

CHICAGO COMMISSION ON HUMAN RELATIONS



ANNUAL REPORT



2019

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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. (Chi. Muni. Code Section § 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. The 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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OFFICE OF THE MAYOR
CITY OF CHICAGO

LORI E. LIGHTFOOT
MAYOR

Dear Fellow Chicagoan:

Decades of racial inequity in our city have fostered and created segregated housing, communities with few resources, and havens for violence. As Mayor, my goal is to develop a more equitable city, and a city where racism is challenged wherever it raises its ugly head.

I am thankful to have the Commission on Human Relations (CCHR), under the leadership of Chair and Commissioner Mona Noriega as a partner in this important work. The CCHR has been on the forefront of fighting discrimination in employment, housing, and public accommodations for many years and has helped thousands of our residents redress wrongs and receive the legal relief they deserve.

Equally important, the CCHR has been there to aid countless victims of heinous hate crimes, resolved potentially dangerous conflicts, and provided important educational workshops to counter discrimination and hate.

I thank Commissioner Noriega and her staff for their hard work, dedication, and support as we work together to make our great city, one that works equally well for all its residents, and equity and fairness is embraced and practiced by all.

Best Wishes,

Mayor



COMMISSION ON HUMAN RELATIONS CITY OF CHICAGO

Greetings,

Welcome to the Chicago Commission on Human Relations' (CCHR) 2019 Annual Report. As we reflect on our accomplishments, we know there remains much more to do to counter the assault on civil rights in our country. In the face of this challenge, the CCHR has worked to strengthen our relationships with community organizations, elected officials, and people like you to make new inroads to fight discrimination and hate.

In the spirit of Mayor Lightfoot's vision for a more equitable and inclusive Chicago, the CCHR has worked to identify discriminatory acts that have gone unreported so we can intervene and stop the unlawful behavior. For example, our Adjudication Division has been searching the internet for housing ads that explicitly state, "No Section 8" and other phrases that discriminate against potential tenants based on their lawful source of income, Housing Choice Vouchers. Similarly, we partnered with Roosevelt University and John Marshall Law School to test for fair housing discrimination in different areas of the city.

The CCHR has also expanded our collaborative efforts to engage with community organizations, law enforcement, and government on a variety of initiatives. We are currently working with municipalities and public housing agencies in Cook County to develop a Regional Assessment of Fair Housing which will be reported to U.S. Department of Housing and Urban Development (HUD) in 2020. Similarly, with our partners in Fair Housing, the CCHR sent a letter to HUD, voicing our strong opposition to its efforts to amend the disparate impact rule which would make proving many housing discrimination cases extremely more difficult, if not impossible. We also continue to convene monthly Hate Crime Coalition meetings with law enforcement and non-for-profits to problem solve specific cases and strategize on educational efforts.

At the same time, the CCHR continues to develop new ideas and new audiences for our education and training initiatives. In 2019, we partnered with the Center on Halsted and the National Alliance on Mental Health (NAMI) to deliver 13 trainings for the Chicago Police Department command staff. We also participated in trainings for the Aviation Department, and for the Cook County Forest Preserve.

And as reported hate crime increased in Chicago and throughout the country, the CCHR continued our fight against hate by working closely with the community. In 2019, we joined with Ald. Matt O'Shea in the 19th Ward to counter white supremacist activity, and in Pilsen we continue to provide support and resources for the Lincoln United Methodist Church which has been a hate crime target by white supremacists.

Clearly, the challenges are many, but working together we know we can make a difference in our city. We thank you for your continued support and look forward to working with you in 2020.

