



**Human Rights Commission
Regular Meeting
May 18, 2023
Hybrid Meeting
City Space, 100 5th Street NE, Charlottesville, VA 22902
6:30pm**

Agenda Packet Attachments

1. Agenda
2. 02-02-2023 DRAFT HRC Committee Meeting Minutes
3. 02-16-2023 DRAFT HRC Regular Meeting Minutes
4. 03-02-2023 DRAFT HRC Committee Meeting Minutes
5. 04-20-2023 DRAFT HRC Regular Meeting Minutes
6. DRAFT Amended HRC Rules and Procedures
7. CY2022 HRC and OHR Annual Report

Attachment 1



**Human Rights Commission
AGENDA
Regular Meeting
May 18, 2023
Hybrid Meeting
City Space, 100 5th Street NE, Charlottesville, VA 22902
6:30 pm**

Please take Notice that this hybrid meeting of the Human Rights Commission is for the purposes of planning, developing, and drafting management and administration documents for the Human Rights Commission. This hybrid meeting will be a limited public forum to discuss the agenda items presented below and to ensure the continuity of services provided by the Commission. The Commission Chair may limit public comments or discussion points that are unrelated to agenda items or that pertain to topics outside the scope of this Agenda. This will be a hybrid meeting open to the public and registration information for remote participation is available at www.charlottesville.gov/zoom.

The Commission welcomes comments and questions and commits to listening carefully and thoughtfully to what is presented. A maximum of sixteen public comment time slots are allotted per meeting. Each speaker will have three minutes to speak. The Commission requests that members of the public refrain from engaging in personal attacks against Commissioners and staff members and asks that comments and questions focus on matters related to human rights within the City.

1. WELCOME

- a. CALL TO ORDER
- b. ROLL CALL
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*
- d. Notice: For members of the public participating virtually, if you experience technical difficulties, you may call 434-970-3115, and a staff person will assist you.

2. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT (Webinar attendees use the "raise hand" function, phone attendees use *9)
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC

3. MINUTES

- a. 02-02-2023 HRC Committee Meeting Minutes*
- b. 02-16-2023 HRC Regular Meeting Minutes*
- c. 03-02-2023 HRC Committee Meeting Minutes*
- d. 04-20-2023 HRC Regular Meeting Minutes*

4. BUSINESS MATTERS

- a. CHAIR UPDATE
- b. OHR STAFF REPORT
- c. CY2022 HRC and OHR Annual Report*
- d. HRC Rules and Procedures Updates*
- e. WORK SESSION UPDATES
- f. CONFIRMATION OF NEXT WORK SESSION

5. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT (Webinar attendees use the "raise hand" function, phone attendees use *9)
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC

6. COMMISSIONER UPDATES

7. NEXT STEPS & ADJOURN

*** ACTION NEEDED**

Individuals with disabilities who require assistance or special arrangements to participate in the public meeting may call the ADA Coordinator at (434) 970-3182 or submit a request via email to ada@charlottesville.gov. The City of Charlottesville requests that you provide a 48-hour notice so that proper arrangements may be made.

Attachment 2



**Human Rights Commission
Meeting Minutes
Ad Hoc Committee Meetings
February 2, 2023
Virtual/Electronic Meeting
6:30 pm**

Click [HERE](#) to access the public link to the Human Rights Commission shared OneDrive folder.

Click [HERE](#) to access rebroadcasts of past Human Rights Commission meetings on YouTube.

Click [HERE](#) to access an archive of past Human Rights Commission work on the City website.

