

BY THE NUMBERS



OHR ENFORCEMENT AT-A-GLANCE



160

New Inquiries in CY19

New inquiries are requests submitted by members of public for OHR services. This includes individual allegations of discrimination that fall outside the jurisdiction of the office.



6

FORMAL COMPLAINTS

Cases Reviewed for Discrimination in CY19

These cases meet requirements for discrimination that falls within the jurisdiction of the Office of Human Rights, as defined by the Human Rights Ordinance.



1,849

Incoming Contacts

Individual service provision including supporting residents with navigating resources in the city as well as understanding rights.



75%

HOUSING CONCERNS

Counseling Services

Of the individual service provision the majority of follow-up support for residents concerned navigating the affordable housing market.



27%

Of cases (43/160*) brought to the Office of Human Rights in CY19 involved allegations of discrimination.

*Inquiries and complaints



DISABILITY + RACE/COLOR

Were the most commonly cited protected traits in discrimination inquiries or complaints filed in CY19



Public Accommodations

Remains the most prominent area in which individuals allege to have experienced discrimination in the City in CY19



5

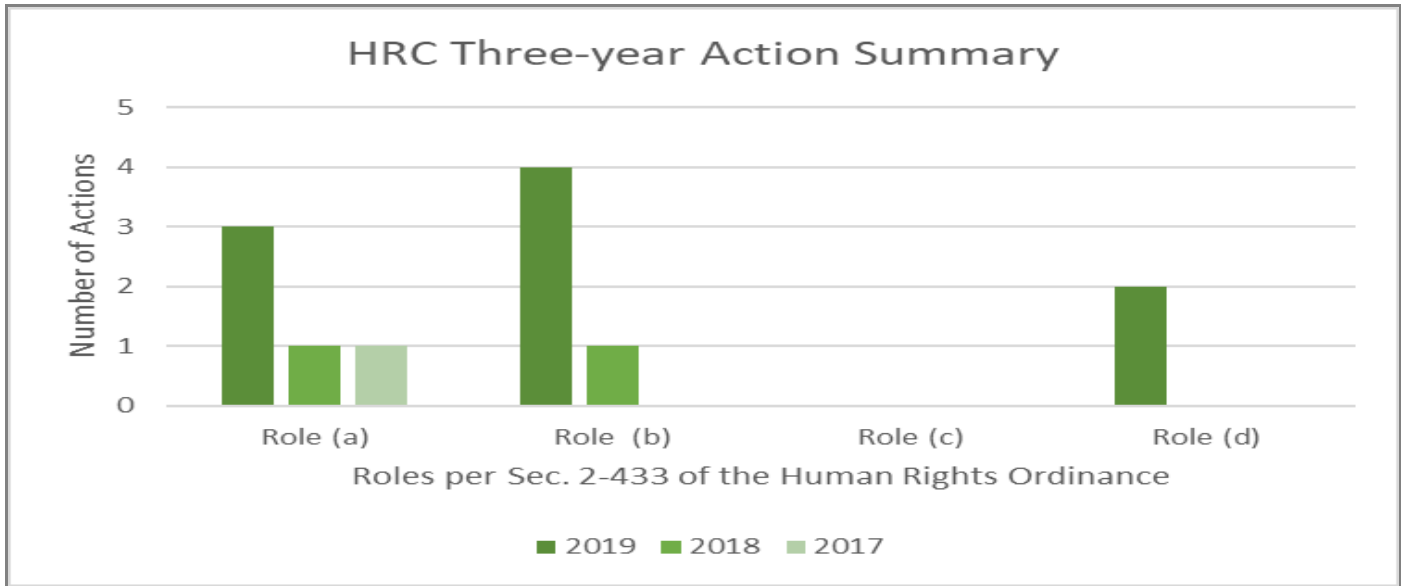
Areas Safeguarded From Discrimination

Public Accommodations
Housing
Credit
Employment
Private Education

CY2019: HRC Detailed Overview

During CY2019, City Council appointed 11 new Commissioners to the HRC. In the past, the HRC addressed systemic discrimination through standing subcommittees, based on the protected activities and classes identified in the Human Rights Ordinance. In late 2018, the HRC decided to shift from standing subcommittees to system of forming ad-hoc committees to address specific and timely issues. Through this structural shift, the HRC intended to focus its collective energy on targeted issues as they arose, instead of broadly focusing on a wide range of topics simultaneously. The table below outlines the specific actions taken in CY2019 by ad hoc committees, and by the HRC as a whole, as aligned with the roles defined by Sec. 2-433 of the Charlottesville Human Rights Ordinance.

Roles	Duties and Responsibilities	Actions	Description
Sec. 2-433. (a) Identify and review policies and practices of the City of Charlottesville and its boards and commissions and other public agencies within the City and advise those bodies on issues related to human rights issues.	Sec. 2-435 Systemic issues	Policy Review & Recommendations	Drafted recommendations for a revised Biased-Based Policing Policy (Attachment A)
		Policy Review & Recommendations	Drafted general recommendations regarding Police Constitutional Procedures, Biased-based policing, Use of Force Policy (Attachment B)
		Policy Recommendations	Drafted recommendations regarding the re-naming of streets and public places. (Attachment C)
Sec. 2-433. (b) Collaborate with the public and private sectors for the purpose of providing awareness, education and guidance on methods to prevent and eliminate discrimination citywide.	Sec. 2-434 Community dialogue and engagement.	Letter of Support	Penned a letter in support of Piedmont Environmental Council’s Open Streets Proposal (Attachment D)
		Online petition	Completed an online petition in support of the Monacan Indian Nation’s efforts to protect the historic Monacan capital of Rassawek from destruction. (Link to online sign-on letter)
		Public Service Announcement	The Community outreach ad hoc committee partnered with the Independence Resource Center and City Communications Dept. to develop a series of public service announcements to raise awareness about people living with disability (In progress)
		Public presence	Several Commissioners attended the Charlottesville Low-Income Housing Coalition’s May 5 th March and Rally in Support of Belmont Apartment Residents
Sec. 2-433. (c) Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.	Sec. 2-439.1 Enforcement authority	None	The HRC receives Complainant appeals following determinations of no probable cause and conducts public hearings and issues recommendations following determinations of probable cause. No individual cases reached determination stage in CY2019.
Sec. 2-433. (d) Make recommendations regarding the City’s annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination.	Sec. 2-435 Systemic issues	HRC Resolution	HR19-1: Resolution to endorse the continuation, expansion, and review of the Charlottesville Supplemental Rental Assistance Program from Charlottesville Human Rights Commission (Attachment E)
		Legislative Recommendations	The HRC sent a letter to David Toscano advocating for passage of several “Common-Sense Gun Laws” that were being considered by the VA General Assembly. (Attachment F)



CY2019 Summary and Analysis of HRC Work

Roles	Duties and Responsibilities	Summary and Analysis
Sec. 2-433. (a) Identify and review policies and practices of the City of Charlottesville and its boards and commissions and other public agencies within the City and advise those bodies on issues related to human rights issues.	Sec. 2-435 Systemic issues	<p>Summary The HRC engaged in more City policy reviews than in previous years.</p> <p>Analysis The HRC faced barriers to sharing its policy recommendations to with City Department Directors and City Council.</p>
Sec. 2-433. (b) Collaborate with the public and private sectors for the purpose of providing awareness, education and guidance on methods to prevent and eliminate discrimination citywide.	Sec. 2-434 Community dialogue and engagement.	<p>Summary The majority of the HRC’s work fell within this area. Active Commissioners brought forth a variety of community issues for the HRC’s consideration and support.</p> <p>Analysis An increase in the number of new Commissioners may have contributed to increased community engagement. This is an area of strength for the HRC.</p>
Sec. 2-433. (c) Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.	Sec. 2-439.1 Enforcement authority	<p>Summary The HRC has not been called upon to fulfill this role in the last three years.</p> <p>Analysis Limitations to enforcement authority may contribute to the lack of discrimination complaints that rise to the level of appeals or public hearings.</p>
Sec. 2-433. (d) Make recommendations regarding the City’s annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination.	Sec. 2-435 Systemic issues	<p>Summary The HRC engaged in this work to a greater degree than in the previous two years, both regarding local and statewide legislation.</p> <p>Analysis Better synchronization with the City fiscal and State legislative calendar could increase engagement.</p>

CY2019: OHR Detailed Overview

In CY2019, the OHR staff included Charlene Green, OHR Manager/HRC Director, and Todd Niemeier, Community Outreach & Investigation Specialist. The following section provides an in-depth look at the specific work the OHR conducted in 2019. Within the Human Rights Ordinance, the OHR's roles, as well as its duties and responsibilities, are not separated from those of the HRC. The OHR supports the HRC in its work to fulfill its roles as defined by Sec. 2-433 of the Human Rights Ordinance. The OHR is however the primary body that upholds **Sec. 2-434. Duties and responsibilities – Community dialogue and engagement** and **Sec. 2-437. Duties and Responsibilities – Investigation of individual complaints and issuance of findings**. The following detailed overview summarizes the work of the OHR in these two areas during CY2019.

Community Outreach

(As aligned with Sec. 2-434 of the Human Rights Ordinance)

Community outreach is one of the primary tools used by the OHR to both encourage citizens to report allegations of discrimination and to prevent discrimination from happening in the first place. Systemic change requires major shifts in how society operates. Societal shifts start with individual awareness, education, and a willingness to make change.

Community outreach has been one of the primary focuses of the OHR. Yet, it is the least documented and quantifiable aspect of the OHR's work. Over the past two years, the OHR has improved data collection regarding the type and number of outreach events and affiliations, but there is room for improvement in attendance and impact tracking. In CY2018, the OHR created Likert scale surveys to track attendee and collaborator satisfaction and programmatic impact. However, it has struggled to utilize the surveys consistently enough to create a meaningful dataset.

