



ANCHORAGE EQUAL RIGHTS COMMISSION

**2002 Annual Report
Preview of 2003**

2003 COMMISSION MEMBERS

Chris Lyou, Chair
Elary Gromoff, Jr., Vice-Chair
Holly Hill, Secretary
Denise Morris, Member
Julie Eaton, Member
Rosalie Sandoval, Member
Wilbur Hooks, Member
Susan Brady, Member
Breddy Yang, Member

2003 MEMBERS OF THE STANDING COMMITTEE ON THE PROMOTION OF TOLERANCE & DIVERSITY

Richard Benavides
Norma Lucero
Inez Magalona
Debe Mahoney
Mary Price
Ida F. Nelson

Toni Kahklen-Jones
Timothy G. Bridgman
Susan Churchill
Debbie Fullenwider
Kevin Holmes

2003 STAFF MEMBERS

Barbara A. Jones, Executive Director
Paula Williams, Staff Attorney
Andrew L. Keilholz, Investigator
Erin L. Shepherd-Ham, Investigator
Belinda A. Davis, Investigator
Yvonne M. Gutierrez, Administrative Assistant
Merianne V. Thomas, Office Assistant

CONTACT INFORMATION

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RE: 2002 Annual Report of the Anchorage Equal Rights Commission & Preview of 2003

On behalf of the Commissioners and staff, I'm pleased to present this report on the activities of the Anchorage Equal Rights Commission from January 1, 2002 through November 30, 2003. The following report and statistics explain the Commission's accomplishments towards its mission and services.

In January 2002, the Anchorage Equal Rights Commission staff created, and the Commission embraced, a new mission statement to demonstrate our dedication and commitment to civil rights in Anchorage. "The mission of the Anchorage Equal Rights Commission is to enforce municipal anti-discrimination laws and provide equal opportunity to all persons in Anchorage." The Commission articulated three goals to meet that mission. Those goals are to 1. Respond to inquiries; 2. Respond to complaints and investigate allegations of discrimination; and 3. Eliminate discriminatory practices. The statistics presented throughout this report demonstrate that the Commission and staff are on track to successfully accomplish these goals.

The Anchorage Equal Rights Commission has faced many challenges in 2002 and 2003, but we anticipate many new opportunities in this and upcoming years. The Commission, staff and Standing Committee on the Promotion of Tolerance and Diversity are working in partnership with other entities, organizations and citizens to achieve our goals to eliminate and prevent discrimination in the Municipality of Anchorage.

Sincerely,

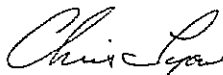

Chris Lyou, Chair

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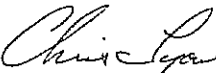
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Sincerely,


Chris Lyou, Chair

One of the most significant accomplishments of the Anchorage Equal Rights Commission was the re-drafting and presentation of amendments to Title 5 to the Anchorage Assembly. The amendments were adopted by the Assembly in January 2003.

The amendments included many technical changes, such as using gender neutral language and incorporating the regulations into the code. The significant substantive amendments included extending the time to file a complaint, changing the confidentiality provision of the code, and eliminating certain motions in public hearings. In addition, Title 5 now encompasses a Fair Housing Act that significantly strengthens provisions prohibiting housing discrimination. (See also III. Amendments to Title 5.)

Another significant accomplishment for the Commission was to select eleven community leaders as the first members of the new Standing Committee on the Promotion of Tolerance and Diversity. The Commission did significant work in the winter and spring of 2003 to select the new Standing Committee members. (See also IV. Standing Committee on the Promotion of Tolerance and Diversity and V. Report on Outreach Activities.)

For their outstanding work in the area of outreach and education, the AERC staff tied for first place in 2002 as the Municipality's Multicultural Work Unit of the Year!

Increasing the Number of Case Closures

In 2002, the Commission staff closed 70 cases, up from 32 case closures in 2001! In 2003, the staff closed 70 cases as of September 30, 2003.