1. WELCOME

- a. CALL TO ORDER
 - i. Committee Outreach Chair, Lyndele Von Schill, called the meeting to order at 6:32 pm
- b. ROLL CALL
 - i. Lyndele Von Schill
 - ii. Jessica Harris
 - iii. Wolfgang Keppley
 - iv. Ernest Chambers (joined 6:57pm)
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*

2. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

3. MINUTES

- a. None

4. WORK SESSION

- a. Community Engagement Committee – Chair: Lyndele Von Schill
 - i. Planning for upcoming expert panels and town hall meetings
 - 1. HRC Director says that he has been trying to formalize an annual calendar so that community outreach all leads to some kind of final product
 - 2. Shares a small draft calendar as a starting point
 - a. Advises Commissioners to use the calendar to guide their ensuing conversations
 - b. Commissioner asks whether meeting is live on Facebook
 - i. It is likely not since the budget meetings are taking recording software at the moment
 - 3. Commissioner asks whether there should be a difference between town hall meetings and expert panels

- a. Could schedule town hall and a panel to better inform that town hall
- 4. Commissioner reflects on previous town halls where they wished that Commissioners could give more informed responses, so featuring expert panelists at a town hall may be helpful
 - a. Potential problem would be Commissioners deferring to often to experts, as well as asking experts to sit and answer all incoming questions for over an hour
- 5. Commissioner asks what respondents deemed second-most important in the public poll
- 6. Commissioner differentiates two kinds of experts within the city that could be good to talk to: those that know about existing problems, and those that offer resources that people may not already know about
 - a. Director recommends choosing a single priority during the retreat this year and making it as specific as possible
 - i. This would allow the Commission to ask more specific questions about a topic they may not know much about yet
 - ii. Could ask experts to help answer important questions in one meeting, then allow the public to ask questions during another meeting
 - 1. Use all the meetings to build off one another, then build this into a recommendation to Council (or other goal)
- 7. Director's proposed annual calendar lists first expert panel in May, first town hall in June, second expert panel in July, and second town hall in November (with legislative recommendations finalized for Council in August)
- 8. Commissioner suggests beginning by thinking about potential focus topics ahead of the retreat and trying not to repeat what the Commission has already done
- 9. Experts being brought to the Commission will depend on the chosen focus topics
 - a. Commissioner uses example of how there is always a crisis in December and June when taxes are due
 - i. Asks whom the Commission would talk to about funding that helps low-income people keep their homes when taxes are due
 - b. Director says generating idea about what to focus on will be from the retreat, but during this meeting, it may be helpful in thinking about planning and logistics required for organizing these kinds of meetings
- 10. Topics from last year's town hall was a 45-minute discussion about emergency housing and a 45-minute discussion about the quality of affordable public and subsidized housing

- a. Commissioner recommends creating another poll to set priorities for the two upcoming town halls of this summer
 - b. Director says Commission could release a poll ahead of the retreat in March
 - c. Commissioner recommends planning next town hall based on feedback the Commission has already received, then using a new poll for the following town hall
11. Commissioner suggests making the first expert panel about emergency housing, and inviting those who provide this resource to the community
- a. Allow public to ask questions
 - b. Commissioner asks whether people who need to hear the information will have the Internet access to view the meeting
 - i. Can do meeting in person
 - ii. Could have meeting in multiple places (ex. Using CitySpace technology to host a hybrid meeting)
 - c. Commissioner asks how much it costs to rent the stage area at Carver
 - i. Carver Rec Center is a City building, so it is free to use
 - d. Director recommends that the Commission identify partners who would help set up cameras and screens for groups of their constituents who can then join the meeting remotely
12. Commissioner suggests doing outreach with wraparound service providers to ask them what they need addressed
- a. Director says the main objective of the meetings would be to inform the Commission as they make legislative recommendations, which is its main power
 - i. Simply letting the public ask service providers questions may not get what the Commission wants
13. Commissioner would like to see the Commission do more action-oriented things to make a difference in the community
- a. Commission's role is about systemic impact more than individual service provision and tell the City things that they should do to fix systemic issues
14. Commissioner says that if there were a policy solution, it likely would have already been recommended by service providers
- a. Therefore, it may be better to recommend not new policies, but highlight existing priorities that have been outlined by service providers
 - b. This is the point of inviting community experts
 - c. Another Commissioner notes that the City has surplus money, but it is often spent in ways that are not helpful

for underserved communities

- i. Director recommends bringing in a range of experts (ex. Someone from PACEM and BRACH but also someone from the Budget Office who can explain how the allocation process works)