The demand for programs like the "Racial & Ethnic History of Charlottesville" presentation or the "Walk 6,000 Miles in My Shoes" refugee resettlement simulation indicate a strong community interest in the education and awareness outreach done by the OHR. Requests for OHR staff facilitation and thought leadership in events like Unity Days, Charlottesville City Schools community dialogue on equity, and efforts like the Public Housing Association of Residents' Community Research Review Board point to the strong and trusting relationships that the OHR has built within the community through consistent outreach and a commitment to follow-through.

The OHR categorizes outreach in three ways:

- 1. Service Provision**
- 2. Education & Awareness**
- 3. Facilitation & Leadership**

The following tables provide summaries of the outreach conducted by OHR staff, during CY2019, in each of the three categories above. Where precise data regarding the number of contacts or attendees was not available, estimated numbers are provided. Data is recorded as "unknown" in situations where estimates were not possible

Community Outreach – Service Provision

OHR staff, alongside HRC Commissioners attended the following events or engaged in the following activities aimed at sharing information with the public about the services provided by the OHR and HRC.

Service Provision Community Outreach Event	Recorded # of Contacts	Estimated # of Contacts	Number of Events	Summary of Actions & Outcomes
African American Cultural Arts Festival	55		1	OHR staff and HRC Commissioners spoke to individuals who visited the OHR/HRC table about the services provided by the OHR and HRC.
CRANU Festival	14		1	OHR staff spoke to individuals who visited the OHR/HRC table about the services provided by the OHR and HRC.
Cville Pride Festival		50	1	The OHR Manager shared information with various attendees regarding the services provided by the OHR and HRC.
Door to door outreach		50	1	OHR staff conducted door-to-door outreach in partnership with other providers in the Friendship Court community.
Resource Fair at South First Street public housing	5		1	OHR staff spoke with individuals who approached the OHR table about services provided by the OHR and HRC.
Service outreach to staff at The Haven	12		1	OHR staff provided an overview of the services provided by the OHR and HRC, with a focus on fair housing.
Sin Barreras OHR office hours	1		10	Per the request of Sin Barreras, OHR staff kept office hours every second Tuesday of the month at the Sin Barreras office from 2pm to 5pm. Only one individual has so far taken advantage of those hours. Other referrals from Sin Barreras have come directly to the OHR.
Westhaven Community Day		50	1	OHR staff shared information with various attendees regarding the services provided by the OHR and HRC.

Community Outreach – Education & Awareness

OHR staff hosted a variety of events geared toward increasing public awareness of issues, both current and historic, pertaining to human and civil rights. The OHR also hosted two interns over the summer of 2019, both assisted with the “Walk 6,000 Miles in My Shoes” program.

Education & Awareness Community Outreach Event	Recorded # of Attendees	Estimated # of Attendees	Number of Events	Summary of Actions & Outcomes
Racial and Ethnic History of Charlottesville Presentations & Bus Tours		100 per event	10+	Through these presentations, the OHR Manager offered people from many different backgrounds the opportunity learn about the complex racial and ethnic history of Charlottesville while reflecting on their own place within that history.
Richmond HRC - intake and investigation presentation	12		1	OHR staff presented a summary of the intake and investigation process used at the OHR, as requested by the newly established Richmond HRC.
Safe Space Training		10	1	OHR staff conducted a workshop with Human Services staff to develop cultural competencies
Walk 6,000 Miles in My Shoes - DSS Benefits Division	38		1	OHR staff led a live-action, refugee resettlement, role-play simulation for staff of the Department of Social Services Benefits Division, per DSS leadership request.
Walk 6,000 Miles in My Shoes - DSS Service Division	54		1	OHR staff led a live-action, refugee resettlement, role-play simulation for staff of the Department of Social Services Service Division, per DSS leadership request.
Walk 6,000 Miles in My Shoes – Volunteer Training	40		7	OHR staff trained 40 community volunteers to assist with the running of 3 live-action refugee resettlement role-play simulations.
Walk 6,000 Miles in My Shoes – Welcoming Week Public Event	36		1	OHR staff led a live-action, refugee resettlement, role-play simulation for community members, as part of Welcoming Week.

Community Outreach – Facilitation & Leadership

At the request of many local and regional organizations and groups, OHR staff provided guidance and thought leadership with regard to initiatives and efforts related to human and civil rights.

Facilitation & Leadership Event, Group, or Organization	Actual # of Events	Estimated # of Events	Summary of Actions & Outcomes
Best of Both Worlds Dance and Step Show Competition		150	The OHR Manager helped to facilitate the event and engaged youth in exploring questions around race and equity.
Charlottesville Area Transit Employee Conversation Facilitation	1		OHR staff assisted the Assistant City Manager and other City Staff with facilitating discussion groups with CAT employees around resolutions of internal conflicts. CAT leadership used the results from this conversation to develop and employ new management practices.
Charlottesville City Schools Education Equity Steering Committee		4+	School leadership asked the OHR Manager to assist with seeking public input and developing an action plan to address equity concerns within the schools. This included leading two large public input events for students and parents, as well as numerous planning and response meetings.
Charlottesville Food Justice Network Large Group	3		OHR staff assisted with organizing discussion groups and provided input from the service provision perspective of the Office of Human Rights to inform the City Council Food Equity Initiative.
Charlottesville Food Justice Network Planning Team	6		OHR staff assisted other leaders in the network to plan and execute specific tasks within the City Council Food Equity Initiative.
Charlottesville Redevelopment and Housing Authority (CRHA) Relocation Committee	4		Provided feedback and guidance with regard to CRHA's relocation plan for Crescent Halls.
Charlottesville Redevelopment and Housing Authority (CRHA) Resident Services Committee		12	At the request of public housing resident leaders, the OHR Manager helped to facilitate these monthly meetings, during which CRHA management and residents could converse regarding the diverse needs of residents ranging from on-site service provision to safety and maintenance issues.
Community UVA Billing & Collections Advisory Council	2		The OHR Manager served on the main Advisory Council as well as the Communications Sub-committee. This group convened in November of 2019 to begin addressing the major concerns that the public expressed over UVA Health System's billing and debt collection practices.
Community-Based Recovery and Support Advisory Group	8		OHR staff assisted with the planning and execution of various service provision focused outreach events, including the CRANU festival and door-to-door outreach.
Community Research Review Board (CRRB) Community Outreach	2		OHR staff met with public housing residents in their communities to discuss their participation as research reviewers.
Dialogue on Race		unknown	The OHR Manager coordinated several working groups including one specifically focused on developing a media accountability tool.

Facilitation & Leadership Event, Group, or Organization	Actual # of Events	Estimated # of Events	Summary of Actions & Outcomes
Five Questions Training	1		OHR staff assisted other CRRB Advisory Board members and PHAR staff with training PHAR interns regarding research review.
Housing Hub Discussion Group	3		OHR staff co-facilitated 3 conversations, in partnership with Piedmont Housing Alliance and several other housing-focused non-profits, to examine ways to improve navigation within the local affordable housing system. Staff worked with various representatives and volunteers to expand upon an affordable housing database developed by PACEM. Efforts are underway to engage in a dialogue with local landlords to explore the barriers to tenant entry into existing housing stock and explore incentives to encourage landlords to open eligibility to populations of potential tenants who have been historically excluded.
PHAR Board Meeting - CRRB updates	2		OHR staff attended PHAR Board meetings as the spokesperson for the CRRB Advisory Board to provide updates regarding the development of the CRRB.
Public Housing Association of Residents (PHAR) Community Research Review Board (CRRB) Advisory Board	25		OHR staff provided guidance and direct assistance with the establishment and procedural development of the CRRB.
Unity Days	84		The OHR Manager developed this series of community-led events in partnership with other City departments and local groups and individuals, in response to a need for public healing in the wake of the events of the Summer of 2016.
UVA Equity Center Local Steering Committee		?	The OHR Manager served on the local steering committee for the development of this organization and assisted with the hiring of the organization's first Executive Director.
UVA President's Community Working Group		unknown	UVA President Jim Ryan asked the OHR Manager to serve on this group, which created a far-reaching community survey and a final report outlining the UVA President's goals and action plans with regard to strengthening UVA's relationship with the Charlottesville community.
Virginia Association for Human Rights (VAHR)		4	OHR staff assisted with planning for the VAHR annual conference and attended regular steering committee meetings to discuss ways in which the VAHR members could share knowledge and collaborate on statewide advocacy.
Welcoming Greater Charlottesville	9		OHR staff provided input and guidance regarding planning for Welcoming Week including leading the "Walk 6,000 Miles in My Shoes" public event at Northside Library.
Yancey School Community Garden Meeting	1		OHR staff provided input and guidance regarding community outreach as the Yancey School explored the idea of creating a community garden, as requested by Siri Russell from the Albemarle County Office of Diversity and Inclusion.

Individual Assistance

(As aligned with Sec. 2-437 of the Human Rights Ordinance)

When the OHR first began receiving incoming requests for assistance in 2014, staff logged all incoming contacts as “complaints.” Classifying all incoming requests as complaints did not differentiate between allegations of discrimination that fell within the OHR’s jurisdiction and those that did not. Furthermore, this singular classification did not separate out provided services that did not involve a formal complaint of discrimination.

Over the past two years, OHR staff have been developing a more nuanced system for collecting data on the types of services provided to individuals who contact the OHR for assistance. **Attachment G** contains a comprehensive data dictionary defining the terms used in the following data summaries. **Attachment H** contains the aggregate individual service data by month. The following key terms from the data dictionary have been included here for clarity when interpreting the data that follows.

Contact: All walk-ins, appointments, phone calls, text messages, and emails with individuals.

