hillsborough	113
Palm Beach (tie)	93
Broward (tie)	93
Bay	89
Miami-Dade	84
Seminole	62

Top 10 Housing Counties FY 2013-14	
County	# Cases
Miami-Dade	43
Broward	15
Hillsborough (tie)	10
Brevard (tie)	10
Leon (tie)	9
Collier (tie)	9
Okaloosa (tie)	8
Lee (tie)	8
Sarasota (tie)	8
Orange (tie)	7

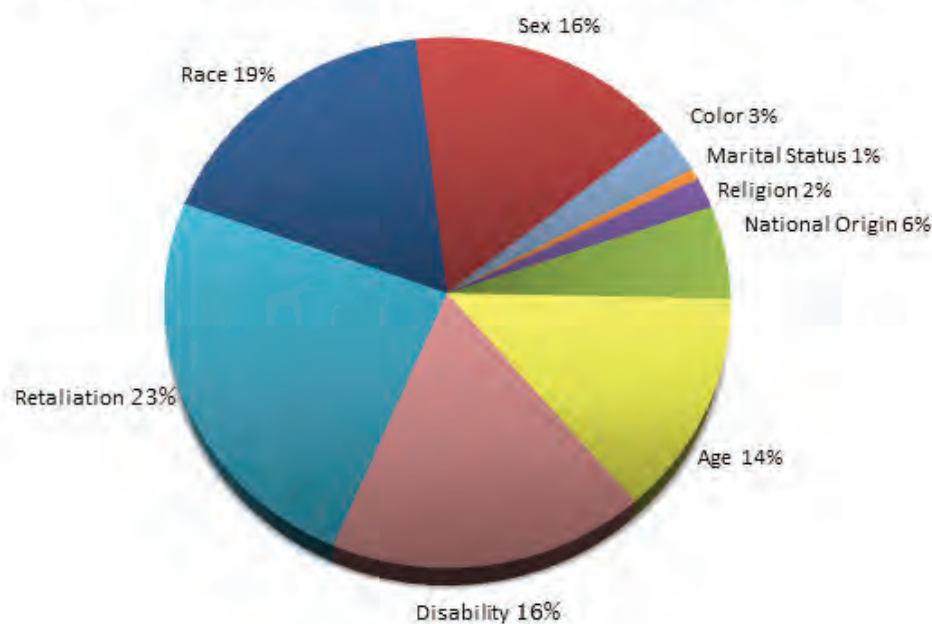
Housing Cases Resolved by Basis Type

FY 2013-2014	
Race	43
Sex	22
National Origin	25
Religion	10
Retaliation	16
Familial Status	19
Color	9
Disability	151
Total Bases:	295

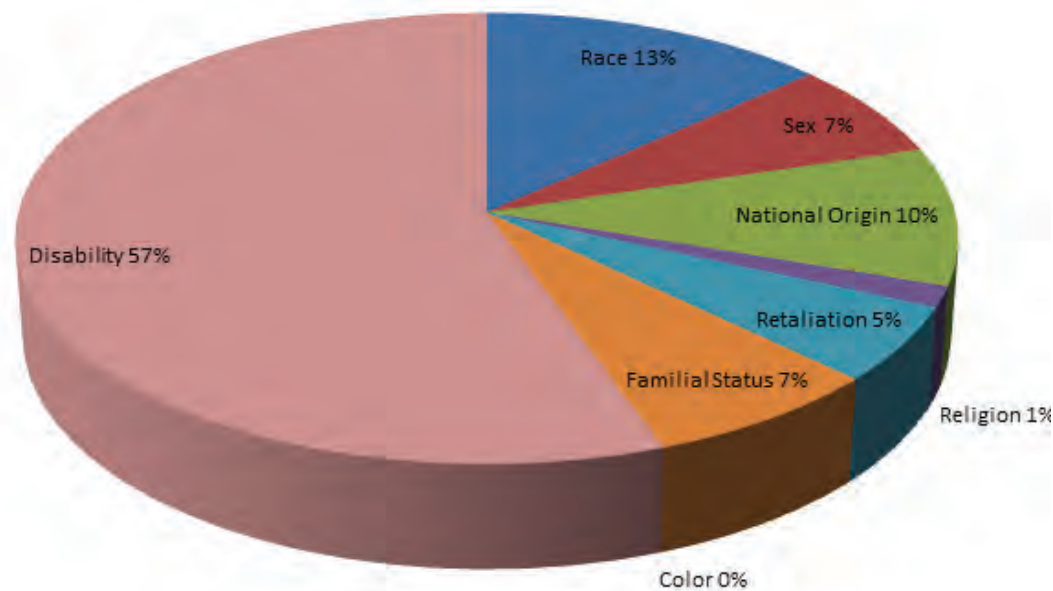
Employment, P.A., & W.B. Cases Resolved by Basis Type

FY 2013-2014	
Race	406
Sex	378
National Origin	119
Religion	47
Retaliation	565
Marital Status	10
Color	46
Age	303
Disability	432
Total Bases:	2,306

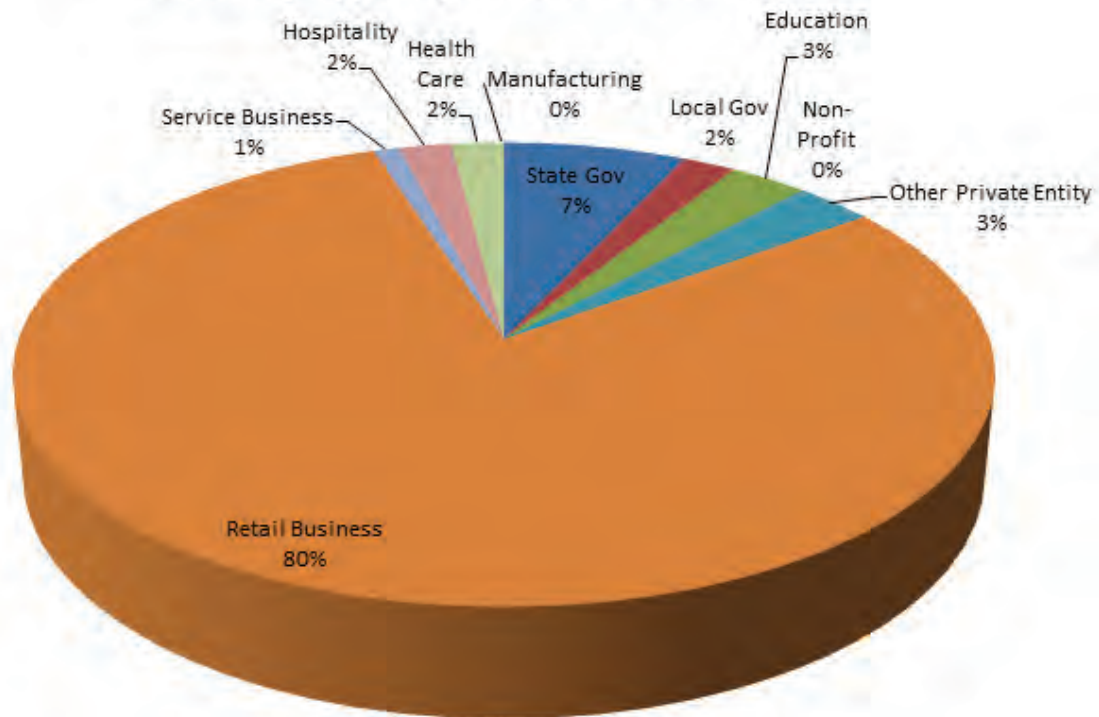
Employment Cases by Basis/Resolution Type FY 13-14



Housing Cases by Basis/Resolution Type FY 13-14



Industry Type by Distribution FY 13-14





Sampling of Commission Cases

Housing-Disability

A disabled man requested and obtained permission from his landlord to live with a service animal in his condominium. The owners of the condominium issued a letter to the man requiring him to use the service elevator rather than the passenger elevator like other residents when his service animal was with him. **RESULT:** The Commission found reasonable cause that the condominium owners discriminated against the disabled man due to his handicap.

Employment-Disability

A company hired a housekeeper and her duties included dusting, washing dishes, making beds, doing laundry, sweeping, mopping, etc. Shortly after being hired, the woman contracted a bacterial infection that caused her to be out of work. Once she recovered, the woman was terminated because the employer felt that her immune condition made her unsuitable for the work. **RESULT:** The employer admitted that it considered the woman to be contagious and decided she would not be a candidate to continue working because her allergy had not changed. The Commission found reasonable cause based on disability.

Employment-Sex

A woman, who was a nurse, alleged that she was harassed because of her sex when her direct supervisor approached her from behind, hugged her and fondled her breasts. The woman said she reported the behavior to her supervisor, but nothing was done to remedy the situation, so she resigned due to the sexually aggressive environment. During the investigation, it was found that the employer had no means by which employees could report sexual harassment and there were no policies or procedures related to harassment or discrimination. **RESULT:** The Commission

found reasonable cause based on sex and harassment allegations.

Employment-Race

An employee, who worked his way up from a laborer to foreman, alleged that his supervisor repeatedly said the word “n****r” during working hours, despite the employee’s requests that the term not be used around him. The employee reported the behavior to the president of the company; four days later the employee was terminated. **RESULT:** The Commission found reasonable cause that the employee was discriminated against based on his race and was retaliated against for engaging in a protected activity.

Employment-Age

A 66-year old female secretary alleged that her supervisor would make rude and unwanted remarks regarding her age. He often called her “the old lady” and told her that she “eats old people stuff.” **RESULT:** Statements made by witnesses supports the Commission’s finding of reasonable cause that the secretary endured a history of inappropriate age-related remarks on a continuous basis by members of management.

Public Accommodation-Race

A family reunion consisting of over 50 black individuals was being held at a hotel. Several party members became involved in an altercation, after which all of the party members - including those who had been resting quietly in their rooms - were instructed to leave the hotel. **RESULT:** The inconsistency of facts and statements from the hotel employees supported the Commission’s finding of reasonable cause.

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 maximize outreach and educational efforts by offering training in the areas of fair housing, employment discrimination, sexual harassment, complaint process and the benefit the Commission provides 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:

- Fair Housing Investigation in a Nutshell;" Tampa
- Understanding Discrimination for HR Professionals;" Tallahassee
- Fair Housing Training (homeowners association requirement from settlement agreement with Department of Justice); River-view (Hillsborough County)
- Second Statewide Human Trafficking Summit; in partnership with the Florida Department of Juvenile Justice and the Interagency Workshop on Human Trafficking (FCHR acknowledged as a supporter); Tampa
- AFMA Conference, Presentation by Executive Director to Conference Attendees (telephonic presentation)
- Philippines Human Rights Workers; Lunch and Tour of Commission and Presentation by FCHR Staff (outreach efforts, training, Hall of Fame, how the Commission operates, our Commissioners); Tallahassee
- Fair Housing Training for Volunteers of America (operates two properties administered by the Veterans Administration); Tallahassee
- MLK Festival "Be the Change...Live the Dream," FCHR Education and Outreach Table; Tallahassee
- Fair Housing Presentation by Commissioner Valle, Downing Frye-Realty, Inc.; Naples
- Presentation by Executive Director to the "I Heard Your Cry" non-profit association; Tallahassee
- Fair Housing Enforcement for Public Sector Attorneys; Tampa
- Fair housing workshop at "I Heard Your Cry" non-profit association; Tallahassee
- FSU Pro Bono Fair (FCHR legal staff); Tallahassee
- Fair Housing Workshop, Pinetta Elementary School; Madison County
- Fair Housing Summit Presentation; Orlando
- Fair Housing Training for Capital City Apartment Association; Tallahassee
- Haitian Festival, in partnership with the City of Orlando Office of Community Affairs and Human Relations; Orlando





Florida Civil Rights Hall of Fame

Florida Civil Rights Hall of Fame: ~Once again, the gathering was a great success~

“Many individuals have made a positive impact on the civil rights movement in Florida, and it brings me great pride to once again recognize them by the induction to the Florida Civil Rights Hall of Fame. As someone who has personally and professionally benefited from the works of these pioneers, I join Lt. Governor Lopez-Cantera in recognizing their contributions that improved our state and country for the better.”- Michelle Wilson, Executive Director of the Florida Commission on Human Relations.

On May 14, 2014, Lt. Governor Carlos Lopez-Cantera honored this year’s inductees into the Florida Civil Rights Hall of Fame during a ceremony in the Cabinet Meeting Room at the Florida State Capitol.

Robert B. Hayling, James Weldon Johnson and Asa Philip Randolph were this year’s inductees. Governor Scott chose these three individuals from a list of distinguished nominees submitted by the Florida Commission on Human Relations for their significant contributions to the improvement of life for minorities and all citizens of the great state of Florida.

The ceremony was opened up by Shonda Knight, co-anchor at WCTV in Tallahassee, followed by the invocation presented by Reverend Dr. Joseph T. Wright, Pastor of Jerusalem Baptist Church. After Leon High School Marine Junior Reserve Officer Training Corp’s Presentation of Colors, the Pledge of Allegiance was led by Miss Addison Snipes, followed by America the Beautiful performed by Omega Forbes. Dr. Reginald Ellis, Assistant Professor of History, Florida A&M University, was the keynote speaker. Lt. Governor Lopez-Cantera presented commemorative letters and plaques to Dr. Robert B. Hayling; Lisa Ransom (on behalf of James Weldon Johnson); and Charles Spencer (on behalf of Asa Philip Randolph).

As authorized in Florida law, the Governor is to select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations. The Commission encourages Floridians to nominate individuals who have made significant contributions and provided leadership toward Florida’s progress and achievements in civil rights.



2014 Legislative Review

Pregnancy Discrimination - This past legislative session, pregnancy discrimination was the Commission's top legislative priority. HB 105 by Representative Lori Berman (D-Boynton Beach) and SB 220 by Senator Geraldine Thompson (D-Orlando) made discrimination based on pregnancy in areas of employment and public accommodations a prohibited act under the Florida Civil Rights Act of 1992 (FCRA). The bills progressed throughout the legislative process until the very end of session, voted out of seven legislative committees and by the full Senate. On April 17, 2014, several weeks before the end of the 2014 legislative session, the Florida Supreme Court ruled that the FCRA did, indeed, provide protection for pregnancy-related discrimination. The sponsors of the legislation, FCHR staff, other champions and proponents of the bill and several key legislators fought to have the court opinion codified in law by enacting HB 105/SB 220. However, the House Rules Committee did not place the bill on the House Special Order Calendar, which would have allowed the bill to be taken up for a full House vote. Therefore, neither bill was enacted by the Legislature. Given the decision of the Florida Supreme Court, however, pregnancy discrimination is now deemed a prohibited act under FCRA.

Planning for the Future



- 1. Continue to conduct thorough, high-quality and timely investigations of discrimination complaints:**
 - Utilizing innovative management approaches
 - Offering voluntary mediation services for mutually acceptable and speedier resolutions
 - Ensuring timely case closure to help avoid costly litigation for the parties
- 2. Promote greater public understanding of discrimination issues and laws and engage community members and leaders to address inter-group tensions and discrimination:**
 - Providing education and outreach opportunities 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 governmental agencies is critical to reaching those most in need of our services
- 3. Promote public confidence in Commission services through excellent Customer Service:**
 - Improving customer service efforts and outcomes through staff training, continuing education and the use of technology
 - Ensuring even greater managerial efficiency, effectiveness and accountability, while operating under the FCHR Governance Policy
 - Ensuring 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 records

COMMISSIONERS

2013-2014



Gilbert Singer,
Chairman
Tampa



Michael Keller,
Vice Chairman
Tampa



Gayle Cannon
Lake City



Dr. Donna Elam
Orlando



Dr. Onelia Fajardo-Garcia
Miami



Dr. Elena Flom
Cocoa Beach



Rebecca Steele
Jacksonville



Billy Whitefox Stall
Panama City



Derick Daniel
Tallahassee



Tony Jenkins
Lake Mary

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

For those with communication impairments:

The Florida Relay Service Voice (statewide): 711

TDD ASCII: 1-(800) 955-1339

TDD Baudot: 1-(800) 955-8771

2015 FCHR ANNUAL REPORT

PERIOD: *July 1, 2014 - June 30, 2015*

STATE: FL

AGENCY: Florida Commission on Human Relations

PAGES: 24

WEBPAGE: TextBookDiscrimination.com/Reports/FL/FCHR/Annual/2015



Annual Report

2014-2015: A Fiscal Year in Review



Florida Commission on Human Relations



Our Mission

To prevent unlawful discrimination by ensuring that all people in Florida are treated fairly and have access to opportunities in employment, housing and certain public accommodations; and to promote mutual respect among groups through education and partnerships



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Our Vision

To serve as the foremost resource on human relations for the state of Florida.



Core Values

- Every individual is to be treated with dignity and respect.
- The service we provide is impartial and high-quality.
- Communication with the public is open and honest.
- Everyone -- accuser and accused alike -- is entitled to fair consideration and equal treatment.



United in One Goal:
Equal Opportunity and Mutual Respect

Message from our Leadership

FAIR TREATMENT, EQUAL ACCESS AND MUTUAL RESPECT ARE THE BENCHMARKS OF THE COMMISSION'S COMMITMENT TO THE PEOPLE OF FLORIDA.

For 46 years, the Florida Commission on Human Relations has steadfastly reinforced its mission to prevent discrimination in employment, housing and certain public accommodations.

The Commission continually strives to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all, and that everyone is treated fairly and equally without regard to gender, color, race, national origin, religion, age, disability or familial or marital status.

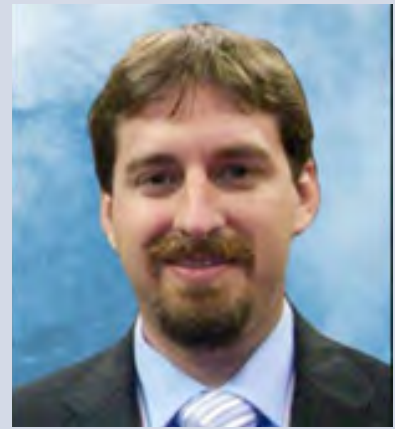
Under the enthusiastic leadership of our appointed Commissioners, the Commission has an outstanding track record of success and accountability. We are continually maximizing our efforts -- doing more with less -- to meet the constantly-changing needs of the Sunshine State.