IAOHRA Conference in 2002 and 2003

In July of 2002, Commission Chair Chris Lyou attended the International Association of Official Human Rights Agencies (IAOHRA) Conference in New Orleans, Louisiana. The information from this conference motivated the amendments concerning housing discrimination. In August 2003, Commission Vice Chair Elary Gromoff, Jr., attended the IAOHRA Conference in San Antonio, Texas. Commissioner Gromoff found the conference extremely beneficial in clarifying the role of the Commissioners in setting the policy direction for the Commission.

Meeting Dates and Locations

The Commission meets on the third or the fourth Thursday of odd months except July in the Mayor's Conference Room, Suite 820, City Hall, at 6:00 p.m.

The Commission's Standing Committee on the Promotion of Tolerance and Diversity meets on the fourth Thursday of even months in the Mayor's Conference Room, Suite 820, City Hall, at 6:00 p.m.

The meetings are announced in the Municipal legal notices, on the Boards and Commissions calendar in the Municipal Clerk's office and at <http://www.muni.org/mayor/notices.cfm>.

II. MISSION STATEMENT

*The Mission Statement for the
Anchorage Equal Rights Commission
is to enforce municipal anti-discrimination laws
and provide equal opportunity to all persons in Anchorage.*

In January of 2002, the AERC staff worked diligently to create a mission statement as part of the Municipality's program Investing for Results! In addition, the staff defined the Commission's core services, its key areas of focus, and developed some performance measurements. The AERC was reporting its performance based on those measurements on the Municipality's web site at <http://tax-savers.org/results/>.

In January and February of 2003, the AERC staff refined the performance measurements by setting new goals such as increasing monthly investigator case closure goals, increasing the overall agency case closure goals, and setting goals regarding satisfaction with training and other programs provided by the AERC. The staff has been reporting its progress towards these goals quarterly in 2003.

In June 2002, the Anchorage Assembly adopted amendments to Title 5 of the Municipal Code, which governs the Anchorage Equal Rights Commission. The Assembly's amendments added the responsibility of conducting outreach and education programs and created a new Standing Committee on the Promotion of Tolerance and Diversity.

On October 4, 2002, former Mayor George Wuerch and Assembly Chair Dick Traini held a press conference with the AERC to announce additional proposed amendments to Title 5. The public hearings on the proposed amendments were held on January 7 and 14, 2003. The general substantive and technical amendments became effective on January 7, and the Fair Housing amendments became effective on January 15, 2003.

The major substantive changes in the proposed amendments include the following:

- **Extending the time for filing a complaint from 120 to 180 days, former A.M.C. 5.30.010, new section 5.40.010;**
- **Eliminating an interim report called the "proposed" recommendation/findings of investigation, former A.M.C.R. 5.40.004;**
- **Limiting the motions that may be filed at the public hearing phase, former A.M.C.R. 5.60.007, new A.M.C. 5.70.080;**
- **Changing the exclusion for religious educational institutions to allow a hiring preference for members of that religion, former A.M.C. 5.20.060, now at A.M.C. 5.20.090.**
- **Changing the confidentiality provisions to require production of the evidence in the case file only in public hearing and reconsideration cases, or under a subpoena, former A.M.C.R. 5.70.002, new A.M.C. 5.80.050;**
- **Adding a new chapter (A.M.C. 5.25) providing for fair housing practices and enforcement. Those proposed amendments provide for completing housing investigations within 100 days, or if impracticable, within one year; adding a new protected class - familial status - to housing cases; allowing an election of a judicial forum or a public hearing in housing cases; and providing civil penalties for violations of the fair housing ordinance.**

With the enactment of the new Fair Housing provisions of Title 5 (A.M.C. 5.25), the Commission applied to the U.S. Department of Housing and Urban Development (HUD) to participate in the Fair Housing Assistance Program (FHAP). Through the Fair Housing Assistance Program, the AERC would contract with HUD to enforce the Federal Fair Housing Act.