Very truly yours,

Mona Noriega
Chair and Commissioner



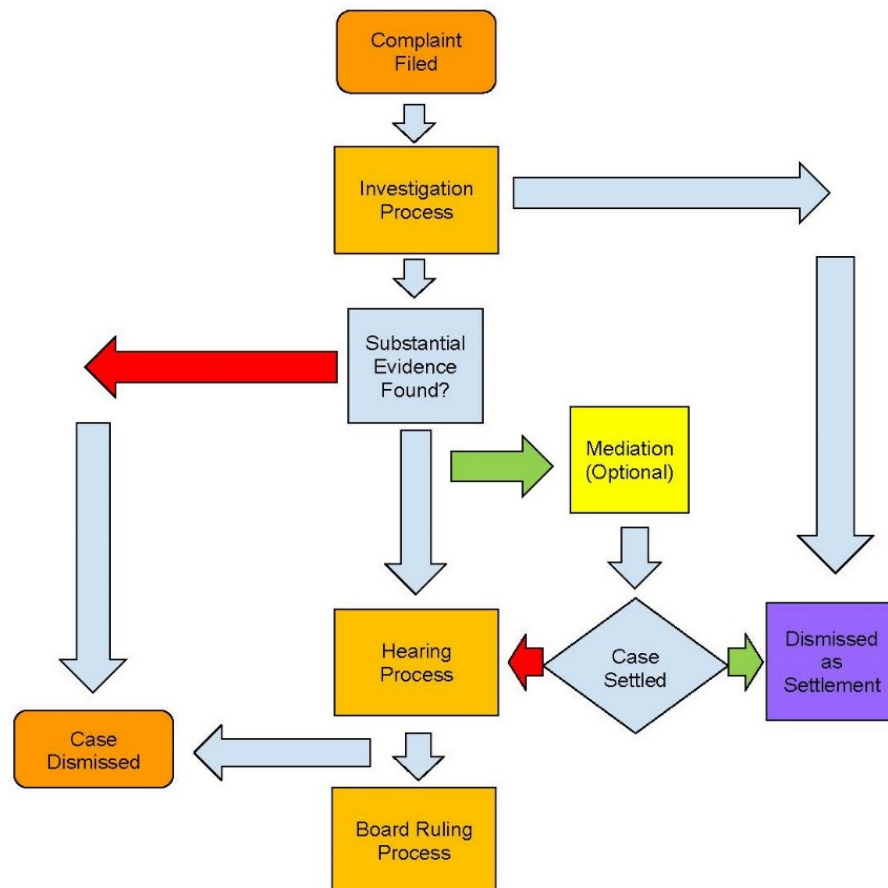
INVESTIGATING DISCRIMINATION

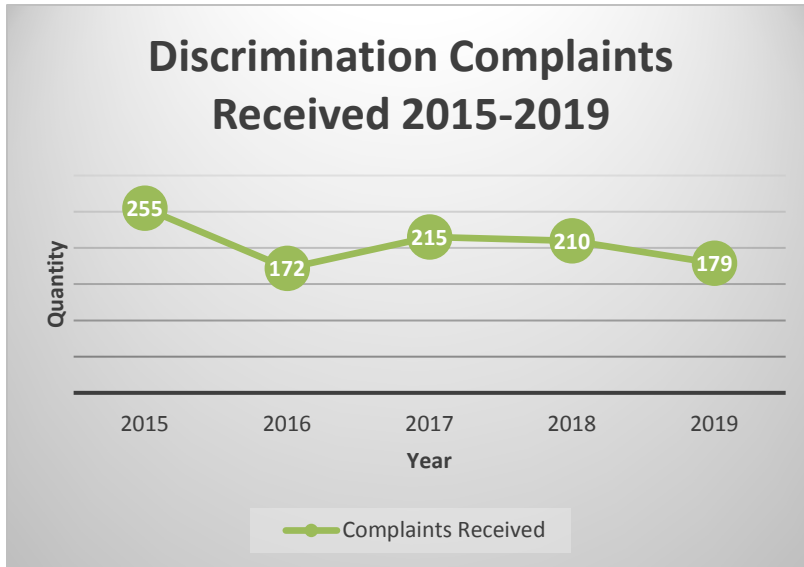
In the City of Chicago, the Human Rights Ordinance and Fair Housing Ordinance are the civil rights laws established by the City to protect all within its boundaries. As the civil rights agency for the City, the CCHR is responsible for enforcing these important laws. The ordinances provide the agency 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 either 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 300 days of the person being made aware of the discriminatory act. Complaints may be filed in person, by email, or by fax.

The Process

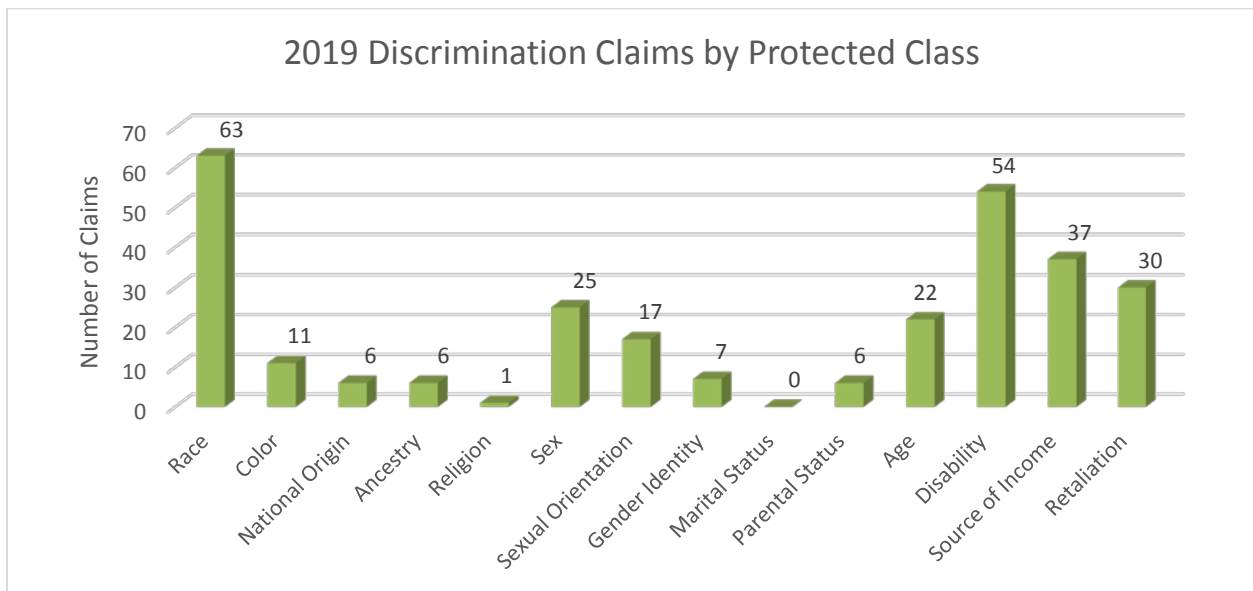
There are several stages to the investigation and adjudication (rendering of a legal decision) of a complaint as illustrated in the flowchart below.





Each step is described in detail in the following pages. 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:

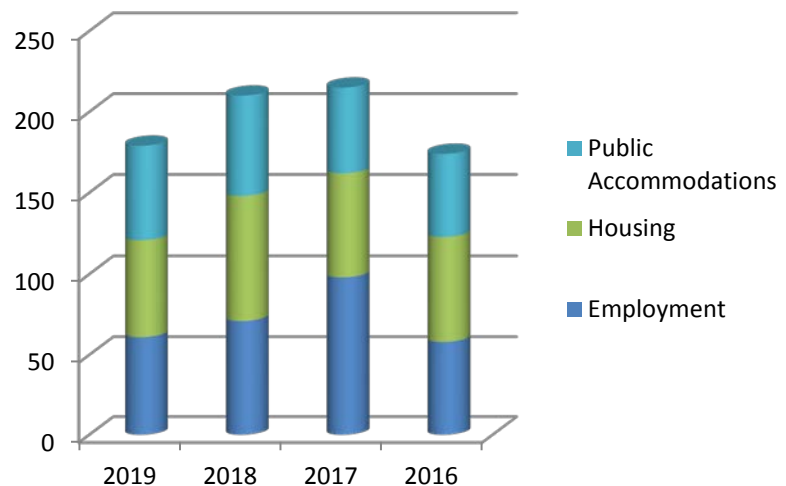
- Pay fines to the City of Chicago, up to \$1,000 per violation.
- Take specific actions to address discriminatory practices (injunctive relief).
- Pay damages to the Complainant for out-of-pocket losses and emotional distress.
- Pay punitive damages to the Complainant in appropriate cases.
- Pay the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



TRENDS IN DISCRIMINATION CLAIMS

The number of complaints the CCHR receives each year can be impacted by many factors including the economy, social and political movements (such as the #MeToo movement), the availability of housing, as well as access to public subsidies such as Housing Choice Vouchers. Even the weather can play a role in the number of complaints received by the CCHR, given that more than half of the complaints are filed in person by individuals who come to the CCHR's office.