Incoming Contact: Any walk-in, appointment, phone call, text message, or email from an individual seeking assistance from the Office of Human Rights.

Outgoing Contact: All service-related contacts initiated by OHR staff.

Complaint: An incoming contact in which an individual wishes to pursue action regarding an allegation of discrimination that falls within the jurisdiction of the OHR, as defined by the Human Rights Ordinance.

Inquiry: An incoming contact involving services provided to an individual by the Office of Human Rights *and/or* an individual allegation of discrimination that falls outside the jurisdiction of the office, as defined by the Charlottesville Human Rights Ordinance..

Client Follow-up: An incoming contact from an individual who has an open inquiry or complaint.

Staff Follow-up: An outgoing contact in which staff communicates with an individual who has previously contacted the office.

Third-party Incoming: An incoming contact with a person who is a third party to an individual directed involved with an inquiry or complaint.

Third-party Outgoing: An outgoing contact with a person who is a third party to an individual directed involved with an inquiry or complaint. The person directly involved must give verbal or written consent for staff to initiate a third party outgoing contact.

General Contact: An incoming contact that involves outreach coordination, event planning, volunteer coordination, or general information.

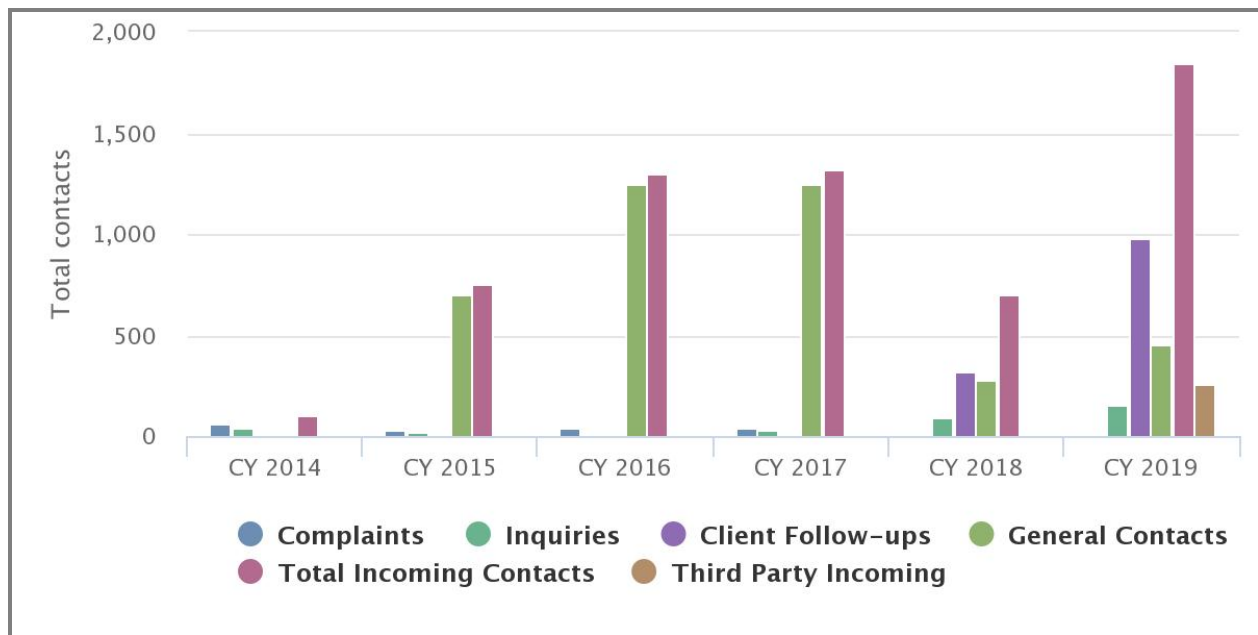
The data presented below can also be found on the Office of Human Rights Department Scorecard. The Department Scorecard is an online reporting platform imbedded in the City website, which displays departmental performance as related to goals within the City’s Strategic Plan. Department Scorecards may be temporarily unavailable for public viewing, as the City transitions to a new website platform.

Total Incoming Contacts

During CY2019, the OHR received the following incoming contacts.

Contact Type	Total Number
Total Incoming Contacts	1,849
New Complaints	6
New Inquiries	154
Client follow-ups	980
General Contacts	456
Third Party Incoming	253

The bar chart below shows the CY2019 contact data in relation to that of previous years. Data from prior to CY2018 was reanalyzed and redistributed into the contact categories listed above, for ease of comparison. The data pertaining to CY2014 Complaints was reviewed by jurisdiction and those contacts listed as Complaints that fell outside the jurisdiction of the OHR were reclassified as Inquiries. The key takeaway from this chart is that, aside from a dip in 2018, total incoming contacts have continued to increase. This data corresponds to Measure 1.1 in the Department Scorecard.



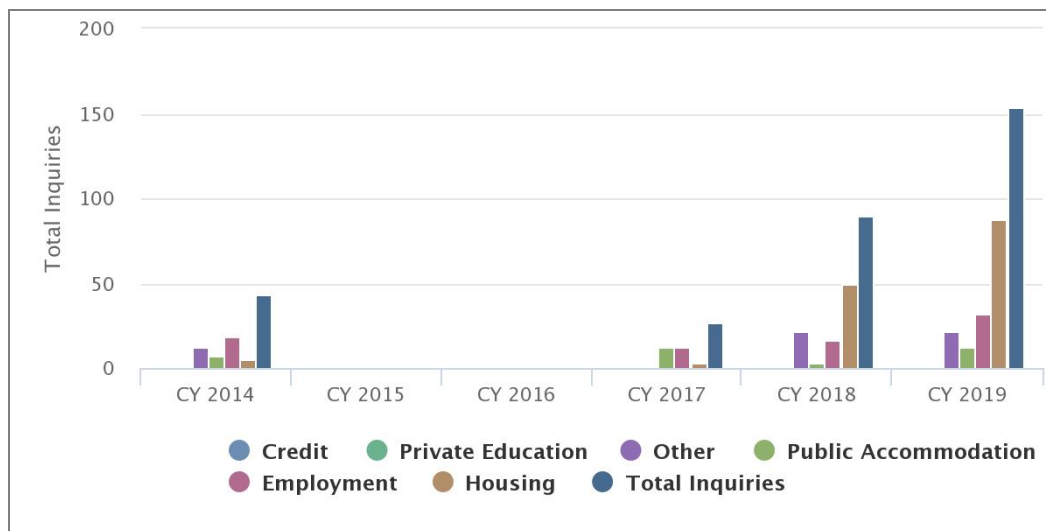
Total Inquiries and Complaints by Location

The OHR received a combined total of 160 new inquiries and complaints in CY2019. Of the 160 inquiries and complaints received, 122 originated in the City of Charlottesville, 24 in Albemarle County, and 14 in other localities or localities not specified. Of the 160 inquiries and complaints, 43 involved allegations of discrimination. This data corresponds with Measure 1.2 in the Department Scorecard.



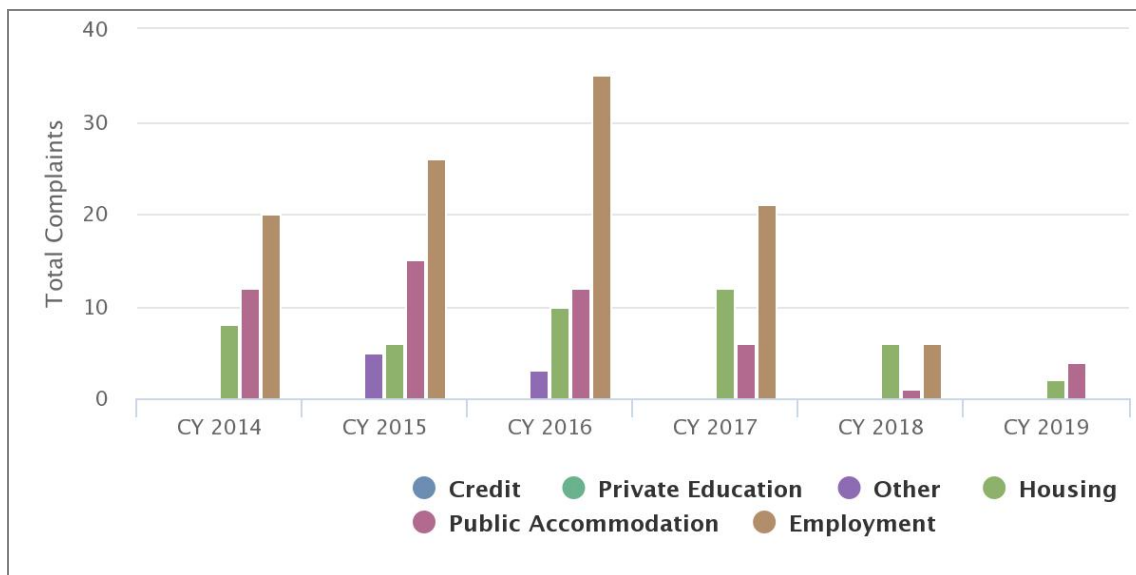
Total Inquiries by Protected Activity

Of the 160 combined new inquiries and complaints received by the OHR in CY2019, 154 were inquiries and 6 were complaints. Of the 154 inquiries, 88 related to the protected activity of housing, 32 to employment, 12 to public accommodation, and 22 to activities not protected by the Human Rights Ordinance. To date, the OHR has not received an inquiry regarding credit or private education. This data corresponds with Measure 1.3 in the Department Scorecard.