With the continued hard work of our productive and innovative staff, we are Florida's leading resource in human rights -- a state leader for our increasingly diverse state. Fair treatment, equal access and mutual respect are the benchmarks of the Commission's commitment to the people of Florida. We are committed to helping build and maintain sustainable, inclusive and peaceful communities across the entire state.

We want to extend our thanks to the Florida Commission on Human Relations team for their continued hard work, diligence and enthusiasm towards serving all Floridians. Without them and their efforts, the accomplishments highlighted in this document could not have been achieved.

Michael Keller
Chair

Michelle Wilson
Executive Director



Role of the Commission

THE FLORIDA COMMISSION ON HUMAN RELATIONS CONTINUE TO BE AN INVALUABLE RESOURCE



*FCHR has **investigated**
more than
76,000
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Whatever the final outcome of the case, the Commission provides an important service to all parties involved:

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- 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 case-loads on crowded court dockets and even helps state agencies avoid costly litigation resulting from state employee discrimination claims.

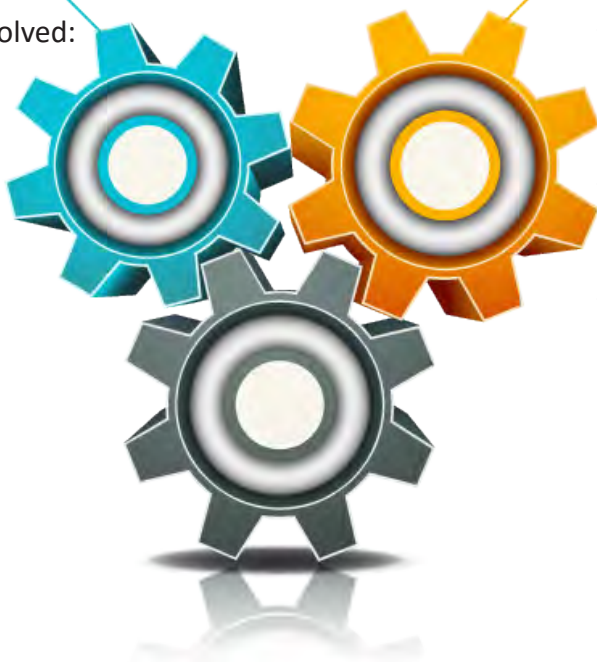




FY 2014-2015 Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
1,372 (received)
1,205 (resolved)



Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: 71% (overall) (Standard: 75%)
- Number of inquiries/investigations: 9,994 (Standard: 10,000)
- Percent of determinations upheld by DOAH: 91.7% (Standard: 80%)

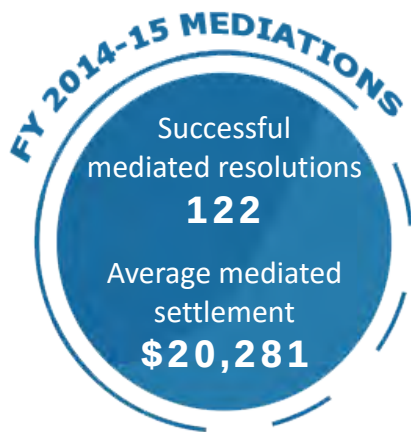
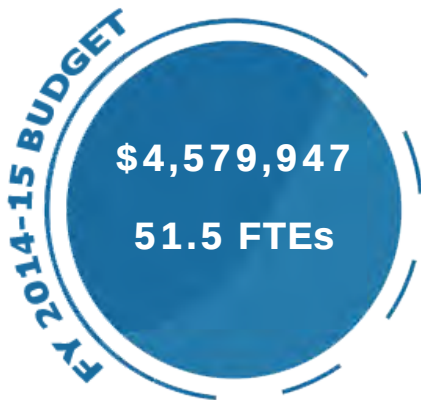
2015 Return on *Investment* (ROI)

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 17 million in avoided litigation expenses. For FY 2014-15, the Return On Investment (ROI) was 286% - which means that for every \$1 the state provides in FCHR's annual budget, the Commission has returned an additional \$2.86 to the state through its successful mediation alone!

ROI / COST AVOIDANCE CALCULATION



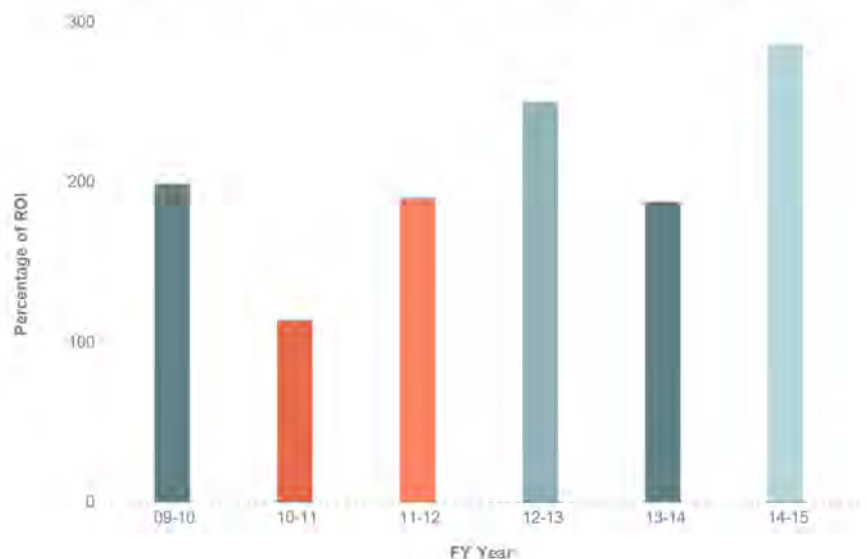
FY 2014-15 COST AVOIDANCE ESTIMATE

Average court-awarded damages*	\$165,144
Average FCHR mediation settlement	- \$20,281
Average avoided cost per mediation	\$144,863
Number of mediated resolutions	x 122
TOTAL COST AVOIDED	\$17,673,286

Note: Does not include potential litigation costs avoided as a result of FCHR's timely closure of 588 "no cause" cases during the past 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.*

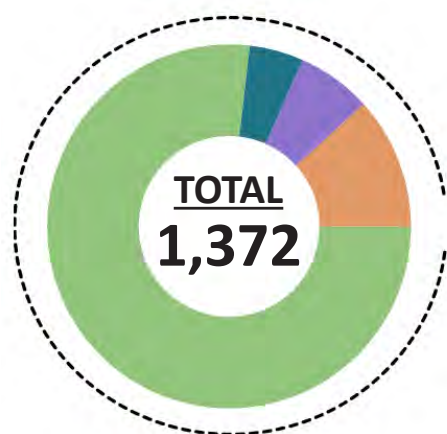
FCHR's Return On Investment (ROI) 2009-2015



FY 2014-15 - By the Numbers

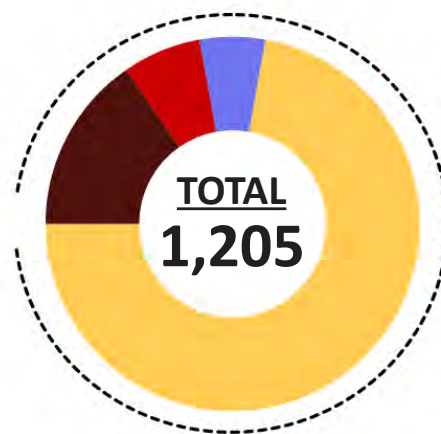


Incoming Cases



1054	Emp.	870
66	P.A.	68
91	W.B.	82
1211 Sub-Total 1020		
161	Housing	185

Cases Resolved



Average Length of Investigation (days)

164



145



130



161



74



148

TOTAL

72%

74%

28%

68%

92%

71%

Average Percent of Cases Resolved Within Statutory Compliance

180 days - Employment / Public Accommodations
100 days - Housing
90 days - Whistle-blower



**Employment Cases
by Resolution Type
FY 2014-15**

Employment Cases by Resolution Type	
No Cause Finding Issued	645
Cause Finding	147
Administrative Closures	228
Total	1,020

**Housing Cases
by Resolution Type
FY 2014-15**

Housing Cases by Resolution Type	
No Cause Finding Issued	123
Cause Finding	0
Administrative Closures	62
Total	185

**Cases Received by Type of Bases
FY 2014-15**

Age	295
Color	89
Disability	485
Fam. / Mar	37
Nat. Origin	157
Race	400
Religion	53
Retaliation	655
Sex	374
Total Basis	2,545

Total Number of Inquiries and Investigations - FY 2014-15
(Long-Range Performance Plan [LRPP] Measure)

	Employment	Housing	
Completed Investigations	1,020	185	1,205
Intake Closures + Referrals	194	152	346
Technical Assistance (CMS) + Deferrals	1,210	7,233	8,443
Total Inquiries + Investigations			9,994



FY 2014-15 - By the Numbers

CONTINUED...

Top 10 Counties for Employment, Public Accommodations (PA), Whistle-blower (WB) & Housing

FY 2013-14 & 2014-15 Comparisons

Top 10 Emp./PA/WB Counties FY 2013-14	
County	# Cases
Leon	304
Orange	210
Duval	153
Escambia	128
Hillsborough	113
Palm Beach (tie)	93
Broward (tie)	93
Bay	89
Miami-Dade	84
Seminole	62

Top 10 Housing Counties FY 2013-14	
County	# Cases
Miami-Dade	43
Broward	15
Hillsborough (tie)	10
Brevard (tie)	10
Leon (tie)	9
Collier (tie)	9
Okaloosa (tie)	8
Lee (tie)	8
Sarasota (tie)	8
Orange (tie)	7

Top 10 Emp./PA/WB Counties FY 2014-15	
County	# Cases
Leon	258
Orange	242
Duval	149
Escambia	113
Palm Beach	105
Miami-Dade	101
Hillsborough	91
Bay	81
Broward	76
Pinellas	70

Top 10 Housing Counties FY 2014-15	
County	# Cases
Miami-Dade	47
Hillsborough	24
Orange	17
Broward	13
Collier	11
Sarasota	9
Seminole	8
Leon	7
Polk	7
Lee	6

**Housing Cases Resolved by Basis Type
FY 2014-15**

Disability	117
Race	46
Familial Status	22
National Origin	20
Sex	18
Retaliation	15
Color	6
Religion	6
Total Bases:	250

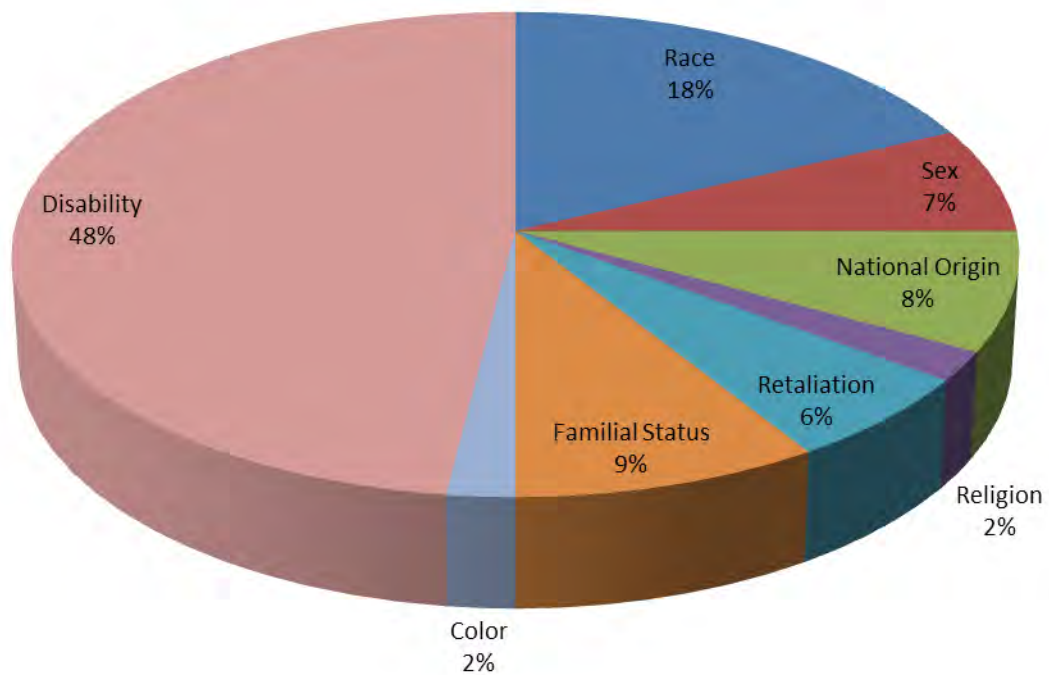
**Employment, Public Accommodations and
Whistle-blower Cases Resolved by Basis Type
FY 2014-15**

Retaliation	573
Disability	364
Race	346
Sex	340
Age	287
National Origin	115
Color	73
Religion	33
Marital Status	23
Total Bases:	2,252

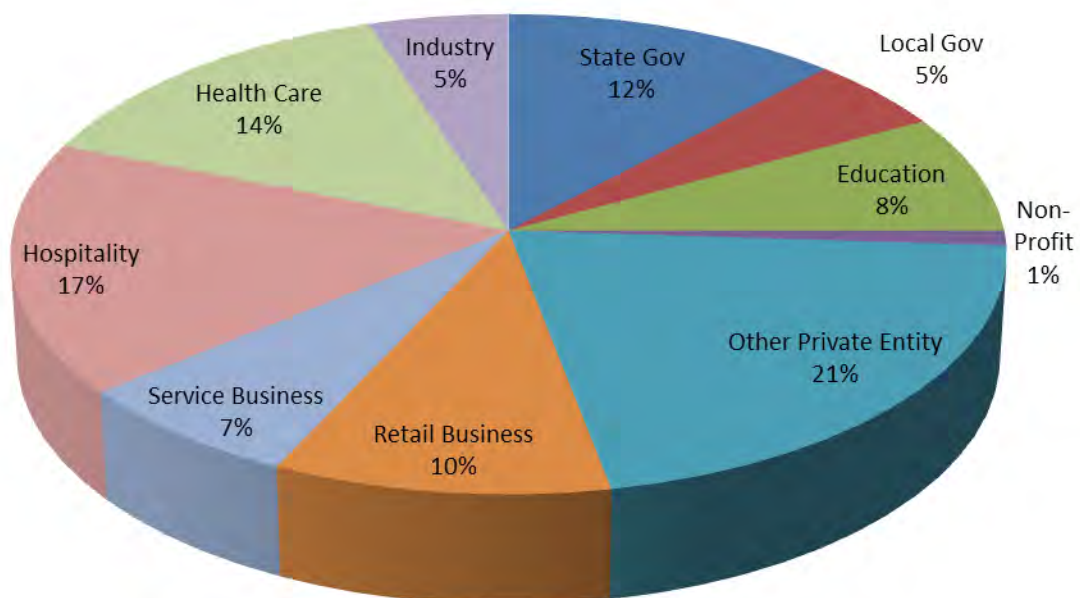


“Fair treatment, equal access and mutual respect are the benchmarks of the Commission’s commitment to the people of Florida”

Housing Cases by Resolution Type FY 2014-2015

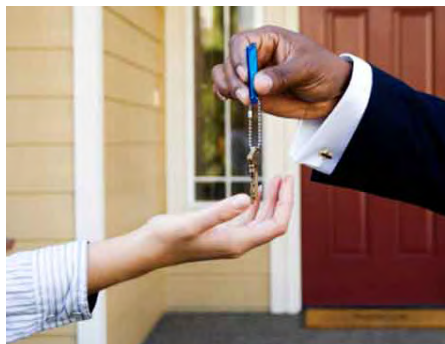


Industry Type by Distribution FY 2014-2015



Sampling of *Commission Cases*

UNITED IN ONE GOAL: EQUAL OPPORTUNITY AND MUTUAL RESPECT



HOUSING - DISABILITY

A disabled Complainant received a Housing Choice Voucher for a one-bedroom unit on the third floor. Complainant submitted a doctor's note to the housing authority stating the medical need for a live-in aide and requesting a reasonable accommodation for a two-bedroom unit on the first floor. Additionally, the Complainant's daughter submitted several other disability certifications. The housing authority, using its process for considering reasonable accommodation requests, provided the Complainant with a reasonable accommodation packet to complete. The housing authority ultimately denied the requested accommodation because it indicated that Complainant failed to complete the entire packet of information. **RESULT:** The Commission found reasonable cause because the information submitted by Complainant was sufficient to show that he is disabled and that the accommodation was necessary.



WHISTLE-BLOWER RETALIATION

Complainant participated in an investigation conducted by Respondent's Office of Inspector General relating to a whistle-blower activity. Two months later, Respondent terminated Complainant's employment due to, as Respondent indicated, "excessive absenteeism". Documentation of four unscheduled absences was submitted, but the form indicated that although the leave was not planned, it had been approved by the Complainant's supervisor. **RESULT:** The Commission issued a fact-finding report indicating that the Respondent failed to demonstrate that Complainant's absences were excessive, that the Respondent had followed a progressive discipline policy or that the Complainant's termination was justified under the circumstances.



EMPLOYMENT - RELIGION

Complainant requested to be allowed to be away from work to attend mass, which Respondent allowed at the time of the request. Soon thereafter, Respondent began reducing Complainant's work hours, giving him every Friday off prior to the slow season. Complainant alleged that he was constructively discharged because of his continued reduction in hours. He also received a written warning with several work deficiencies without evidence of prior notice and was locked out of the refrigerator. **RESULT:** The Commission found reasonable cause because there was no evidence that the Complainant was disciplined or coached for work deficiencies prior to requesting a religious accommodation.

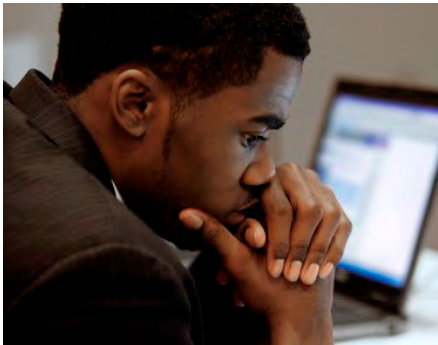
Sampling of *Commission Cases*

CONTINUED...



EMPLOYMENT - AGE

A 58-year old Complainant was laid off. Respondent claimed that a younger manager was better suited for the position that Complainant had previously held. Evidence, however, showed that the younger employee had less experience than the Complainant in managing the appropriate department. Respondent offered Complainant the opportunity to think about another position, but never actually offered the Complainant another position. **RESULT:** The Commission found reasonable cause.