In 2019, the CCHR received roughly 15% fewer complaints of discrimination than it received in 2018. While these sorts of fluctuations in overall number of complaints are not unusual, what is unusual is that in 2019, the CCHR received roughly the same number of complaints in the areas of housing, employment, and public accommodations. As the chart below shows, in looking at the complaints received since 2016, housing or employment always received the most complaints, with public accommodations sometimes a distant third. This year, however, all three areas – housing, employment, and public accommodations – received nearly the identical number of complaints. The number of public accommodations complaints received by the CCHR has remained relatively steady over the past five years. This leveling off of the complaint numbers among the three areas is the result of a decrease in employment and housing discrimination complaints.



<u>Year</u>	<u>Employment</u>	<u>Housing</u>	<u>Public Accommodations</u>
2019	61	60	58
2018	71	77	62
2017	98	64	53
2016	58	65	53

The overall decrease in the number of discrimination complaints received by the CCHR is part of a much larger national trend. For example, according to statistics available from the Administrative Office of U.S. Courts, in United States District Courts throughout the country, the number of discrimination complaints filed between 1998 and 2018 dropped from a total of 23,299 to 14,948, a decline of 36%. Likewise, the Illinois Department of Human Rights (IDHR) has seen a similar decline in the number of charges of discrimination it has received, from 4,066 in 1998 to 2,601 in 2018 – again, a roughly 36% decline. One explanation for this overall decrease in the number of discrimination complaints may be that discrimination is becoming more difficult to identify. Employers, landlords, and other business owners are becoming more adept at preventing discrimination, but also at hiding it when it occurs, which in turn makes discrimination complaints harder to prove.

EMPLOYMENT



As noted above, 2019 was an unusual year in that no one area of discrimination (employment, housing, or public accommodations) received a clear majority of total complaints at the CCHR. Historically, employment discrimination claims have been the area in which the agency receives most of its complaints. However, employment discrimination complaints received by the CCHR have been on a clear downward trend. This decrease could be attributable to several factors, including employers developing better internal policies to identify possible discriminatory practices before they escalate to the point that an employee files a complaint. The decrease in employment discrimination complaints also appears to be part of larger trend in Illinois and nation-wide, which has seen an overall decline in complaints received by the Illinois Department of Human Rights (down approximately 17% from 2017 to 2018) and the EEOC (down approximately 10%).

One noteworthy statistic regarding the number of employment discrimination complaints received by the CCHR is the increase in complaints alleging retaliation. Prior to an ordinance change that took effect on January 23, 2019, the CCHR only had jurisdiction over retaliation complaints where individuals were retaliated against after filing a complaint with the CCHR or participating in a CCHR investigation. This was much narrower than the anti-retaliation protections in Title VII or the Illinois Human Rights Act, which protect individuals who oppose or complain of discrimination, regardless of whether they first filed a complaint with an administrative agency. The CCHR frequently had to refuse to take complaints, or dismissed complaints, where an individual had clearly and unequivocally complained to his or her employer about discrimination, and subsequently been disciplined or discharged. The change to the ordinance that took effect in January 2019 brought the protections offered by the Chicago Human Rights Ordinance in line with the protections of analogous state and federal statutes. With this amendment, the CCHR has been able to close this gap in coverage and to expand anti-retaliation protections for all Chicagoans.

This important change in the law was reflected in the number of retaliation complaints that the CCHR was able to accept in 2019 – a total of 30 claims, as compared to just 14 in 2018.



U and T-Visa Certification

Starting in 2017, the CCHR began 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 is able to play a potentially significant role in the granting of immigration relief to undocumented complainants who pursue claims of discrimination before the CCHR. In order to demonstrate eligibility for a U or T Visa certification, a complainant must show that they have a potentially viable claim of

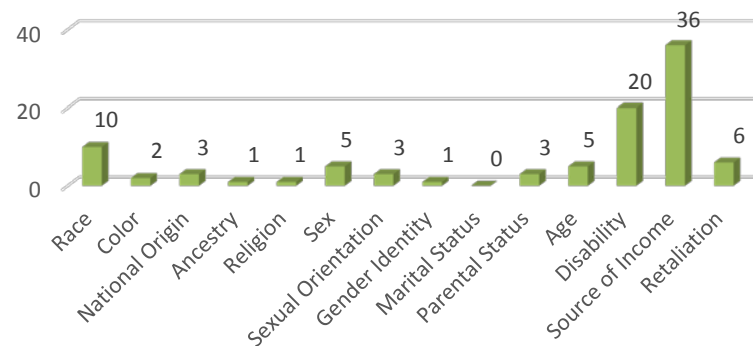
discrimination and that the facts of their case, if true, show that the complainant was the victim of a crime. By certifying for a complainant's request, the CCHR acknowledges that the complainant is cooperating in the investigation of their claims and has offered credible evidence that they may be a victim of a crime or human trafficking. To date, the CCHR granted four requests for a U-Visa certification, all in cases involving allegations of severe sexual harassment.

HOUSING



In 2019, the CCHR received 60 complaints alleging housing discrimination. This number represents a decrease of about 22% from 2018, when 71 such complaints were filed. As has been the trend for the past several years, the majority of the 60 housing complaints – 36 (or 60%) – alleged source of income discrimination, most of which involved Housing Choice Vouchers, also known as Section 8. In 2019, the CCHR worked to address the prevalence of source of income discrimination in housing through targeted outreach to landlords and property managers. We also partnered with Roosevelt University and John Marshall Law School to conduct testing for housing discrimination in several community areas of the city.

2019 Housing Discrimination Claims by Protected Class



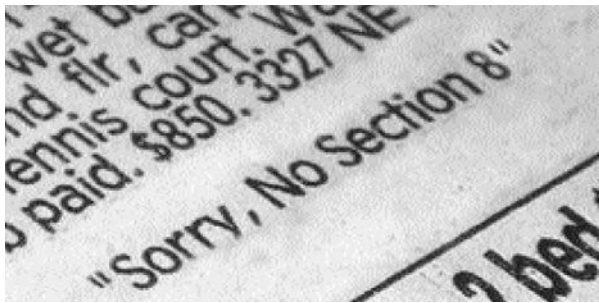
Disability and race discrimination were the next most frequent claims in the area of housing, with 33% and 17% respectively of the overall housing discrimination complaints. All other types of discrimination were claimed in 10% or fewer of new housing discrimination complaints.