Total Complaints by Protected Activity

In CY2019, the OHR received 6 complaints: 2 within housing and 4 within public accommodation. This is a markedly lower number of complaints than in previous years. As noted previously, the definition of a complaint has been refined to capture only those allegations of discrimination, which fall within the OHR's jurisdiction. The other key factor that determines the number of contacts logged as complaints, is the individual's interest in pursuing further action. If the individual does not choose to pursue further action, the contact is logged as an inquiry accompanied by an allegation of discrimination. Limits to the OHR's jurisdiction often lead to referrals to other service providers that are better equipped to assist the individual. The chart below displays complaints by protected activity for the past six years. The table below the chart provides summaries of the 6 complaints received in 2019. This data corresponds with Measure 1.4 in the Department Scorecard.

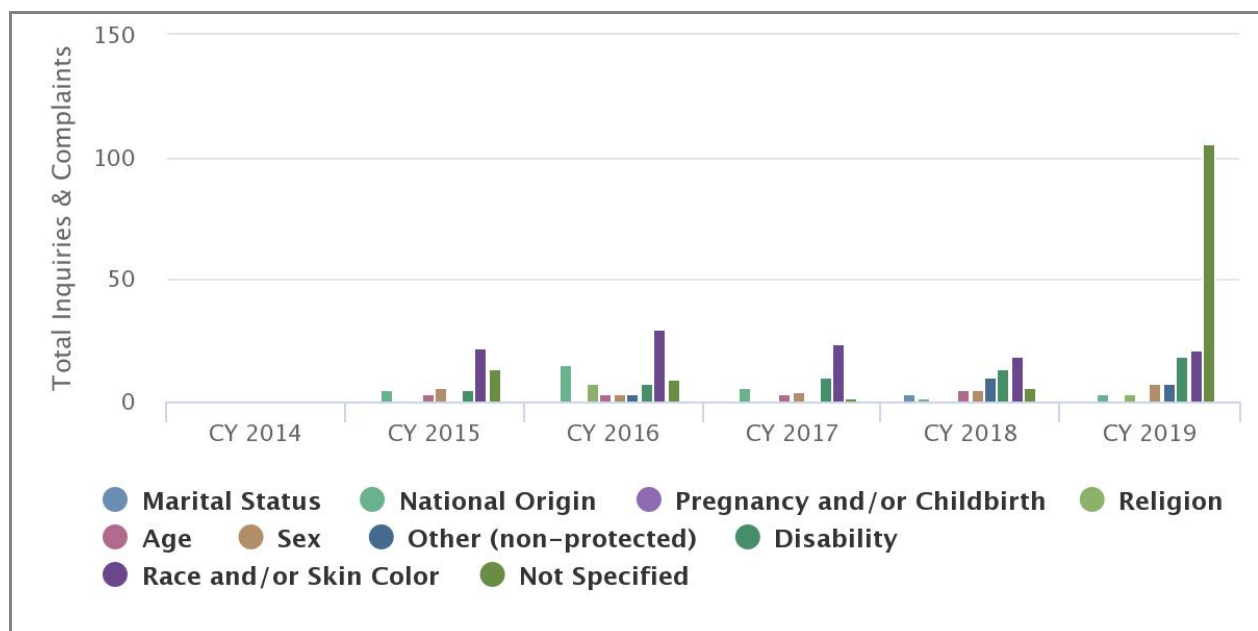


Protected Activity	Protected Class(es)	Status	Additional Information
Housing	Sex	Open	The Respondent refused alternative dispute resolution. The OHR awaits a response from the Complainant regarding next steps.
Housing	Sex	Closed	The Complainant was able to resolve the matter with the Respondent to their satisfaction.
Public Accommodation	Disability	Open	This case awaits a decision regarding alternative dispute resolution.
Public Accommodation	Disability	Open	This case awaits a decision regarding alternative dispute resolution.
Public Accommodation	Race/Skin Color	Open	At the end of 2019, this case was still under investigation.
Public Accommodation	Race/Skin Color, Disability	Dismissed	After an initial investigation, this case was determined to be outside the jurisdiction of the OHR.

Total Combined Inquiries and Complaints by Protected Class

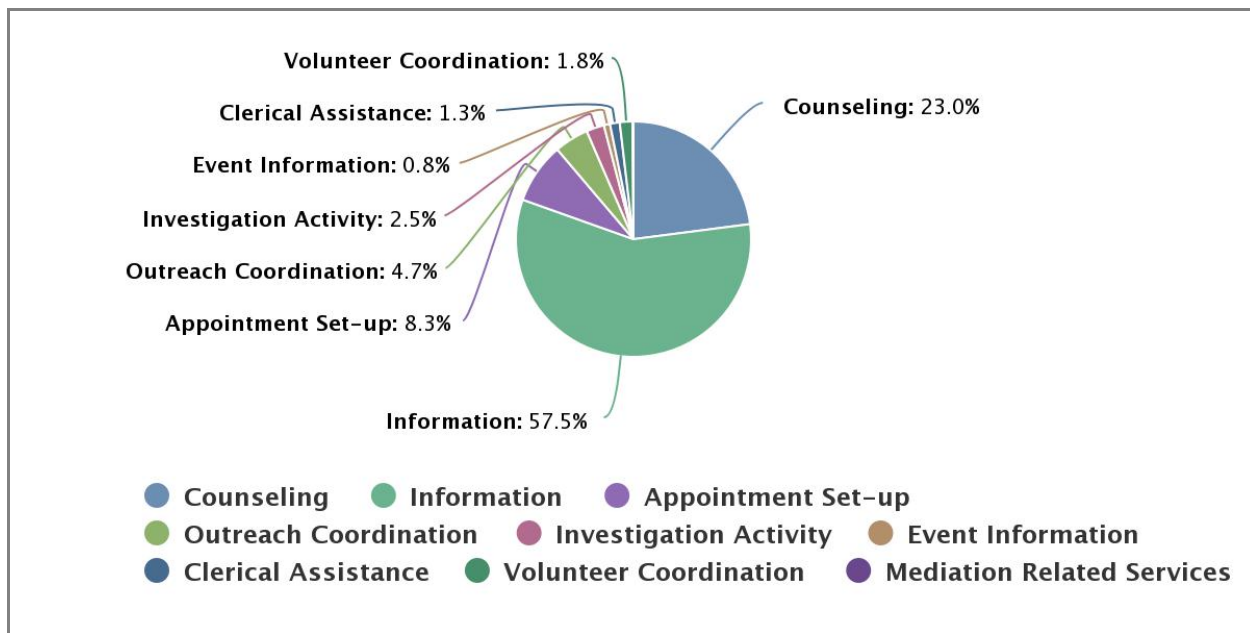
This data displays the self-identified protected class or classes associated with the 160 inquiries and complaints received by the OHR in CY2019. The OHR does not log protected class data unless the individual self-identifies the protected class during counseling or intake discussions. The table below shows the classification of all 160 combined inquiries and complaints received in CY2019. The chart displays the same information juxtaposed with data from previous years. Note that the total number of identified protected classes can be greater than the total number of inquiries and complaints, as some individuals identify more than one protected class associated with a particular inquiry or complaint. The high number of “Not specified” inquiries is due to the many referrals to the CSRAP and other housing related inquiries that did not include the identification of a protected class.

Protected Class	Total associated inquires and complaints
Age	1
Disability	19
Marital Status	0
National Origin	3
Pregnancy and/or Childbirth	0
Race/Skin Color	21
Religion	3
Sex	8
Other (non-protected)	8
Not specified	106



Services Provided to Individual Contacts

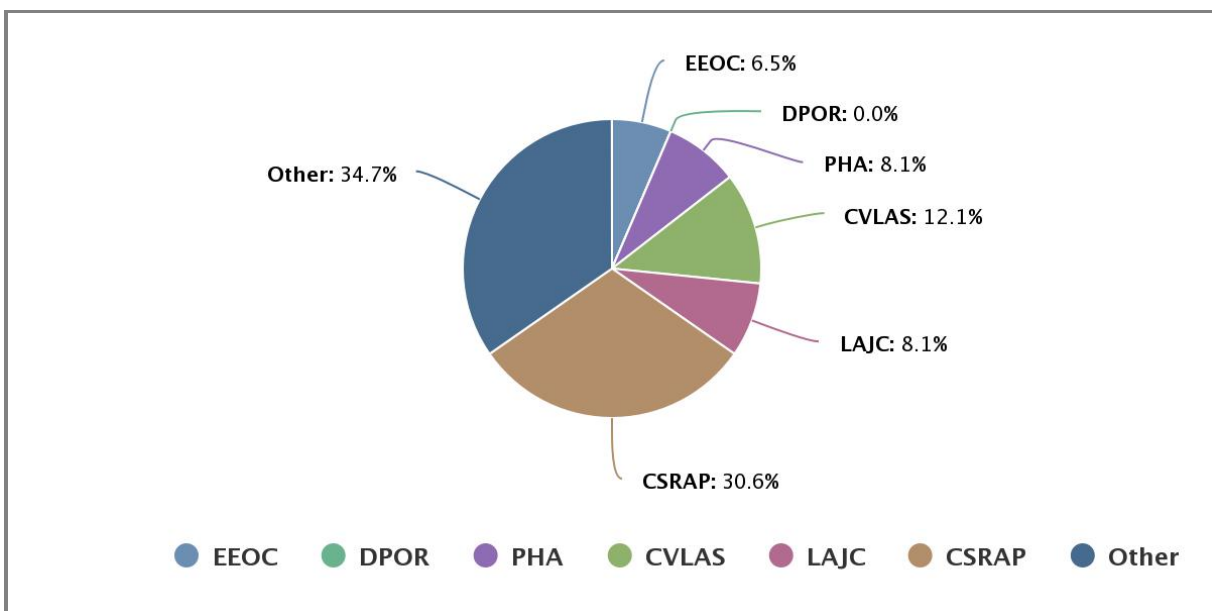
In order to better quantify the types of services provided to people who seek assistance, the OHR has developed a classification system to define service types. The pie chart below shows the percentage breakdown of service types for all 2,399 incoming and outgoing contacts. Note that referrals are not counted in this breakdown, as they are counted separately and are often a secondary service provided in addition to the services displayed below. The majority of service provision entailed providing information. This exchange could involve information related to an inquiry or complaint, or it could have been more general in nature. Counseling was the second most often provided service. Counseling is only related to contacts classified as inquiries or complaints and involves providing guidance regarding potential options for resolution of a concern.