EMPLOYMENT - RACE

Complainant (black) was terminated for paying for moon pies after he had already eaten them. Another employee (white) had received more disciplinary write-ups than the Complainant, but was not disciplined or terminated as Complainant was. Respondent failed to provide any evidence to refute the differential treatment between the two employees. **RESULT:** The Commission found reasonable cause.



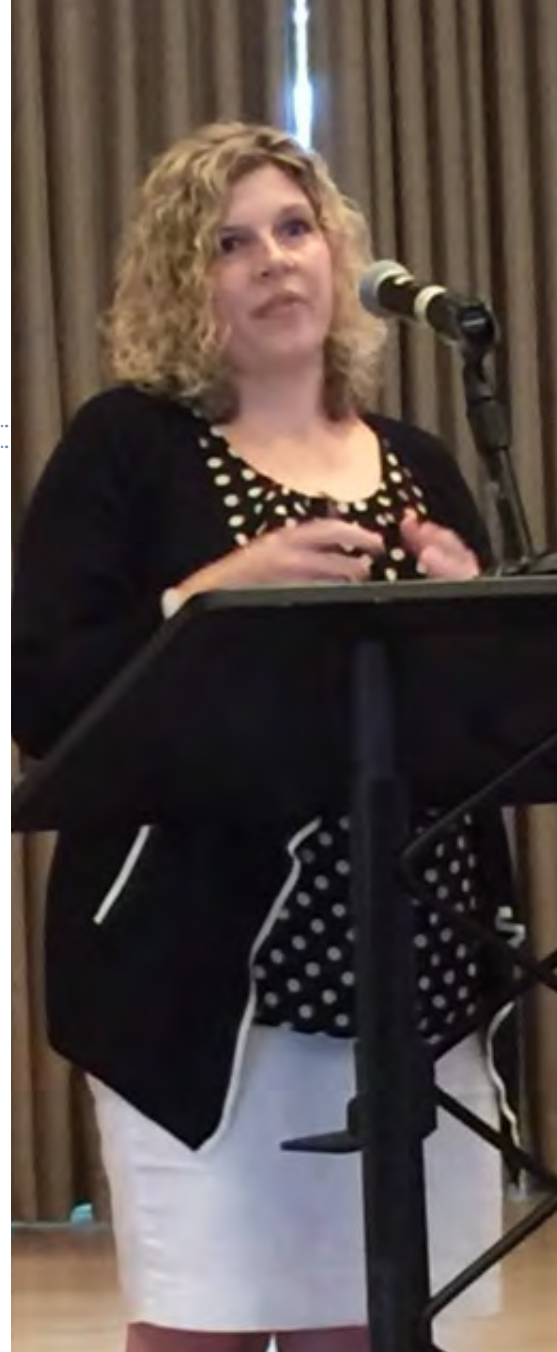
FCHR Reaches Out to Floridians

FCHR CONTINUES TO MAKE ITS PRESENCE FELT IN THE SUNSHINE STATE

The FCHR continues to make its presence known throughout the Sunshine State. Even without a Community Relations Services unit, FCHR staff has continued to maximize 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 benefit the Commission provides 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:

- EEOC Tampa 50th Anniversary Celebration-Tampa: Commission Singer
- Fair Housing Seminar for the Capital City Apartment Association (scheduled)
- FAMU Management Seminar 2015
- FCHR Capitol for a Day Event in Tallahassee
- Fair Housing Training in Pensacola
- Fair Housing Summit in Orlando
- Fair Housing Training in Sarasota
- City of Tallahassee Comprehensive Housing Workshop
- FSU Pro Bono Fair
- Fair Housing and Foreclosure workshop-Tallahassee
- Meeting with Tallahassee Mayor Marks
- Florida First Capital Finance Corporation, Inc.
- Palmetto Mobile Home Club, Inc.
- FAHRO Training
- Catholic Charities of Central Florida
- Florida Realtors Association
- 8th Annual ACCORD Freedom Trail Luncheon commemorating the 50th Anniversary signing of the landmark Civil Rights Act of 1964 - St. Augustine: Commissioner Steele



*FCHR staff cross the state to explain how the **Commission** serves as the foremost resource on **human relations** for the state of Florida.*



FCRHOF, the gathering was a great success~

"Many individuals have made a positive impact on the civil rights movement in Florida, and it brings me great pride to once again recognize them by inducting them into the Florida Civil Rights Hall of Fame. As someone who has personally and professionally benefited from the works of these pioneers, I join all Floridians in distinguishing the contributions of these heroes who led the way in improving our state and country for the better."- Michelle Wilson, Executive Director of the Florida Commission on Human Relations.

On May 13, 2015, Reubin O'D Askew, Edward Daniel Davis and Sallye Brooks Mathis and were officially inducted into the Florida Civil Rights Hall of Fame for 2015.

Reubin O'D Askew (1928-2014)--Reubin O'Donovan Askew was born in 1928 in Muskogee, Oklahoma. In 1937, he moved with his mother and five siblings to Pensacola, Florida. Mr. Askew served in two branches of the United States military, in both houses of the Florida Legislature, through an unprecedented two terms as Governor, as United States Trade Ambassador and as an Eminent Scholar in Florida Government and Politics at Florida State University. During his tenure as Florida's 37th Governor, he became known as a progressive reformer for his forward-thinking leadership on civil rights, tax reform, judicial and executive reorganization and open accountable government. While serving in the Governor's Office, he brought African Americans more fully into state government leadership. In 1971, Governor Askew appointed Athalie Range as Secretary of the Department of Community Affairs, making her the first African American since Reconstruction and the first woman ever to head a state agency in Florida. In 1975, he appointed Joseph Hatchett to the Florida Supreme Court; Hatchett was the first African American to serve on the state's highest judicial body. In 1978, Governor Askew appointed Jesse McCrary Jr., an African-American former assistant attorney general, to fill a vacancy in the office of Secretary of State; McCrary was only the second African American to serve in this position and in the

Florida Cabinet. In addition, Governor Askew appointed McCrary as well as Freddie Grooms, an African American professor, to the 1978 Constitution Revision Commission. In addition to many other honors and awards, in 1994, the Reubin O'D Askew School of Public Administration and Policy at Florida State University was named for him and the Reubin O'D Askew Institute on Politics and Society was established at the University of Florida.

Edward Daniel Davis (1904-1989)-- Edward Daniel Davis was born in Thomasville, Georgia and moved to Florida at an early age. An author, educator and businessman, Mr. Davis was best known for his unyielding civil rights crusades that helped desegregate the University of Florida, raise the salary of black teachers to the level of whites and increase black voter registration. He was educated at Paine College in Augusta, Georgia and Northwestern and Columbia universities. He worked as high school principals in St. Augustine, Tampa and Ocala from 1929 to 1942. He was fired as head of Howard Academy in Ocala in 1942 because he led the Florida State Teachers Association in a legal move to obtain equal pay for black instructors. Starting in 1949, he was instrumental in a nine-year fight that he called one of his "most frustrating experiences" to open the University of Florida School of Law to minority students. He founded the Florida Voters League, which was a key factor in black voter registration increasing from about 40,000 in the early 1960s to more than 300,000 in 1964. In 1978, he retired as president, yet remained board chairman, of the Central Life Insurance Company, the only black-owned insurance company in the state. In 1981 he published his book, *A Half Century of Struggle for Freedom in Florida*, a treatise on his civil rights battles. In 1986, he accepted the first Governor's Distinguished Black Floridian Award at a Martin Luther King Jr. observance in St. Augustine, Florida.

Sallye Brooks Mathis (1912-1982)--Sallye Brooks Mathis was born in Jacksonville, Florida on May 18, 1912. She received an Associate of Arts Degree from Bethune-Cookman University, went on to study at the Tuskegee Institute and graduated from the Florida Agricultural and Mechanical University. She enjoyed a 28-year career as a teacher in the Duval County Public School system, where she taught elementary school students and high school history at Matthew Gilbert High School. She served in the NAACP, leading voter registration initiatives and organizing local events, as well as served as a member of the League of Woman Voters. Her commitment to the cause of civil rights led the local NAACP Chapter to name an annual community service award in her honor. In 1967, she became one of the first women and African Americans elected to the Jacksonville City Council. While serving on the City Council, she initiated legislation for a Citizens' Police Review Board, free public toilets and equal job opportunities in public agencies. She also fought for reduced bus fares for senior citizens. Her service to education was recognized by the naming of a Jacksonville school, the Sallye B. Mathis Elementary School, in her honor.

As authorized in Florida law, the Governor is to select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations. The Commission encourages Floridians to nominate individuals who have made significant contributions and provided leadership toward Florida's progress and achievements in civil rights.





2015 Legislative Session in Review

- During the 2015 Legislative Session, the Florida Legislature passed the following bills that were of interest to the Commission:
- Pregnancy discrimination (HB 625/SB 982): Codifies (amends the Florida Statutes) the decision of the Supreme Court from 2014 that discrimination based on pregnancy is prohibited under the Florida Civil Rights Act. Applies to employment and public accommodations. (Ch. 2015-68, Laws of Florida)
- Service animals (HB 71/SB 414): Clarifies what constitutes a service animal (dog and miniature horse), provides penalties for persons interfering with the use of a service animal and provides penalties for someone who misrepresents the use or training of a service animal. (Ch. 2015-71, Laws of Florida)

Planning for the Future

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

In recent years, despite deep reductions in both staff and fiscal resources, the Commission has been able to utilize innovative management approaches to improve the timeliness and quality of discrimination complaint determinations and resolutions. This remains the Commission's top priority. The Commission's mediation services enable parties to resolve their disputes expeditiously and at a substantially reduced cost. The Commission's staff works diligently to meet statutory timelines for completing cases because failure to do so not results in delayed resolution for the parties and can potentially result in costly litigation for businesses. Future budget cuts will inevitably have an adverse impact on the Commission's ability to continue to conduct timely and quality investigations.

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***

Within budgetary and staff constraints, the Commission's units (Legal, Employment, Housing and the Office of 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 without extensive use of the Commission's limited budget dollars. Some 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; however, such efforts had to be significantly reduced over the past several years due to budget cuts.



- ***Communications***

During Fiscal Year 2014-15, the Commission continued to see an increase in media impressions, including print, television, radio, newsletter and electronic media outlets throughout the state. Topics covered included fair housing, elder discrimination, hate crimes, civil rights laws, sexual harassment, community events, the Florida Civil Rights Hall of Fame 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 Florida Civil Rights Hall of Fame, pregnancy discrimination, Fair Housing Month (April) and the 50th anniversary of the passage of the Civil Rights Act of 1964 (July). 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. Target 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 public governmental entities, elected officials, teachers and students at all educational levels. Over the next five years, the Commission anticipates, as resources allow, increasing media and communications outreach efforts to inform the public of its



Planning for the Future

CONTINUED...

services and describe human and civil rights issues in Florida by:

- Engaging in social media and online networks to develop partnerships with local organizations and engage community members and stakeholders;
 - Informing individuals, businesses, housing providers and 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;
 - Engaging the Legislature through dialogue and timely information.
- **Direct Support Organization (DSO)**
Pursuant to section 760.06(4), Florida Statutes, the Commission has the authority to accept gifts, bequests, grants or other payments, public or private to help finance its activities. Given this statutory authority, the Commission is considering the establishment of a Direct Support Organization (DSO) to assist it in achieving its mission of preventing discrimination in Florida. Since the loss of its Community Relations Services Unit as a result of position and budget cuts, the Commission has had few resources available to educate businesses, organizations and communities about discrimination laws and employer responsibilities. Training and outreach efforts could be offered on a much wider scale through grant dollars and donations. A DSO would give the Commission greater flexibility in its attempts to access private and public fund and grant opportunities that are not readily available to the Commission at present because of its governmental status. Successful creation of a DSO and future receipt of donated dollars would enable the Commission to engage in research, outreach and other innovative educational activities.

Promote public confidence in Commission services through excellent Customer Service:

- Improving customer service efforts and outcomes through staff training, continuing education and the use of technology
- Ensuring efficiency, effectiveness and accountability by operating under a Governance Policy model that requires setting annual goals and compliance assessments of goal achievement
- Complying with state public meetings and public records statutory mandates to provide for open and equal access to Commission operations and activities



Florida Commission on Human Relations

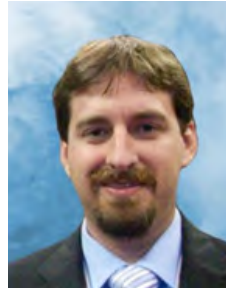
4075 Esplanade Way, Room 110
Tallahassee, FL 32399
Phone: (850) 488-7082
Toll-Free: 1-800-342-8170
Fax: (850) 488-5291

Web Site: <http://fchr.state.fl.us>

E-mail: fchrinfo@fchr.myflorida.com

For those with communication impairments:
The Florida Relay Service Voice (statewide): 711
TDD ASCII: 1-(800) 955-1339
TDD Baudot: 1-(800) 955-8771

COMMISSIONERS 2014-2015



Mike Keller,
Chairman
Tampa



Rebecca Steele
Vice Chair
Jacksonville



Derick Daniel
Tallahassee



Dr. Donna Elam
Orlando



J. Jeff Graber
Altamonte Springs



Tony Jenkins
Lake Mary



Jay Pichard
Tallahassee



Gilbert Singer
Tampa



Billy Whitefox Stall
Panama City



Sandra Turner
Oviedo

2016 FCHR ANNUAL REPORT

PERIOD: *July 1, 2015 - June 30, 2016*

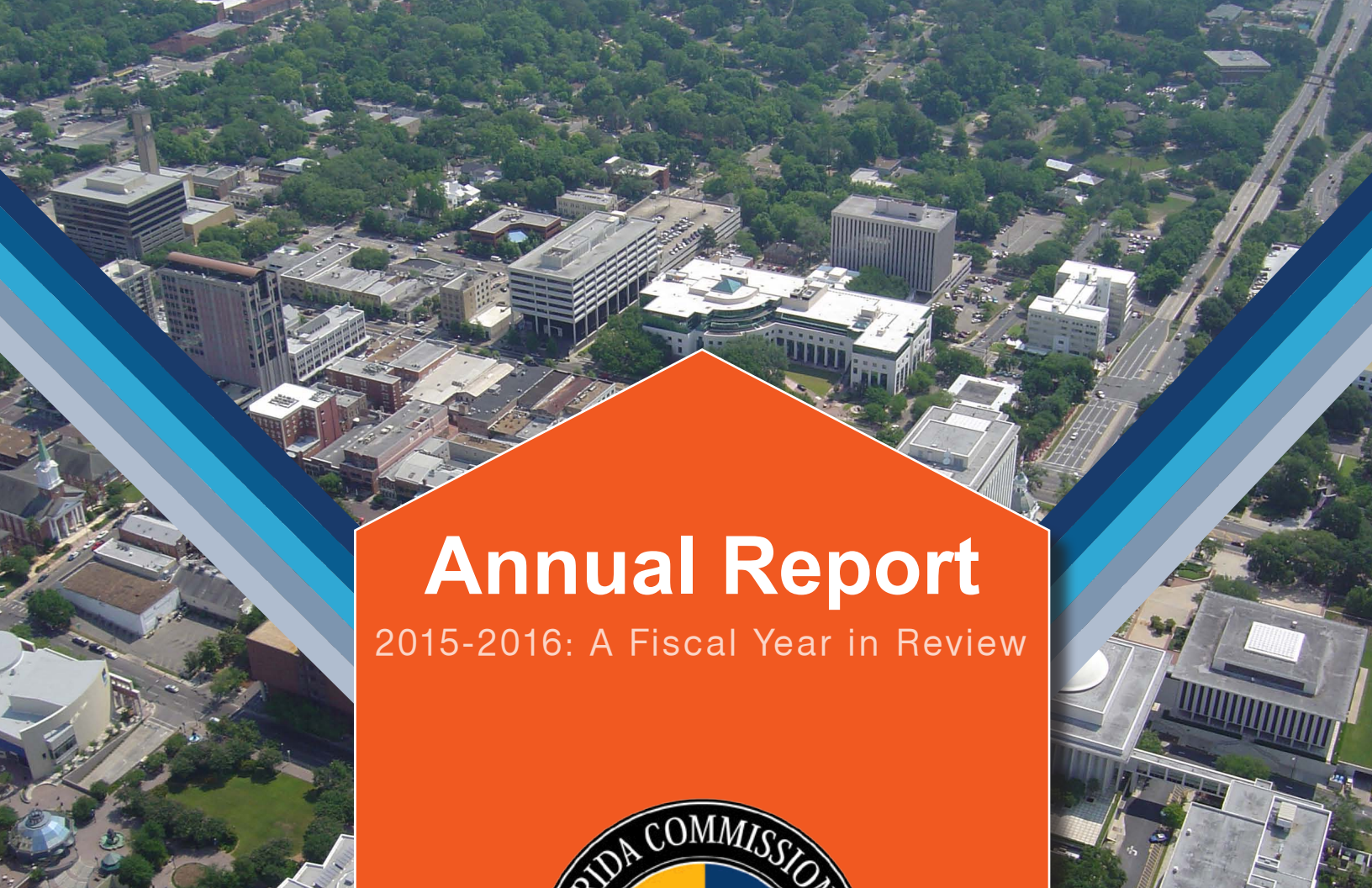
STATE: FL

AGENCY: Florida Commission on Human Relations

PAGES: 24

WEBPAGE: TextBookDiscrimination.com/Reports/FL/FCHR/Annual/2016





Annual Report

2015-2016: A Fiscal Year in Review



Florida Commission on
Human Relations



Our 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.



Our Vision

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



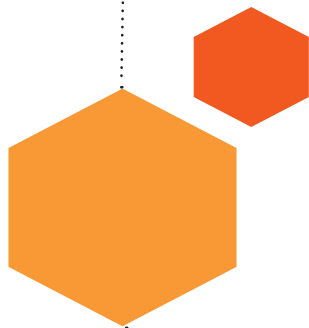
Core Values

- Integrity
- Accountability
- Motivation
- Fairness
- Communication
- Honesty
- Respect



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*United in One Goal:
Equal Opportunity and Mutual Respect*

Message from our Leadership

FAIR TREATMENT, EQUAL ACCESS AND MUTUAL RESPECT ARE THE BENCHMARKS OF THE COMMISSION'S COMMITMENT TO THE PEOPLE OF FLORIDA.