Disparate Impact Claims in Housing

The U.S. Department of Housing and Urban Development (HUD) is now escalating its fight against fair housing by attempting to gut a critical legal tool to fight housing discrimination: The disparate impact rule. Disparate impact provides the framework for challenging policies which have an effect of discriminating against members of a protected class. For example, the tool has been used to hold predatory lenders who contributed to the foreclosure crisis accountable and challenge excessive conviction record screening policies. Disparate impact analysis is applied in cases

where a neutral rule or policy is applied across the board but has an adverse impact on a specific group or groups. The CCHR has applied the disparate impact rule in many cases, particularly with regard to policies by landlords and property owners that result in discrimination against Housing Choice Voucher holders. On October 18, 2019, the CCHR sent a letter to HUD, voicing its strong opposition to the proposed changes that would weaken the disparate impact rule by making it easier for housing providers to discriminate without accountability.

Aggressive Monitoring of Discriminatory Apartment Listings



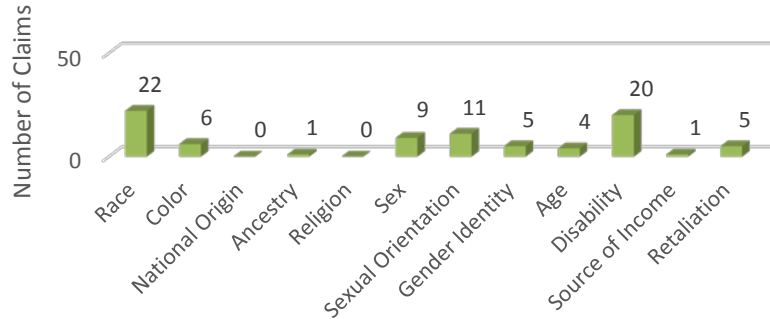
In 2019, the CCHR began to proactively seek out discriminatory online advertisements for housing that explicitly state, "No Section 8" and other phrases that discriminate against potential tenants


based on their lawful source of income (i.e. Housing Choice Vouchers). When the CCHR becomes aware of these types of advertisements, it has been making good faith efforts to resolve any alleged ordinance violation prior to the filing of a complaint. For example, the CCHR became aware of a real estate firm that had multiple listings for apartments in Chicago with discriminatory "No Section 8" language in the ads. The CCHR was able to contact the company and the individual real estate agent who placed the ads to educate them on the requirements of the Fair Housing Ordinance which led to the discriminatory ads being taken down.

PUBLIC ACCOMMODATIONS

Out of the 58 public accommodations complaints received in 2019, race and disability were the most cited bases of discrimination, which is typical of complaints filed in prior years. The remaining types of discrimination were claimed in 10% or fewer of public accommodations complaints received by the CCHR.

2019 Public Accommodations Discrimination Claims by Protected Class







Is your Business Accessible?

Businesses that serve the public must provide full and equal enjoyment of their services, and remove barriers to existing facilities, where such removal is readily available.


- When barrier removal is not readily available, businesses must take other steps to make their facilities accessible such as installing ramps, repositioning shelves, or offering curbside service.
- Businesses must also make reasonable modifications in policies, practices or procedures to accommodate people with disabilities. For example, allowing service animals.



For more information regarding how to make your business accessible, call the CCHR.

Contact us at (312) 744-5879
Email: cchr@cityofchicago.org

Lori E. Lightfoot
Mayor of Chicago



Website: Chicago.gov/humanrelations
 @ChicagoCHR
 @ChiCCHR

Mona Noriega
Chair and Commissioner

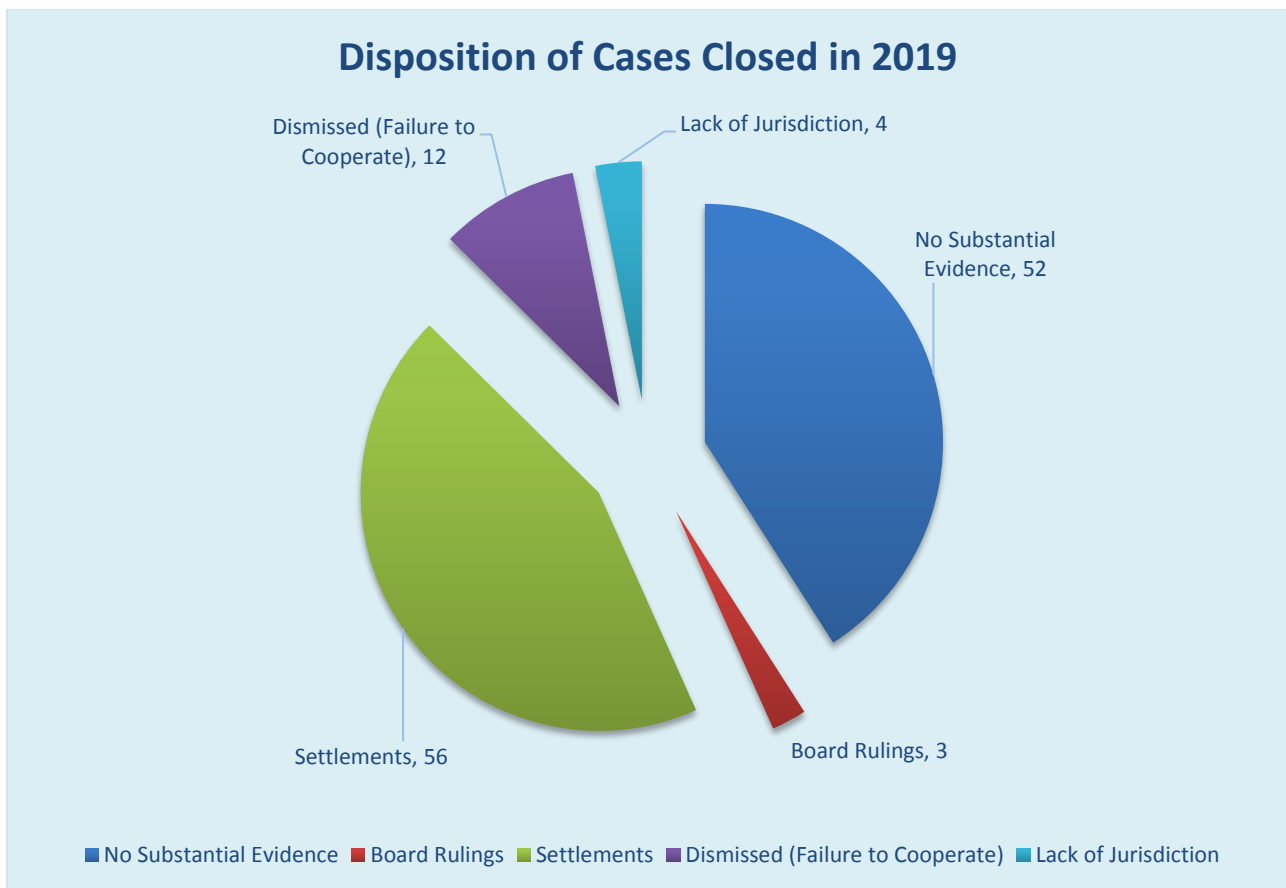
RESOLUTION OF COMPLAINTS

Substantial Evidence Determination

During 2019, 30 complaints advanced to the administrative hearing stage after a finding of substantial evidence that an ordinance violation had occurred. This represents 17% of the 170 dispositions of cases at the investigation stage.