Referrals to Other Services

A total of 101 contacts resulted in referrals to other service providers. In some cases, a single contact resulted in multiple referrals, depending on the nature of the concern. The list below shows the primary agencies to which the OHR refers individuals. The pie chart below the list of agencies displays the percentage breakdown of referrals by agency. Below the chart is a list of the agencies that represent the “Other: 34.7%” of referrals.

- **EEOC (Equal Employment Opportunity Commission):** Individuals are referred to the EEOC for employment discrimination cases that are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the Charlottesville Human Rights Ordinance.
- **DPOR (Department of Professional and Occupational Regulation):** This is a state government department that houses the Virginia Fair Housing Office. Clients are referred to DPOR for formal fair housing discrimination investigations.
- **PHA (Piedmont Housing Alliance):** Individuals were previously referred to PHA for counseling regarding landlord tenant disputes and preliminary counseling regarding fair housing discrimination allegations, prior to referral to DPOR. In 2018, PHA staff trained Office of Human Rights staff to conduct housing counseling work, which diminished referrals to PHA.
- **CVLAS (Central Virginia Legal Aid Society):** Individuals are referred to CVLAS for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the Charlottesville Human Rights Ordinance. In some cases, clients will have simultaneous cases with CVLAS and the Office of Human Rights.
- **LAJC (Legal Aid Justice Center):** Individuals are referred to LAJC for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the Charlottesville Human Rights Ordinance. In some cases, clients will have simultaneous cases with LAJC and the Office of Human Rights.
- **CSRAP (Charlottesville Supplemental Rental Assistance Program):** This is a City funded program administered by the Charlottesville Redevelopment and Housing Authority (CRHA) that offers a portable subsidy for people in need of affordable housing. Individuals are referred to the CSRAP when they come to the office in search of affordable housing assistance.
- **Other:** Individuals are also referred to a wide variety of other agencies and offices depending on the particular concerns they present. A list of these agencies is included below the pie chart.



Below is the list of agencies that fell into the "Other" referral category. These agencies are tangentially related to the direct work of the OHR but were determined by staff to be a viable option for some people seeking assistance. Note that some individuals were referred to several of these organizations following a single contact with the OHR. The data collection system does not count the individual times a person was referred to a specific agency when referrals to multiple agencies are aggregated under a single "Other" referral. Therefore, this is merely an alphabetical list of the "Other" organizations that received one or more referrals.

- Alliance for Interfaith Ministries
- Attorney General Division of Human Rights
- Charlottesville Downtown Job Center
- Charlottesville Investment Collaborative
- Charlottesville Neighborhood Development Services
- Charlottesville Redevelopment and Housing Authority
- Charlottesville Resource Hotline
- Department of Behavioral Health and Developmental Services Office of Human Rights
- Fairfax Office of Human Rights
- Housing Opportunities Made Equal
- JABA Neighbor to Neighbor
- Judicial Inquiry and Review Commission
- Legal Aid Society of Eastern VA
- Love, Inc.
- Maxine Platzer Lynn UVA Women's Center Free Legal Clinic
- Neighborhood Family Health
- Network to Work
- PACEM (including the Secure Seniors program)
- Portico Church
- Sin Barreras
- The Crossings
- The Haven
- Trinity Presbyterian
- UVA Social Services
- Virginia Education Association

Key Takeaways from Individual Service Provision Data from CY2019

What the data says...	What this means in practice...
<p>The OHR received 1,849 incoming contacts, for an average of 7 incoming contacts per day over 252 open office days.</p>	<ul style="list-style-type: none"> • This is the upper end of what two staff people can accommodate and still provide effective services. • Often there is only one person in the office. At such times, appointments can overlap with walk-ins and incoming calls. • If both staff are asked to participate in outreach or other activities that remove them from the office space, then there is no one present to receive walk-ins or phone calls.
<p>The OHR received 44 incoming contacts that involved an allegation of discrimination.</p> <ul style="list-style-type: none"> • 14 allegations of employment discrimination within the City of Charlottesville • 2 allegations of housing discrimination within the City of Charlottesville • 12 public accommodation allegations within the City of Charlottesville <ul style="list-style-type: none"> ➤ 1 resulting in a formal investigation that is ongoing • The remaining 16 allegations occurred outside the City of Charlottesville or involved unprotected activities. 	<ul style="list-style-type: none"> • Allegations of employment discrimination were the primary type of discrimination claim received by the OHR. <ul style="list-style-type: none"> ○ FEPA status for the OHR is still pending with the EEOC and the City Attorney’s Office. ○ Were the OHR a FEPA, it could have potentially investigated the 3 employment cases referred to the EEOC. ○ It is not clear how many other employment discrimination cases could have been referred to the OHR by the EEOC had the OHR been a FEPA in 2019, though this data is available by FOIA request from the EEOC. ○ For reference, in 2017, the EEOC reported receiving the following number of employment discrimination claims <ul style="list-style-type: none"> ▪ 29 for Charlottesville ▪ 14 for Albemarle County
<p>Of the 2,399 documented incoming and outgoing contacts, 551 involved counseling services. Of those 551, 416 concerned housing.</p>	<ul style="list-style-type: none"> • This again points to the significant number of contacts related to housing concerns, specifically with regard to navigating the affordable housing market. • Anecdotal evidence suggests this is due to an overwhelming unmet demand for this type of service in Charlottesville, coupled with a lack of supply of affordable housing for people earning below 30% AMI and the accessibility of the OHR and its staff.
<p>Of the 154 new inquiries and 6 new complaints received 19 identified disability and 21 identified race/skin color as the protected class associated with their concern.</p>	<ul style="list-style-type: none"> • While allegations of discrimination attached to a specific protected activity and class made up a small proportion of the total incoming contacts, race/skin color and disability were the two most often identified reasons for discrimination cited by the individuals who came to the OHR.

Analysis of OHR Community Outreach and Individual Services for CY2019

Analysis	Community Outreach	Individual Services
Successes	<ul style="list-style-type: none"> The OHR had a continuous and robust presence in the community throughout 2019. OHR staff have developed positive and trusting relationships with community members and other organizations. 	<ul style="list-style-type: none"> The OHR assisted more individuals in 2019 than during any other year prior. The OHR has developed a more complete and nuanced data tracking system for individual service provision.
Challenges	<ul style="list-style-type: none"> Data collection, including attendance records and satisfaction surveys during large community events has been incomplete. 	<ul style="list-style-type: none"> Limited enforcement authority with regard to employment and housing discrimination cases results in some individuals choosing not to pursue further action. Increased numbers of contacts and limited staff results in walk-ins and phone calls overlapping with scheduled appointments. Soliciting and collecting satisfaction data from individuals is time-consuming and difficult given the increased number of contacts. Data entry is held by one staff person, and the OHR is still in the process of a developing a case management system that all staff can access.
Opportunities	<ul style="list-style-type: none"> Volunteers and interns could assist with data collection during events. Additional staff could also provide assistance with data collection and input during large outreach events. 	<ul style="list-style-type: none"> With support from City Council and the City Attorney's Office, the OHR could pursue expanded enforcement and conciliation authority. Volunteers and interns could assist with satisfaction data collection and data entry. Additional administrative staff could improve responsiveness to contacts and speed up data entry. Continued work with the IT Department could result in a secure web-based data management system that is accessible to all staff.

Attachment A
Biased-based Policing Policy
HRC Recommendations

**PROPOSED CHANGES TO EXISTING POLICY
(WORKING DRAFT FOR DISCUSSION PURPOSES 10-14-19)**

Type of Directive: GENERAL ORDER **BIASED
BASED POLICING** VLEPSC Number:

ADM.02.05, OPR.07.04 Amends: 07/01/02,
07/01/03, 04/15/05, 01/12/15

Number: **XX** Date: **XX**
Manual Number: 400.05
Effective Date: XX/XX/**20**
Review Date: As Needed

Authorization: Chief RaShall M. Brackney

I. POLICY

It is the policy of the Charlottesville Police Department (Department) to provide services and enforce laws in a professional, nondiscriminatory, fair, and equitable manner. The Department recognizes that bias can occur at both an individual and institutional level and is committed to effectively addressing both. The Department's primary objective is to provide equitable police services based upon the needs of the people we encounter and serve.

II. PURPOSE

This policy is intended to increase the Department's effectiveness as a law enforcement agency and to build mutual trust and respect with Charlottesville's diverse groups and communities.

The purpose of this policy is to unequivocally state that biased-based policing in law enforcement is unacceptable. This policy shall provide guidelines for officers to prevent such occurrences.

III. DEFINITION

Bias-based policing is the different treatment of any person by police officers in the line of duty motivated by any characteristic or protected classes under state, federal, and local laws as well as other discernible personal characteristics of an individual. These "discernible characteristics" include, but are not necessarily limited to the following characteristics: race, ethnicity, or color; age; disability status; economic

Commented [1]: Recommend change of policy to Bias Free Policing Policy

stats; familial status; gender; gender identity or expression; sexual orientation; homelessness; mental illness; national origin; political ideology; religion; and language.

Commented [2]: For discussion -- limit to only those recognized under the law?