The Florida Commission on Human Relations continues to serve the citizens of the Sunshine State by maintaining a commitment to its mission to prevent discrimination in employment, housing and certain public accommodations.

The Commission works hard to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all. We believe that everyone should be treated fairly and equally without regard to sex, pregnancy, color, race, national origin, religion, age, disability or familial or marital status.

Under the fervent leadership of our appointed Commissioners, we continue to maintain an exceptional track record of success and accountability. For several years now, we have maximized our efforts -- doing more with less -- to meet the constantly-changing needs of our fair state.

With a steadfast commitment to hard work, our dynamic and innovative staff ensures that the Commission remains Florida's leading resource in human rights and a leader for our ever increasingly diverse state. 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 promote and maintain sustainable, inclusive and peaceful communities across the entire state.

We want to extend our thanks to the Florida Commission on Human Relations team for their continued hard work, diligence and enthusiasm toward serving all Floridians. Without them and their efforts, the endeavors highlighted in this document could not have been achieved.

Rebecca Steele
Chair

Michelle Wilson
Executive Director



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 more than 76,000 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 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.

*“The Commission’s activities are all directed toward a simple goal: **Eliminating conflict.**”*



FY 2015-2016

Performance Highlights



Incoming and Outgoing Case Statistics

- Cases received/resolved:
1,432 (received)
1,286 (resolved)



Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: 54% (overall) (Goal: 75%)
- Number of inquiries/ investigations: 13,424 (Goal: 10,000)
- Percent of determinations upheld by DOAH: 84.3% (Goal: 80%)

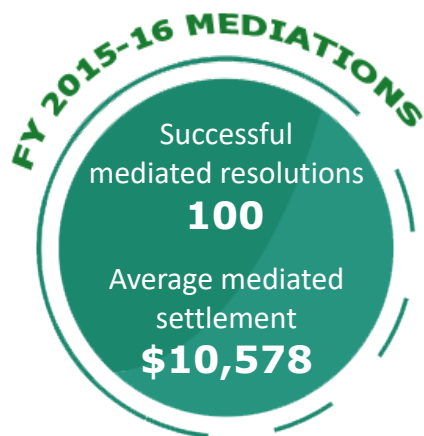
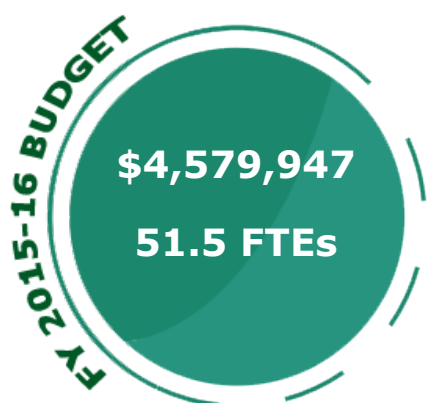
2016 Return on *Investment* (ROI)

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 \$15 million in avoided litigation expenses. For FY 2015-16, the Return On Investment (ROI) was 238% - which means that for every \$1 the state provides in FCHR's annual budget, the **Commission has returned an additional \$2.38 to the state through its successful mediations alone!**

ROI / COST AVOIDANCE CALCULATION

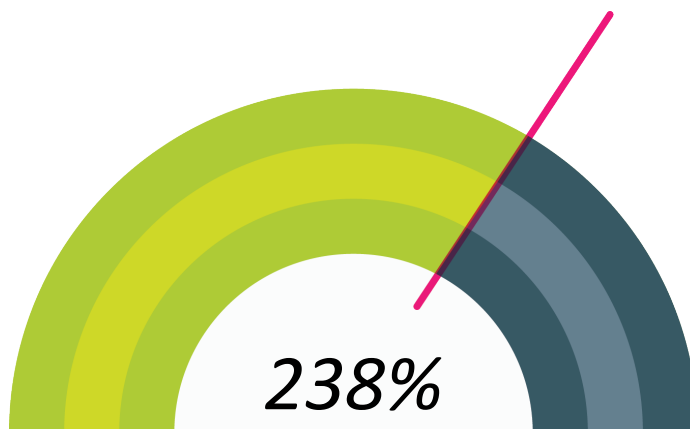


FY 2015-16 COST AVOIDANCE ESTIMATE

Average court-awarded damages*	\$165,144
Average FCHR mediation settlement	<u>- \$10,578</u>
Average avoided cost per mediation	\$154,566
Number of mediated resolutions	<u>x 100</u>
TOTAL COST AVOIDED	\$15,456,600

Note: Does not include potential litigation costs avoided as a result of FCHR's timely closure of 336 "no cause" cases during the past 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.*

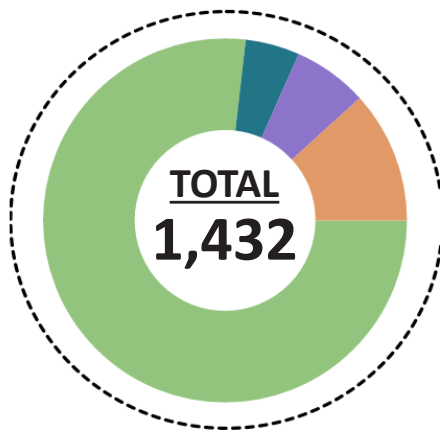


ROI is represented as a ratio of the benefits of a governmental program divided by its total cost (generally the program's annual budget). The formula for public sector **ROI is:** $ROI = (\text{net benefits} / \text{total cost})$. In order to derive net benefits, FCHR subtracted its annual budget from the annual cost avoidance (see orange box above). This difference (\$10,876,653) is then divided by FCHR's annual budget to get the ROI. $(ROI = \$15,456,600 - \$4,579,947 / \$4,579,947 = 2.38 \text{ or } 238\%)$

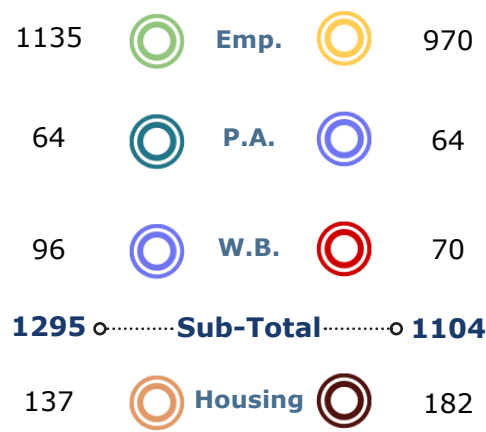
FY 2015-16 - By the Numbers



Incoming Cases



Cases Resolved



Average Length of Investigation (days)

200



172



206



200



92



148

TOTAL

45%

64%

21%

43%

73%

71%

Average Percent of Cases Resolved Within Statutory Compliance

180 days - Employment / Public Accommodations
100 days - Housing
90 days - Whistle-blower

Employment Cases* by Resolution Type FY 2015-16

Employment Cases by Resolution Type	
No Cause Finding Issued	737
Cause Finding	73
Administrative Closures	294
Total	1,104

**Includes employment, public accommodation and whistle-blower cases*

Housing Cases by Resolution Type FY 2015-16

Housing Cases by Resolution Type	
No Cause Finding Issued	106
Cause Finding	1
Administrative Closures	75
Total	182

Cases Received by Type of Bases FY 2015-16

Age	318
Color	91
Disability	441
Fam. / Mar	29
Nat. Origin	149
Race	413
Religion	62
Retaliation	627
Sex	371
Total Basis	2,501

Total Number of Inquiries and Investigations - FY 2015-16 (Long-Range Performance Plan [LRPP] Measure)

	Employment*	Housing	
Completed Investigations	1,104	182	1,286
Intake Closures + Referrals	223	42	265
Technical Assistance (CMS) + Deferrals	5,718	6,155	11,873
Total Inquiries + Investigations			13,424

**Includes employment, public accommodation and whistle-blower*

FY 2015-2016

By the Numbers

CONTINUED...

Top 10 Counties for Employment, Public Accommodations (PA), Whistle-blower (WB) & Housing

FY 2014-15 & 2015-16 Comparisons

Top 10 Emp./PA/WB Counties FY 2015-16	
County	# Cases
Leon	307
Orange	208
Duval	163
Escambia	150
Palm Beach	134
Miami-Dade	112
Bay	99
Highlands	87
Broward	83
Volusia	77

Top 10 Housing Counties FY 2015-16	
County	# Cases
Miami-Dade	35
Orange	15
Hillsborough (tie)	11
Leon (tie)	11
Volusia	9
Seminole	8
Broward (tie)	8
Collier (tie)	8
Martin (tie)	5
Osceola (tie)	5

Top 10 Emp./PA/WB Counties FY 2014-15	
County	# Cases
Leon	258
Orange	242
Duval	149
Escambia	113
Palm Beach	105
Miami-Dade	101
Hillsborough	91
Bay	81
Broward	76
Pinellas	70

Top 10 Housing Counties FY 2014-15	
County	# Cases
Miami-Dade	47
Hillsborough	24
Orange	17
Broward	13
Collier	11
Sarasota	9
Seminole	8
Leon	7
Polk	7
Lee	6

Housing Cases Resolved by Basis Type FY 2015-16

Disability	124
Race	42
Familial Status	13
National Origin	14
Sex	13
Retaliation	9
Color	3
Religion	4
Total Bases:	222

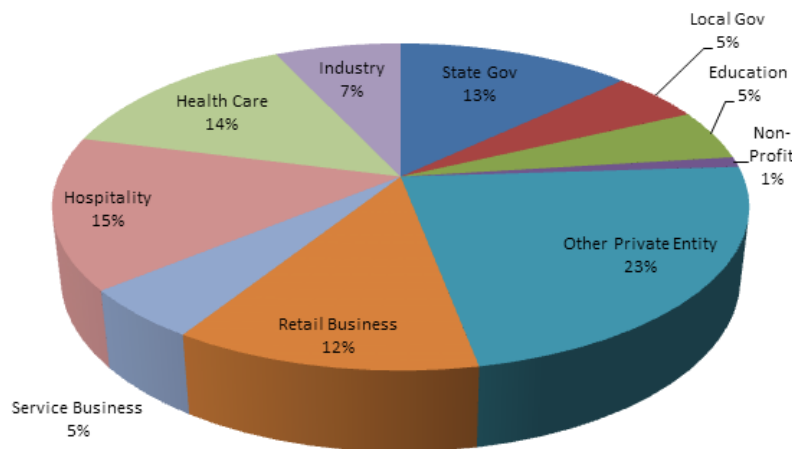
Employment, Public Accommodations and Whistle-blower Cases Resolved by Basis Type FY 2015-16

Retaliation	560
Disability	359
Race	362
Sex	358
Age	280
National Origin	131
Color	66
Religion	55
Marital Status	20
Total Bases:	2,191

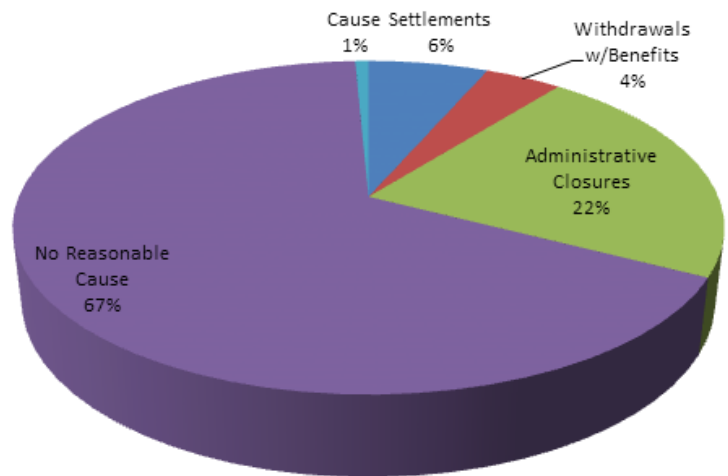


"Fair treatment, equal access and mutual respect are the benchmarks of the Commission's commitment to the people of Florida"

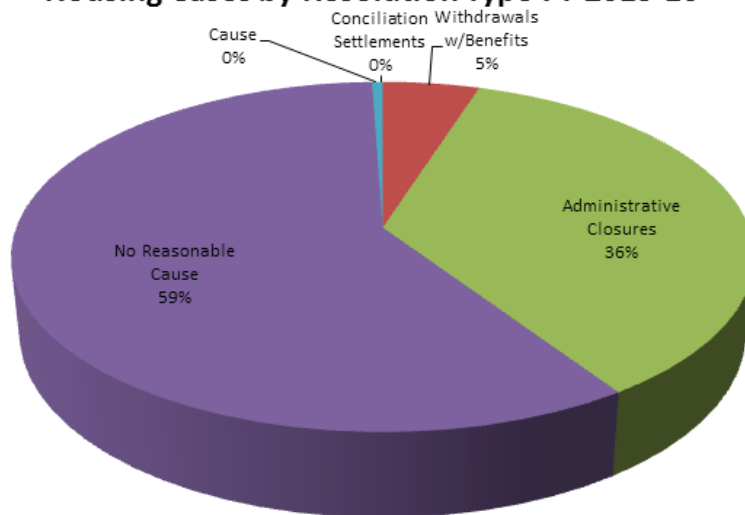
Industry Type by Distribution FY 2015-16



Employment, P.A. & W.B. Closures by Resolution Type FY 2015-16



Housing Cases by Resolution Type FY 2015-16



Sampling of Commission Cases



HOUSING - DISABILITY

Complainant disclosed her emotional and physical disabilities to Respondent and requested to have her son reside with her as a caregiver in the community that was designated as housing for older persons. Respondent issued an eviction notice, denying her request, despite Complainant's need for a caregiver. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



PUBLIC ACCOMMODATION - RACE AND COLOR

Complainant dined at a restaurant. At the conclusion of her meal, she received a receipt with racially derogatory epithets printed on it. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



PUBLIC ACCOMMODATION - SEX

Respondent took a gym membership photograph of Complainant that was squarely centered upon her breasts and did not show enough of her face to allow for ready identification. This photograph was displayed in Respondent's computer, and came onto the screen each time she checked in to the facility. Despite Complainant checking into the facility at least 30 times, none of Respondent's staff informed her about it nor did they remove or update the photograph until Complainant discovered it and complained about it. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.

Sampling of Commission Cases

CONTINUED...



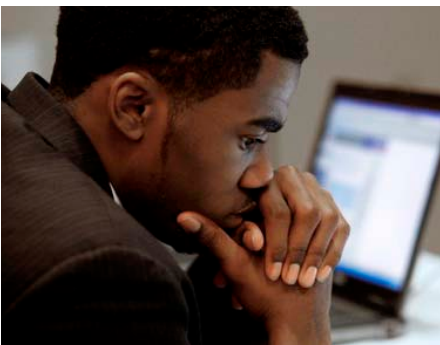
EMPLOYMENT - AGE

Complainant, 66 years of age, worked as a sales manager. Respondent asked Complainant if he planned to retire imminently. When the Complainant indicated that he did not plan to retire, Respondent terminated Complainant and replaced him with someone who was 35 years old. Respondent claimed Complainant was terminated for poor work performance, but none of the violations cited occurred near the time of termination. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



EMPLOYMENT - AGE, DISABILITY AND RETALIATION

Complainant, who is disabled, took medical leave from work. While Complainant was on leave, her supervisor sent an email to her coworkers asking about her performance deficiencies. Upon Complainant's return, Respondent assigned her more work responsibilities than was assigned to younger workers. Shortly thereafter, Respondent sent a letter of intent to terminate her based upon her coworkers' comments, and not about her work performance. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



WHISTLE-BLOWER - RETALIATION

Complainant initiated an investigation through Respondent's Office of Inspector General involving a co-worker making a violent threat, which had not been addressed. In response, less than three months after the Complainant initiated the investigation, Complainant's supervisor initiated an IG investigation against Complainant for alleged misconduct and suspended Complainant. **RESULT:** Commission found that a fact-finder could reasonably hold that Respondent retaliated against Complainant for engaging in protected conduct.