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.

Below is a depiction of 2019 completed investigations by substantial evidence determination and case type:



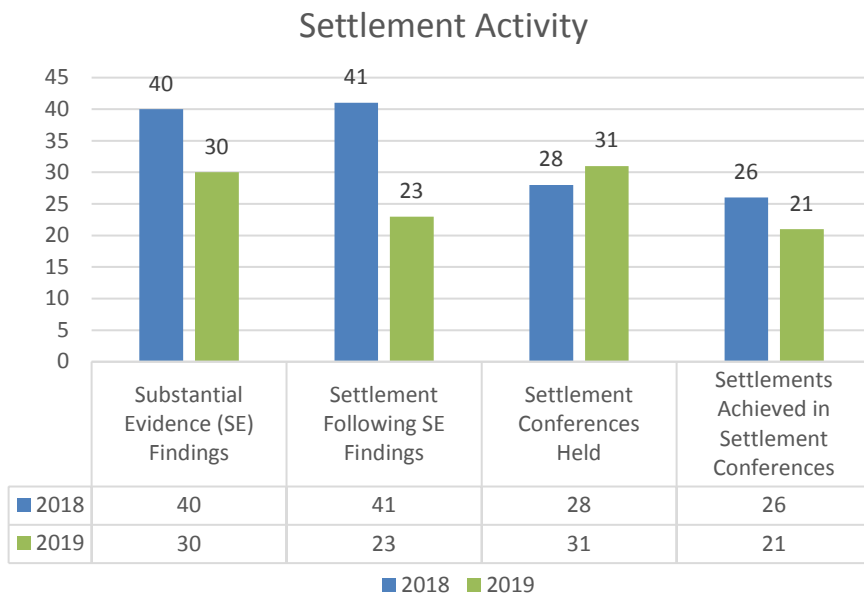
Findings after Full Investigation

The table below illustrates the flow of complaints from the investigation stage to the hearing stage in recent years. It also illustrates the proportion of pending cases in each stage of adjudication at the end of each year. Between 2007 and 2009, a relatively high number of cases proceeded to the hearing and final ruling process after investigation. As the number of cases advancing to the hearing stage returned to more typical levels, the number pending in the hearing stage soon decreased accordingly. These levels can vary because it is difficult to predict how many complaints will be filed or how many cases will be active in the hearing stage during a given period of time.

Settlement of Complaints

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. The graph below shows a comparison between settlement activity in 2018 and 2019.

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.



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.

Note: This chart includes cases with SE findings made in 2018, but not settled until 2019.

Hearing Stage Activity

In 2019, the CCHR advanced a total of 30 cases to the hearing stage, following a finding of substantial evidence. In 2018, 40 cases were advanced to the hearing stage. As in past years, approximately 20% of the CCHR's closed investigations were advanced to the hearing stage.

Of the cases advanced to a hearing in 2019, only 2 actually went to a full hearing in 2019, while 2 resulted in default hearings. In 2019, the CCHR held 31 settlement conferences before one of the CCHR's independent mediators. Of those cases, 21 either settled or were dismissed based on the complainant's failure to cooperate with the process. The remaining cases carried over to 2020. At the end of 2019, 26 cases remained pending in the hearing stage.

BOARD RULINGS



Administrative hearings are held before independent hearing officers appointed by the CCHR 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 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 CCHR decisions. The *Board Rulings Digest* is a CCHR publication listing all Board rulings entered after administrative hearings. The latest update of the *Board Rulings Digest* is available on the CCHR's website or on request from the office.

Prado v. Triview Property Management, CCHR Case No. 16-H-21. In this housing discrimination case, Complainant alleged that she was discriminated against by the property management company for the townhome development where she resided based upon her Mexican ancestry. In particular, the Complainant was fined by Respondent for displaying her children's artwork on her front door and window, in violation of the development's rules. Complainant alleged that the artwork was an expression of her family's Mexican ancestry and that the fines were discriminatory. The Board adopted the hearing officer's recommended decision, which held that Complainant failed to prove that Respondent was aware of her ancestry when the fines were issued or that she was treated less favorably than other tenants who were not of Mexican ancestry but were also issued fines for similar displays of artwork. As such, the Board found that Respondent was not liable for discrimination against Complainant.



Shipp v. Chicago Realty Consulting Group, LLC, CCHR Case No. 12-H-31. In this housing discrimination case, Respondent Chicago Realty Consulting Group was found in default as to Complainant's claim that she was discriminated against based on her source of income. Specifically, Complainant, who is a Housing Choice Voucher holder, was denied the opportunity to rent an apartment in the Beverly area by one of Respondent's real estate agents. The agent told Complainant, both in an email and a phone call, that the owner of the apartment did not wish to work with Housing Choice Voucher holders. The Board adopted the hearing officer's recommended decision, awarding the following relief: payment to the City of Chicago of fines of \$1,000 by Respondent Keller Williams, and \$500 by Mr. Ezekiel Morris; payment to Complainant of emotional distress damages in the amount of \$750; payment to Complainant of punitive damages in the amount of \$5,000; payment of interest on the foregoing damage awards from the date of violation on April 22, 2012, as set forth in CCHR Reg. 240.700; and reasonable attorney's fees to Complainant.



Morales v. Becovic Management Group, CCHR Case No. 18-H-51. In this case, Respondent failed to respond or in any way participate in the investigation and adjudication of Complainant's claim of housing discrimination. Complainant, alleged that she was discriminated against based on her race and source of income when Respondent failed to timely respond to or process her request to rent an apartment in one of its properties after learning that she was a Housing Choice Voucher holder. Following a hearing on Complainant's claims and damages, the hearing officer concluded that Complaint met her *prima facie* burden of proving discrimination based on source of income, but she did not offer any evidence for discrimination based on her race. The hearing officer recommended damages, which the Board adopted, in the following amounts: \$1,216 for out-of-pocket damages, \$10,000 for emotional distress damages, \$5,000 in punitive damages, pre and post-judgment interest, a fine to the City of \$1,000, and injunctive relief in the form of changes to Respondent's website.