IV. SHARED RESPONSIBILITIES

A. CHIEF OF POLICE:

The Chief of Police will reinforce that bias-based policing is unacceptable through the provision of specific yearly training, periodic updates, and such other means as deemed necessary and appropriate to implement this policy. The foregoing programming and updates will cover topics, such as strategies for interacting with youth, disability, mental illness, cultural diversity, interpersonal communications, and implicit bias.

The Chief of Police or designee retains ultimate authority and responsibility to ensure this policy is in effect and fully implemented.

B. SUPERVISORS (including Commanders, managers, etc.):

Supervisors are responsible for ensuring all personnel in their command are operating in compliance with this policy.

Supervisors have an individual obligation to ensure the timely and complete review and documentation of all alleged violations of this policy that are referred to them or of which they should reasonably be aware.

Supervisors who fail to respond to, document, and review allegations of bias-based policy will be subject to discipline.

C. EMPLOYEES (including officers, administrators, etc.):

1. Prohibited Conduct -- Bias, Discrimination, and Retaliation

Employees shall not make decisions or take actions that are influenced by bias, prejudice, or discriminatory intent. Law enforcement and investigative decisions must be based upon observable behavior or specific trustworthy intelligence.

Officers may not use discernible personal characteristics in determining reasonable suspicion or probable cause, except as part of a suspect description. Specifically, officers only may take into account the discernible personal characteristics of an

individual in establishing reasonable suspicion or probable cause when the characteristic is part of a specific suspect description based on trustworthy and relevant information that links a specific person to a particular unlawful incident. Officers must articulate and document specific facts and circumstances that support their use of such characteristics in establishing reasonable suspicion or probable cause.

Employee shall not express -- verbally, in writing, or by any other gesture -- any prejudice or derogatory comments concerning discernible personal characteristics.

No employee shall retaliate against any person who initiates or provides information or testimony related to an investigation, prosecution, complaint, litigation, or hearing related to the Department or Departmental employees, regardless of the context in which the allegation is made, or because of such person's participation in the complaint or other process as a victim, witness, investigator, decision-maker, or reviewer.

2. Duty to Report

Employees who have observed or are aware of others who have engaged in bias-based policing shall specifically report such incidents to a supervisor, providing all information known to them before the end of the shift during which they make the observation or become aware of the incident.

Employees who engage in, ignore, condone, or otherwise enable bias-based policy will be subject to discipline.

3. Important Caveat

This policy does not prevent officers from considering relevant personal characteristics when determining whether to provide services or accommodations designed for the benefit of individuals with those characteristics (e.g., mental illness, addiction, homelessness).

V. COMPLAINT PROCESS

Any person may file a complaint with the Department if they feel they have been stopped, detained, searched, or otherwise subjected to unfair and unwarranted policing based on a discernible personal characteristic. No person shall be discouraged, intimidated or coerced from filing such a complaint or discriminated or retaliated against because they filed such a complaint.

All biased-based policing complaints received by the Department shall be promptly

handled in accordance with General Order 317.01 – Internal Investigations and Citizen Complaints. This complaint procedure is available for your convenience on the City of Charlottesville’s website at: [link to url].

If you are an individual with a disability and need assistance with filing a complaint pursuant to this policy, please contact the ADA Coordinator for the City of Charlottesville at [email and/or phone].

Commented [3]: For discussion -- Seattle's policy (see pp. 6-8) offers a less formal, immediate response by a supervisor and/or Bias Review Team when bias is raised -- should we consider recommending such a process or something else in addition to or in lieu of the standard review under 317.01? Is that feasible/worth that time at this juncture? Possibly wait until later?

VI. RECORDKEEPING

All circumstances of the allegations and steps that were taken to investigate and resolve complaints of violations of this policy will be documented in writing by the Department and maintained electronically in a database. At a minimum this information will identify the name and contact information of who filed the complaint; the specific details of the allegation(s); the names and contact information for all witnesses; all investigative steps taken to determine whether this policy was violated; the analysis and rationale regarding the determination as to whether the policy was violated; and all remedial or corrective action taken in response to the complaint, as applicable.

VII. ANNUAL REPORT

The Department will prepare an annual report that describes and analyzes the year’s bias-based policy allegations (without sharing personally identifiable information) and the status of the Department’s ongoing efforts to prevent bias-based policing, and any disparate (unintended) adverse impacts of policing on those with protected characteristics (protected classes) recognized under federal, state, and/or local law.

The Department is committed to eliminating, wherever possible, eliminating policies and practices that have an unwarranted disparate impact on certain protected classes. It is possible that the long-term impacts of historical inequality and institutional bias could result in disproportionate enforcement, even in the absence of intentional bias. The Department’s goal is to identify ways to protect public safety and public order without engaging in unwarranted or unnecessary disproportionate enforcement.

As part of the annual review, the Department will analyze data that will assist it in identifying whether certain practices, such as stops, citations, and arrests, have a disparate impact on protected classes in comparison to the general population. This review and analysis will be done in consultation with the City’s legal department.

Should unwarranted disparate impacts be identified and verified, the Department will consult with neighborhoods, businesses, community groups, and others to explore equally effective alternatives that will ensure the safety of the public while having a

less disproportionate impact on only certain groups. Initially, this comprehensive disparate impact analysis will focus on race, color, and national origin.

IMPORTANT CAVEAT: The annual report section of this policy, in particular the disparate impact discussion, is not a basis to impose discipline upon any employee of the Department, nor is it intended to create a private right of action to enforce its terms.

VIII. LANGUAGE DIVERSITY

This policy has been translated into the five identified predominant language groups in the areas served by the Department. Should you need assistance, however, in obtaining the information contained in this policy in another language, please contact the Department at: [email and/or phone].

Attachment B

Biased-based Policing, Police Constitutional
Procedures, & Police Use of Force
HRC Recommendations

MEMORANDUM

To: Dr. RaShall M. Brackney, Charlottesville Chief of Police

Via: Lisa Robertson, Legal Counsel for CPD

Re: Human Rights Commission (HRC) General Recommendations – Police Policies

Date: November XX, 2019

After careful review of several Charlottesville police policies, including Bias-Based Policing, Constitutional Procedures, and Use of Force, by an HRC ad hoc committee, the HRC submits the following recommendations for consideration in the overall areas of standardization and access, with the goal to ensure consistency, transparency, and clarity among all City of Charlottesville policies that apply to the police to the benefit of the police and all community members:

A. Table of Contents

We recommend adding a Table of Contents to each policy, in particular those that are five or more pages in length, to aid in readability. We also recommend the use of section headers.

B. Roles and Responsibilities

Who is responsible for certain aspects of policies can often be lost in long narrative paragraphs and legalese. We strongly recommend making clear who is responsible for implementing key provisions of a policy and how that responsibility may be shared among various roles in the Department.

C. Definitions

The Commission recommends adding a definitions section of key terms that are used throughout any policy to aid the reader, preferably at the beginning or end of the policy.

D. Language

While the Commission understands that certain language is legally required, the City is encouraged to minimize use of legalese wherever possible and, when it needs to be used, to be mindful of explaining the legal requirements in plain language that will be easily understood by the average community member. In addition, be mindful of the tone of the language used.

E. Complaint Procedures/Accountability Measures

The Commission recommends that all policies clearly explain how community members can report violations of the policy and to whom, who will be responsible for investigating/determining whether the policy has been violated, and who will be responsible for taking any necessary remedial or other responsive actions.

F. Benchmarking

The Commission encourages the City to routinely and actively consult with experts in the field to ensure that City policies meet or exceed national standards and to create and sustain a community of practice with other law enforcement agencies.

G. Periodic Review

The Commission encourages the City to periodically review and update its policies to ensure they reflect current best practices, are effective in meeting the stated purpose/goal of the policy, and are not outdated. [edit, ROB: definitively and at least, each in-coming chief should “sign off on” every policy. Every policy should state when the periodic review should happen (every year, 2-3 years, five years, etc)]

H. Data Collection and Analysis

The Commission encourages the City to collect and analyze data related to its policies to inform its periodic review and updating of policies as appropriate to ensure they are effective.

I. Annual Reporting

The Commission encourages annual reporting of its data analysis and results and sharing of that information with the community to build and sustain community trust, spark dialogue, and inform needed enhancements to policies, practices, and services.

Attachment C

Re-naming of Streets and Public Spaces

HRC Recommendations

2019 CHARLOTTESVILLE HUMAN RIGHTS COMMISSION

Procedural Recommendations for Renaming of Public Spaces, Buildings, Streets and Other Infrastructures

- Naming of public spaces, buildings, streets or other city-owned infrastructures should be weighed for its alignment to City goals and values in with particular attention to equity and inclusion.
- If a person or family name is recommended, thorough review of their past and contributions to the community should be considered. There should also be a specific time-period that has passed since the death of the individual.
- The Charlottesville community should have input. The community engagement process should be clearly defined with the following questions:
 1. Is there evidence that the original name holder marginalized or oppressed a group of people?
 2. Is renaming necessary for citizen health and well-being?
 3. What is the financial or other impact of changing the name of a public space, building, street, or infrastructure?
 4. Has a historian or other expert been involved in checking the background of the renaming candidate?
 5. What is the value to the community with an honorary naming?

