

2017 ANNUAL REPORT



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Chicago Commission on
HUMAN RELATIONS

Chicago Commission on Human Relations

Enabling Ordinance

The City Council finds that prejudice and the practice of discrimination against any individual or group because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military status, lawful source of income, and credit history (as to employment only), or criminal history (as to employment only) menace peace and public welfare. (2-120-480)

Mission Statement

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



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Mayor's Letter



Dear Fellow Chicagoans,

Chicago's greatness is drawn from the vibrant diversity of our beloved neighborhoods and historic communities, while our future will be met by extending our legacy as a Welcoming City for all who want to make Chicago their home.

In 2011, I was elected on the promise of ensuring our values of equality, fairness and mutual respect are more than just words, but firm and resolute calls to action.

Since that time, under the leadership of Chicago Commission on Human Relations (CCHR) Chair and Commissioner Mona Noriega, we have worked to create the strongest and most comprehensive anti-discrimination ordinances in the country.

This past year saw CCHR's extensive outreach lead to increased employment discrimination filings, along with continued action against alleged housing discrimination, public

accommodations, and hate crimes.

2017 also saw the opening of new fronts in the fight for equality and against discrimination with the passage of a new ordinance protecting Chicago's hotel workers, and renewed support for our immigrant and refugee communities to certify applications for U and T visas, providing significant relief for undocumented complainants who pursue discrimination claims.

Meanwhile, CCHR worked to provide educational workshops and conflict mediation to reduce discrimination, community tensions and hate, as well as worked with elected officials, community leaders, police and schools to facilitate dialog and understanding.

This past year also saw the Hate Crime Summit 2017, which was organized by CCHR in partnership with the Chicago Hate Crime Coalition to raise awareness about hate crimes, as well as provide opportunities for collaboration and further study.

All these measures are aimed at a single goal: ensuring Chicago remains a Welcoming City for all of our residents and families. As we move forward together into the new year, I look forward to extending our work even further across our neighborhoods and communities, and ensuring Chicago stands as a national model of safety and equality for every family, visitor, business and resident.

Sincerely,

Mayor Rahm Emanuel

Commissioner's Letter



Greetings,

2017 was truly a year of great challenge, and great opportunity for the nation and the Commission on Human Relations (CCHR). We were challenged to respond, seemingly every day, to attempt to push back the progress of civil and human rights in our own country. Travel bans against our Muslim neighbors, white supremacist violence in Charlottesville, NC and the backlash against the trans community presented a different America from the one many of us have longed loved, and have been proud to call our home. Yet, these challenges brought with them opportunities; opportunities to come together to discuss our differences, and the opportunity to find the humanity in each person we encountered.

At the Commission on Human Relations (CCHR), we accepted this challenge and focused our resources on supporting the residents of this city at a time when many felt besieged, isolated, and alone.

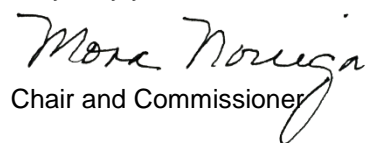
We expanded our outreach efforts to the Muslim community to ensure them that Chicago stands with them. We continued to fight against hate crimes and worked with the police to see that offenders are prosecuted. And we continued to support our trans community to protect them against discrimination and violence.

To address the continued prevalence of housing discrimination against families with Housing Choice Vouchers (Section 8), we contracted with the Chicago Lawyers' Committee for Civil Rights Under Law to conduct fair housing testing and training in six neighborhoods where our complaint filings indicated voucher holders were being denied opportunities to rent. We also initiated an early intervention pilot program for housing choice voucher discrimination complaints to educate property owners about source of income discrimination under the Chicago Fair Housing Ordinance (CFHO), and to facilitate the rental application process.

To help provide protection to some of the city's most vulnerable workers from sexual harassment, we worked with the city to pass and implement the Hotel Workers' Ordinance. We also became a certifying agency for U Visa and T Visa applications to provide a measure of immigration protection for undocumented complainants pursuing claims of discrimination before the CCHR. Then in October, the CCHR in partnership with the Chicago Hate Crime Coalition organized the Hate Crime 2017 Summit that was attended by over 300 people. The objective of the Summit was to raise awareness of hate crimes, address the barriers to reporting hate crimes, and provide opportunities for networking, collaboration and study.

I invite you to review our report to learn more about CCHR's work in 2017. The challenges remain, as well as the opportunities to make a difference. Let's work together to be that difference in 2018. Thank you.

Very truly yours,


Chair and Commissioner

Discrimination Investigations



Perhaps one of the most often asked questions of the CCHR is, “How many discrimination complaints have you received?” The numbers vary, but over the past 10 years the average is about 250. But, is it accurate to say that there have only been 250 acts of discrimination in the city annually? Truthfully, we realize the numbers are much more than this, but we can only report on the complaints that are filed with our office. So, it is a priority and major goal of the CCHR to make our services available and made known to as many people who need them. This first requires that we get the word out to the public about our services. Through community outreach, workshops, printed materials, social media and other means, we are always looking for new ways to inform the public about our services. Secondly, it means developing a

complaint system that is easy to understand and access, while being fair to both parties. We believe we have done that.

In Chicago, the Human Rights Ordinance and Fair Housing Ordinance are the civil rights laws established by the city to protect all within its boundaries. As the civil rights agency for the city, the CCHR is responsible for enforcing these important laws. The ordinances provide the agency with broad enforcement powers to investigate and make legal determinations of liability in employment, housing, public accommodations, credit, and bonding based on sixteen areas, or protected classes: race, color, ancestry, national origin, religion, disability, age (over 40), sex, sexual orientation, gender identity, marital status, parental status, military status, source of income, credit history (employment only), and criminal history (employment only).

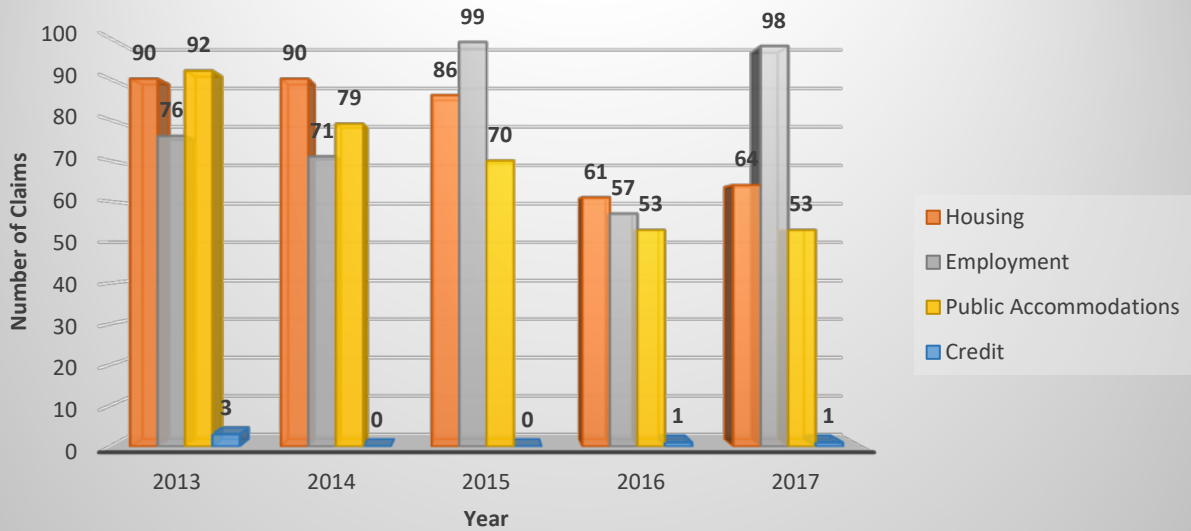
A person who believes that they have been discriminated against in violation of one of these two ordinances can file a complaint with the CCHR if the alleged discriminatory act took place in Chicago, and the complaint is filed within 180 days of the person being made aware of the discriminatory act. Complaints may be filed in person, by email, or by fax.

The Process

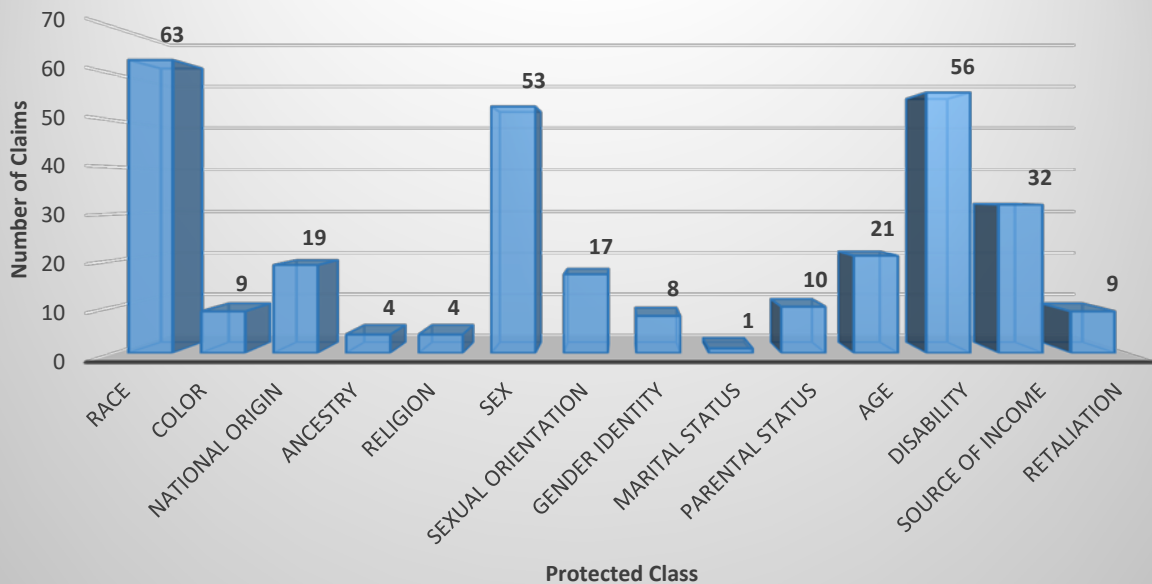
There are several stages to the investigation and adjudication (rendering of a legal decision) to a complaint as illustrated in the flowchart on page 6. If the investigation of a discrimination complaint reveals substantial evidence of an ordinance violation, the CCHR will conduct an administrative hearing. Following the hearing, the hearing officer will prepare a recommended ruling which is presented to the CCHR Board of Commissioners for review. If the Board of Commissioners rules that discrimination has occurred, violators can be ordered to:

- Pay fines to the City of Chicago, up to \$1,000 per violation.
- Take specific actions to address discriminatory practices (injunctive relief).
- Pay damages to the Complainant for out-of-pocket losses and emotional distress.
- Pay punitive damages to the Complainant in appropriate cases.
- Pay the Complainant’s attorney fees.

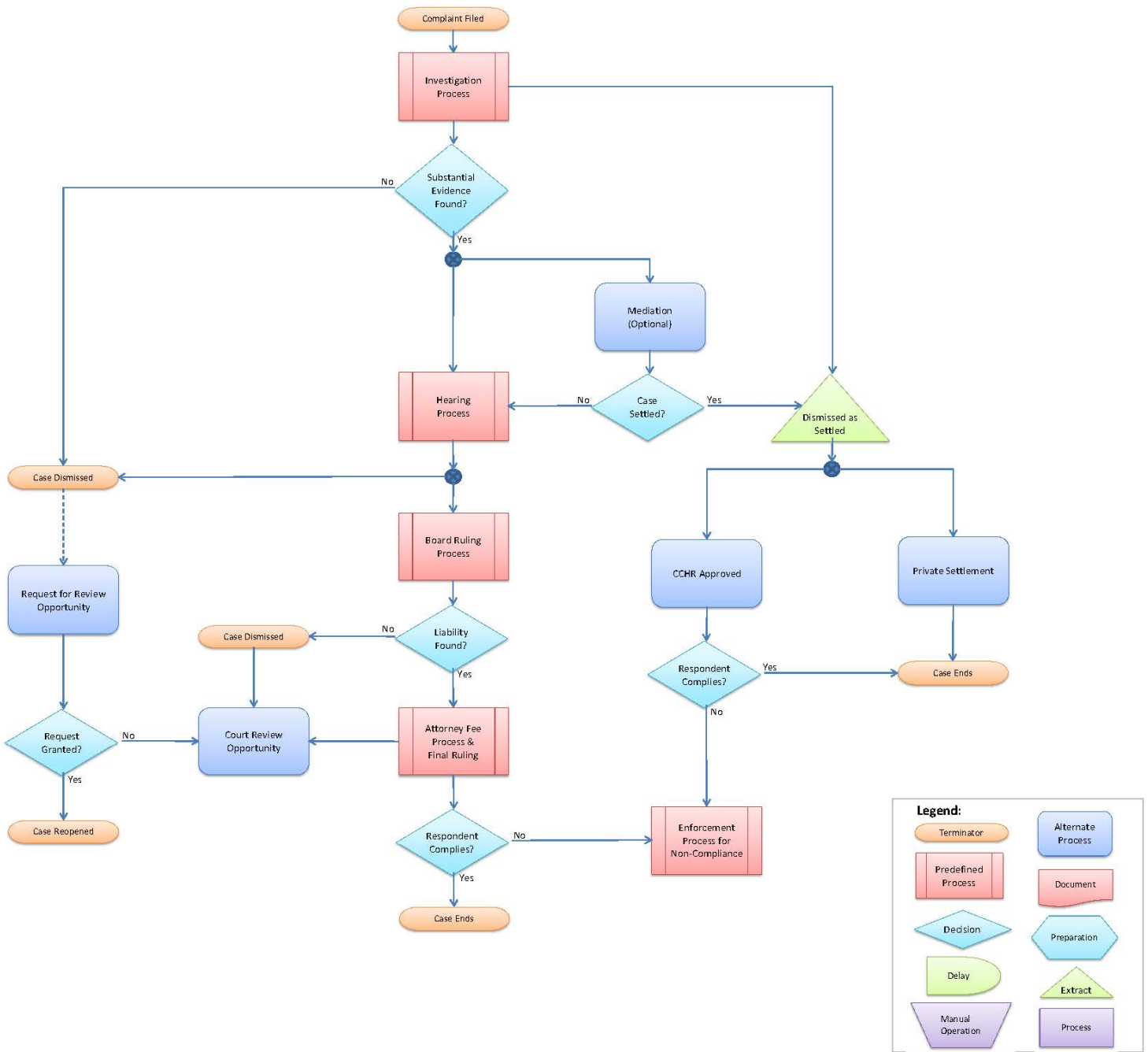
Discrimination Complaints Received 2013-2017



2017 Discrimination Claims by Protected Class



Investigation and Adjudication Process

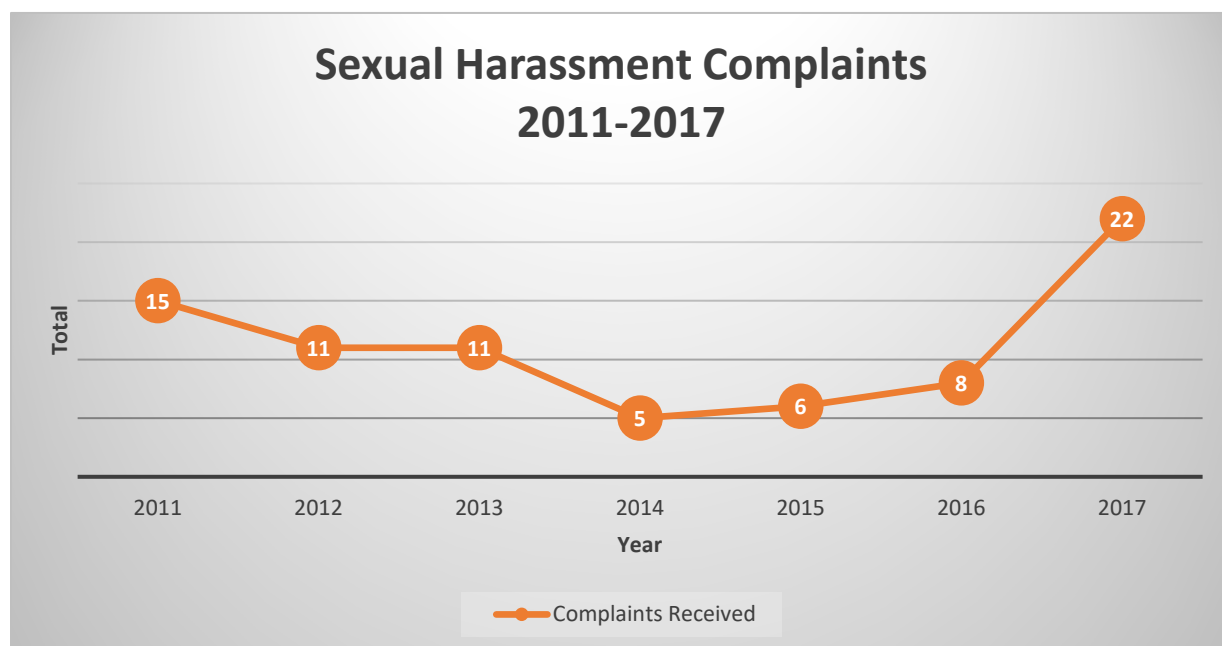


Employment

In 2017, employment discrimination complaints comprised the bulk of the total complaints received at the CCHR, which is consistent with past years. What was unusual, however, was that the most alleged basis for discrimination in employment was sex discrimination. In past years, race has nearly always been the most alleged basis of discrimination. In 2017, there were 44 sex discrimination complaints filed with the CCHR compared to just 9 in 2016. This number also represented an increase of 76% over the five-year period between 2013 -2017, where an average of 25 sex discrimination complaints were received annually.



The increased filings may be attributable to extensive outreach by CCHR staff to attorneys and other advocates who represent victims of discrimination in Chicago. It may also be reflective of the increased national dialogue in 2017 around issues of discrimination and harassment, particularly with regard to high-profile cases of sexual harassment and the #MeToo movement. From 2011 through 2016, the number of sexual harassment complaints received by the CCHR remained fairly consistent, with those complaints typically representing between 7% and 14% of the total employment discrimination complaints received. In 2017, however, that number jumped to 22% of employment discrimination complaints received, with sexual harassment complaints increasing 175% over 2016 totals.



The increase in sex discrimination complaints also helps explain the overall increase in employment complaints filed with the CCHR between 2016 and 2017. In 2016, the department received 58 employment discrimination complaints, whereas in 2017, that number jumped to 98, a 40% increase.