Although there were many minor technical revisions in the amendments, one significant technical change was to make new Title 5 easier to use by incorporating the municipal regulations (A.M.C.R. 5.10.001 – 5.70.007) into the code (A.M.C.).

IV. STANDING COMMITTEE ON THE PROMOTION OF TOLERANCE & DIVERSITY

The purpose of the Standing Committee on the Promotion of Tolerance and Diversity is to increase the community's awareness of and appreciation for the unique racial and ethnic diversity of Anchorage and to eliminate intolerance as well as unlawful discrimination in Anchorage. Anchorage Municipal Code (A.M.C.) 5.10.050.

The Standing Committee on the Promotion of Tolerance and Diversity was established by the Assembly in the 2002 and 2003 amendments to Title 5. The Committee is governed by the Anchorage Municipal Code, the By-Laws of the Anchorage Equal Rights Commission, and any guidelines provided and/or approved by the Commission.

The Anchorage Equal Rights Commission began soliciting members for the Standing Committee in the fall of 2002. Citizens were nominated for the Committee by the mayor, the assembly, and the public. The Commission selected eleven citizens to serve on the Standing Committee in the spring of 2003 and the founding members' names are listed on the inside cover of this report.

The Commission held an initial introductory meeting with the new Standing Committee members on May 6, 2003, and a joint Commission/Standing Committee team building work session on May 22, 2003. At the team building meeting the participants brainstormed what actions could be taken to accomplish the goals the Assembly set for the Committee in Title 5. On June 20, 2003, the Anchorage Equal Rights Commission held a work session with the Anchorage Assembly and announced the names of the eleven community leaders selected to serve on the Committee.

The Standing Committee's first meeting was held on August 21, 2003, and the Standing Committee elected Mary Price as Chair, Debe Mahoney as Vice Chair, and Debbie Fullenwider as Secretary. The Standing Committee held special meetings on September 11 and 25, 2003, to develop its program for the next year. In addition, the Standing Committee met on Thursday, October 16; Monday, November 3; Thursday, November 20; and Thursday, December 18, 2003.

The duties of the Standing Committee are listed in Title 5 of the Anchorage Municipal Code and specify that the Committee shall report directly to the Commission and shall:

- Advise and assist the Commission on issues relating to racial and ethnic diversity as well as the elimination of intolerance and unlawful discrimination within Anchorage;
- Act as a clearinghouse to receive and coordinate information on the status of racial and ethnic issues as well as elimination of intolerance and unlawful discrimination in Anchorage;
- Serve as the Municipality's information resource on issues of diversity-related conflict as situations arise;
- Hear and review public concerns on racial and ethnic issues and make recommendations to the Commission regarding the elimination of intolerance and unlawful discrimination;
- Recommend to the Commission programs and community outreach designed to increase appreciation of the value of racial and ethnic diversity and to eliminate intolerance and unlawful discrimination in Anchorage;
- Recommend to the Commission policies and activities that will enhance appreciation of racial and ethnic diversity and eliminate intolerance and unlawful discrimination within Anchorage; and
- Collaborate with other agencies and community programs to raise the consciousness of the community to prevent or alleviate intolerance.

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- **Serve as the Municipality's information resource on issues of diversity-related conflict as situations arise;**
- **Hear and review public concerns on racial and ethnic issues and make recommendations to the Commission regarding the elimination of intolerance and unlawful discrimination;**
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- **Recommend to the Commission policies and activities that will enhance appreciation of racial and ethnic diversity and eliminate intolerance and unlawful discrimination within Anchorage; and**
- **Collaborate with other agencies and community programs to raise the consciousness of the community to prevent or alleviate intolerance.**

V. REPORT ON OUTREACH ACTIVITIES FOR 2002 AND 2003

In 2002 and 2003, the Anchorage Equal Rights Commission members, staff, and the Standing Committee on the Promotion of Tolerance and Diversity hosted numerous education, training and outreach events, and distributed AERC information at public events and to community organizations.