15. Director says that Commission can also do fact-finding by doing one-on-one meetings with potential experts, which could be powerful seeing different perspectives and parts of the system (whether this be inside or outside the City)

- a. Get to know experts to know who to invite to the town halls
- b. Commissioner suggests circulating an email of lists of potential contacts to talk to one-on-one (will use a shared document)

16. Final idea is to plan the first expert panel that features both City employees and service providers

- a. Will meet individually with potential panelists beforehand
- b. Could possibly do two separate panels of City people and service providers
- c. Director offers OHR space as potential meeting space

17. Lyndele will send email to the entire Commission with list document and explanation

- a. List will contain Executive Directors of organizations, City people, outreach people, etc.

ii. Director asks Commissioners how OHR staff can best help these types of projects for the Commission

1. Could add recommendations of names to the list
2. Director reminds Commission that they can reach out to the OHR in between meetings if they ever need guidance

b. Housing Committee (began 7:24pm) – Chair: Wolfgang Keppley

i. Roll Call:

1. Wolfgang Keppley
2. Ernest Chambers
3. Lyndele Von Schill

ii. Affordable housing and the City budget forums

1. Chair would like to write a letter to the City about the budget process to ask them to prioritize short- and long-term affordable housing efforts in the City
 - a. Chair has already drafted a letter after meeting with Alex Ikefuna from the Office of Community Solutions
 - b. Believes what is needed is not necessarily more funding, but more flexible funding
 - c. Before, the letter was about searching for a novel solution, though Chair would like to change it to be more about reiterating to Council that affordable housing remains a pressing human rights issue in the City

- i. Could present letter ahead of 3/20 Budget Forum
 - 2. Commissioner asks whether letter could also add in points about emergency housing
 - a. Would require defining emergency housing (emergency shelter vs. long-term housing)
 - b. City does not currently pay for emergency shelter aside from grant funds
 - i. Though Director says that Commissioners can ask about this
 - c. Director says Commissioners could use letter and one-on-one meetings as a test run to learn about budget process and the Commission's ideas
 - i. Could talk to the Deputy City Managers, for example
 - 3. Commissioners should all look at Wolfgang's letter and share feedback and recommendations ahead of 2/16 regular meeting
- iii. Research question brainstorm and data exploration
 - 1. Chair says Commission could look at questions using census data about human rights discrimination, housing, or other topics pertinent to the City
 - 2. Chair has been looking at previous years' census data
 - a. Want to make sure to ask questions that the data can answer
 - b. Found yearly census data up to 2021 that provides about 4,000 counts biannually of individuals in the City on variables like income, racial identity, grant burden, cost of utilities, etc.
 - 3. Some research question examples could be how reported contract rent rates have changed over the past three years, how percentage of rent burden has changed over time, and of that group, how does that break down by income bracket, distribution of rent burden in Charlottesville, Albemarle County (or other county) statistics compared to the City of Charlottesville
 - 4. Point of research project in HRC bylaws seems to be that the role of the Commission is to provide new, localized knowledge on some kind of relevant topic
 - a. Commissioner says that it seems that the Chair's ideas are ideas that the HRC has already wanted to pursue anyway
 - 5. Resources that the Commission would need to pursue such a project would be
 - a. Would not be able to necessarily uncover the "why" of certain issues, but simply look at data to reveal issues that the City did not necessarily know about before
 - 6. OHR Outreach Specialist asks if organizing an event to get residents' personal accounts ahead of conducting the research project would be helpful

- a. Partnering with an organization that has direct contact with tenants
 - b. Could use the personal accounts of a person who is affected by an issue that the Commission is researching to further highlight the severity of the problem
- 7. Another idea is looking for languages spoken in Charlottesville from the census data to know ahead of the implementation of the Language Access Plan
- 8. Should also look at existing literature to find out what gaps should be filled

5. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

6. NEXT STEPS

- a. **Everyone**
 - i. **Look at letter to Council about City budget forums before 2/16 regular meeting**
 - ii. **Add to list with potential contacts with whom to have individual conversations ahead of town hall meetings**

7. ADJOURN

- a. Meeting adjourned at 7:49 pm

Attachment 3



**Human Rights Commission
Meeting Minutes
Regular Meeting
February 16, 2023
City Space, 100 5th Street NE, Charlottesville, VA 22902
6:30 pm**

Click [HERE](#) to access rebroadcasts of past Human Rights Commission meetings on YouTube.

Click [HERE](#) to access an archive of past Human Rights Commission work on the City website.

1. WELCOME

- a. CALL TO ORDER
 - i. Chair, Jessica Harris, called the meeting to order at 6:35 pm
- b. ROLL CALL
 - i. Jessica Harris
 - ii. Ernest Chambers
 - iii. Jeanette Abi-Nader
 - iv. Mary Bauer
 - v. Wolfgang Keppley
 - vi. Andrew Orban
 - vii. Lyndele Von Schill
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*

2. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

3. MINUTES

- a. Review of Regular Meeting minutes from 01/19/23
 - i. Motion to approve: Wolfgang
 - ii. Second: Ernest
 - iii. Vote
 - 1. In favor: 5
 - 2. Opposed: 0
 - 3. Abstained: 2

- iv. Motion to approve minutes passes

4. BUSINESS MATTERS

- a. CHAIR UPDATE
 - i. Announces that a new Commissioner will be joining next month
- b. OHR STAFF REPORT (OHR Director)
 - i. There are some new data fields in the monthly staff report, such as duration of each visit
 - ii. Annual Retreat will be on March 16 in the afternoon

1. Meeting must occur at an approved City venue, so the retreat will be at Carver Rec
 - a. Reserved from 4pm to 8pm
- iii. 4/6 committee meetings will also occur in a smaller conference room from 6:30-8pm in Carver Rec
- iv. Commissioner asks about minutes spent with each case
 1. There is not yet a system in place, but OHR staff would like to gather as much information about cases and how much time certain tasks take place to determine how much time is being spent in certain areas (like Navigation) at the end of each month
 2. Commissioner suggests the app Toggl Track that allows users to time interactions with specific people
 - a. Could also track time on a more general level, like for administrative work or investigational work, instead of individuals
- v. Commissioner asks whether members of the Commission are able to join the meeting with Erik Steinecker in the following week
 1. Erik Steinecker is the Interim Director for HUD for Fair Housing Assistance Programs (FHAPs)
 2. Any Commissioner who wants to join the 2/21 Zoom meeting at 1pm can let Todd know, and he will send a link
 - a. Meeting will be about next steps after making Ordinance revisions
 - b. Wolfgang is interested in joining
- vi. Commissioner asks about other trends during the past couple of months
 1. Most cases have been housing related recently, especially navigational concerns (not necessarily complain concerns)
 2. Some people whom the OHR has assisted in the past have had some success recently
 - a. There are also some regular visitors to the Office who seek assistance for various concerns
 3. Another Commissioner asks whether there is another body in the City that should be helping with directing Charlottesville residents to relevant resources
 - a. This is why data collection is so helpful—the OHR can show Council how other bodies may better suit certain needs of city residents
 - b. Could lead to additional staffing within or outside of the City
 4. Commissioner asks if there is an end date for data gathering and how the Commission can assist
 - a. Tracking will likely be annual or semi-annual
 - i. Can translate time spent on tasks to actual dollar amounts
- vii. Commissioner asks whether the Erik Steinecker meeting will become a publicly-noticed HRC meeting if too many Commissioners attend
 1. Because this is Commission-related business, Todd will ask about how many Commissioners would be able to join
 2. Both Ernest and Wolfgang are interested in attending—OHR