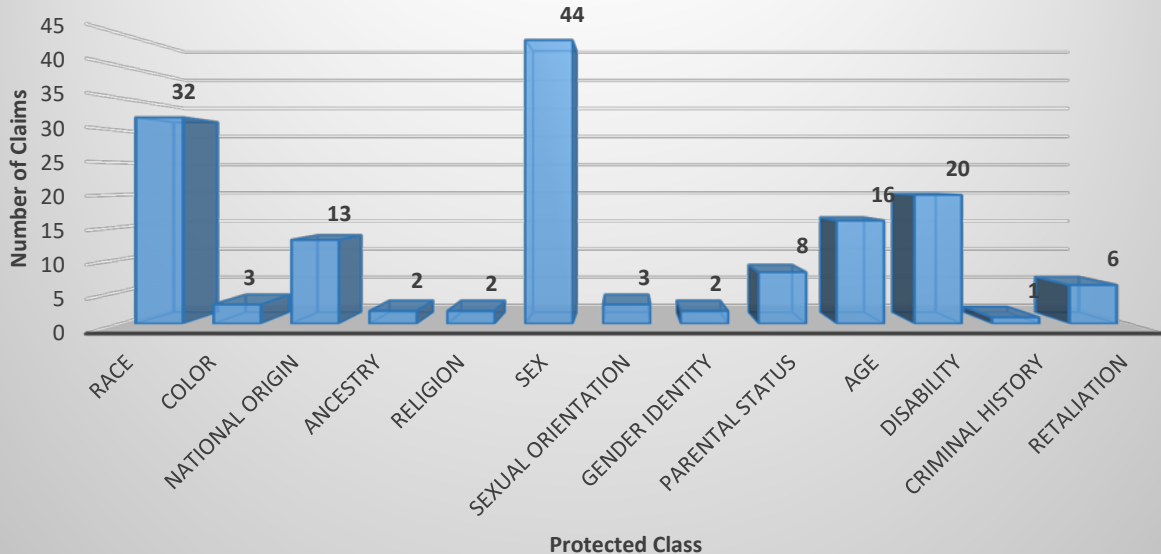
Sexual Harassment and the #METOO Movement

In 2006, activist Tarana Burke coined the #MeToo on Myspace. A survivor of sexual assault herself, Burke wanted to use the phrase to help women and girls of color with similar experiences. #MeToo continued to be used outside of the attention of the mainstream until events in 2017 brought the issue to the forefront.

On October 5, 2017, actress Ashley Judd accused media mogul Harvey Weinstein of sexual harassment and intimidation in a breaking news story reported by the New York Times. Seven days later, on October 12, Roy Price, the head of Amazon Studios, resigned after producer Isa Hackett accused him of lewd behavior and propositioning. As the public reeled from these cases, actress Alyssa Milano tweeted, "If you've been sexually harassed or assaulted write 'me too' as a reply to this tweet." Thousands of women, and men rallied behind the hashtag and in a matter of days, #MeToo had become a movement impossible to ignore. In the following weeks, many high-profile men in positions of authority and influence were accused of extreme abuses of power, sexual misconduct, and sexual assault. More importantly, the movement helped raise awareness of the issue of sexual harassment among the general public.

The heightened awareness and the support for victims of sexual harassment garnered by the #MeToo movement may explain why sexual harassment complaints increased at the CCHR, from eight filed in 2016, to 22 in 2017. As the #MeToo movement fully gained traction in the final months of 2017, CCHR will continue to monitor the impact of the campaign in 2018.

Employment Discrimination Claims by Protected Class





Housing

The CCHR received 64 complaints alleging housing discrimination in 2017. This number represents a slight increase of about 5% from 2016, when 61 such complaints were filed. As has been the trend for the past several years, the bulk of the 64 housing complaints – 30 complaints (or 46%) – alleged source of income discrimination, most of which involved Housing Choice Vouchers,

also known as Section 8 Vouchers.

Recognizing that discrimination against low income households who receive these federal subsidies (administered in Chicago through the Chicago Housing Authority) continues as a significant fair housing issue, the Commission successfully advocated for funding through the CDBG Program to conduct fair housing discrimination tests based on housing choice vouchers. The Chicago Lawyers' Committee for Civil Rights Under Law was retained to work with the Commission as a consultant on this initiative. The testing program, which began in 2017 and will conclude in 2018, is helping to identify areas in the city where this type of discrimination is occurring. An educational outreach campaign will then be conducted in those communities to help landlords and real estate professionals better understand the requirements under the law. A full report of the findings of the study will be released in 2018.

Beyond source of income, race and disability discrimination were the next most frequent claims in the housing area, both asserted in 20% of the housing complaints. The next most cited basis of discrimination in housing was sexual orientation, which was asserted in 9 complaints of discrimination, as compared to only 3 complaints in 2016. Other types of discrimination were claimed in 8% or fewer of new housing discrimination complaints.

Housing Choice Voucher (Section 8): Do You Know the Law?

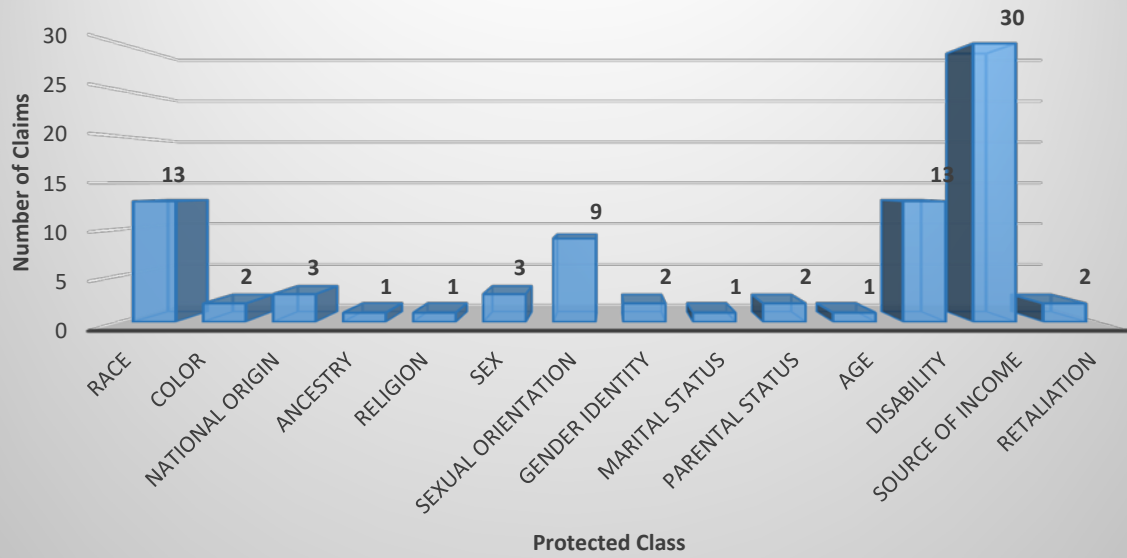
True or False?

- 1) Landlords with small buildings of six units or less can choose not to accept prospective tenants who want to use a Housing Choice Voucher (HCV) to pay their rent.
- 2) It is a valid defense to a claim of discrimination for a landlord to tell a prospective tenant with a HCV, "The apartment has not been approved for Section 8."
- 3) A realtor can be held liable for rejecting applicants for an apartment with HCVs because she followed the instructions of her client, the building owner, not to rent to people with Section 8.

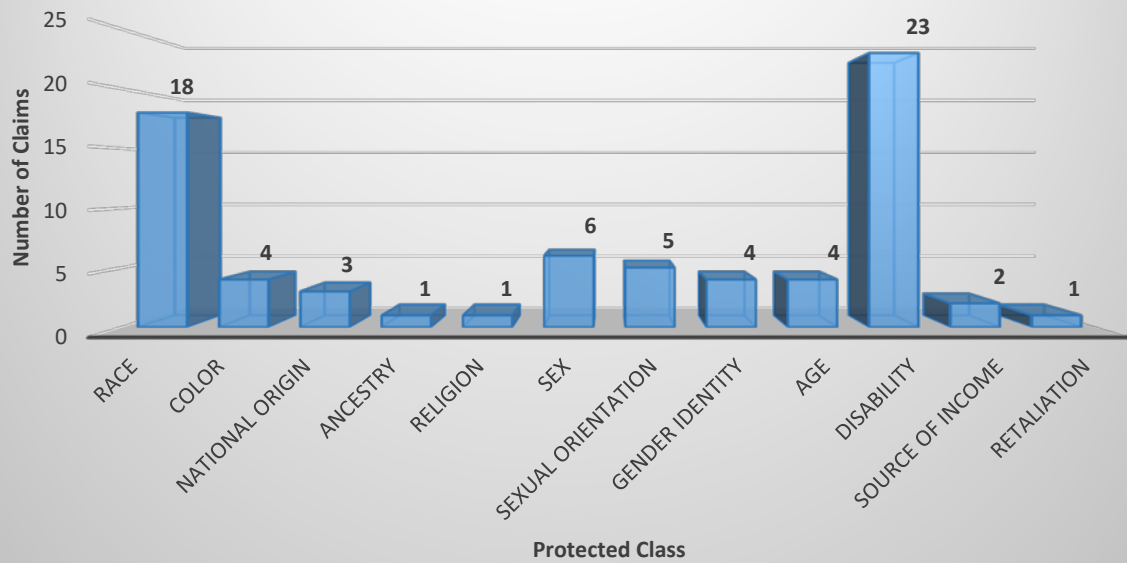
Answers

- 1) False. The Chicago Fair Housing Ordinance applies to all buildings regardless of the number of units. Housing Choice Vouchers are a legal source of income and therefore must be accepted for rent.
- 2) False. There is no pre-approval process required before a person with a HCV can apply for an apartment.
- 3) True. Realtors have an obligation under the Fair Housing Ordinance not to discriminate, or to convey discriminatory statements.