City of Charlottesville Goals:

- Inclusive, Self-sufficient Community
- Healthy and Safe City
- Beautiful Environment
- Strong, Diversified Economy
- Responsive Organization

City of Charlottesville Organizational Values

- Creativity
- Leadership
- Trust
- Respect
- Excellence

Attachment D

Piedmont Environmental Council

HRC Letter of Support



City of Charlottesville Human Rights Commission

Commissioners

June 25, 2019

Shantell Bingham
Chair

MAPP2Health
Charlottesville, VA

Susan W. Lewis
Parliamentarian

Dear MAPP2Health proposal reviewers,

Jeanette Abi-Nader

The City of Charlottesville Human Rights Commission (HRC) would like to express our support for the Piedmont Environmental Council's (PEC) *Open Streets* proposal. As a commission charged with upholding justice and equal opportunity in the City of Charlottesville, we set out to "Collaborate with the public and private sectors for the purpose of providing awareness, education and guidance on methods to prevent and eliminate discrimination citywide." The *Open Streets* proposal presented by the Piedmont Environmental Council is an opportunity for the City of Charlottesville to advance equitable inclusion of all members of our community.

Idil Aktan

Elliot Brown

Pheobe Brown

On the surface, *Open Streets* enables people to use public space in new ways, introduce them to new forms of physical activity and have fun while meeting new people in a space that is physically and socially safe. While the concept seems simple, when implemented with equity in mind this intervention carries the power of breaking down the segregated conditions rampant in our city and forging more powerful community connections across race, class, and culture. Under the consultation of Charles Brown, a senior researcher from the Alan M. Voorhees Transportation Center at the New Jersey Bicycle and Pedestrian Center, the *Open Streets* concept was presented as a means for our city to "ensure that everyone has safe and equitable access to the investments that have been made in the city."

Ernest Chambers

Kathryn Laughon

Andrew Orban

Catherine Spear

Matthew Tennant

Piedmont Environmental Council seeks to accomplish more equitable and safe access to our streets, while encouraging activity across all neighborhoods. To do so, PEC will;

Lyndele Von Schill

- 1) Ensure the Open Streets working group is diverse with balanced representatives from each neighborhood, including public and subsidized housing sites or residents traditionally excluded.
- 2) Utilize support from mentors, neighborhood champions, and organizations like the Human Rights Commission to assure that Open Streets planning occurs in an inclusive and equitable manner.
- 3) Actively support residents in working across differences in race/color, age, ability, gender and religion to create *Open Streets* program accessible to all.
- 4) Ensure comprehensive buy-in of every resident and business in the affected area when obtaining a permit to block streets.

Robert Woodside

Melvin Grady

Olivia Patton

Ann J. Smith

We believe *Open Streets*, has the power to shift our city's social dynamics and equitably support the development of a more inclusive, safe, and active city for all residents.

Thank you for your consideration,

Shantell Bingham, Chair
Human Rights Commission
106 5th St NE, Charlottesville, VA 22902
shantellbingham@gmail.com

Human Rights Commission
Charlottesville Office of Human Rights
106 5th St NE, Charlottesville, VA 22902

Attachment E

Charlottesville Supplemental Rental Assistance Program

HRC Resolution HR-19

**RESOLUTION TO ENDORSE THE CONTINUATION, EXPANSION, AND REVIEW OF THE
CHARLOTTESVILLE SUPPLEMENTAL RENTAL ASSISTANCE PROGRAM FROM
CHARLOTTESVILLE HUMAN RIGHTS COMMISSION
RESOLUTION #: HR19-1**

WHEREAS, the Charlottesville Human Rights Commission, hereinafter “the Commission,” acts as a strong advocate for justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights (City code Article XV. Sec. 2-433.); and

WHEREAS, the Charlottesville Human Rights Ordinance identifies housing as a protected activity (City code Article XV. Sec. 2-431a.); and

WHEREAS, the Charlottesville Human Rights Ordinance identifies age, disability, marital status, national origin, pregnancy/childbirth, race/skin color, religion, and sex as protected classes (City code Article XV. Sec. 2-431a.); and

WHEREAS, people with disabilities are disproportionately more likely to live in poverty, and people aged 65 or older make up the largest percentage of the disabled population (Thomas Jefferson Area Planning District Commission Draft Analysis to Impediments to Fair Housing Choice, January 17, 2019); and

WHEREAS, low-income African American and Hispanic households bear a disproportionate share of the cost burden of the lack of affordable housing (City of Charlottesville Housing Needs Assessment Socioeconomic and Housing Market Analysis, April 4, 2018); and

WHEREAS, the average cost of rental housing in the City of Charlottesville is \$1,384 (City of Charlottesville Housing Needs Assessment Socioeconomic and Housing Market Analysis, April 4, 2018); and

WHEREAS, for a family of three at 30 percent of AMI (roughly \$20,700) affordable rent would be \$520 per month, including utilities (City of Charlottesville Housing Needs Assessment Socioeconomic and Housing Market Analysis, April 4, 2018); and

WHEREAS, Charlottesville is home to an estimated 811 extremely low-income (less than 30 percent AMI) non-student renter households, 115 individuals in emergency shelters, and 23 unsheltered individuals (City of Charlottesville Housing Needs Assessment Socioeconomic and Housing Market Analysis, April 4, 2018); and

WHEREAS, the waiting lists for public housing and Housing Choice Vouchers are currently closed, include 1,651 unduplicated households, and represent an eight-year wait for a voucher or a seven-year

wait for a public housing unit (City of Charlottesville Housing Needs Assessment Socioeconomic and Housing Market Analysis, April 4, 2018); and

WHEREAS, the Charlottesville Affordable Housing Fund, hereinafter “the CAHF,” was created as the City’s primary mechanism for promoting and supporting the creation, preservation and rehabilitation of affordable housing within the City; and

WHEREAS, City Council approved \$900K of CAHF funds in FY2019 to support the Charlottesville Supplemental Rental Assistance Program, hereinafter “the CSRAP;” and

WHEREAS, 67 households are currently living in rental housing supported by the CSRAP, 27 households have received CSRAP vouchers and are currently searching for housing (Charlottesville Redevelopment and Housing Authority (CRHA) CSRAP quarterly report, November 2018), and an additional unknown number of households are currently on the CSRAP waiting list; and

WHEREAS, the above number of awarded CSRAP vouchers exceeds the current funding from the CAHF for FY2019 (memo to Mike Murphy and Alex Ikefuna from Stacy Pethia November 30, 2018), and funding for the CSRAP in FY2020 has not yet been determined; now, therefore;

BE IT RESOLVED that the Commission hereby advocates for an appropriation of \$131,000 for FY2019 and a budgeted amount of \$987,000 for FY2020 for the CSRAP, which includes:

- The appropriation of additional funding for the CSRAP during FY2019, as needed, and up to \$131,000 (according to CRHA figures from January 31, 2019), to support all households who have received CSRAP vouchers and are currently searching for housing; and
- The continued funding of the CSRAP in FY2020 to support current voucher holders at an estimated cost of \$758,000 (according to CRHA figures from January 31, 2019); and
- An increase in funding for the CSRAP in FY2020 to support qualifying households that are currently on the CSRAP waiting list, at an estimated additional cost of \$229,000 (according to CRHA figures from January 31, 2019); and
- A thorough FY2019 assessment of the CSRAP by Neighborhood Development Services, prior to funding appropriations, to ensure that the above figures are current and accurate and that the program is functioning as prescribed by the City of Charlottesville Affordable Housing Fund CSRAP Grant Agreement.

Dated this 21st of February, 2019.



Susi Wilbur, Chair, Human Rights Commission

Attachment F

Common Sense Gun Laws

HRC Letter of Support



City of Charlottesville Human Rights Commission

Commissioners
Shantell Bingham
Chair

Susi Wilbur
Vice Chair

Susan W. Lewis
Parliamentarian

Jeanette Abi-Nader

Idil Aktan

Elliot Brown

Pheobe Brown

Ernest Chambers

Kathryn Laughon

Andrew Orban

Catherine Spear

Matthew Tennant

Lyndele Von Schill

Robert Woodside

Melvin Grady

Olivia Patton

Ann J. Smith

September 15, 2019

Pocahontas Building, Room E210
900 East Main Street
Richmond, Virginia 23219
(804) 698-1057

Dear Mr. Toscano,

The City of Charlottesville Human Rights Commission would like to thank you for your diligent efforts towards gun control in the state of Virginia. To date, you have already sponsored and co-sponsored two key bills ([HB 4009](#), and [HB 4003](#)) that will promote safer communities in Virginia.

The Human Rights Commission has been following the work of the VA State Crime Commission as well as other conversations across the state. We feel that it's pertinent to implement common sense gun laws and ask you to support the passing of the following bills on November 18th, 2019;

- [HB 4015](#) Firearm transfers; criminal history record information checks, penalty.
- [HB 4004](#) Handguns; limitation on purchases, exceptions, penalty.
- [HB 4020](#) Firearms; purchase, possession, etc., by prohibited persons, surrender or transfer of firearms, etc.
- [HB 4021](#) Assault firearms, certain firearm magazines, trigger activators, & silencers; prohibiting sale, etc.
- [HB 4005](#) Firearms, ammunition, etc.; control by localities by governing possession, etc., within locality.

We thank you for your service and commitment to safety in Virginia.