Elimination and prevention of discrimination occurs on many levels. Some of these educational activities occur during case processing. Although the Commission staff does not provide advisory opinions, often the staff can provide inquirers (including landlords, businesses, and employers) with sufficient information to help prevent discriminatory action or procedures.

In addition to the assistance staff provides to inquirers, the Commission staff requires education and training in most settlement agreements. If the Commission staff becomes aware of policies or procedures that are or may be discriminatory, the staff may require a revision of the policies, procedures, or practices. Finally, when citizens and businesses call to request training from the Commission staff, these calls are handled on an individual basis and the Commission has provided training depending on resources.

In order to fulfill its mandate to develop and participate in activities and programs to eliminate and prevent discrimination, the AERC staff, Standing Committee on the Promotion of Tolerance and Diversity, and the Commission members have been involved in the following outreach and education activities:

AERC TRAINING PROGRAMS

- **Two-Hour Training for Respondents on July 29, 2002 – 15 people!**

The training on Workplace Non-Discrimination included four components: Disparate Treatment Discrimination, Sexual Harassment, Disability Discrimination, and Retaliation.

- **Training for NEA Alaska, January 28, 2003**

The staff conducted a two-hour training on workplace non-discrimination for approximately 25 NEA Alaska union representatives.

- **Fair Housing White Paper, January 30, 2003, February 27, 2003, and August 5, 2003**

The AERC Staff Attorney, Paula Williams, made an excellent presentation to the Fair Housing White Paper Committee and the HUD organized Alaska Affordable Housing Partnership (AAHP).

- **Presentation on the AERC to Job Services, February 27, 2003**

The staff made a presentation to 15 State of Alaska, Department of Labor Case Managers regarding the role of the Equal Rights Commission.

AERC INITIATED OUTREACH & EDUCATIONAL PROGRAMS

HOUSING

- **Fair Housing Cooperative of Anchorage, November 14, 2002, January 23, and May 15, 2003**

In conjunction with the Community Development Division, CDD, the AERC convened a group of interested citizens, many from faith based organizations, to discuss new ways to prevent housing discrimination.

TAXI-CAB ACCESSIBILITY

- **Facilitation of Meetings on Taxi Cab Service for Disabled Persons**

The Anchorage Equal Rights Commission (AERC), through the Commission's Attorney Conni Livsey, has facilitated several meetings with the "stakeholders" between September 2002 and May 2003.

V. REPORT ON OUTREACH ACTIVITIES FOR 2002 AND 2003

OTHER

- **Women's Equality Day Celebration, August 26, 2002 and August 26, 2003**

The AERC, the MOA Office of Equal Opportunity, the YWCA, the League of Women Voters, the MOA Women's Advisory Commission, and the Alaska Federation of Business and Professional Women co-sponsored celebrations, which included the excellent video called "Votes for Women!"

- **Women's History Celebration – on March 27, 2003**

The AERC, the MOA Diversity Council, and the Office of Equal Opportunity planned an event for City employees to celebrate Women's History Month in 2003, with the theme of "Pioneering Women."

- **EEOC Technical Assistance Program (TAPs)**

On April 23, 2003, the AERC participated in the EEOC Technical Assistance Program.

- **Anchorage Women's Commission – On May 6, 2003**

the AERC staff made a presentation to the Anchorage Women's Commission. The presentation was informative in nature, and we discussed partnering with the Women's Commission on future events.

CO-SPONSORSHIP OR PARTICIPATION IN PROGRAMS INITIATED BY OTHER ORGANIZATIONS

HOUSING

- **Predatory Lending Task Force Meeting and Freddie Mac Toolkit on Fighting Predatory Lending**

In 2003, the AERC staff met with the Alaska Predatory Lending Task Force. The AERC facilitated the Task Force's request for a Freddie Mac Tool Kit on Fighting Predatory Lending.