Housing Discrimination Claims by Protected Class



Public Accommodations Discrimination Claims by Protected Class



Public Accommodations

Out of the 53 public accommodation complaints received in 2017, disability was the most cited basis of discrimination, included in 32% of all complaints received under this category, which is consistent with complaints filed in prior years. In addition, in 2017 the CCHR's new disability access regulations became effective on July 1. These regulations brought the CCHR regulations in line with those already in effect for Title III of the Americans with Disabilities Act. Throughout the year, CCHR staff presented to numerous chambers of commerce as well as to other small business organizations to emphasize the importance of accessibility and explain the new regulations. While we expected to see an increase in public accommodation complaints as a result of the outreach around the disability access regulations, complaints of disability discrimination in public accommodations remained at roughly the same level as in 2016.

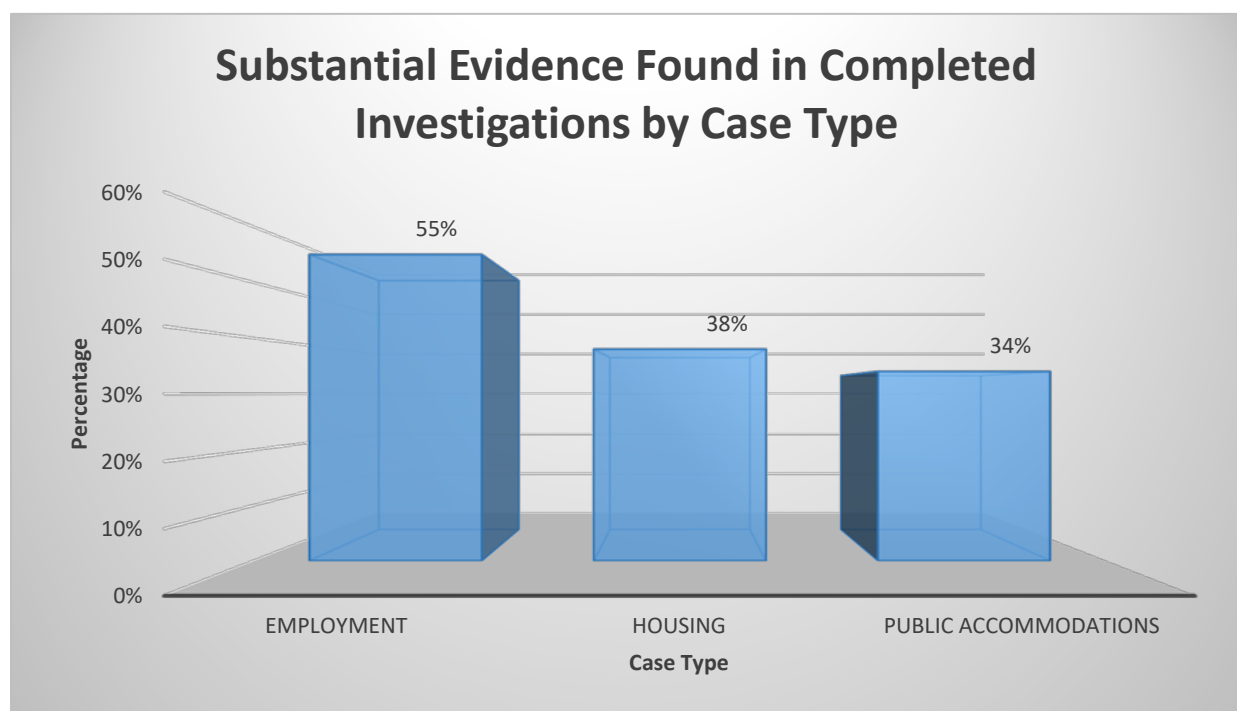


Resolution of Complaints

Substantial Evidence Determinations

A finding of substantial evidence is a preliminary legal ruling which means there is sufficient evidence, if believed, to support a final ruling that an ordinance violation occurred. A substantial evidence finding allows a case to advance to the administrative hearing process and a Board of Commissioners ruling on liability and relief. To obtain relief, it remains the responsibility of the complainant to prove the case at a public administrative hearing, where any respondent not held in default is allowed to present a defense.

During 2017, 39 complaints advanced to the administrative hearing stage after a finding of substantial evidence that an ordinance violation had occurred. This represents 18% of the 219 dispositions of cases at the investigation stage.



Hearing Stage Activity

In 2017, the CCHR advanced a total of 39 cases to the hearing stage following a finding of substantial evidence. This was the same number advanced to the hearing stage during 2016. As in past years, roughly 20% of the CCHR's closed investigations were advanced to the hearing stage.

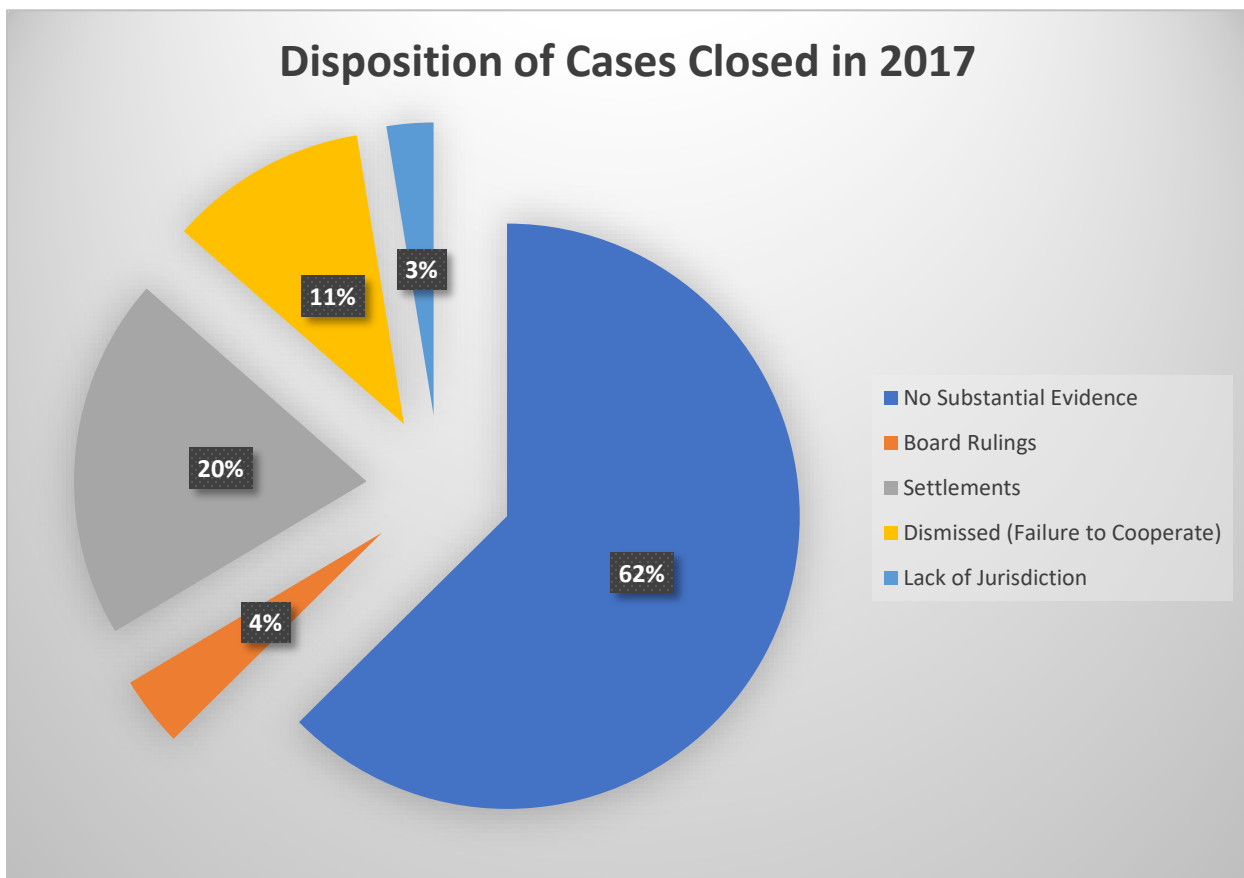
Of the cases advanced to a hearing in 2017, only 3 actually went to a full hearing in 2017. In 2017, the CCHR held 25 settlement conferences before one of the CCHR's independent mediators. Of those cases, 14 either settled or were dismissed based on the complainant's failure to cooperate with the process. The remaining cases carried over to the following year. At the end of 2017, 38 cases remained pending in the hearing stage.

Settlements

A substantial number of discrimination cases closed due to settlement between the parties. The CCHR values settlement of discrimination complaints consistent with its larger strategy to encourage the voluntary resolution of differences where possible. Settlement may occur prior to completion of a full investigation or after a case has advanced to the hearing process. In 2017, a total of 35 out of 181 closed cases were resolved by settlement, with 14 of those settlements taking place at a settlement conference.