FCHR Reaches Out to Floridians

FCHR CONTINUES TO MAKE ITS PRESENCE FELT IN THE SUNSHINE STATE

The FCHR continues to make its presence known throughout the Sunshine State. Even without a Community Relations Services unit, FCHR staff has continued to maximize 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 benefit the Commission provides 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:

- EEOC 50th Anniversary Celebration (Tampa)
- Employment Action Seminar presentation (Tallahassee)
- Orange County Bar Association (OCBA) CLE Planning Seminar, Employment Discrimination and FCHR Mediation Services (Orlando)
- Community Associations Institute, Real Estate Professionals (Sarasota)
- Big Bend Society of Human Resource Management (BBSHRM) monthly meeting presentation (Tallahassee)
- Florida Government Bar Association (Tallahassee)
- The 18th Annual Family Café (Orlando)
- Intake Outreach at Southwood (Tallahassee)
- HR Florida 2016— Expo Booth and presentation (Orlando)
- 25th Anniversary of the ADA Celebration (Tallahassee)
- Workforce Innovation and Opportunity Act (WOIA) Task Force Meeting, Webinar (Tallahassee)
- Big Bend Society of Human Resource Managers (BBSHRM) 2015 Human Resources Conference, display table at Job Fair (Orlando)
- FAHRO Training
- NELA Conference, Strategies for Winning Employment Cases (St. Petersburg)
- Analysis of Impediments to Fair Housing Choice (discussion and dialogue with Florida Department of Economic Opportunity) (Tallahassee)



*FCHR staff cross the state to explain how the **Commission** serves as the foremost resource on **human relations** for the state of Florida.*

- Duval County Legislative Delegation Meeting (Jacksonville)
- Technical Assistance Training, Department of Education Office of Equal Educational Opportunity (Tallahassee)
- IAOHRA Conference (Birmingham, Alabama)
- Academy of Florida Management Attorneys (AFMA), Fall Conference (Tampa)
- Community Conversations on the Civil Rights Movement, Tampa Bay Black Heritage Festival in partnership with the Florida Holocaust Museum and the Hillsborough County Public Library Cooperative (Tampa)
- Tallahassee Forward: Communities Connecting Through Conversation (Tallahassee)
- “Creating Neighborhoods of Opportunity,” Conference on Fair Housing Discrimination and Affirmatively Furthering Fair Housing, sponsored by the Legal Aid Society of Palm Beach County Fair Housing Project (West Palm Beach)
- Palm Beach Legal Aid Fair Housing Project – Palm Beach (West Palm Beach)
- Farm Workers Association of Florida (Apopka)
- Gadsden County Government, First Time Homebuyers event (Quincy)
- CDBG Implementation Workshop, Fair Housing (Ocala)
- Fair Housing, Naples Area Board of Realtors (Naples)
- Martin Luther King, Jr. Dare to Dream Festival, sponsored by Dare to Dream Association and Tallahassee Downtown Improvement Authority (Tallahassee)
- Taking Disciplinary and Other Employment Actions, sponsored by the Department of Management Services (Tallahassee)
- Women Day at the Capitol, Commission on the Status of Women – Women’s Hall of Fame Reception (Tallahassee)
- FCHR Day at the Capitol (Tallahassee)
- Florida Commission on Human Relations General Information, Florida Government Bar Association luncheon (Tallahassee)
- EEO Training at the Department of Juvenile Justice (Tallahassee)
- Fair Housing Training (Naples)
- Employment Discrimination in Florida, Stetson University, College of Law (St. Petersburg)
- Practicing Before State Labor and Employment Agencies (Tallahassee)
- Annual Pro Bono Fair, Florida State University (Tallahassee)
- Sweet Life Realty Group (Port St. Lucie)
- Siegfried, Rivera, Hyman, Fair Housing and FCHR (West Palm Beach)
- Apalachee Elementary School, Fair Housing Month Readings (Tallahassee)





- Housing Opportunities Project for Excellence (HOPE), 23rd Annual Fair Housing Celebration, “Taking It to the Streets” (Miami)
- 2016 Comprehensive Housing Workshop (Tallahassee)
- Fair Housing Act for Local Associations and Property Managers (West Palm Beach)
- Fair Housing Summit, A Call to Advance Housing Rights and Opportunities (Orlando)
- 5th Annual (2016) Florida Civil Rights Hall of Fame Induction Ceremony, Florida Capitol Cabinet Meeting Room (Tallahassee)
- 2016 Society of Human Resource Managers Conference (Washington DC)
- The Longest Table, sponsored by City of Tallahassee and Leon County Government, conversations about racial, cultural, economic and other social barriers in community Café (Tallahassee)
- Intake/Customer Service Display and Information Table, Capital Circle Office Center (Tallahassee)

Partnership Efforts:

- City of Tallahassee (Mayor Gillum)
- Panhandle Area Educational Consortium (PAEC)
- EEO Training at the Department of Juvenile Justice (Tallahassee)
- Tallahassee Chamber of Commerce
- Farmworkers and Housing Providers (USDA)
- Institute of Food and Agricultural Services (University of Florida)
- Florida Department of Economic Opportunity
- Tallahassee Urban League
- National Employment Lawyers Association (NELA)
- Workforce Innovation and Opportunity Act (WIOA) Task Force
- Florida Commission on Access to Civil Justice

Florida Civil Rights Hall of Fame



FCRHOF, the gathering was a great success~

"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 their induction 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 improved our state and country for the better," concluded Wilson.

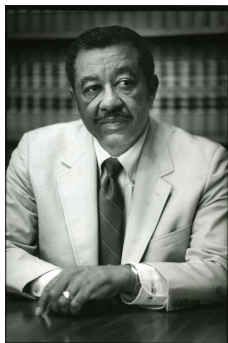
On May 11, 2016, Earl M. Johnson, Jesse McCrary, Jr. and Rutledge Henry Pearson were officially inducted into the Florida Civil Rights Hall of Fame for 2016.



Earl M. Johnson (1928-1988), formerly of Jacksonville, was the first African American to become a member of the Jacksonville Bar Association. Johnson also served as chair of the Florida Board of Bar Examiners and was instrumental during the Consolidation of Jacksonville through his service on the Local Government Study Commission as Secretary. Johnson was committed to fighting inequality and segregation throughout his life and distinguished himself by representing many civil rights activists, including Dr. Martin Luther King, Jr. and Ambassador Young. His cases helped to desegregate many public places in Florida, including schools, parks, water fountains, and hospitals. The Earl M. Johnson Memorial Park in Jacksonville was created and named in honor of his work for the civil rights movement.



Jesse McCrary, Jr. (1937-2007), formerly of Miami, was the first African American to serve as Secretary of State in the Florida Cabinet since Reconstruction, as well as the first African American Assistant Attorney General. As a student at Florida A & M University, McCrary was an organizer of sit-ins in Tallahassee against racial discrimination. After graduation, he served in the United States Army and received an honorable discharge as a First Lieutenant. McCrary went on to become the first African-American lawyer to argue before the United States Supreme Court on behalf of a southern state. He later became the first African American in the south to be appointed to the United States Circuit Court of Appeals. During his life, McCrary argued many landmark state and federal cases, including *Neil v. State*, which prohibited the dismissal of jurors solely on the basis of race. In 2002, the Florida Agricultural and Mechanical (FAMU) College of Law founded the Jesse McCrary, Jr. Chapter of National Black Law Students Association. In 2013, the Little River Post Office in Miami was dedicated and renamed in recognition for his work as a civil rights pioneer.



Rutledge Henry Pearson (1929-1967), a native of Jacksonville, was a civics and American history teacher, a civil rights leader and a human rights activist. He began his journey in the civil rights movement when Jacksonville park officials chose to close the baseball park rather than allow him, a baseball player, to integrate professional baseball. He inspired and motivated many citizens and his students to fight discrimination and racism. Mr. Pearson was the adviser to the Jacksonville Youth Council NAACP during Jacksonville's 1960 sit-ins and the infamous Ax Handle Saturday. In 1961, he was elected President of the Jacksonville Branch of the NAACP, and was later elected President of the Florida State Conference of the NAACP. He was also elected to the National Board of the NAACP. In sincere appreciation for his lifetime of work, an elementary school, a recreational community center and a bridge in Jacksonville, as well as the Jacksonville Branch NAACP Leadership Award, all bear his name.

As authorized in Florida law, the Governor is to select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations. The Commission encourages Floridians to nominate individuals who have made significant contributions and provided leadership toward Florida's progress and achievements in civil rights.



Planning for the Future

Conduct thorough, high-quality and timely investigations of discrimination complaints:

In recent years, deep reductions in staff and fiscal resources have impacted the commission's ability to improve the timeliness and quality of discrimination complaint determinations and resolutions. This remains the commission's top priority. The commission's mediation services enable parties to resolve their disputes expeditiously and at a substantially reduced cost. The commission's 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. Future budget cuts will continue to inevitably have an adverse impact on the commission's ability to conduct timely and quality investigations.

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***

Within budgetary and staff constraints, the commission's units (Legal, Employment, Housing and the Office of 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 without extensive use of the commission's limited budget dollars. Some 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; however, such efforts continue to be significantly reduced due to budget cuts over the past few years.



- ***Communications***

During fiscal year 2015-16, the commission continued to see an increase in media impressions, including print, television, radio, newsletter and electronic media outlets throughout the state. 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 elimination of racial discrimination Muslim free zone, National Hispanic Heritage Month, EEOC's 50th Anniversary and ADA 25th Anniversary). 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. Target 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 public governmental entities, elected officials, teachers and students at all educational levels.

Planning for the Future

CONTINUED...

Over the next five years, the commission anticipates, as resources allow, 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 organizations and engage community members and stakeholders;
 - Informing individuals, businesses, housing providers and 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;
 - Engaging the Legislature through dialogue and timely information;
- **Direct Support Organization (DSO)**
Pursuant to section 760.06(4), F.S., the commission has the authority to accept gifts, bequests, grants or other payments, public or private to help finance its activities. Given this statutory authority, the commission is considering the establishment of a Direct Support Organization (DSO) to assist it in achieving its mission of preventing discrimination in Florida. Since the loss of its Community Relations Services Unit as a result of position and budget cuts, the commission has had few resources available to educate businesses, organizations and communities about discrimination laws and employer responsibilities. Training and outreach efforts could be offered on a much wider scale through grant dollars and donations. A DSO would give the commission greater flexibility in its attempts to access private and public fund and grant opportunities that are not readily available to the commission at present because of its governmental status. Successful creation of a DSO and future receipt of donated dollars would enable the commission to engage in research, outreach and other innovative educational activities, such as:
 - Florida Civil Rights Hall of Fame – Provide for more extensive promotion and more effective administration of the program. This program, statutorily created in section 760.065, F.S., 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. Under legislation enacted in 2010, the commission is to administer a Civil Rights Hall of Fame program, with space in Florida's Capitol Building to be set aside for the display. The Governor is to select up to three Hall of Fame members from a list of 10 nominees submitted by the commission. Although no staff or funding resources were provided to administer this program, the commission was able to launch the program in 2011, with an induction ceremony—at which three individuals were honored and inducted into the Hall of Fame—at the Florida Capitol. The commission continues, within limited budgetary and staff resources to promote and administer the program annually, and is currently in the process of implementing the 2017 program, with an induction ceremony tentatively planned for May 2017.

Promote public confidence in Commission services through excellent Customer Service:

Customer Service - The commission continually strives to improve its customer service efforts and outcomes, as fiscal resources allow, 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. The commission wants to create uniform criteria for use by the Governor when appointing commissioners to serve. Such crite-

ria could include work and volunteer experience and background, knowledge of human and equal rights and location of residence by geographical location to better ensure that the commission is composed of a diverse and robust membership that represents the all of the people who reside and work throughout the entire state.

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 request 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), F.S., are available to the public upon request or through the commission's website. Pursuant to section 120.54, F.S., 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 requesting 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, as well as for any other public commission meetings as they occur.





Florida Commission on Human Relations

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United in One Goal:
Equal Opportunity and Mutual Respect



For those with communication impairments:
The Florida Relay Service Voice (statewide): 711
TDD ASCII: 1-(800) 955-1339
TDD Baudot: 1-(800) 955-8771

COMMISSIONERS 2015-2016



Rebecca Steele
Chair
Jacksonville



Tony Jenkins
Vice Chair
Lake Mary



Dr. Donna Elam
Orlando



Jay Pichard
Tallahassee



Sandra Turner
Oviedo



Gilbert Singer
Tampa



Billy Whitefox Stall
Panama City



Derick Daniel
Tallahassee

2017 FCHR ANNUAL REPORT

PERIOD: *July 1, 2016 - June 30, 2017*

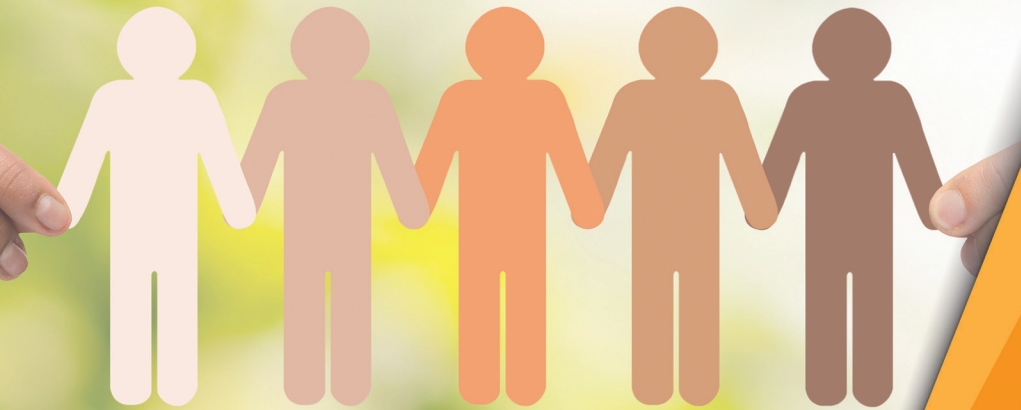
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Florida Commission on
Human Relations



Annual Report

2016-17: A Fiscal Year in Review



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employment, housing and public accommodations.



Vision

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



Core Values: I Am FCHR!

- Integrity
- Accountability
- Motivation
- Fairness
- Communication
- Honesty
- Respect

United in One Goal:
Equal Opportunity and Mutual Respect

Message from our *Leadership*

Greetings!

The Florida Commission on Human Relations is pleased to present this annual report for Fiscal Year 2016- 2017.

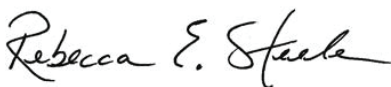
This past year was, indeed, a very busy one. Our focus: Partnerships. Whether it be with human rights organizations, community groups, local governments, state and federal agencies, our sister housing and employment agencies or national associations -- we tried to reach out and partner with as many of them as we could. With our limited budgetary resources, it is challenging to reach 20 million Floridians and countless visitors to our state, yet we continue to strive to do just that. In fact, we cannot even begin to accomplish all that we do without the help of our partners.

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 6th Annual Florida Civil Rights Hall of Fame 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.
- Through a HUD-funded Enhanced Education and Outreach Partnership grant, a partnership with the Panhandle Area Educational Consortium (PAEC), PanCare of Florida, FSUCares, FSU Headstart, Center for Health Equality, Florida Department of Children and Family Services and the Sickle Cell Foundation) enabled the Commission to:
 1. hold educational workshops;
 2. produce Spanish and English housing materials, including, posters, promotional items;
 3. produce housing PSAs, social media and FCHR website advertising;
 4. produce and place 10 billboard displays; and
 5. produce a movie theater campaign in English and Spanish.

Quarterly meetings were held with our local government employment and housing partners to ensure the Commission remains at the forefront of human rights issues around the state, as well as to keep them informed of the important things we are accomplishing in Tallahassee and throughout the state.

With the changing time and all the modern-day challenges we face here in the Sunshine state, it is more important than ever that we continue to look for ways to ensure that everyone in Florida is 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 - 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.



Rebecca Steele
Chair



Michelle Wilson
Executive Director



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.

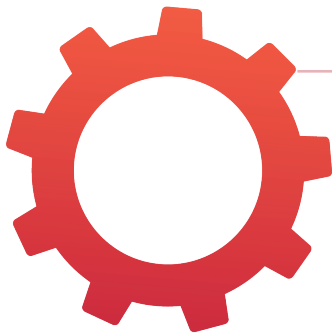
Whatever the final outcome of the case, the Commission provides an important service to all parties involved:

- 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.

*“The Commission’s activities are all directed toward a simple goal: **Eliminating conflict.**”*

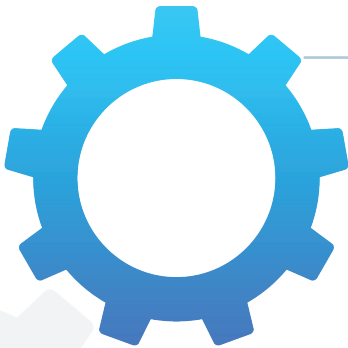


FY 2016-17 Performance Highlights



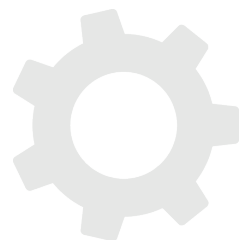
Incoming and Outgoing Case Statistics

- Cases received/resolved:
1,534 (received)
1,527 (resolved)



Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: 58% (overall) (Standard: 75%)
- Number of inquiries/ investigations: 9,886 (Standard: 10,000)
- Percent of determinations upheld by DOAH: 91.3% (Standard: 80%)

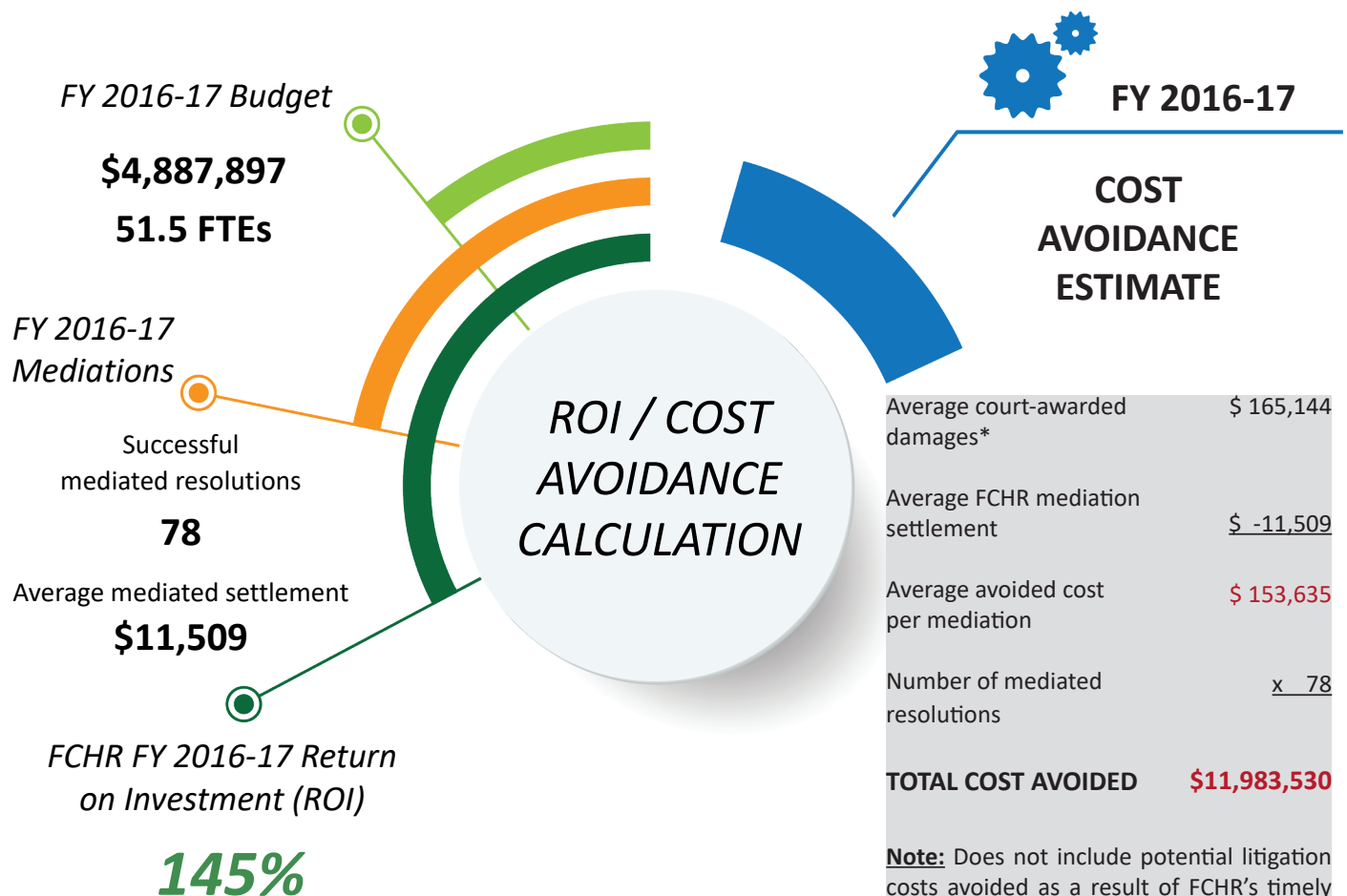


2017 Return on *Investment* (ROI)

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 almost \$12 million in litigation expenses. For FY 2016-17, the Return On Investment (ROI) was 145% - which means that for every \$1 the state provides the FCHR in its annual budget, there is a return of an **additional \$1.45 to the state through the Commission's successful mediations alone!**



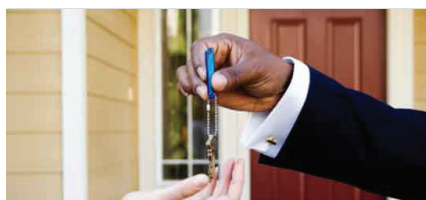
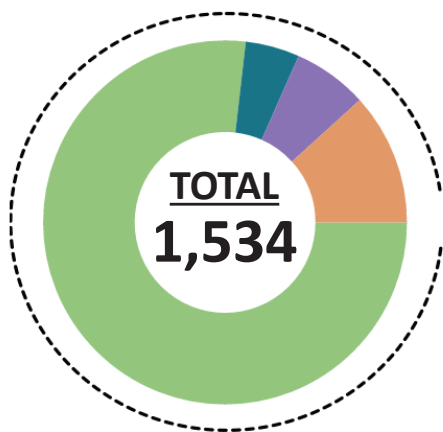
ROI is represented as a ratio of the benefits of a governmental program divided by its total cost (the program's annual budget). The formula for public sector **ROI** is: $ROI = (\text{net benefits} / \text{total cost})$. In order to derive net benefits, FCHR subtracted its annual budget from the annual cost avoidance (see orange box above) giving a difference of \$7,095,633. This net benefit is then divided by FCHR's annual budget to get the ROI: $ROI = (\$11,983,530 - \$4,887,897) / \$4,887,897 = 1.45$ or 145%.