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 due to such factors as gentrification, immigration, and 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.



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 any one neighborhood, or to one type of victim. They occur throughout the city against all groups of people. While the 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, and their impact on communities.

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 throughout 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.

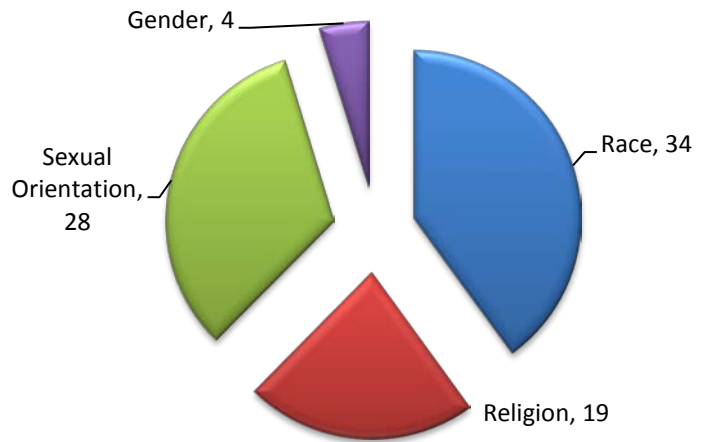


2019 Reported Hate Crimes

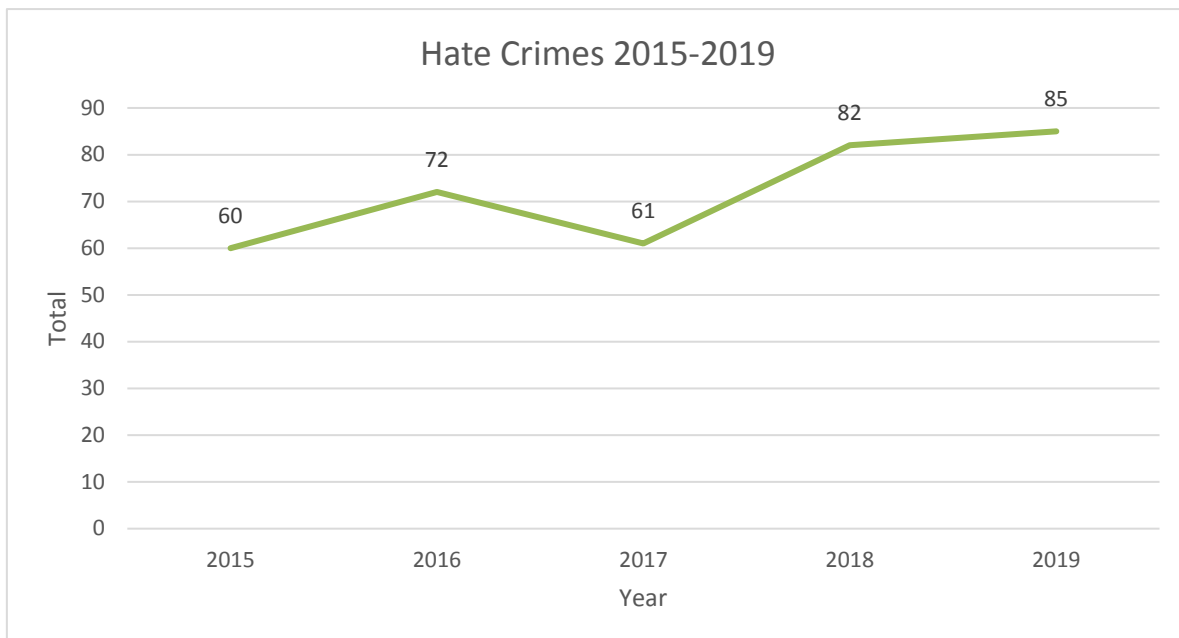
Reported hate crimes in 2019 increased by less than 4% over 2018 totals, with 85 in 2019 compared to 82 in 2018.

While this is not a significant increase, it is concerning that hate crimes have increased by close to 42% over the last five years (see chart below). While the total number of hate crimes pales in comparison to other large cities, the steady increase is troubling and something the CCHR and its community partners are working to address.¹ While it is difficult to pinpoint specific reasons for the increase, some factors may include improved reporting and greater awareness of hate crimes.

2019 Reported Hate Crimes by Classification



The CCHR along with its partners against hate, work to educate and provide support to the community to encourage the reporting of hate crimes. Perpetrators of hate crimes must be held accountable for their actions for hate crimes to be reduced and eliminated in our city.



¹ Per the FBI, NYC reported 351 and LA 283 in 2018.

Hate Crime Coalition

Since 2012 the CCHR has convened monthly Hate Crime Coalition meetings in which government representatives from the State's Attorney's Office, CPD, FBI, and Cook County Forest Preserve meet with non-profits such as Anti-Defamation League, Affinity Community Services and the Center on Halsted (COH) to problem solve specific cases and strategize on educational efforts. The Coalition seeks to leverage each of the respective agency's expertise and limited resources to address shared objectives of reducing hate crimes and serving victims. Training outcomes for this year resulted in partnering with the COH and NAMI (National Alliance on Mental Health) to deliver trainings for



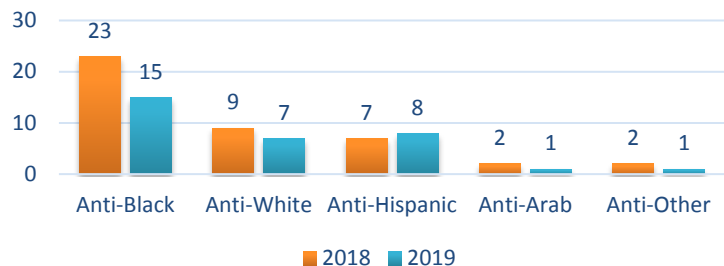
the CPD, a training for the Chicago Department of Aviation, and a training for the Cook County Forest Preserve.

Race

Hate crimes based on race continue to be the most reported of all categories accounting for 40% of reported hate crimes in 2019.