Settlement is voluntary between the parties. When cases settle, the respondents do not admit liability and the CCHR does not decide whether a violation actually occurred. The CCHR is not a party to the settlement and does not require or advocate particular settlement terms. However, CCHR staff, independent mediators, and hearing officers do encourage parties to try to settle their disputes and may facilitate the process. The CCHR is authorized to order parties to participate in a confidential settlement conference conducted by one of its independent mediators. The CCHR typically does this after a substantial evidence finding but before appointment of a hearing officer, if there appears to be settlement potential. In 2017, the CCHR held 25 such settlement conferences, compared to 19 held in 2016.

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



Board Rulings

Administrative hearings are held before independent hearing officers appointed by the Commission from a pre-selected roster of attorneys with expertise in civil rights law and litigation. The hearing officer manages the pre-hearing process, assesses credibility, makes findings of fact, and issues a recommended decision which the Board of Commissioners considers as the basis for its final ruling on liability and relief. If a prevailing complainant was represented by an attorney, a second recommended and final ruling determines the amount of the attorney fees and related costs the respondent will be ordered to pay.

Board rulings are written legal opinions which explain the basis for the decision. They are available to the public and establish precedents for future Commission decisions. The *Board Rulings Digest* is a Commission publication listing all Board rulings entered after administrative hearings. The latest update of the *Board Rulings Digest* is available on the Commission's website or on request from the office.



Employment Discrimination

Sketch v. Scott, Halsted, Babetch, et al., CCHR No. 13-E-69 (April 13, 2017).

Discrimination Claimed: Sex/Pregnancy

The Board previously found that Respondent discriminated against Complainant based on her pregnancy, when it withdrew her offer of permanent employment and refused to renew her employment contract, effectively terminating her employment. The Board awarded attorney's fees and costs in the amount of \$40,459.08.

Housing Discrimination

Brown v. Nguyen and Nguyen, CCHR No. 15-H-07 (January 12, 2017).

Discrimination Claimed: Source of Income

The Board found that Respondent landlords discriminated against the Complainant on the basis of his lawful source of income. Respondents refused to rent a house to Complainant and his son because Complainant is a holder of a HUD VASH (Veterans Affairs Supportive Housing) Certificate. Complainant tried repeatedly to rent Respondents' house, which was advertised as available and was close to Complainant's son's school, but Respondents refused to rent to him after discovering that he was a HUD VASH Certificate holder. Following Complainant's filing of his complaint in this matter, Respondents generally ignored all orders and deadlines from the CCHR. Following an entry of default against Respondents, a hearing was held on Complainant's claims and damages. The Board found that Respondents refused to rent their property to Complainant because of his lawful source of income, in violation of the Chicago Fair Housing Ordinance. The Board awarded the following relief: Emotional distress damages in the amount of \$10,000, punitive damages in the amount of \$15,000, a fine to the City of Chicago in the amount of \$1,000, and reasonable attorney's fees.

Brown v. Nguyen and Nguyen, CCHR No. 15-H-07 (June 8, 2017).

Discrimination Claimed: Source of Income

Following a hearing in that case, the Board ruled for the Complainant, finding that the Respondents discriminated against the Complainant based on his source of income when they refused to rent a house to him because he was a HUD-VASH Housing Choice Voucher holder. With regard to the petition for attorney's fees, the Board awarded the Complainant's attorneys \$15,600 in fees.

Arnold v. Hennington, CCHR No. 15-H-29 (April 13, 2017).

Discrimination Claimed: Parental Status

The Board found that the Respondent-landlord discriminated against the Complainant when he withdrew an offer to rent the Complainant an apartment after finding out that she would be living in the apartment with her teenage grandson. The Board found that the Respondent-landlord's action constituted a violation of the Chicago Fair Housing Ordinance, in that he discriminated against the Complainant based on her parental status. The Board awarded damages to the Complainant in the amount of \$1,587.77 and imposed a fine to the City of \$1,000.

Alix Nibbs v. PT Chicago, LLC and Waterton Residential, LLC, CCHR No. 14-H-61 (May 11, 2017).

Discrimination Claimed: Source of Income

The Complainant was a Housing Choice Voucher (HCV) holder and also a participant the Chicago Housing Authority's Mobility Program. In July and August 2014, Respondents showed Complainant several apartments at 555 W. Madison. Respondents knew that Complainant was a HCV holder. Using her Voucher, Complainant applied to rent a one-bedroom apartment from the Respondents. While Respondents would have accepted Complainant's Housing Choice Voucher, her rental application was ultimately rejected because her monthly income was below Respondents' minimum-income requirement of 300% of the market rent. Respondents offered Complainant the opportunity to obtain a guarantor whose income met Respondents' minimum-income requirement. Complainant was unable to find such a guarantor, and her application was ultimately rejected. Complainant alleged that this policy discriminated against her based on her lawful source of income. Following a full hearing in this matter, Board found against the Complainant and in favor of the Respondents. With regard to Complainant's disparate impact claim, the Board found that Complainant failed to present sufficient evidence as to how Respondents'

minimum-income requirement impacted Voucher holders as compared with market rate non-Voucher holders. Likewise, with regard to Complainant's disparate treatment claim, the Board found that Complainant failed to prove that she was discriminated against and treated less favorably by Respondents because she was a HCV holder.

Arnold v. Hennington, CCHR No. 15-H-29 (November 9, 2017).

Discrimination Claimed: Parental Status

The Board previously found that Respondent discriminated against Complainant based on her parental status, when he refused to rent an apartment to her after learning that she would be living with her fifteen-year-old grandson. The Board awarded attorney's fees and costs in the amount of \$3,267.

Public Accommodation Discrimination

Costa and Murphy v. Khalaf, CCHR No. 15-P-09/10/11/12/13/14 (December 14, 2017).

Discrimination Claimed: Sexual Orientation

The Board found that the Respondent taxicab driver, Khalaf, discriminated against the Complainants, Costa and Murphy based on their sexual orientation. Specifically, Respondent abruptly pulled his cab over and ordered the Complainants, who are both men, to leave his cab after he observed them kiss. The Board adopted the recommended ruling of the hearing officer, finding that the Respondent's actions violated the Chicago Human Rights Ordinance. The Board awarded damages in the amount of \$500 to each Complainant; interest on those damages to the date of the violation; a fine to the City in the amount of \$100; and reasonable attorney's fees and costs.

Marshall v. Feed Restaurant, CCHR No.15-P-26 (Feb. 9, 2017).

Discrimination Claimed: Disability

On February 9, 2017, the Board of Commissioners ruled on an attorney's fee petition in a public access discrimination case. Following a hearing in that case, the Board ruled for the Complainant, finding that the Respondent failed to provide full use of its restaurant to the Complainant and failed to reasonably accommodate his disability. With regard to the petition for attorney's fees, the Board awarded the Complainant's attorneys a total of \$28,740 in fees and \$38.90 in costs.

Lanham v. Logan Square Chamber of Commerce, CCHR No. 16-P-12 (June 8, 2017).

Discrimination Claimed: Disability

In this case, the Complainant, Robert Lanham, attempted to enter an indoor farmers' market run by the Respondent, Logan Square Chamber of Commerce, while accompanied by a service dog. At the time, Complainant and his service animal were initially granted access to the market by a security guard but were then confronted by the Executive Director of the Logan Square Chamber of Commerce. The Executive Director questioned the Complainant about whether or not his dog was indeed a service animal, and then denied the Complainant entry to the market, saying that the dog could not be allowed near food, particularly near food that was being prepared by vendors at the market. Complainant then left without being allowed entry to the market. The Board found that the Respondent's actions in denying Complainant and his service dog entry to the farmers' market constituted discrimination based on disability in a public accommodation, in violation of the Chicago Human Rights Ordinance. The Board awarded compensatory and punitive damages to the Complainant totaling \$10,000, plus pre- and post-judgment interest. The Board also fined the Respondent \$250 and ordered the Respondent to take remedial actions to ensure that it complies with the disability access provisions of the Chicago Human Rights Ordinance, particularly with regard to service animals.

New Efforts to Fight Discrimination

Hotel Workers Ordinance

In 2017, the CCHR worked in conjunction with the Chicago Department of Business Affairs and Consumer Protection to pass and implement a new ordinance specifically crafted to protect hotel workers in Chicago. The Hotel Workers Ordinance offers protections against harassment and retaliation to this particularly vulnerable group of employees. In addition to offering protection by equipping workers who enter guest rooms with a panic button and requiring hotels to maintain and enforce an anti-sexual harassment policy, the new Ordinance prohibits hotels from retaliating against an employee for using a panic button or for exercising any of the protections granted in the anti-sexual harassment policy. The CCHR's role with respect to the Ordinance is to investigate and provide a forum for the adjudication of claims under the anti-retaliation provision of the Ordinance. The Hotel Workers Ordinance becomes effective in 2018.



U and T Visa Certification

U visas may be obtained by victims of certain crimes who have suffered mental or physical abuse and are helpful to law enforcement or government officials in the investigation or prosecution of criminal activity. Similarly, T visas provide a temporary immigration benefit that enables certain victims of a severe form of human trafficking to remain in the United States for up to four years if they have assisted law enforcement in an investigation or prosecution of human trafficking.