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

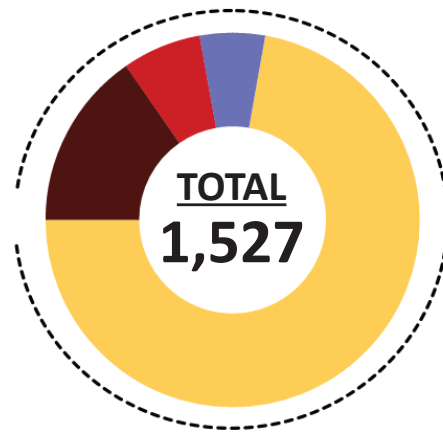
FY 2016-17 - *By the Numbers*



Incoming Cases



Cases Resolved



1208	Emp.	1141
90	P.A.	88
93	W.B.	121
1391	Sub-Total	1350
143	Housing	177

**Average Length
of Investigation
(days)**

206



187



179



106



170

TOTAL

46%

67%

36%

57%

58%

**Average Percent of
Cases Resolved
Within Statutory
Compliance**

*180 days - Employment /
Public Accommodations
100 days - Housing
90 days - Whistle-blower*

Employment Cases*
by Resolution Type
FY 2016-17

Housing Cases
by Resolution Type
FY 2016-17

Employment Cases by Resolution Type		Housing Cases by Resolution Type
998	No Cause Finding Issued	74
39	Cause Finding	18
313	Administrative Closures	85
1,350	Total	177

**Includes employment, public accommodation and whistle-blower cases*

Emp., P.A. & W.B. Cases Received by
Type of Bases FY 2016-17

Age	332
Color	92
Disability	506
Fam. / Mar	48
Nat. Origin	165
Race	449
Religion	51
Retaliation	736
Sex	403
Total Bases	2,782

Housing Cases Received by Type of
Bases FY 2016-17

Age	XX
Color	7
Disability	107
Fam. / Mar	18
Nat. Origin	16
Race	36
Religion	3
Retaliation	3
Sex	12
Total Bases	202

Total Number of Inquiries and Investigations - FY 2016-17
(Long-Range Performance Plan [LRPP] Measure)

	Employment*	Housing	
Completed Investigations	1,350	177	1,527
Intake Closures + Referrals	259	31	290
Technical Assistance (CMS) + Deferrals	2,366	5,703	8,069
Total Inquiries + Investigations			9,886

**Includes employment, public accommodation and whistle-blower*

FY 2016-2017 - *By the Numbers*

CONTINUED...

Top 10 Counties for Employment, Public Accommodations (PA), Whistle-blower (WB) & Housing

FY 2015-16 & 2016-17 Comparisons

Top 10 Emp./PA/WB Counties FY 2015-16	
County	# Cases
Leon	307
Orange	208
Duval	163
Escambia	150
Palm Beach	134
Miami-Dade	112
Bay	99
Highlands	87
Broward	83
Volusia	77

Top 10 Housing Counties FY 2015-16	
County	# Cases
Miami-Dade	35
Orange	15
Hillsborough (tie)	11
Leon (tie)	11
Volusia	9
Seminole	8
Broward (tie)	8
Collier (tie)	8
Martin (tie)	5
Osceola (tie)	5

Top 10 Emp./PA/WB Counties FY 2016-17	
County	# Cases
Leon	386
Miami-Dade	218
Orange	205
Escambia	165
Duval	161
Palm Beach	136
Hillsborough	132
Okaloosa	99
Pinellas	60
Volusia	61

Top 10 Housing Counties FY 2016-17	
County	# Cases
Miami-Dade	28
Leon	14
Martin	1
Lee	9
Hillsborough	8
Seminole	7
Polk	7
Manatee	5
Sarasota	5
Palm-Beach	4



**Housing Cases Resolved by Basis Type
FY 2016-17**

Disability	124
Race	42
Familial Status	13
National Origin	14
Sex	13
Retaliation	9
Color	3
Religion	4
Total Bases	222

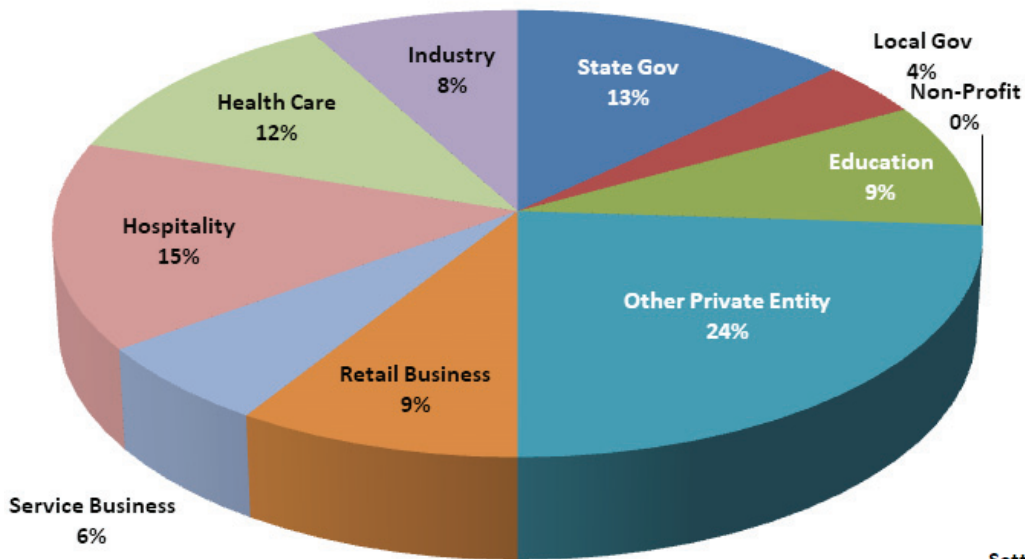


**Employment, Public Accommodations and
Whistle-blower Cases Resolved by Basis Type
FY 2016-17**

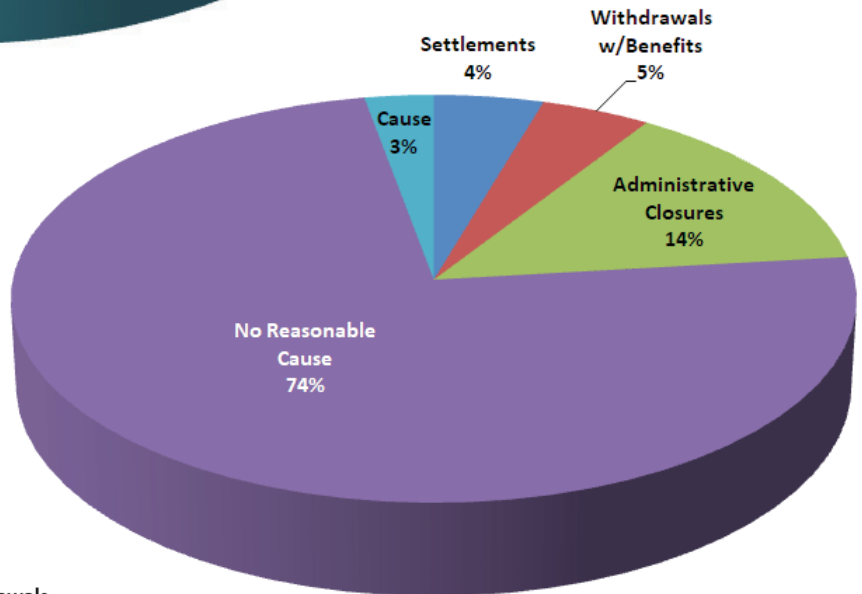
Retaliation	560
Disability	359
Race	362
Sex	358
Age	280
National Origin	131
Color	66
Religion	55
Marital Status	20
Total Bases	2,191

"Fair treatment, equal access and mutual respect are the benchmarks of the Commission's commitment to the people of Florida"

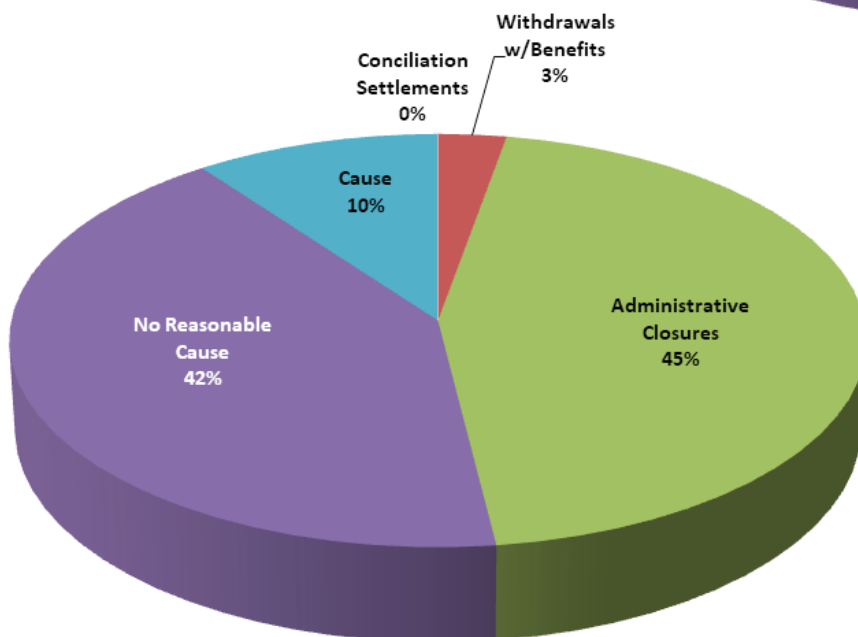
**Industry Type by Distribution
FY 2016-17**



**Employment, P.A. & W.B. Closures
by Resolution Type FY 2016-17**



**Housing Cases by Resolution Type
FY 2016-17**



Sampling of Commission Cases



EMPLOYMENT: RACE AND RETALIATION

Witnesses confirmed that the manager in charge of a promotion made a derogatory comment about not wanting someone of the employee's race working on the day shift. Witnesses also confirmed that the employee complained of discrimination when he was not considered for a promotion. Afterwards, his supervisor started scheduling him for shifts that he could not work and ultimately, the employee had to resign because he could not work the hours for which he was scheduled. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



EMPLOYMENT: AGE

Employer claimed that the employee did not give customers a "warm and fuzzy feeling" that the employer wanted customers to have. The employer also indicated that the employee had other performance issues; however, the employer had no documented evidence of any performance problems. Employee was terminated and replaced by a much younger female who was less qualified than employee. Employer provided no legitimate, non-discriminatory reason for hiring employee's replacement. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.

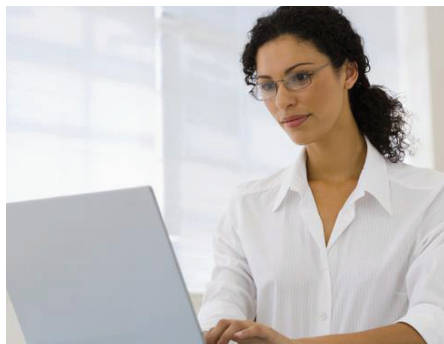


EMPLOYMENT: NATIONAL ORIGIN

Witnesses confirmed that a manager harassed an employee due to his national origin by calling the employee derogatory names, such as a terrorist, and made fun of the employee's accent. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.

Sampling of *Commission Cases*

CONTINUED...



WHISTLE-BLOWER RETALIATION

A state employee engaged in a protected activity when she submitted a complaint to the agency's Inspector General. She informed her supervisor of the complaint and, within three days, her manager and a labor relations representative met to recommend discharging her. The employee was ultimately terminated. **RESULT:** Commission found that a fact-finder could reasonably hold that the employer retaliated against the employee for engaging in a protected activity.



EMPLOYMENT: SEXUAL HARASSMENT

Female employees were regularly subjected to severe or pervasive sexually-based harassment by the employer's managers in the form of belittling and use of sexist and foul comments. Another witness stated that she resigned from employment due to this pervasive sexual harassment. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.



HOUSING

A tenant provided a letter to her housing provider confirming that she was disabled. She also verbally informed the housing provider that she had a mental disability. She requested to be allowed to keep an emotional support animal as a reasonable accommodation for those disabilities. Subsequently, the housing provider issued a Notice of Non-Renewal of Lease to the tenant. The housing provider admitted that if it weren't for the dog, the tenant would still be living in the community. **RESULT:** Commission found that there was reasonable cause to believe that discrimination had occurred.

FCHR Reaches Out to Floridians

FCHR CONTINUES TO MAKE ITS PRESENCE FELT IN THE SUNSHINE STATE

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.

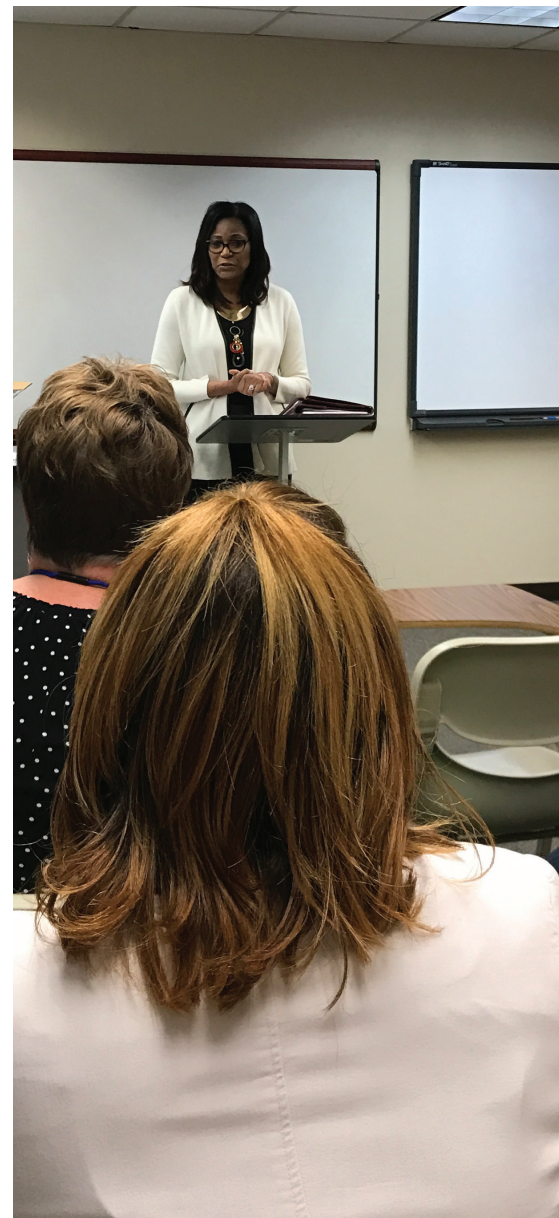
Here are just a few of the outreach efforts provided by FCHR staff in its effort to share our story and to tell others how we serve as the foremost resource on human relations for the state of Florida.