Director will ask and email the entire Commission with updated information

3. Meeting will occur 2/21 at 1pm—Wolfgang can attend
- viii. Commissioner asks OHR Outreach Specialist about educational materials and whether the Commission can help support
 1. OHR Outreach Specialist says that Commissioner input is welcome on the project
 2. Told graphic designer to begin with a general “What is the Office of Human Rights and what does it do?” video
 - a. Working with intern Lily to draft and record a script, and Commissioners should let OHR staff know if they would like to help by providing feedback on the script or contributing their voice to the recording
 - b. Can use SharePoint to share the draft script with Commissioners
 3. Commissioner asks whether videos will also be in Spanish
 - a. OHR staff will look into this once they create the first video
 - b. There was a survey about language access that came from the Deputy City Manager for REDI
 - i. Asking department directors for their current language access plans and what resources are lacking
 - c. Recordings for the five protected activities are already completed
- ix. OHR Outreach Specialist updates
 1. Acknowledges attendance of Ernest and Wolfgang at the Haven’s open house
 2. Outreach events are still not regularly occurring, but are expected to pick up as the year progresses
 - a. Outreach Specialist can eventually begin to send out notices of which events she plans on attending every month to Commissioners
 - b. Received email today about Thomas Jefferson Planning District’s Coming Back Home conference, an all-day housing regional discussion in March
 - i. Can send out more information regarding dates and time; Outreach Specialist will be tabling for at least the beginning of the event
 - ii. OHR Director adds that more tickets for the event may be available if any Commissioners would like to attend
 - iii. Will occur Friday 3/24
 3. A couple City departments attended Housing Opportunities Made Equal, a community discussion during the past week with Home of Virginia, which does housing anti-discriminatory work
 - a. Was not recorded, but there may be a second discussion at a later date

5. WORK SESSION

- a. Annual Retreat planning
 - i. Chair summarizes meeting with Vice-Chair and OHR Director
 - 1. Chair has meeting with Right to Be training person tomorrow, so this could be something to do in the future (even if not at the retreat)
 - a. If it does not work for the retreat, could do a bead activity about privilege that Chair has done in the past
 - 2. Could also look into Community Resilience Initiative training regarding trauma
 - 3. Could talk about bylaws and Annual Report
 - 4. Most of the day will be about strategic planning for 2023
 - a. Goal to narrow down focus topics this year
 - 5. Could have food from Pearl Island, Angelique's, or Roots
 - ii. Commissioner asks if the REDI department has any models they have been employing at the City level that could be helpful for the HRC
 - 1. OHR Director says that the City hosted the Groundwater workshop, which has been the main City opportunity
 - 2. Deputy City Manager also sends other opportunities that are not necessarily specifically for City employees, such as the Building Black Power and Beyond White Fragility workshops
 - 3. Community Resilience Initiative has trainers in the City to whom Todd can reach out
 - iii. Commissioners choose to begin retreat earlier, at 4:30pm
 - 1. Commissioner suggests beginning as early as possible
 - iv. Commissioner asks how narrowing down the focus will occur
 - 1. Chair suggests that Commissioners come prepared to the retreat with a few ideas for focus topics
 - 2. Could also take the five focus topics from last year and choose what to do about them one by one
 - a. Chair will resend the 2022 focus topics
 - b. Community engagement and housing seemed to be especially important last year
 - v. Chair would like to complete a research project about the focus topic, which is part of the Ordinance
 - 1. Commissioner notes that a focus topic should probably be as specific as possible, more specific than "housing"
 - 2. Commissioner suggests putting together a spreadsheet of links to organizations who are doing something with housing in Charlottesville
 - vi. Commissioner suggests having actionable items, such as the town halls/panels that the Community Engagement Committee is planning
 - 1. Part of the retreat can be dedicated to coming up with action items under specific focus topics
 - 2. Also replies to previous Commissioner's comments by bringing up the document that contains the names of people with whom Commissioners would like to have one-on-one meetings
 - a. Outreach Specialist mentions that the Haven has a website section of educational resources with information and testimonials on housing