In 2017, as part of our outreach efforts to Chicago's immigrant and refugee community, the CCHR began the process of holding itself out as an agency that could, under the right circumstances, certify for U visa and T visa applications. In this capacity, the CCHR could play a potentially significant role in the granting of immigration relief to undocumented complainants who pursue claims of



discrimination before the CCHR. To further this process, staff consulted with attorneys from United States Customs and Immigration Services (USCIS), which administers the U and T visa programs. At the recommendation of these attorneys, CCHR sent a letter to the USCIS office charged with processing U and T visa applications, setting forth the mission and goals of CCHR and explaining why CCHR should be viewed by USCIS as an agency that can certify for such applications. In addition, CCHR developed a procedure for evaluating requests for certification for U and T visa applications. Throughout the year, CCHR staff conducted significant outreach to advocates and community organizations working on behalf of Chicago's immigrant and refugee community. In November 2017, CCHR received its first request for a U-visa certification.

Hate Violence Prevention Strategies

The Inter-Group Relations (IGR) unit of the Chicago Commission on Human Relations proactively provides educational workshops and conflict mediation to reduce discrimination, community tensions, and hate, while promoting inter-group understanding. IGR also advocates for victims of hate crimes. Chicago, like other large urban cities, experiences conflicts and community tensions that are often fueled by misunderstanding and fear in areas undergoing change based on race, class, or culture. This can include gentrification, immigration, and also the relocation of public housing residents into new communities.

IGR staff members identify and engage community leaders and organizations across the city to discuss problems and develop community-based solutions. IGR is regularly called upon in times of crisis to intercede where conflict or violence has occurred or has the potential for occurring. Many of these conflicts take place in or around schools, and within communities between residents and neighbors.

Community Tension Intervention

IGR works closely with aldermanic offices, police, schools, and community organizations to facilitate dialog and mediate conflicts. This year, IGR mediated nearly 70 community tensions in neighborhoods across the city. The tensions included inter-personal conflicts between neighbors, tensions between business owners based on property line disputes, allegations of harassment and bullying, and racial conflict in neighborhoods such as Pilsen, Bridgeport, and Mt. Greenwood. To assist in the conflict resolution work of the IGR team, two additional CCHR staff completed mediation training through the Center for Conflict Resolution.



Workshops and Presentations

Proactive education efforts to prevent hate crimes and intergroup conflicts are a major focus of the work of IGR. Workshops and presentations are provided to schools, community organizations, chambers of commerce, and other groups, for adult audiences and children alike, and can be delivered in English and Spanish. Some of the most popular topics include Hate Crimes, Bullying, Diversity and Inclusion, and Prejudice and Stereotype Reduction.

IGR works closely with many schools across the city reaching students, teachers, administrators, and parents towards the aim of fostering healthy and affirming school environments for students and staff to learn and work. In 2017, IGR provided 80 workshops, **with 30% being delivered in Spanish** to both public and private schools. Reaching out to parent groups was a priority for the year, as parents and adult guardians play a critical role in educating their children about bullying and employing effective methods for addressing bullying when it occurs.

IGR also provided students and school staffs with training on conflict mediation, and how to facilitate peace circles to empower participants with the skills to prevent conflict or intervene constructively. Peace circles create opportunities for individuals and communities to come together and share their experiences and truths, and learn from one another in a safe, respectful, and non-judgmental environment. IGR facilitates peace circles as a means of addressing and mediating conflict between individuals and groups.



Hate Crime Advocacy

Hate Crimes relate to a specific group of crimes (referred to as predicate offenses) where hate against the victim's actual or perceived race, color, creed, religion, ancestry, gender, sexual orientation, gender identity, physical or mental disability, or national origin is a motivating factor for the crime. These bias related acts cause unique harm, both to the victim and to the entire community. Hate crimes are not isolated to one particular neighborhood, or to one type of victim. They occur throughout the city against all groups of people. While CCHR's proactive educational efforts help to prevent hate crimes, it is important to continue to raise awareness about the harmful nature of these crimes, their impact on communities and to address the barriers to reporting.

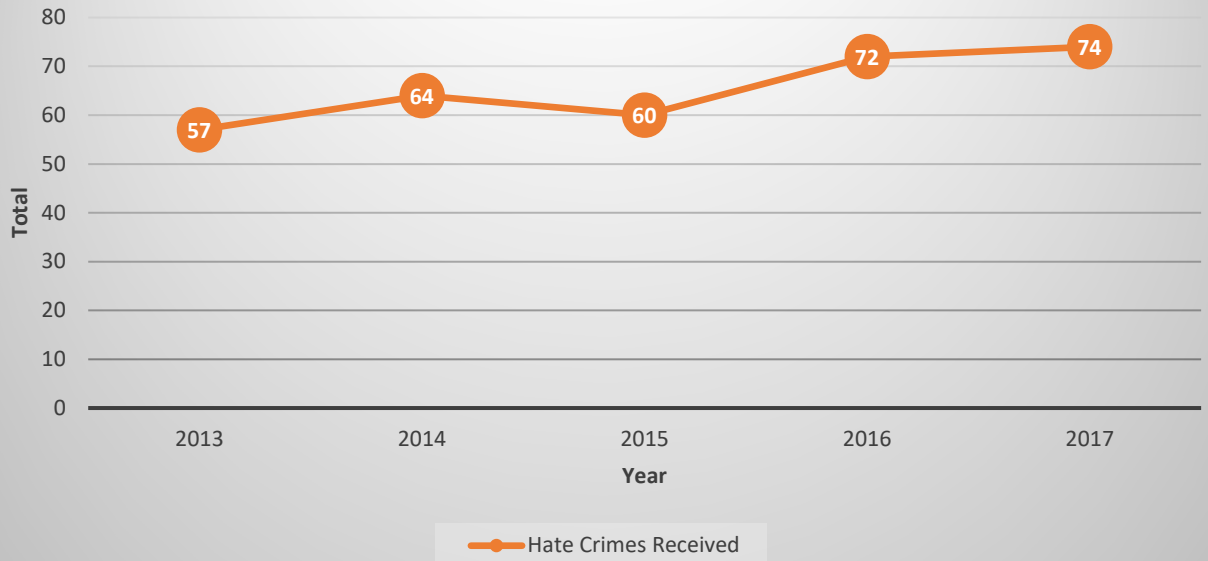


IGR is responsible for this important area of the agency's work and uses a multi-faceted approach to advocate for victims of hate crimes. This includes accompanying victims through the criminal court process and helping them understand how hate crimes are prosecuted. This one-on-one assistance is critical to keeping victims supported and encouraged during the duration of proceedings which can take several months or longer. Victim support also requires many hours of coordination between the victim, elected officials, other government agencies, and non-profit and advocacy groups.

IGR also works to mobilize community support for victims, makes social service referrals, and provides referrals for pro bono (free) legal assistance from volunteer private attorneys to sue hate crime offenders in civil court for damages for psychological and physical injuries. Most importantly, IGR works directly with the State's Attorney's Office and the Chicago Police Department (CPD) to ensure that hate crime charges are pursued whenever possible, and perpetrators are punished to the full extent of the law. Finally, IGR also provides workshops on hate crimes to schools and community groups upon request. Working together, residents, law enforcement, government, and community organizations are making great strides in reducing incidents of hate crimes in Chicago. The following summary is an example of IGR's work with the community to address hate crimes.

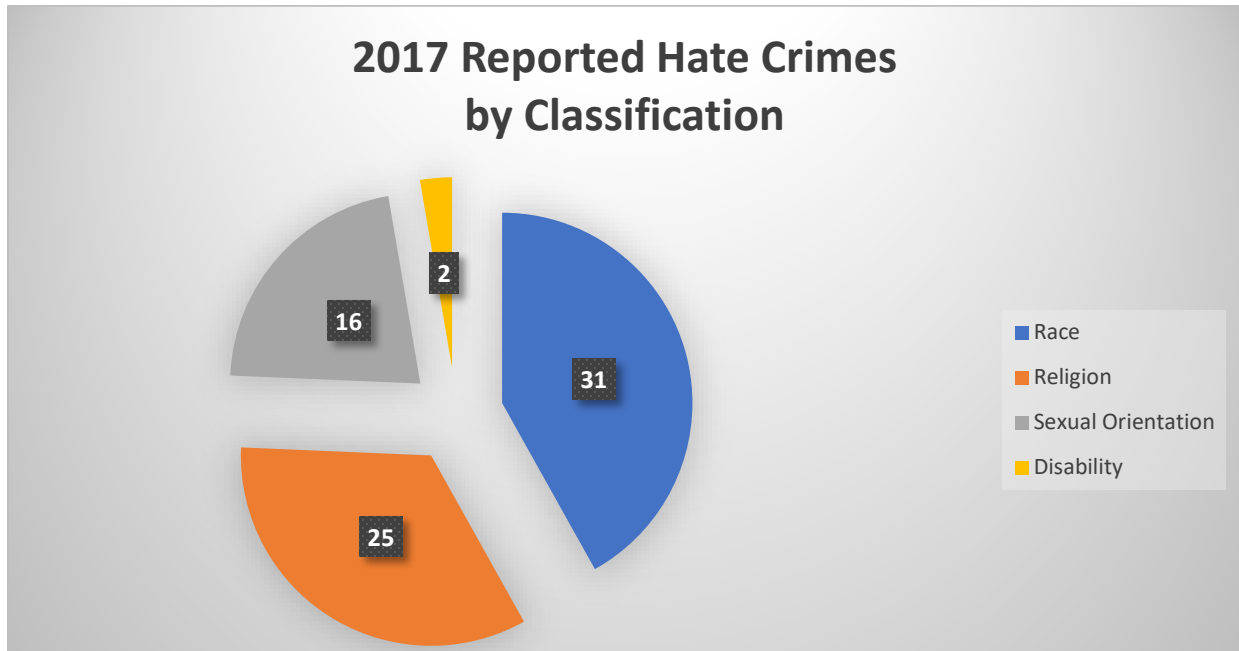


Reported Hate Crimes 2013-2017



2017 Reported Hate Crimes

In 2017, there were 74 reported hate crimes in Chicago, a 3% increase from last year.¹ Of these, 31 were based on race, 25 religion, 16 sexual orientation, and 2 disability.