Out of State

- 8/7-8/11/16 - IAOHRA Conference, International Association of Official Human Rights Agencies (Philadelphia)
- 7/12-7/14/17 – EEOC Conference (New Orleans)

Central Florida

- 8/29-8/31/16 - HR Florida 2016, FCHR Display Table and Exposition booth (Orlando)
- 9/9/16 – Education and Law Enforcement Leaders Discussion; focus on LGBTQ and Religious (Muslim) Community Concerns in Florida after Pulse shooting; Department of Justice hosted planning session for an October event (Orlando)
- 10/12-10/14/16 – Partners in Progress, Disability Discrimination Housing for Residential Options of Florida, Inc. (ROOF) (Orlando)
- 10/26-10/28/16 – Florida Department of Education, Office of Equal Educational Opportunity (OEEEO), Technical Assistance Training, Panel Discussion “Educational Equality in Motion: Leading in a Changing Milieu” (Orlando)
- 12/16-12/17/16 - Florida Migrant Parent Advisory Council (FMPAC), Fair Housing Training Presentation (Orlando)
- 4/17-4/18/17 – Florida Fair Housing Summit; panel discussion; display booth and exhibition (Orlando)
- 4/27/17 – Fair Housing Training; Orlando Housing Authority and community (Orlando)
- 6/15-6/18/17 – Annual Family Café, Exhibit Booth (Orlando)



*FCHR staff cross the state to explain how the **Commission** serves as the foremost resource on **human relations** for the state of Florida.*

Northeast Florida:

- 3/3/17 – Labor and Employment Law Workshop, Constangy Law Firm (Ponte Vedra)

Northwest Florida/Panhandle:

- 6/28/16 - Intake Outreach at Southwood (Tallahassee)
- 8/24/16 - Tallahassee Area Residential Property Managers (Tallahassee)
- 8/29/16 - Tallahassee Board of Realtors; Service Animal Training (Tallahassee)
- 10/11/16 - Equality Florida 2017 legislation (Tallahassee)
- 10/13/16 – Gender Identity and the Law, FSU Law School (Tallahassee)
- 10/15/16 – PAEC Health Fair, Fair Housing display table for migrant outreach (Quincy)
- 11/10/16 – Paralegal Association of Florida, Inc., Big Bend Chapter Luncheon (Tallahassee)
- 1/16/17 – MLK Dare to Dream Festival – Display Table (Tallahassee)
- 3/10/17 - Connect 2017 Business and Leadership Conference, North Florida Community College Campus (Madison)
- 3/29-3/30/17 – Women’s Day at the Capitol (Tallahassee)
- 4/4/17 - FSU Advisor meeting, Benefit of Internships and Externships to the Commission (Tallahassee)
- 4/12/17 - FCHR Day at the Capitol Display Table (Tallahassee)
- 4/27-4/28/17 - Readings for Fair Housing Month; Leon County 3rd graders (Tallahassee)
- 5/23/17 - Chief Inspector General and Investigations Manager presentation on Commission’s procedure for Whistle-blower complaints, referral to the CIG and confidentiality (Tallahassee)
- June (entire month) – FAMU Radio spot,

Commission services and Hall of Fame information (Tallahassee)

- 6/7/17 - Florida Civil Rights Hall of Fame Induction Ceremony (Tallahassee)
- 6/27/17 – Accommodation Workshop, EEOC Workshop (Tallahassee)

South Florida:

- 7/22/16 - EEOC Technical Assistance Program Seminar; panel of federal state and EEO leader (Miami)

Southwest Florida:

- 7/29/16 – Sexual harassment training for PropLogix (Sarasota)
- 9/8/16 – Charlotte-Venice Manager Board Member Luncheon; Service Animal Training (Charlotte-Venice)
- 4/17/17 – Fair Housing Training; Skyview Mobile Home Park and Association (Lakeland)





Thanks to Our Partners and Sponsors!

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

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 their induction 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 improved our state and country for the better," concluded Wilson.

On June 7, 2017, Patricia Stephens Due, Dr. Arnett Elyus Girardeau, Sr. and Willie H. Williams were officially inducted into the Florida Civil Rights Hall of Fame for 2017.



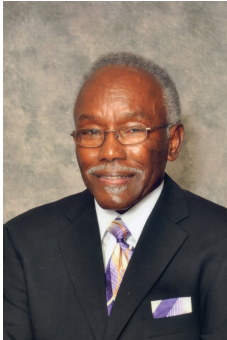
Patricia Stephens Due (1939-2012), a native of Quincy, spent most of her life as a civil rights activist. In 1960, Ms. Due chose 49 days in jail -- the first "jail-in" of the Civil Rights Movement -- rather than pay a fine or bail for sitting at a "whites only" lunch counter at a Tallahassee Woolworth's store. During another march, she suffered damage to her eyes from tear gas used by police and had to wear dark glasses for the rest of her life. She co-authored, along with her daughter, a book entitled *Family: A Mother-Daughter Memoir of the Fight for Civil Rights*. In 2011, she was honored by Tallahassee Mayor John Marks, who issued a proclamation declaring May 11, 2011 as Patricia Stephens Due Day. Her lifelong service, with that of her

husband's, culminated in the creation of The John Due and Patricia Stephens Due Freedom Endowed Scholarship, which provides \$1,000 annually to any FAMU student who plans to use the legacy of the civil rights movement to do his or her part to make this country a better nation.



Dr. Arnett Elyus Girardeau, Sr. (1929-2017), a native of Jacksonville, served as captain of and participated in the 1960s sit-in referred to as "Ax Handle Saturday." After serving in the military and graduating from Howard University dental school, Dr. Girardeau was elected to the Florida House of Representatives and later to the Florida Senate, becoming one of the founding members of the Florida Conference of Black State Legislators and elected as the first Black Senate President Pro Tempore. As a state legislator, he introduced the African Scholarship Program, leading to a number of African-American students receiving a college education. His awards and memberships are extensive, but notable honors include Jacksonville Urban League Award, Jacksonville Community Relations Commission Award for Outstanding Service, Florida Human Relations Commission Legislative Achievement Award,

Bethune-Cookman College Outstanding Contributions to Education and Civic Affairs Award, FAMU Meritorious Achievement Award, Howard University Alumni Achievement Award, Mayor's City of Jacksonville Public Service Award, North Brevard County Branch N.A.A.C.P. Harry T. Moore Leadership Award and the President's Award for Civil Rights from Jacksonville Branch NAACP.



Willie H. Williams (1932-present), of Orlando, dedicated his life through actions and words to promote the mission of ensuring the equality of rights for all persons and eliminating racial hatred and racial discrimination. After graduating from FAMU, Mr. Williams taught industrial arts and mathematics in Nassau County, later joining Martin Marietta Aerospace (now Lockheed Martin) in Orlando, where he was the first African American hired in the engineering department. He served as a Golden Life Member and President of the Orange County Branch of the NAACP, as well as Vice President of the Florida State Conference NAACP. The City of Orlando declared May 5, 2007 as Willie H. Williams Day. His service included the Community Action Agency, the City of Orlando Human Relations Board and the City of Orlando Seniors' Advisory Committee. Mr. Williams received numerous awards, including NAACP President's Award for Outstanding Service, an Appreciation Award from the NAACP Youth Council and the Rutledge N. Pearson Award.

As authorized in Florida law, the Governor is to select up to three inductees from among 10 finalists submitted by the Florida Commission on Human Relations. The Commission encourages Floridians to nominate individuals who have made significant contributions and provided leadership toward Florida's progress and achievements in civil rights.



Planning for the *Future*

Conduct thorough, high-quality and timely investigations of discrimination complaints:

Commission's top priority. External and internal factors have impacted the Commission's ability to timely complete investigations. Staff works diligently to meet statutory timelines because failure to do so results in delayed resolution and potential costly litigation for businesses. The Commission's mediation services enable parties to resolve their disputes expeditiously and at substantially reduced costs.

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 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. 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.

- ***Communications***

During fiscal year 2016-17, 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 elimination of racial discrimination, National Hispanic Heritage Month, Black History Month, MLK Day, Women's History Month, Florida Civil Rights Hall of Fame and Juneteenth Celebration. 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 organizations and engage community members and stakeholders;

Planning for the *Future*

CONTINUED...

- 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 through dialogue and timely information.

Promote public confidence in Commission services through excellent Customer Service:

Customer Service - Strives to improve its customer service efforts and outcomes through staff training, continuing education and the use of technology.

Governance and Accountability - 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. Annually, the commissioners develop ends priorities and conduct a review of the Executive Director's Compliance and Performance in order to evaluate the Commission's progress on achieving the Ends Priorities.

Public Access - All meetings of the Commission are open to the public and all information and records in the possession of the Commission, unless exempted by law from public disclosure, are available to the public. The Commission publishes all proposed rules, subsequent changes, and repeals in the Florida Administrative Register at least 28 days before adoption. The Commission fully complies with legislative requirements for posting meeting agendas and associated materials to its website and publishing notices in the Florida Administrative Register.



COMMISSIONERS 2016-2017



Rebecca Steele
Chair
Jacksonville



Tony Jenkins
Vice Chair
Lake Mary



Derick Daniel
Tallahassee



Dr. Donna Elam
Orlando



Dianne Goldenberg
Palm Beach Gardens



Latanya Peterson
Flemming Island



Jay Pichard
Tallahassee



Gilbert Singer
Tampa



Billy Whitefox Stall
Panama City



Sandra Turner
Oviedo

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E-mail: fchrinfo@fchr.myflorida.com



The Florida Relay Service Voice (statewide): 711
TDD ASCII: 1-(800) 955-1339
TDD Baudot: 1-(800) 955-8771

2018 FCHR ANNUAL REPORT

PERIOD: *July 1, 2017 - June 30, 2018*

STATE: FL

AGENCY: Florida Commission on Human Relations

PAGES: 27

WEBPAGE: TextBookDiscrimination.com/Reports/FL/FCHR/Annual/2018



2017-18: A FISCAL YEAR IN REVIEW

*FCHR Annual
Report*

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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.

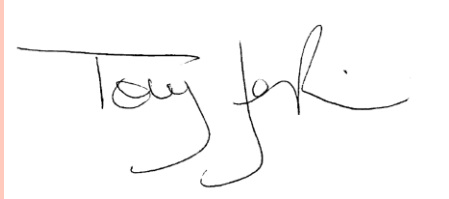
We want to extend our thanks to the Governor and the Legislature for their continued support. Also, we extend continued gratitude to our dedicated Commission team. Their hard work, diligence and enthusiasm towards serving all Floridians remains exemplary, and without them and their efforts, the endeavors 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	<u>- \$11,063</u>
Average avoided cost per mediation	\$154,081
Number of mediated resolutions	<u>x 124</u>
TOTAL COSTS AVOIDED	<u>\$19,106,044</u>

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

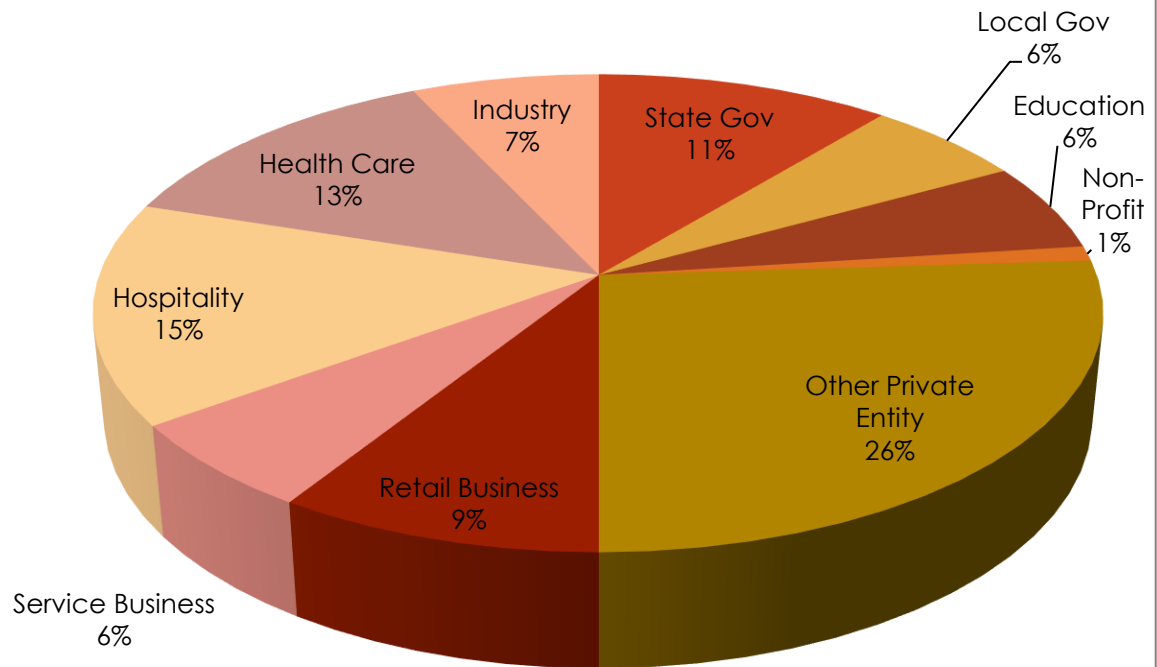
Housing Cases Resolved by Basis Type - FY 2017-18

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

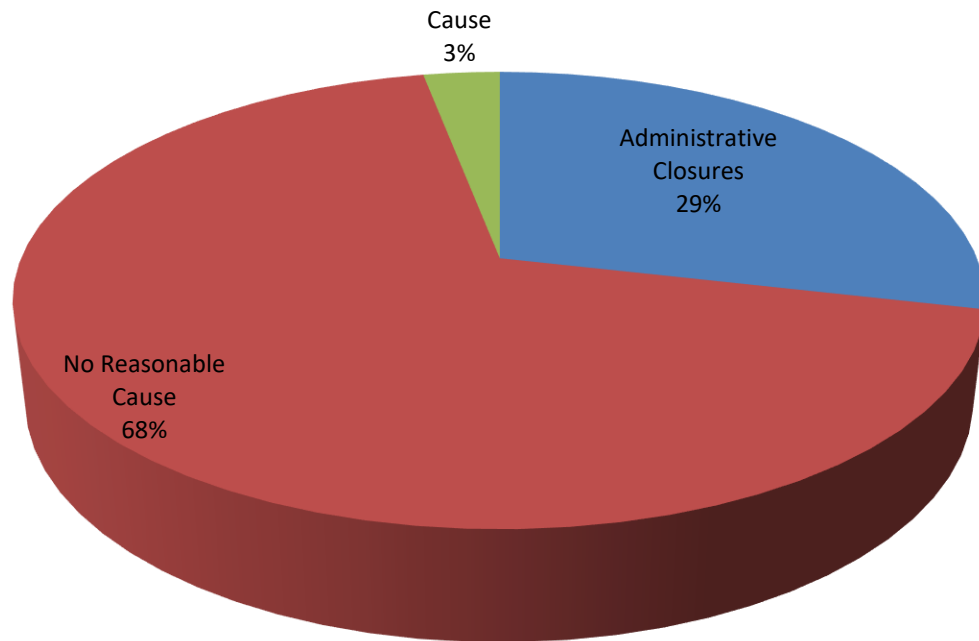
Employment, Public Accommodations and Whistle-blower Cases Resolved by Basis Type – FY 2017-18

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

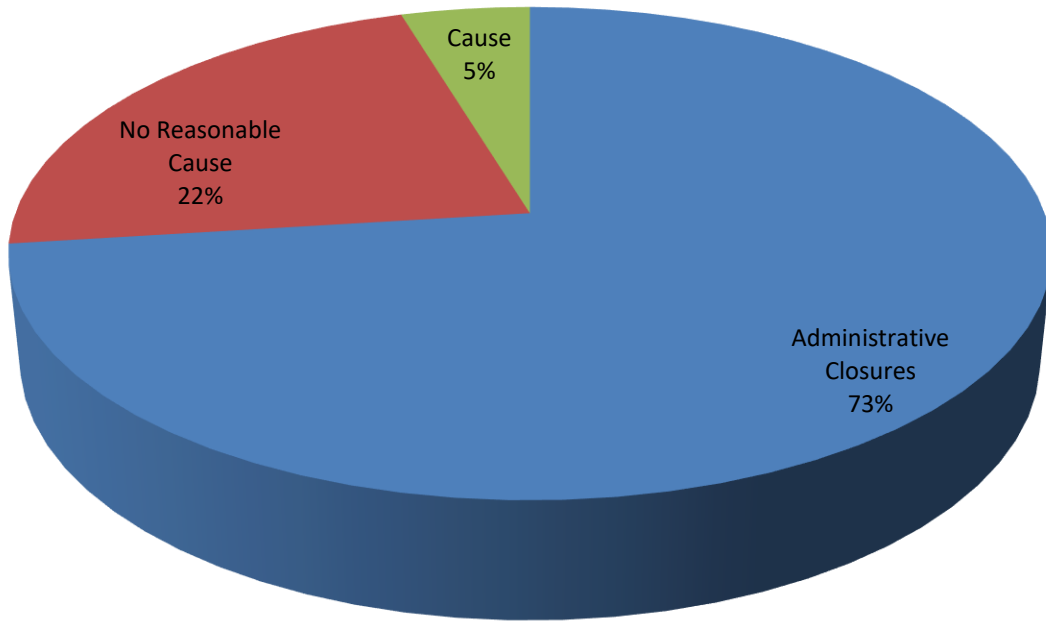
Industry Type by Distribution FY 2017-2018



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



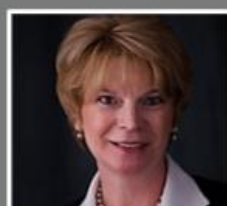
Al McCambry
Panama City



Jay Pichard
Tallahassee



Gilbert Singer
Tampa



Rebecca Steele
Jacksonville

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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

2019 FCHR ANNUAL REPORT

PERIOD: *July 1, 2018 - June 30, 2019*

STATE: FL

AGENCY: Florida Commission on Human Relations

PAGES: 26

WEBPAGE: TextBookDiscrimination.com/Reports/FL/FCHR/Annual/2019



2018-19: A FISCAL YEAR IN REVIEW

*FCHR Annual
Report*

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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 2018-2019.

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 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:

- Celebrated the 50th Anniversary of the Florida Commission on Human Relations
- The 8th Annual Florida Civil Rights Hall of Fame continues to expand a highlight each year. This year, held in October 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.

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.

(Signature)

Tony Jenkins

Chair

A handwritten signature in black ink, reading "Tony Jenkins", on a white rectangular background.

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 2018-19 Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
 - **1,538** (received)
 - **1,478** (resolved)

Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: **25 %** (overall)
(*Standard: 75%*)
- Number of inquiries/investigations: **7,316** (*Standard: 10,000*)
- Percent of determinations upheld by DOAH: **94%** (*Standard: 80%*)



Florida Commission on Human Relations

2019 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 \$16 million in litigation expenses. For FY 2018-19, the Return On Investment (ROI) is **214%** — which means that for every \$1 the state provides the FCHR in its annual budget, there is a return of an additional \$2.14 to the state through the Commission's successful mediations alone!