- **HAND (Housing and Neighborhood Development) Work Session**

The AERC made a presentation to the Hand Commission on Fair Housing in celebration of April as Fair Housing Month!

- **April was Fair Housing Month!**

In cooperation with the U.S. Department of Housing and Urban Development Alaska Office, a reception was held on April 30, 2003 at the BP Energy Center to commemorate April as Fair Housing Month.

OTHER

- **Minority Community Police Relations Task Force (MCPRTF)**

The AERC staff provides technical assistance to the MCPRTF. The staff attended all monthly meetings of the Task Force in 2002 and 2003. The AERC staff worked with members of the MCPRTF to plan a public forum for Monday, February 10, 2003, in conjunction with the NAACP and Black History Month.

- **NAACP Town Meeting and Youth Summit, September 6, 2002**

The AERC made a presentation, which included a skit on sexual harassment in the schools, at the NAACP Town Meeting and Youth Summit on September 6, 2002.

- **YWCA Diversity Conference Sponsorship, October, 2002 and October 2003**

The AERC worked with the YWCA Social Justice Committee to sponsor its 2002 YWCA's Annual Diversity Conference and Breakfast in October. The Keynote speaker was Jane Elliot, the adapter of the Brown Eyes, Blue Eyes Discrimination Exercise. In 2003, Jewel Jones, former director of the MOA's Department of Health and Human Services Department was the keynote speaker.

V. REPORT ON OUTREACH ACTIVITIES FOR 2002 AND 2003

- **Diversity Awareness Team**

The AERC is member of the Diversity Awareness Team, a group of employers who are working to bring together information and celebrations on various cultures throughout the year. At the Diversity Awareness Team (DAT) African American and Black History Month Celebration on February 28, 2003, the AERC Executive Director participated in a panel discussion on "What's In a Name: Are Emily and Brendan More Employable Than Lakisha and Jamal?" based on a fascinating field experiment from the University of Chicago, Graduate School of Business.

- **ADA Advisory Commission Meetings**

The AERC staff participated with other municipal employees to support the new ADA Advisory Commission. On January 8, 2003, the Commission's Attorney, Conni Livsey, made an excellent presentation on the ADA.

- **Dr. Barbara Love, Healing Racism**

On April 24, 2003, the AERC hosted a reception for Dr. Barbara Love, of Amherst University in Massachusetts. The AERC cosponsored the Healing Racism workshop by Dr. Love on Saturday, April 26, 2003.

VI. 2002 AND 2003 ENFORCEMENT ACTIONS AND STATISTICS

ENFORCEMENT ACTIONS

1. Responding to Inquiries or Informational Outreach

The Commission staff receives approximately 900 calls on an annual basis from citizens of and visitors to Anchorage who are seeking information and assistance, usually because of a problem or concern, such as an employee questioning a situation in the workplace that is believed to be discriminatory, or a community member seeking information about housing discrimination laws, or a business entity seeking to ensure compliance with the non-discrimination requirements of the municipal code. If the issue is not within the Commission's jurisdiction, the reason for lack of jurisdiction is explained and the caller is referred to the appropriate forums.

2. Responding to Complaints and Investigating Allegations of Discrimination; New Complaints and Caseload

When the Anchorage Equal Rights Commission has jurisdiction of an allegation of discrimination brought before it, an investigator assists the individual making the allegation to write a complaint. The investigator then impartially investigates the allegation by interviewing witnesses, collecting and reviewing documents and, in many cases, analyzing comparative information.

In 2002, the AERC opened 67 cases: 53 employment, 7 housing, and 7 other. (See Table 1 and Table 2.) The bases for filing the complaints included 30 (44.7%) alleging race as the basis for the discrimination, 18 (26.87%) alleging sex discrimination, and 13 (19%) alleging disability. (See Table 3.)