Race Based Hate Crimes

Race based hate crimes continue to be the most reported of all categories of hate crimes in Chicago, with the higher percentage of victims being Black. Overall, there was a 6% decrease in race-based hate crimes reported in 2017. Of these incidents, 19 were identified as being anti-Black. In addition, five of the race-based hate crimes were identified as being anti-White and two were identified as anti-Hispanic.

Facebook Live Hate Crime

In January, 2017, a horrific hate crime streamed live on Facebook Live provoked national outcry, when four African American youth taunted, bound, and gagged a white teen with a cognitive disability while using profanities against white people. During the court proceedings the judge presiding over the case met with the attorneys and CCHR's Hate Crime Specialist periodically to discuss the case in his chambers. The CCHR worked with the court to develop a restorative justice component to the sentences of the defendants. The CCHR maintained communication with the victim's family, attended the court hearings, and worked with the State's Attorneys' Office and the Chicago Police Department throughout the criminal court process. CCHR also assisted the victim's family in arranging to submit a victim impact statement to the court. At the conclusion of the trial of the first defendant, the judge commended the CCHR for its hate crime prevention and victim advocacy work. The trials for the remaining three defendants are expected to be held in 2018.

¹ As reported to the CCHR by the Chicago Police Department.

Religious Based Hate Crimes

Following race, religious-based incidents continue to be one of the highest reported bases for hate crimes. In 2017, religious-based incidents increased by 47% over 2016, with the Jewish community continuing to be the number one targeted group in this category. Of the 2017 religious-based incidents, 16 were identified as being anti-Jewish.



These incidents most often involved property damage. However, these incidents took a more serious tone in 2017 when bomb threats were made to synagogues across the country, including two in Chicago. To assure the community of the city's support and efforts to maintain safety, the InterGroup Relations Unit worked with the Chicago Police Department to meet with the leadership of local Jewish institutions to share information and discuss safety strategies.

The Muslim community was also targeted for nine reported hate crimes in 2017, a 62% increase over 2016. This is consistent with national hate crime numbers which coincided with increased anti-immigrant rhetoric and the Muslim travel ban coming out of Washington D.C.

Sexual Orientation Based Hate Crimes

Along with race and religion, reported hate crimes based on sexual orientation have historically been in this infamous top-tier of hate-based activity. In 2017, reported hate incidents based on sexual orientation remained consistent with 2016 levels with 16 reported in 2017 as compared to 18 in 2016. These incidents were most often confrontational acts of either assault or battery.



Community Outreach

While every area of the CCHR's work is important, the department believes community outreach is essential to our mission of addressing issues of discrimination and hate. The CCHR's approach to community outreach calls for "all hands on deck!" as it requires the joint efforts of all staff. The issues we address as well as the audiences we reach require a multi-faceted approach to our outreach. Each year,



CCHR staff attend over 100 community events and programs such as aldermanic ward programs, CAPS meetings, neighborhood festivals, senior events, pow-wows, Iftars, and many, many more.

In 2017, the Inter-Group Relations staff (IGR) partnered with Latin United Community Housing (LUCHA) to deliver a series of three fair housing presentations in English and Spanish to approximately 100 new homeowners participating in LUCHA's First Time Homebuyers Workshop. During the Ramadan season, the IGR partnered with SANAD Social Services in organizing inter-faith Ramadan Iftars at the 8th Police District, the 17th Police District, and the 25th Police District Stations. IGR staff also gave fair housing and CCHR

presentations at the Mexican Consulate office in Chicago to educate residents about their rights and obligations under the Chicago Fair Housing Ordinance.

The Commission's Adjudication staff, both its attorneys and investigators, also participated in a significant amount of outreach, often in conjunction with IGR including delivering presentations, participating as speakers on informational panels, teaching continuing legal education courses, and staffing informational tables. In particular, in 2017 the Adjudication staff conducted a significant amount of outreach around the issue of disability access. Throughout the year, Commission staff presented to numerous chambers of

commerce as well as to other small business organizations on the importance of accessibility.





Special Projects and Initiatives

Hate Crime Summit 2017

In October, the CCHR in partnership with the Chicago Hate Crime Coalition organized the Hate Crime Summit 2017. The Chicago Hate Crime Coalition consists of community advocates, government agencies, and law enforcement officials working together to explore new ways to aid hate crime victims and develop collaborative responses to hate crimes.

The objective of the Summit was to raise awareness of hate crimes, address the barriers to reporting hate crimes, and provide opportunities for networking, collaboration and study. The audience of 300 included educators, high school and college students, law enforcement, community members, researchers, and service providers. The opening panel featured Christian Picciolini, a former American Skinhead and current peace activist in Chicago; Pardeep Kaleka, of Serve2Unite, which he founded in response to the



shooting massacre of the Sikh Temple in Oak Creek, Wisconsin; and Stephen Scaffidi, former mayor of Oak Creek who was in office when the massacre occurred. The Summit was also highlighted by a performance by the Youth Empowerment Performance Project, whose mission is to create a safe environment for lesbian, gay, bisexual, transgender and queer youth experiencing homelessness to explore their history, investigate new ways to address their struggles and to celebrate their strengths through the process of developing a theatrical performance piece.

The Summit provided multiple workshops, such as Hate Crimes and Community (addressed what a hate crime is and how communities are impacted by hate crimes), Bystander Intervention Training; Active Shooter Training; Intersection between LGBTQ Youth and Hate Crimes; Coalition Building and Affirmative Community Responses to Hate Crimes; Disability and Hate Crimes; Race, Racism, and Hate Crimes; and How to Have Hard Conversations.



Fair Housing Testing and Training Project

Recognizing that discrimination against Housing Choice Voucher holders (Section 8) continues as a significant fair housing issue, the Commission successfully advocated for funding through the CDBG Program to conduct a fair housing testing and training project to address this form of bias in renting. The CCHR chose the Chicago Lawyers' Committee for Civil Rights Under Law (LCCR) as its partner on this project. The initiative will take place over a two-year period and will include fair housing testing for source of income discrimination, and training in six Chicago communities. The project calls for training to be

conducted for real estate professionals, property managers and landlords with the goal of providing information about fair housing laws to help reduce violations of the Fair Housing Ordinance. A full report on the project will be issued in 2018.

Are you a
**LANDLORD,
PROPERTY MANAGER,
REALTOR,
BUILDING EMPLOYEE,
or COMMUNITY MEMBER?**

Learn about federal, state, and city fair housing laws.
Meet other housing providers in the area.
Gain knowledge to better serve your clients.

Thursday, 11/2/2017 || 3:00 PM - 5:00 PM
Chicago Public Library Richard J. Daley Branch
3400 S. Halsted Street

Registration recommended at: <http://tinyurl.com/y95h8qzs>

If you need a foreign or sign language interpreter or special accommodations, please call the Commission at (312) 744-4111 or email us at CCHR@cityofchicago.org at least 48 hours prior to the event.

100 N. LASALLE STREET · SUITE 600 · CHICAGO, IL 60602 · 312.630.9744 (TEL) · 312.630.1127 (FAX) · WWW.CLCCRUL.ORG

CCHR Goes to Berlin

In 2017, Commissioner Noriega attended the International MANEO Conference in Berlin, Germany. The conference, hosted by MANEO, a Berlin-based organization, focuses on “innovative approaches to LGBT anti-violence work.”² The theme of this year’s conference was, “Building Alliances,” and centered on topics of police LGBT liaison officers, crime prevention as a community effort, and empowering LGBTQ individuals through building Gay-Straight alliances.

The Commissioner’s presentation at the conference discussed the importance and impact of LGBTQ liaison officers within law enforcement agencies in Chicago, Seattle, Washington D.C., and New York City. LGBTQ Liaisons provide great value to both domestic and international communities who are similarly looking for ways to build partnerships between the police force and LGBTQ communities.

Other workshops during the conference covered topics of bias within the workplace, intersectionality, preserving laws to protect and support the LGBTQ community, Gay-Straight Alliances in the corporate workplace, how communities can better collaborate with their law enforcement agencies, and coalition-building as a way to prevent anti-LGBTQ violence.



² <http://imc.maneo-forum.eu/index.php?id=228>

On the Table 2017

Four years ago, The Chicago Community Trust began the *On the Table* initiative with the goal of bringing the region's residents together to share a meal and discuss the opportunities and challenges that face the Chicago region. On May 16, 2017, residents of the Chicago region once again convened in conversation with new acquaintances and old friends to celebrate this unofficial civic holiday. Throughout their conversations, they shared frustrations and optimism about their local communities and the region, and explored ideas and solutions to address persistent community problems.³ The CCHR has participated in *On the Table* each year including 2017 when CCHR staff, board members, and Equity Council members hosted and participated in several *On the Table* events across the city.