ROI/Cost Avoidance Calculation

FY 2018-19 Budget

\$5,325,299
52 FTEs

FY 2018-19 Mediations

Successful mediated resolutions **110**
Avg. mediated settlement **\$12,651.35**

FY 2018-19 COST AVOIDANCE ESTIMATE

Average court-awarded damages*	\$165,144
Average FCHR mediated settlement	<u>-12,651.35</u>
Average avoided cost per mediation	152,493
Number of mediated resolutions	<u>x 110</u>
TOTAL COSTS AVOIDED	<u>\$16,774,230</u>

NOTE: Does not include potential litigation costs avoided as a result of FCHR's timely closure of XXX 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 201-19 Return on Investment (ROI)

214%

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 \$11,448,931. 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 2018-19 - By the Numbers

Incoming Cases

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
	1,220	81	71	1,372	166	1,538

Cases Resolved

	Emp.	P.A.	W.B.	Subtotal	Housing	Total
	1,142	76	100	1,318	169	1,487

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
	17%	32%	32%	24%	25%

Employment Cases* by Resolution Type – FY 2018-19

Employment Cases by Resolution Type	
No Cause Finding Issued	843
Cause Finding	34
Administrative Closures	265
Total:	1,142

*Includes employment, public accommodation and whistle-blower cases

Housing Cases by Resolution Type – FY 2018-19

Housing Cases by Resolution Type	
No Cause Finding Issued	74
Cause Finding	17
Administrative Closures	78
Total:	169

Emp., P.A. & W.B. Cases Received by Type of Bases – FY 2018-19

	Age	Color	Disability	Fam. /Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
	200	54	416	24	111	327	13	678	351	2,174

Housing Cases Received by Type of Bases – FY 2018-19

	Age	Color	Disability	Fam. /Mar	Nat. Origin	Race	Religion	Retaliation	Sex	Total Basis
	XX	5	107	17	19	36	5	8	14	211

Total Number of Inquiries and Investigations – FY 2018-19
(Long-Range Performance Plan [LRPP] Measure)

	Employment*	Housing	
Completed Investigations	1,318	169	1,487
Intake Closures + Referrals	244	715	959
Technical Assistance (CMS) + Deferrals	2,481	2,389	4,870
Total Inquiries + Investigations			7,316

*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	10	2	18	6	3	16	2	34	22	113	4	117
Baker	0	0	0	0	0	0	0	0	0	0	0	0
Bay	3	1	15	1	0	8	1	16	19	64	1	65
Bradford	1	0	1	0	0	1	0	2	0	5	0	5
Brevard	7	3	9	0	7	5	0	15	27	73	0	73
Broward	24	7	35	1	15	36	0	57	48	223	2	225
Calhoun	0	0	0	0	0	1	0	1	0	2	0	2
Charlotte	0	0	2	0	0	0	0	1	0	3	0	3
Citrus	1	0	3	0	1	1	0	0	2	8	1	9
Clay	2	2	2	1	0	2	1	1	2	13	0	13
Collier	1	1	4	0	2	1	0	5	7	21	4	25
Columbia	1	0	1	0	0	3	0	4	1	10	0	10
Dade	6	1	11	0	5	10	1	17	9	0	0	0
DeSoto	0	0	1	0	0	0	0	1	0	2	0	2
Dixie	0	0	1	0	0	0	0	0	0	1	0	1
Duval	16	5	48	2	8	33	1	53	23	189	1	190
Escambia	11	2	27	1	4	18	1	35	19	118	1	119
Flagler	1	2	1	1	2	4	0	2	1	14	0	14
Franklin	0	0	0	0	0	0	0	1	0	1	0	1
Gadsden	0	0	1	0	0	6	0	12	3	22	0	22
Gilchrist	0	0	0	0	0	0	0	0	0	0	0	0
Glades	0	0	1	0	0	1	0	0	0	2	0	2
Gulf	0	0	1	0	0	0	0	2	0	3	0	3
Hamilton	0	0	0	0	0	0	0	0	0	0	0	0
Hardee	0	0	1	0	0	0	0	0	0	1	0	1
Hendry	0	0	0	0	0	0	0	0	0	0	0	0
Hernando	2	0	1	1	0	0	0	1	1	6	0	6
Highlands	0	0	0	0	2	1	0	1	0	4	1	5
Hillsborough	30	2	32	2	14	25	2	54	27	188	2	190
Holmes	0	0	0	0	0	0	1	1	1	3	0	3
Indian River	3	1	1	0	1	3	0	3	2	14	0	14
Jackson	3	0	3	0	2	6	0	8	3	25	0	25
Jefferson	0	0	0	0	0	0	0	1	0	1	0	1
Lafayette	0	0	0	1	0	0	0	0	0	1	0	1
Lake	1	0	3	0	1	4	0	7	2	18	0	18
Lee	4	2	9	0	2	5	0	13	7	42	6	48
Leon	19	4	31	1	3	31	0	82	24	195	4	199
Levy	0	0	1	0	0	0	0	0	0	1	0	1
Liberty	0	0	0	0	0	1	0	3	1	5	0	5
Madison	0	0	0	0	0	0	0	0	0	0	0	0
Manatee	3	0	2	0	0	3	0	2	3	13	2	15
Marion	3	1	12	1	0	11	0	14	8	50	1	51
Martin	0	0	5	0	1	2	0	6	3	17	1	18
Miami Dade	9	3	18	1	12	8	0	27	14	92	5	97
Monroe	0	0	2	0	1	0	0	0	0	3	0	3
Nassau	0	0	0	0	0	0	0	1	0	1	1	2
Okaloosa	2	0	8	0	1	4	0	9	4	28	0	28
Okeechobee	0	0	0	0	0	1	0	2	1	4	0	4
Orange	11	3	30	0	6	17	0	50	17	134	5	139
Osceola	1	0	5	0	2	2	0	7	2	19	1	20
Palm Beach	5	5	9	1	7	15	0	26	11	79	0	79
Pasco	4	1	6	0	0	2	0	8	0	21	2	23
Pinellas	7	0	16	0	2	7	1	20	11	64	1	65
Polk	1	1	8	1	2	7	0	14	5	39	1	40
Putnam	0	0	0	0	0	0	0	1	0	1	0	1
Santa Rosa	2	1	3	0	1	2	0	6	0	15	0	15
Sarasota	1	0	5	0	0	2	0	10	2	20	0	20
Seminole	1	1	4	1	2	5	1	6	4	25	2	27
St. Johns	1	1	2	0	1	5	0	5	1	16	0	16
St. Lucie	0	2	4	0	0	2	1	4	3	16	0	16
Sumter	0	0	3	1	0	0	0	2	1	7	0	7
Suwannee	0	0	0	0	0	0	0	0	0	0	0	0
Taylor	0	0	0	0	0	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0	2	1	3	0	3
Volusia	2	0	8	0	1	5	0	11	4	31	0	31
Wakulla	0	0	1	0	0	0	0	1	0	2	0	2
Walton	1	0	1	0	0	3	0	7	3	15	0	15
Washington	0	0	0	0	0	2	0	4	2	8	0	8
	200	54	416	24	111	327	13	678	351	2114	49	2163

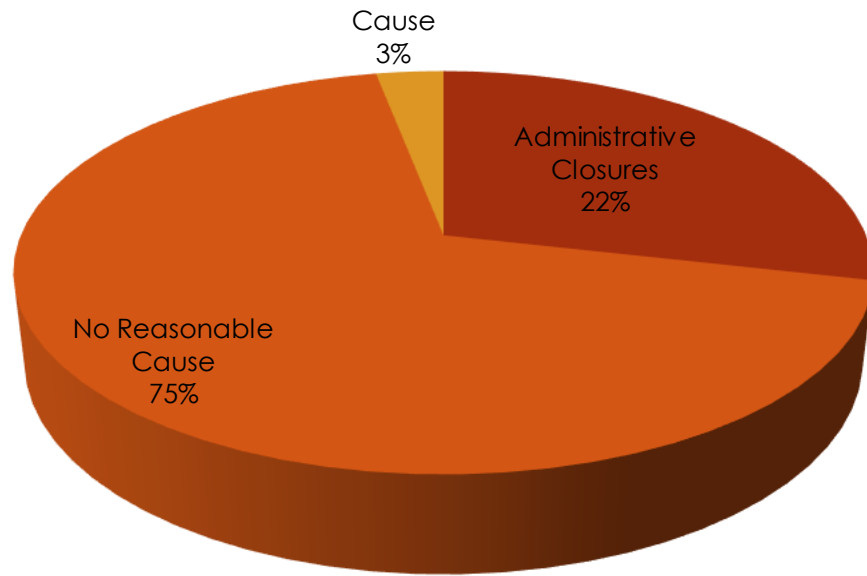
Housing Cases Resolved by Basis Type - FY 2018-19

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

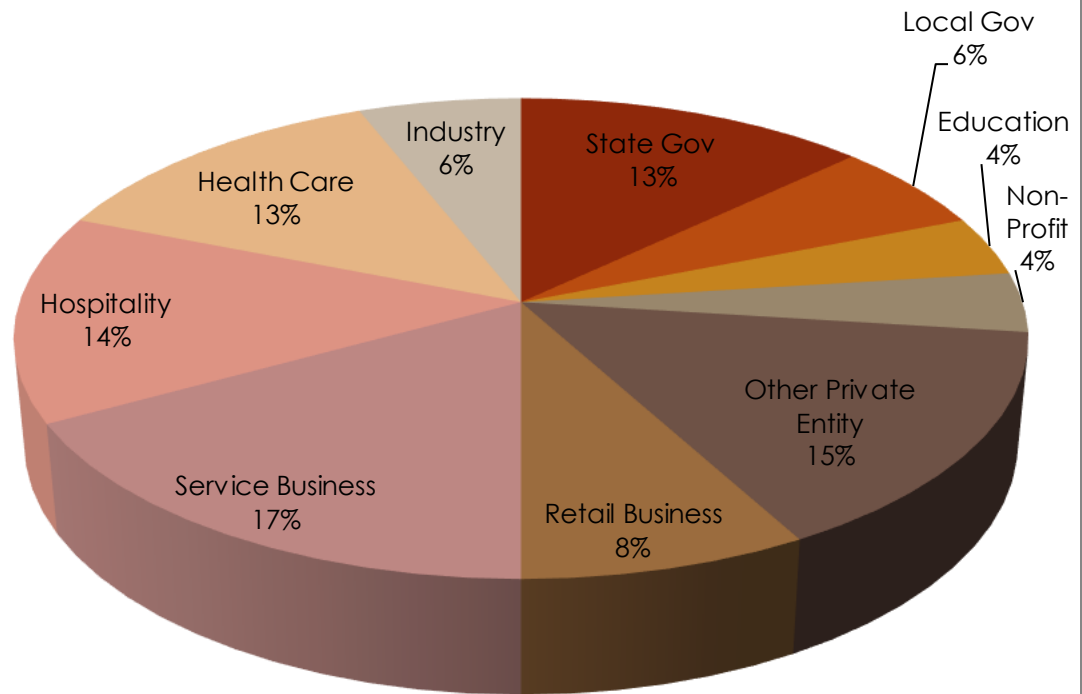
Employment, Public Accommodations and Whistle-blower Cases Resolved by Basis Type – FY 2018-19

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

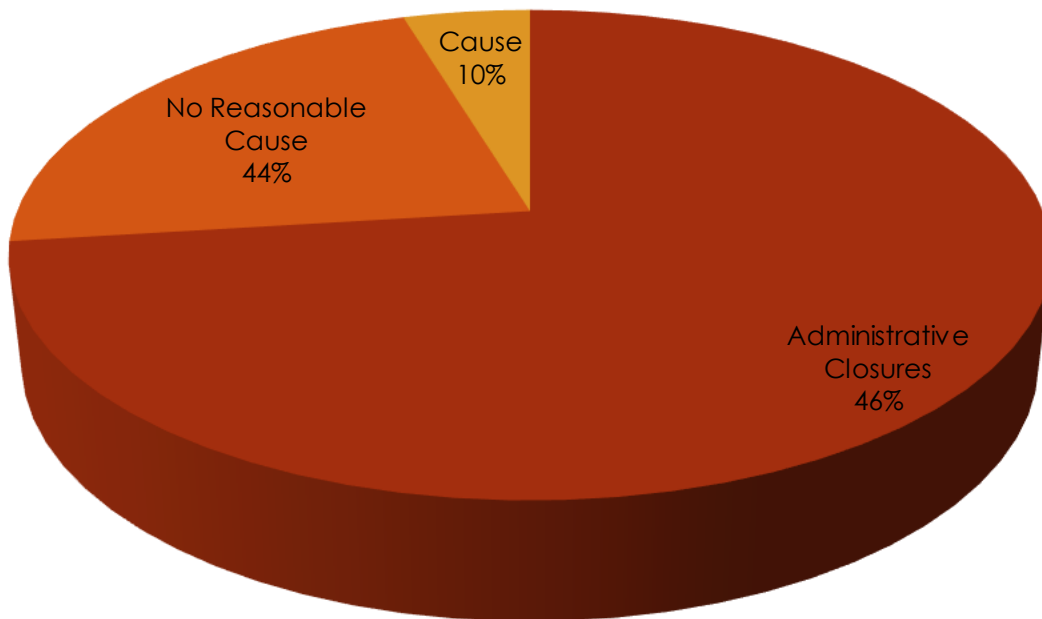
Employment, P.A. & W.B. Closures by Resolution Type FY 18-19



Industry Type by Distribution FY 2018-2019



Housing Cases by Resolution Type FY 18-19



Sampling of Commission Cases

Employment – Race

An African American employee worked as a customer service representative. The employer assigned her a difficult project that had been taken from another customer service representative of a different race because it was too difficult. The African American employee indicated that it was also too difficult for her to complete, and the employer disciplined her. Two other employees were trained and assigned the project, but they too could not complete it, but the African American employee was the only one that was disciplined for not completing the project. The African American employee then did not receive a pay raise, due to the disciplinary action she had received, while the other customer service representatives outside her race were given pay raises.

Housing – Disability

Homeowner lived within a community association; however, she lived in the non-pet section of the community. The homeowner provided the association with a medical letter confirming her disability and need for a service animal. The homeowner's spouse then called the association and requested an accommodation from the no-pet rule that would allow the homeowner to keep a service animal in her home. The homeowners made requests in September 2017, November 2017, January 2018, and February 2018. Finally, after multiple requests, the association granted permission for the homeowner to keep a service dog at their residence, but the association caused significant delay and failed to properly engage in the interactive process with the homeowner.

Public Accommodations – Disability

An individual with a service animal went to a restaurant with her family. The restaurant's staff informed them that they were not allowed inside the restaurant with the animal and would have to wait 90 minutes for an outside table, while other patrons were being seated promptly.

Whistle-blower Retaliation

An employee applied for a promotional opportunity with a State of Florida agency, which was awarded to another applicant. The employee made a complaint to the Florida Department of Veteran Affairs that his veteran's status was not considered, and subsequently participated in the investigation of that claim. The agency offered the promotion to the employee in order to resolve the complaint. Thereafter, the employer began disciplining the employee and eventually terminated him before he could complete his six-month probationary period. The employer acknowledged that it assumed the employee could not perform in the position with more responsibilities and less supervision before he even started in the new role, and there was no documentation to support any specific concerns with his performance.

Partnership Requests and Stakeholder Efforts

- 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

Thanks to Our Partners, Stakeholders and Sponsors!

Florida Civil Rights Hall of Fame
~The FCRHOF continues to inspire us all~

Three Civil Rights Heroes Inducted into Florida Civil Rights Hall of Fame

Tallahassee, Fla. — Today, Daniel Webster Perkins, Dr. Charles Ullman Smith and Henry “Hank” James Thomas were officially inducted into the Florida Civil Rights Hall of Fame for 2018.

“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.

Daniel Webster Perkins

Perkins, of Jacksonville, is a graduate of North Carolina State College, Temple University and Shaw University School of Law. He was one of Florida’s first African American attorneys, after officially becoming a member of the Florida Bar in 1914. He served as state chairman of the WPA Advisory Educational Council and secretary of the state NYA Advisory Council. In 1968, the former Colored Lawyers Association changed its name to the Daniel Webster Perkins Bar Association in honor of Perkins, who was a founding member.

Dr. Charles Ullman Smith

Smith, of Tallahassee, was a civil rights leader and a long-time faculty member at Florida Agricultural and Mechanical University (FAMU). In 1948, Smith completed his Ph.D. in sociology at Washington State University where he was the second African American to earn a Ph.D. at the University. After graduation, Dr. Smith served as chair of the Department of Sociology and dean of graduate studies at FAMU. He was active in the civil rights movement including the Tallahassee Bus Boycott of 1956 and the lunch counter sit-ins of 1960. In 2016, the 60th anniversary of the Tallahassee Bus Boycott was named in his honor.

Henry “Hank” James Thomas

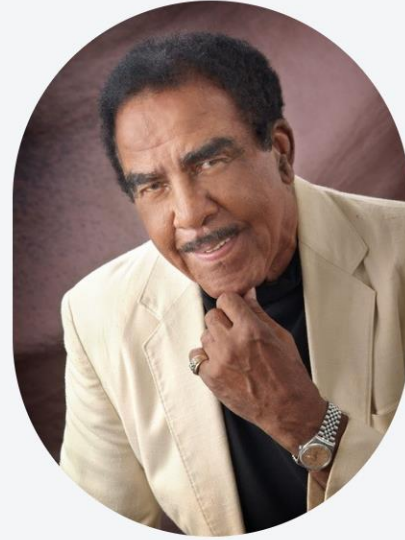
Thomas, of Jacksonville, served in the U.S. Army from 1963-1966 where he earned six combat medals, including The Purple Heart. He was active in the civil rights movement and one of the original thirteen Freedom Riders, as well as a committed Freedom Fighter. In 2006, Thomas received the distinguished “Buffalo Soldier” award from his alma mater, Howard University. Thomas is a lifetime member of the NAACP, an active fundraiser for the UNCF and a retired member of the 100 Black Men of DeKalb County.

The Florida Commission on Human Relations, established by the Florida Legislature in 1969, is the state agency charged with administering the Florida Civil Rights Act and the Florida Fair Housing Act. Fair treatment, equal access and mutual respect are the benchmarks of the Commission’s commitment. Through education and partnerships, the Commission works to prevent discrimination and costly litigation through teaching best business practices and

fostering understanding amongst Floridians about their rights and responsibilities under both state and federal discrimination laws.



**Henry "Hank" James
Thomas**



Charles Ullman Smith



Daniel Webster Perkins

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 2018-19, 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 2018-19



Florida Commission on Human Relations *Commissioners - 2018-20*



Tony Jenkins, Chair
Lake Mary



Latanya E. Peterson
Flemming Island



Dr. Donna Elam
Orlando



Jay Pichard
Tallahassee



Rebecca Steele
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United in One Goal: Equal Opportunity and Mutual Respect



For Those with Communication Impairments:
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TDD ASCII (800) 955-1339
TDD Baudot (800) 955 - 8771

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