However, race-based hate crimes actually decreased by almost 23% compared to 2018 reports. Black victims remain the highest in reported hate crimes of all racial groups. Of the 2019 race-based incidents, 15 were identified as being anti-black, 8 were identified as being anti-Hispanic, and 7 as anti-white.²

2019 Reported Hate Crimes by Race



² Anti-other includes the Asian community.

White Supremacist Activity

In response to the rise in the posting of hate literature on college campuses and city neighborhoods, the CCHR worked with communities to develop strategies to counter the hateful rhetoric and in July 2019 sent a letter to aldermen that offered direction, should they encounter hate literature in their respective wards. In addition to offering CCHR assistance, the letter offered guidelines for messaging that could be used in statements to the media, as well as suggestions as to how to work with community members to organize activities and demonstrate unity in the face of hate.

The CCHR was visibly active on the City's south side, beginning on St. Patrick's Day where white supremacist flyers were posted in different areas of the 19th Ward. CCHR staff worked closely with Alderman Matt O'Shea on each occasion to discuss strategies for countering these hateful acts. The CCHR also joined the alderman and the community for an anti-hate forum and a march against hate in the ward.

In October 2019, the Lincoln United Methodist Church (LUMC) in the Pilsen community was

targeted again by white supremacists who kicked in and damaged one of the doors to the church. Targeting LUMC may have been a result of white supremacists filming the interior and perimeter of the church, posting the video on a supremacist Facebook group's page, and encouraging their members to attack LUMC. The CCHR attended a community meeting that included the alderman, representatives from the Mayor's Office, CPD, the FBI, parishioners, and community members. The CCHR facilitated an FBI active shooter training for parishioners in 2017 and is working to facilitate a second training with the CPD.



Religion

Hate crimes based on religion continue to be one of the three most reported categories along with race and sexual orientation. In 2019, there were 19 religious-based reports of hate crimes, down 16% from 2018. Hate crimes against the Jewish community continue to account for the higher percentage of these incidents with 16 in 2019 (84% of all religious reported hate crimes). The Muslim community was targeted for one reported hate crime.

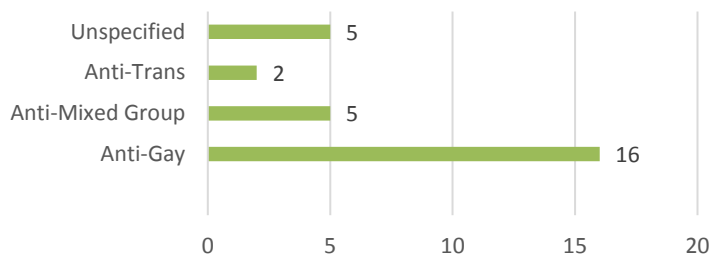




Sexual Orientation

Reported hate crimes based on sexual orientation accounted for 32% of hate crimes in 2019. Yet, there was a 65% increase in hate crimes in this area over 2018 figures. Of the 28 reported hate crimes based on sexual orientation, 16 were identified as anti-gay, five as anti-mixed group, two as anti-transgender and five as unspecified.³ There were no reports against lesbian victims in 2019.

2019 Reported Hate Crimes by Sexual Orientation



Education and Training

Each year CCHR's IGR staff conducts dozens of educational workshops in schools for students, staff, and parents. In 2019, IGR conducted 70 workshops in schools, non-profit organizations, senior residences, and community organizations across Chicago. Workshops include conflict resolution, cultural diversity, bullying, cyberbullying, hate crimes and more. Bilingual, English and Spanish workshops are especially relevant to Spanish speakers who otherwise cannot understand public service messages or trainings.

The CCHR provides many of their workshops to Chicago Public School students and their parents. In 2019, IGR provided several trainings through the Parent University Center which is a collaborative effort of Steinmetz College Prep and the Northwest Side Housing Center. Parent University programs offer free resources and a wide range of classes to both parents and the community. The CCHR offered workshops



for parents at Steinmetz, Belmont Cragin Elementary, and Marvin Camras Elementary. Workshop topics included bullying, cyberbullying, discrimination, prejudice, conflict resolution, hate crimes, and housing. Appropriate curriculum for parents was specially developed this year by the IGR team.

³ The reports from the Chicago Police Department did not specify whether the victims in these incidents were targeted because they were gay, lesbian, bisexual, or transgender.



In addition to these more traditional offerings, last year the CCHR, the Center on Halsted, and the National Alliance on Mental Illness (NAMI) conducted a series of 13 trainings for Chicago Police Department (CPD) lieutenants, sergeants, and commanders. The workshops were designed to increase understanding and improve relationships between the CPD and the LGBTQ, African American, and Latinx

communities. In a similar initiative, the CCHR also coordinated a cultural awareness forum for employees of O'Hare Airport. This project was a result of a successful program IGR conducted for the Cook County Forest Preserve a few months earlier.

Workshops were also provided for the Alternative School Juvenile Temporary Detention Center, senior residential facilities (which have seen a growth in intergroup tensions), and youth service organizations.

Community Tension Intervention

IGR is often called upon to prevent or reduce the escalation of tensions between individuals and groups often based on racial, ethnic, or other differences. Many of these incidents include conflicts between neighbors, tensions between community members and local businesses, or new populations moving into neighborhoods undergoing change. Requests for intervention typically come to the CCHR from aldermen, police, community organizations, schools, and the general public. IGR staff are trained in conflict mediation, and in facilitating Peace Circles as a vehicle to address conflicts within groups. In 2019, IGR intervened in 59 community tensions throughout the city.



COMMUNITY OUTREACH

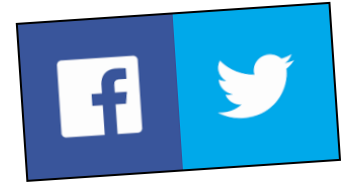
When it comes to community outreach, the CCHR has an “all hands-on deck” approach. Nearly every member of the staff is involved in this work. From presenting at aldermanic ward nights and community meetings, to staffing information tables at festivals and other events, outreach continues to be an essential part of our work. In 2019, the CCHR conducted 450 outreach activities. Topic specific legal presentations are also conducted for chambers of commerce, community organizations, bar associations, and business owners. This year, the CCHR hosted resource tables at the Bud Billiken Parade, Pride Fest, Midsommer Festival, Fiesta del Sol’s Fair Housing Pavilion, CHA’s Annual Owners Symposium, and Cook County’s CORE Center’s Health Fair, and many more.