- i. Can email it out to Commissioners
 - vii. Last year's four focuses were the community equity assessment, community engagement, equity in City government review, and OHR capacity expansion
 - viii. Director says that if Commissioners already know they would like to focus on some aspect of housing, they can spend the time at the retreat narrowing this broader topic down
 - 1. Advises Commissioners to look into Charlottesville Supplemental Rental Assistance Program (CSRAP) as an example of something Commissioners could directly impact from their role in City government
 - ix. Chair advises Commissioners to look over focus areas from the previous year and think about what they would like to prioritize in the coming year
 - 1. Commissioners will provide ideas about focus areas to the Chair by 3/3
- b. AD-HOC COMMITTEE UPDATES (Wolfgang reporting on behalf of Community Engagement and Housing Committees)
 - i. Community Engagement
 - 1. Planning for future expert panel/town hall
 - a. Sheet being circulated asks Commissioners to add names of people they think could be good panel members
 - b. Will do some kind of alternation or combination of town hall and panel format
 - c. In the process of deciding upon format and people to contact
 - ii. Housing
 - 1. Commission could add its voice to Community Budget Forums regarding affordable housing in Charlottesville
 - a. Opportunity on 3/22 for Commission to present its opinion about the City and affordable housing
 - b. Housing Chair circulated letter about affordable housing—will rewrite and send to Commissioners again
 - 2. Brainstormed ways to provide research question

6. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

7. COMMISSIONER UPDATES

- a. OHR Director
 - i. Current Chair of Virginia Association for Human Rights (VAHR), Curtis Porter, sent out invitation to get group together, though OHR staff were unable to attend
 - 1. This is something to potentially think about in the future
 - 2. Sue Lewis used to be the representative; now, if group were to start up again, it would be the OHR Director and HRC Chair as representatives

- b. Mary
 - i. Invites Commissioners to think about whether they would like to have a voice in the Charlottesville rezoning process
 - 1. The construction of additional housing is important when talking about affordable housing
 - 2. There has been misinformation in the community about rezoning
 - 3. Can be something to talk about during the retreat
- c. Wolfgang
 - i. Livable Cville is hosting online Homelessness in Charlottesville is a Housing Problem webinar on 3/1 at 6:30pm

8. NEXT STEPS

- a. Upcoming Commission meetings
 - i. Combined Committees meeting on 3/2 in person at CitySpace
 - ii. Annual Retreat on 3/16 in person at Carver Rec
 - iii. Combined Committees meeting on 4/6 in person at Carver Rec
- b. Everyone
 - i. Send Jessica feedback regarding focus topics for retreat by 3/3
- c. Wolfgang
 - i. Edit and re-circulate letter about affordable housing
- d. Todd
 - i. Ask about Commissioner attendance for meeting with Erik Steinecker
 - ii.
- e. Victoria
 - i. Send Commissioners draft script of OHR informational video using repointint
 - ii. Send Commissioners information about the Haven's educational resources on their website

9. ADJOURN

- a. Meeting adjourned at 7:39 pm

Attachment 4



**Human Rights Commission
Meeting Minutes
Committee Meeting
March 2, 2023
Hybrid Meeting
City Space, 100 5th Street NE, Charlottesville, VA 22902
6:30pm**

Click [HERE](#) to access rebroadcasts of past Human Rights Commission meetings on YouTube.

Click [HERE](#) to access an archive of past Human Rights Commission work on the City website.