Sincerely,

Shantell Bingham, Chair
Human Rights Commission
106 5th St NE, Charlottesville, VA 22902
shantellbingham@gmail.com

Human Rights Commission
Charlottesville Office of Human Rights
106 5th St NE, Charlottesville, VA 22902

Attachment G
OHR Data Dictionary

2019 Charlottesville Office of Human Rights Data Dictionary
Revised 08/01/2020

Term	Definition
Appointment Set-up	A contact involving the scheduling of an appointment with the Office of Human Rights.
Clerical Assistance	Any activity involving creating documents or other materials on behalf or at the request of the client.
Client Follow-up	An incoming contact from an individual who has an open inquiry or complaint.
Closed Complaint	A complaint that is no longer being addressed by the Office of Human Rights. An inquiry may close due to the case being resolved to the client's satisfaction, the referral of the client to another agency that can better serve them, or because the client chooses not to pursue the case further.
Closed Inquiry	An inquiry that is no longer being addressed by the Office of Human Rights. An inquiry may close due to the case being resolved to the client's satisfaction, the referral of the client to another agency that can better serve them, or because the client chooses not to pursue the case further.
Complaint	An incoming contact in which an individual wishes to pursue action regarding an allegation of discrimination that falls within the jurisdiction of the Office of Human Rights, as defined by the Human Rights Ordinance.
Contact	All walk-ins, appointments, phone calls, text messages, and emails with individuals.
Counseling	Assistance provided to the client regarding available courses of action to address a concern.
Dismissed Complaint	A complaint that has been closed by staff due to the case being too far outside the jurisdiction of the Office of Human Rights or because the client has ceased responding to attempted follow-up by staff.
Dismissed Inquiry	An inquiry that has been closed by staff due to the case being too far outside the jurisdiction of the Office of Human Rights or because the client has ceased responding to attempted follow-up by staff.
General Contact	An incoming contact that involves outreach coordination, event planning, volunteer coordination, or general information.
Incoming Contact	Any walk-in, appointment, phone call, text message, or email from an individual seeking assistance from the Office of Human Rights.

Term	Definition
Information	A contact in which staff answers questions of a general nature or provides information regarding services, events, or programs.
Inquiry	An incoming contact involving services provided to an individual by the Office of Human Rights <i>and/or</i> an individual allegation of discrimination that falls outside the jurisdiction of the office, as defined by the Charlottesville Human Rights Ordinance.
Investigation Activity	Any activity associated with the formal investigation of a complaint.
Mediation Related Services	Any activity associated with the request for or coordination of mediation services, as provided by a licensed third party mediator, in conjunction with a complaint.
Open Complaint	A complaint that is still being addressed by the Office of Human Rights.
Open Inquiry	An inquiry that is still being addressed by the Office of Human Rights.
Outgoing Contact	All service-related contacts initiated by Office of Human Rights staff.
Outreach Coordination	Any service related to community outreach regarding service provision, education & awareness, or facilitation & leadership.
Protected Activity	An activity of daily life in which a person who identifies as a member of a protected class can participate without fear of discrimination. The Charlottesville Human Rights Ordinance lists the following activities as protected: housing, employment, public accommodations, credit, and education.
Protected Class	A group of people with a common characteristic who are protected from discrimination on the basis of the characteristic when participating in a protected activity. The Charlottesville Human Rights Ordinance lists the following classes as protected: race, color, religion, sex (to include, but not be limited to, gender identity, transgender status, or sexual orientation), pregnancy, childbirth or related medical conditions, national origin, age, marital status, or disability.
Public Hearing	A service provided by the Human Rights Commission and coordinated by the Office of Human Rights, as specified by the Charlottesville Human Rights Ordinance, involving the recommendation of remedies related to a determination of probable cause resulting from the formal investigation of a complaint.

Term	Definition
Referral	A recommendation staff for the client to contact another agency in order to address a concern raised in an inquiry or complaint.
Staff Follow-up	An outgoing contact in which staff communicates with an individual who has previously contacted the office.
Third Party Incoming Contact	An incoming contact with a person who is a third party to an individual directed involved with an inquiry or complaint.
Third Party Outgoing Contact	An outgoing contact with a person who is a third party to an individual directed involved with an inquiry or complaint. The person directly involved must give verbal or written consent for staff to initiate a third party outgoing contact.

Attachment H

OHR Individual Service Provision
CY2019 Aggregated Data

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	22	20	21	22	23	20	22	22	20	23	19	18	252
<i>Total Incoming & Outgoing Contacts</i>	152	145	189	195	208	202	207	278	178	247	207	191	2399
<i>Total Incoming Contacts</i>	129	110	120	134	164	159	163	202	158	202	161	147	1849
<i>Average Incoming Contacts/Day</i>	6	6	6	6	7	8	7	9	8	9	8	8	7
<i>Referrals from Sin Barreras</i>	1	3	0	0	0	1	2	0	0	0	0	0	7
<i>Contacts in Spanish</i>	3	15	10	0	0	1	6	0	0	0	0	1	36
<i>Total Staff Follow-ups (Outgoing)</i>	20	35	68	42	35	35	29	51	17	26	22	22	402
<i>Total Third Party Contacts (Outgoing)</i>	3	0	1	19	9	8	15	25	3	19	24	22	148
<i>Total Client Follow-ups (Incoming)</i>	52	26	60	68	86	68	87	118	91	120	111	93	980
<i>Total Third Party Contacts (Incoming)</i>	5	14	12	19	20	23	22	29	13	36	25	35	253
<i>Total General Contacts (Incoming)</i>	48	61	37	39	49	47	35	33	40	35	21	11	456
<i>Total New Inquiries (Incoming)</i>	24	9	11	7	7	21	19	22	13	9	4	8	154
<i>Total New Complaints (Incoming)</i>	0	0	0	1	2	0	0	0	1	2	0	0	6
<i>Total Allegations (Both I&C)</i>	4	3	5	2	6	9	1	2	2	6	2	2	44
<i>Total I&C: Locality - Cville</i>	22	5	8	7	5	16	9	18	13	9	4	6	122
<i>Total I&C: Locality - Albemarle</i>	2	2	2	1	3	4	5	3	0	2	0	0	24
<i>Total I&C: Locality - Other or Not Specified</i>	0	2	1	0	1	1	5	1	1	0	0	2	14
<i>Total Inquiries: P.A. - Employment</i>	7	1	3	0	2	3	1	5	2	4	2	2	32
<i>Total Inquiries: P.A. - Housing</i>	13	7	4	4	3	13	11	14	9	4	1	5	88
<i>Total Inquiries: P.A. - Public Accommodation</i>	1	1	3	0	2	2	0	2	0	1	0	0	12
<i>Total Inquiries: P.A. - Credit</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Inquiries: P.A. - Private Education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Inquiries: P.A. - Other (Unprotected)</i>	3	0	1	3	0	3	7	1	2	0	1	1	22
<i>Total Complaints: P.A. - Employment</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Complaints: P.A. - Housing</i>	0	0	0	0	0	0	0	0	0	2	0	0	2
<i>Total Complaints: P.A. - Public Accommodation</i>	0	0	0	1	2	0	0	0	1	0	0	0	4
<i>Total Complaints: P.A. - Credit</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Complaints: P.A. - Private Education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Complaints: P.A. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Total employment discrimination allegations	4	1	2	0	1	3	0	1	1	4	2	2	21
<i>Employment allegations in Charlottesville</i>	3	0	1	0	0	2	0	1	1	3	2	1	14
<i>Employment allegations in Albemarle Co.</i>	1	1	1	0	1	1	0	0	0	1	0	0	6
<i>Emp. allegations in Cville referred to EEOC</i>	1	0	0	0	0	0	0	1	0	1	0	0	3
<i>Emp. allegations in Alb. Co. ref. to EEOC</i>	1	1	0	0	1	0	0	0	0	1	0	0	4

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	22	20	21	22	23	20	22	22	20	23	19	18	252
<i>Total Employment Complaints: P.C. - Marital Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - National Origin</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Preg./Childbirth</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Race/Skin Color</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Religion</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Sex</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Not specified</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Employment Complaints: P.C. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Age</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Disability</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Marital Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - National Origin</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Preg./Childbirth</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Race/Skin Color</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Religion</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Sex</i>	0	0	0	0	0	0	0	0	0	2	0	0	2
<i>Total Housing Complaints: P.C. - Not specified</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Age</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Disability</i>	0	0	0	1	1	0	0	0	1	0	0	0	3
<i>Total Public Accom. Complaints: P.C. - Marital Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - National Origin</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Preg./Childbirth</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Race/Skin Color</i>	0	0	0	1	1	0	0	0	0	0	0	0	2
<i>Total Public Accom. Complaints: P.C. - Religion</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Sex</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Complaints: P.C. - Not specified</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Public Accom. Comp.: P.C. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Open Inquiries</i>													16
<i>Total Closed Inquiries</i>													131
<i>Total Dismissed Inquiries</i>													7
<i>Total Open Complaints</i>													4
<i>Total Closed Complaints</i>													1

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	22	20	21	22	23	20	22	22	20	23	19	18	252
<i>Total Dismissed Complaints</i>													1
<i>Data check: sum of total I&C = to sum of open, closed and dismissed</i>													yes
<i>Service Provision: Appointment Set-up</i>	13	5	16	10	20	24	11	35	14	22	19	11	200
<i>Service Provision: Clerical Assistance</i>	1	4	8	2	1	5	2	1	0	2	2	4	32
<i>Service Provision: Counseling</i>	61	28	45	31	45	61	56	62	37	61	35	29	551
<i>Service Provision: Event Information</i>	0	9	1	0	0	6	3	0	0	1	0	0	20
<i>Service Provision: Investigation Activity</i>	0	0	0	0	2	6	11	10	1	3	18	8	59
<i>Service Provision: Information</i>	69	89	86	143	121	85	101	164	114	143	127	137	1379
<i>Service Provision: Mediation Related Services</i>	0	0	0	0	0	1	0	0	0	0	0	2	3
<i>Service Provision: Outreach Coordination</i>	8	9	32	8	9	8	13	4	8	10	4	0	113
<i>Service Provision: Public Hearing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Service Provision: Volunteer Coordination</i>	0	1	1	1	10	6	10	2	4	5	2	0	42
<i>Data check: sum of total contacts = sum of all service provision types</i>	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
<i>Total Formal Investigations: - Employment</i>													0
<i>Total Formal Investigations: - Housing</i>													0
<i>Total Formal Investigations: - Public Accommodation</i>													1
<i>Total Formal Investigations: - Credit</i>													0
<i>Total Formal Investigations: - Private Education</i>													0