SPECIAL PROJECTS AND INITIATIVES

Expanded Social Media Presence

In our efforts to expand our outreach to the public, in 2019 the CCHR established its first Twitter page. Twitter will complement our Facebook page, which was started in 2012. Through these social media sites, the CCHR provides updates about our work, upcoming programs, and other posts related to civil and human rights.



In addition, the CCHR continues to produce its quarterly e-newsletter, *CCHR a Closer Look*. Now in its second year, *A Closer Look* highlights the work of the agency, new changes in the law, and other information. The newsletter is emailed to nearly one thousand community groups, government agencies, elected officials and community partners. *A Closer Look* serves as a great outreach tool to introduce new readers to the work of the department and helps strengthen and maintain existing contacts.



Brown Bag Discussion Series

CCHR's continuing Brown Bag Discussion series provides an opportunity for staff, city employees at the Central Hearing Facility, and guests to have informal discussions and hear from a wide variety of speakers over lunch. Brown Bags include discussions on issues of civil and human rights, book discussions, viewing of films, and hearing presentations by other government agencies, community organizations, or other speakers. Some of the topics have included immigration, racial profiling, and housing discrimination. Guest speakers have included Commissioner Marisa Navara of the Department of Housing, Tonika Lewis-Johnson of The Folded Map Project, and Griselda Vega Samuel of MALDEF.





Increasing our National Presence

The CCHR has been working to take advantage of opportunities when presented to increase our national presence and develop partners across the country. In 2019, some of these opportunities included the following programs:

First Deputy Commissioner Ken Gunn attended the **International Association of Official Human Rights Agencies (IAHORA) 70th Annual Conference** in Orlando, Florida. The conference brought together nearly 200 representatives from 75 different civil rights agencies from across the country, including Alaska and Hawaii, to receive training on a broad range of topics in civil rights, discuss common concerns, and share best practices. Equally important, it provided a great networking

opportunity to speak with representatives from the U.S. Department of Housing and Urban Development (HUD) and the U.S. Equal Employment Opportunity Commission (EEOC), and other attendees about civil rights legislation in their communities.

Deputy Commissioner Matt Lango attended the **National Employment Lawyers Association (NELA) Annual Convention in New Orleans, Louisiana**. The convention is the country's largest gathering of employee rights advocates and is an excellent opportunity to discuss the work of the CCHR and to learn about new developments in the law. Deputy Commissioner Lango serves on the board of NELA/Illinois and is the immediate past president.

First Deputy Ken Gunn appeared before the **U.S. Commission on Human Rights, Illinois Advisory Committee** at hearings held here in Chicago in 2019. His testimony focused on the work of the CCHR and the current trends in discrimination complaints received by the agency.

On The Table

In May 2019, the CCHR participated in the Chicago Community Trust's annual "On the Table" citywide discussion series. This initiative seeks to bring Chicagoans together annually to share a meal and talk about pertinent issues affecting our town. This year, the CCHR convened several discussions at different venues for the event. For one of the conversations, Equity Council member and owner of Nepal House Restaurant, Bala Ghimire, hosted a discussion with current and former aldermen on the topic of aldermanic prerogative and its impact on economic development in neighborhoods across Chicago.



At another *On the Table*, the CCHR co-hosted a lunchtime discussion and tour of the *Undesign the Redline* Exhibit with the National Public Housing Museum and Enterprise Community Partners. The exhibit is a fascinating look at how national policies decades ago were the catalyst for the development of segregated communities in urban areas across the U.S., including Chicago.

Chicago Police Department Iftars with the Muslim Community

The CCHR was proud to once again work with the Chicago Police Department and the International Human Relations Council to co-host several Iftars during the month of Ramadan to bring the police and the Muslim community together to break bread and get to know one another in an informal, welcoming, and supportive environment. In 2019, Iftars were held in the 8th, 17th, and 24th police districts. The crowning event of the season however, was the first ever Iftar held at the Chicago Police Department Headquarters which welcomed nearly 200 guests.



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 2019, the Board of Commissioners made rulings in 3 discrimination cases. For a summary of each decision, see page 16.



Equity Council

The CCHR Advisory Council on Equity is comprised of twenty-one leaders appointed by the mayor from Chicago's African descendant, Arab, Asian, and Latino communities. The Council works with the CCHR to address practices that have a discriminatory impact on their communities, and its members serve as liaisons between city government and the community to promote cooperation and enhance services. The Council works across cultural and ethnic lines to foster improved human relations and fight discrimination against all Chicago residents. In 2019, 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 the CCHR and new discrimination protections. The Council also hosted an "On the Table" dinner discussions as part of this annual citywide initiative of the Chicago Community Trust.



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 the 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.



Neighborhood Taskforces

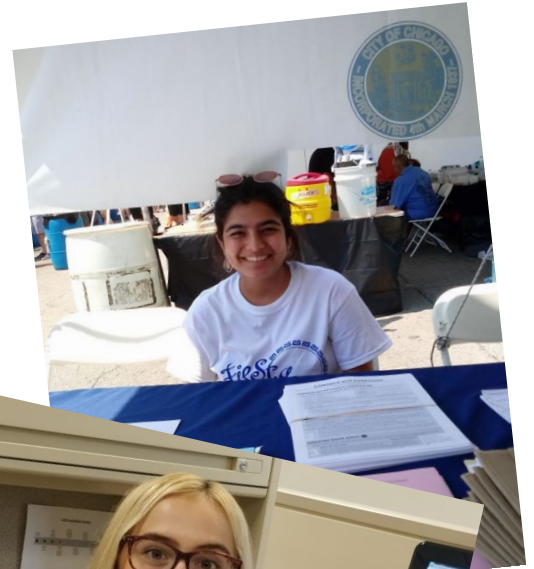
Over the years, the CCHR has developed a strong network of community partners who have been instrumental in helping to provide support for victims of hate crimes and working with the CCHR to quell community tensions that arise in their neighborhoods. These partnerships have flourished and served as the 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 2019 included Police/Community Iftars, Unity Picnics, holiday interfaith celebrations, and educational workshops.

ACKNOWLEDGEMENTS

The CCHR would like to thank the Department of Fleet and Facilities Management, Graphics and Reproduction Unit for its work in the production of this report. We would also like to thank our fabulous 2019 interns, Gabriela (Gabby) Pecak, Sarika Mahbubani, Leslie Garcia, Cristian Paredes, Lauren Quigley, and Ursula Hersh. Thank you all for your enthusiasm, professionalism, and tremendous work during your brief time with us. It was an honor to have you as part of the team, and the CCHR family. We wish you all the best!



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