³ <http://2017.onthetablereport.com/>

Museum Tour Series

2017 marked the fifth year of the CCHR Museum Tour Series. Typically, on a quarterly basis, CCHR staff, volunteers, families, and friends join together on weekends to visit one of the city's many museums, focusing on the unique cultural museums or special exhibits at one of the larger institutions. Through these visits,



participants learn about Chicago's many diverse communities and how each group has come to call Chicago their home. This year's visits included guided tours of the *Art, AIDS, America Exhibit* at the Alphawood Gallery, the *Riot Grrrls Exhibit* at the Museum for Contemporary Art, and the *Then They Came for Us* exhibit about the Japanese internment in the United States also at the Alphawood Gallery.



Hate Has No Home Project



In 2016, neighbors of the North Park community reached out to the CCHR to tell us about a campaign they created in response to the election of Donald Trump and the divisive nature of his presidential campaign that had already served to divide groups and inspire acts of hate. In a truly grassroots effort, neighbors came together to create posters to let the community know about their stand against hate, stating clearly in colorful and eye-catching red, white, and blue posters that “Hate Has No Home Here!”

The CCHR was inspired by their efforts and quickly joined with them

in partnership to spread the message of the campaign throughout Chicago. Thousands of posters were printed and CCHR staff, with Commissioner Noriega taking the lead, worked with leaders of the project to meet with and distribute the posters to aldermen, schools, parks, libraries, government agencies and organizations across the city. The campaign has gone viral with posters being requested from cities across the country, and as far as Ecuador and Sweden. The CCHR’s outreach efforts continued into 2017 as more communities came to embrace the message and accept it as their own. We encourage every neighborhood, every city, and every state across the country to join us in the message to let perpetrators and would be perpetrators of hate crimes know that “Hate Has No Home Here!”



<https://www.dnainfo.com/chicago/20161118/north-park/viral-hate-has-no-home-here-campaign-launched-by-north-park-neighbors/>

Community Voices

Board of Commissioners

The CCHR Board of Commissioners serves as the public leadership and community voice of the department. The Board receives reports on the work of the department from staff and provides valuable input on how to improve our service to the public. The board also reviews and recommends policies to address issues of discrimination and prejudice. Finally, the board makes the final rulings in all fully litigated discrimination cases after reviewing the recommended ruling of the hearing officer who conducted the administrative hearing. The Board may adopt the hearing officer's recommendation in full, reject or modify it consistent with applicable law, or remand the case for further hearing. In 2017, the Board of Commissioners made rulings in nine discrimination cases. For a summary of each decision, see pages 13 to 15.



Equity Council

The CCHR Advisory Council on Equity is comprised of twenty-one leaders appointed by the Mayor from Chicago's African, Arab, Asian, and Latino communities. The council works with the CCHR to address



practices that have a discriminatory impact on their communities, and its members serve as liaisons between city government and the community to promote cooperation and enhance services. The council works across cultural and ethnic lines to foster improved human relations and fight discrimination against all Chicago residents. In 2017, Equity Council members joined CCHR staff at several community meetings, cultural events, and resource fairs to speak with residents about the services and programs of CCHR and new discrimination protections.

Veterans Council

The Veterans Advisory Council continues to serve as a voice for Chicago's veterans through its efforts to advocate for improved services, resources, and support for the men and women who served our country. Members of the council represent a wide array of veterans' organizations and every branch of the military. The Council meets monthly to discuss issues and concerns while sharing valuable information about new programs and initiatives to benefit the city's veterans. The council also participates in numerous events and programs throughout the year to support veterans' causes, and to disseminate information about city services available to veterans and their families.



TRUST Collective-Chicago

Created in July 2016 the TRUST Collective-Chicago (TRUST) is an independent entity of civically engaged Latinx, Muslim, and/or LGBTQ leaders who came together with CCHR in the wake of the fatal shootings at the Pulse Nightclub, an LGBTQ nightclub in Orlando, Florida. The objective of TRUST (Transforming, Respecting, Unifying, Striving, and Teaching) is to bridge, respect, support, and foster relationships across the Chicago area toward building a unified front and reducing targeted violence and discrimination. TRUST sponsors and participates in a variety of advocacy initiatives including town hall forums on LGBTQ rights, hate crimes, and gun violence.



In 2017, TRUST members served as panelists at a town hall forum addressing gun violence and its impacts in diverse LGBT communities, and at an inter-faith panel at the Muslim Education Center in Morton Grove, IL that addressed the increase in hate crimes against Muslim and Arab communities. TRUST also hosted a community storytelling event with CAIR-Chicago. In addition, TRUST issued several statements against the Muslim Ban issued by President Trump and statements in opposition to the attack on sanctuary cities in the U.S.



Neighborhood Taskforces

Over the years, the CCHR has developed a strong network of community partners who have been instrumental in helping to provide support for victims of hate crimes and working with the CCHR to quell community tensions that arise in their neighborhoods. These partnerships have flourished and served as the foundations for the creation of several Human Relations Task Forces across the city. Some of these task forces have continued to thrive, becoming their own independent community organizations such as the International Human Relations Council, Unity in Diversity, and the North Side Task Force. Each one continues to work hand in hand with the CCHR to foster peace and unity throughout their respective communities, and to serve as a ready source of assistance to the CCHR to combat hate crimes and respond to community tensions. Some of the activities of the task forces in 2017 included Police/Community Iftars, Unity Picnics, holiday interfaith celebrations, and educational workshops.



Acknowledgements

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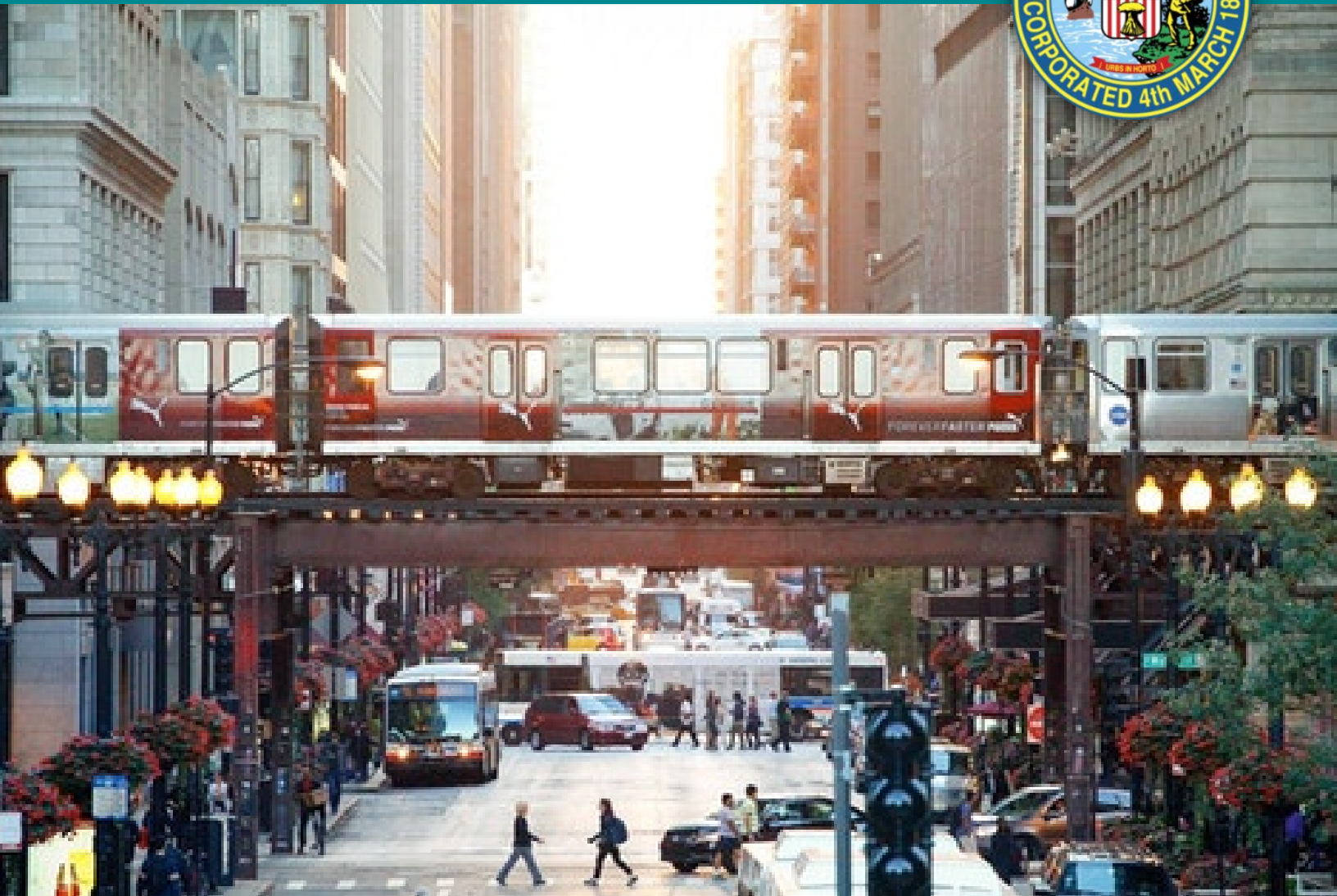
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