In the first 9 months of 2003, the staff opened 45 complaints: 37 employment, 7 public accommodation, and 1 other. (See Table 1 and Table 2.) The bases for filing the complaints included 24 (64.87%) complaints alleging race discrimination; 8 (17.78%) alleging retaliation; and 7 (15.56%) alleging disability discrimination. (See Table 3.) The key issues complained of included termination, hostile work environment, and disparate or differential treatment.

3. Completing Investigations and Time Periods

After completing the investigation, the staff is required by Title 5 to issue written findings, titled a Determination, within 240 days from filing the complaint. The Determination recommends either that the complaint be closed for lack of substantial evidence of discrimination, or that conciliation be attempted if the recommendation is that there is substantial evidence to support the allegations of the complaint. If the case is not conciliated, the complaint is taken to a public hearing. In 2002, the staff issued Determinations or closed 70 cases; in the first 9 months of 2003, the staff has already issued Determinations or closed 70 cases! (See Table 4.)

In 2002, the Commission staff initiated as a measure of its success, reporting the number of cases closed within 240 days. Currently, the greatest challenges before the Commission are to (1) maintain agency case closures and (2) increase the number of cases closed within 240 days. The Commission anticipates that in 2003, with the new charge priority processing provisions in Title 5, staffing, and the Investing for Results goals, the staff will continue to close a consistent number of cases and reduce the backlog of cases over 240 days.

At the beginning of 2002 the AERC had 54 cases over 240 days. The Commission has been successful in focusing on this goal: by the end of September 2003, the staff had reduced the number of cases over 240 days to 22 cases! The staff is continuing to carefully monitor the age of cases and to manage investigator caseloads to complete cases as timely as possible. Case processing information on cases closed, including cases over 240 days, is provided to the Commissioners every other month (except in the summer).

4. Integrity of the Investigative Process

To ensure the integrity of the investigative process, the Commission requires that staff maintain confidentiality, and provide notice of rights to the parties. All complaints, including the names of the parties, remain confidential unless the complaint is taken to a public hearing. After a determination is issued, the complainant may ask the Commission for reconsideration of the staff's findings. Further, after exhausting the reconsideration procedures, either party has a right to appeal the Commission's decision to the Alaska Superior Court.

In 2002, to measure the completeness, thoroughness and impartiality of investigations, staff articulated as two measures of success: (1) the number of cases not appealed or reconsidered, and (2) the Equal Employment Opportunity Commission (EEOC) acceptance of co-filed closed cases. In 2002, 95.3% of the AERC cases were not reconsidered or appealed; in 2003 (projected), 93.4% of the AERC cases were not reconsidered or appealed. In both 2002 and 2003 (projected), the EEOC accepted 100% of the AERC's co-filed cases.

5. Case Resolutions Geared to Eliminate and Prevent Discrimination

The resolution of most complaints is brought about at the end of the investigation by a finding of either substantial or not substantial evidence of discrimination. However, there are a number of other resolutions of complaints authorized by Title 5, including resolutions agreed to by the parties.

In cases that were resolved by an agreement of the parties, the Commission was successful in requiring terms designed to prevent and eliminate discrimination in 92.3% of the cases in 2002. In the first nine months of 2003, the Commission was successful in requiring terms designed to prevent and eliminate discrimination in 76.5% of the cases in which parties reached a resolution. (See Table 5.) The terms that the Commission was successful in obtaining include the following:

- A Respondent paid \$11,000 for back pay in a case alleging disability discrimination in employment. In addition, the Respondent agreed to and did provide disability training to its employees, supervisors and managers. The Respondent also revised its personnel files and application files so that all information regarding the medical condition of employees is kept in separate medical files and treated as confidential medical records.
- A Respondent paid \$6,721 in back pay, plus interest for one year, in a case alleging sex discrimination in employment. This Respondent agreed to and provided workplace non-discrimination training to its employees, supervisors and others.
- Another Respondent provided a corrected W-2 form to a complainant alleging sex discrimination for the reason that males were provided different employment benefits than females. This Respondent also agreed to pay the complainant's attorney and accountant fees and agreed to provide notice to employees in the future if it changed the benefits that were the subject of the complaint.

6. Public Hearings and Litigation

The Anchorage Equal Rights Commission takes cases in which there is a finding of substantial evidence of discrimination and conciliation is unsuccessful to public hearing. The Commission also may enforce settlement agreements and defend decisions of the Commission in appeals to superior court, and may be involved in other litigation. The public hearings and litigation involving the Commission in 2002 included the following:

Killpatrick v. Delta Global Services, Inc., was a race discrimination case alleging failure to hire, failure to train, and failure to promote. This case was resolved by the parties through settlement discussions in the fall of 2002.

VI. 2002 AND 2003 ENFORCEMENT ACTIONS AND STATISTICS

Nguyen v. AERC/MOA, was filed as an appeal of the AERC's decision to deny reconsideration of the determination of no substantial evidence. The parties agreed to dismiss the case with prejudice on February 27, 2002; the court signed the order on March 20, 2002.

Thomas et al. v. AERC et al., was filed by plaintiffs seeking a declaratory judgment that the provisions of Title 5's housing law prohibiting discrimination based on marital status violate their religious rights. This case is under advisement after oral arguments before the Alaska Supreme Court in November 2003.

Drake v. Wal-Mart, Inc., is a public hearing case alleging race discrimination in a public accommodation. This case is pending public hearing in the spring of 2004.

Jenkins-Welch v. MOA/AERC, is an appeal in superior court of the Commission's decision to administratively close the underlying discrimination case because complainant filed a complaint in court. The record on appeal was filed in October 2003 and briefs will be due sometime later in 2004.

ENFORCEMENT STATISTICS

TABLE 1

INQUIRIES AND NEW COMPLAINTS					
	2000	2001	2002	2003 (actual for nine months)	2003 (projected)
Inquiries	898	982 ¹	958	659	878
New Complaints	58	77	67	45	60
Percentage of Perfected Complaints from Inquiries	6.45%	7.88%	6.8%	6.8%	6.8%

TABLE 2

COMPLAINT FILINGS BY TYPE			
	2002	2003 (actual for nine months)	2003 (projected)
Employment	53	37	50
Housing	7	0	0
Public Accommodations	2	7	9
Financing	0	0	0
Educational Institutions	3	1	1
Practices of the Municipality	2	0	0
Totals	67	45	60

FOOTNOTES

¹ This number has been adjusted to reflect a more accurate method of recording inquiries in 2001.

VI. 2002 AND 2003 ENFORCEMENT ACTIONS AND STATISTICS

TABLE 3

COMPLAINT FILINGS BY BASIS								
	Race/ Color	National Origin	Sex (includes pregnancy & parenthood)	Physical or Mental Disability	Age	Marital Status	Retaliation	Familial Status
Complaints 2002²	30	10	18	13	2	0	9	0
Complaints 2003³ (actual for nine months)	24	6	6	7	3	0	8	0

TABLE 4

INQUIRIES AND NEW COMPLAINTS					
	2000	2001	2002	2003 (actual for nine months)	2003 (projected)
Total Case Closures	67	33	70	70	80

TABLE 5

RESOLUTIONS PROVIDING FOR ELIMINATION OF DISCRIMINATORY PRACTICES		
	2002	2003 (nine months)
Total Predetermination Settlements, Conciliations or Settlements that include remedial measures provided by Title 5	12/13	13/17
Percent of Case Resolutions providing for Elimination of Discriminatory Practices	92.3%	76.4%

FOOTNOTES

² Data includes cases filed on multiple bases and thus does not equal the total complaints filed.

³ Data includes cases filed on multiple bases and thus does not equal the total complaints filed.