1. WELCOME

- a. CALL TO ORDER
 - i. Housing Committee Chair, Wolfgang Keppley, called the meeting to order at 6:30 pm
- b. ROLL CALL
 - i. Wolfgang Keppley
 - ii. Mary Bauer
 - iii. Ernest Chambers (arrives ~6:53pm)
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*

2. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

3. MINUTES

- a. Review of minutes from 02/02/2023
 - i. Commissioners choose to postpone approval of minutes to 03/16/23 meeting due to only one Commissioner being present who attended the 02/02/23 meeting

4. WORK SESSION

- a. Community Engagement Committee
 - i. No members present; does not meet
- b. Housing
 - i. Review draft letter to Council regarding housing budget priorities
 - 1. Committee Chair would like to make adjustments, as well as add substantive edits as a committee
 - a. Would like to incorporate notes from meeting with Alex Ikefuna and have it ready before the next meeting
 - b. **Commissioner will add feedback to letter tomorrow**
 - c. Could suggest some organizations or initiatives to which Council should direct funds (or at least not stop funding)
 - 2. Commissioner asks whether letter should include points about housing not related to budget priorities

- a. Can send HRC Chair housing-related issues that Commissioner would like to bring up for during the Annual Retreat
 - ii. Scheduling one-on-one meetings with City staff and other experts
 - 1. Brainstorming individuals who would be good on a panel or town hall-style meeting with the Commission that could connect with the public
 - 2. Committee Chair will resend the contact sheet
 - a. Suggests setting up at least one meeting between the 03/16 retreat and the next sub-committee meeting (since the retreat may alter the trajectory of priorities)
 - 3. Commissioner asks which communication methods work best for the committee
 - a. Email works, and text reminders help
 - iii. Compiling a resource list to build knowledge base
 - 1. HRC Director says it would be helpful to have a central location to store notes and knowledge as the Commission learns more from the community
 - 2. Commissioner suggests using OneDrive space more effectively and asks whether there is a more helpful alternative
 - a. Teams is capable of group work and features space to store files
 - i. An HRC Teams Drive already exists
 - b. Commissioners may require some kind of Teams orientation if they have no experience with the platform
 - 3. Commissioner Chair will set up a Housing committee channel in Teams, and HRC Director will make necessary alterations to the Team Drive
 - 4. Brainstorming project management options
 - a. Planner is recommended by IT
 - b. Asana is used by one Commissioner, but it costs money
 - c. There are various options to look into for project management purposes
 - iv. Commissioner asks whether other Commissioners went to Livable Cville zoning event which occurred at various locations the previous week
 - 1. Other Commissioners did not attend
 - 2. HRC Community Outreach Specialist says there will likely be another event in March
 - 3. Commissioners acknowledge that it can be difficult to prioritize and keep up with the work of so many different organizations and competing issues in the City
 - 4. Committee Chair asks Commissioner what is needed to draft letter to Council about re-zoning plans
 - a. Whole Commission would have to agree they want to do it
 - b. Would like to look at Livable Cville's letter about the same topic first, but Mary can draft a letter if the Commission decides they would like to send a letter during the retreat

- c. Mary can find other letters to reference and think about the first draft of the letter
- v. HRC Director adds that some housing-related news is that CRHA is currently translating the housing choice voucher application into different languages, like Swahili

5. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

6. NEXT STEPS

- a. All Housing committee members
 - i. Send HRC Chair policy suggestions for discussion during Annual Retreat
 - ii. Set up meeting between 03/16 retreat and next sub-committee meeting with someone from the list of potential individuals for a panel
- b. Wolfgang
 - i. Set up Housing committee channel in Teams
- c. Mary
 - i. Add feedback to letter to Council
 - ii. Look for other organizations' letters to reference in a letter to Council about zoning
- d. Todd
 - i. Make necessary updates to HRC Teams platform

7. ADJOURN

- a. Meeting adjourned at 7:01 pm

Attachment 5



**Human Rights Commission
Meeting Minutes
Regular Meeting
April 20, 2023
City Space, 100 5th Street NE, Charlottesville, VA 22902
6:30 pm**

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1. WELCOME

- a. CALL TO ORDER
 - i. Chair, Jessica Harris, called the hybrid meeting to order at 6:40 pm
- b. ROLL CALL
 - i. Jessica Harris
 - ii. Ernest Chambers
 - iii. Wolfgang Keppley
 - iv. Kathryn Laughon (arrived 6:50pm)
 - v. Andrew Orban
 - vi. Lyndele Von Schill
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*

2. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

3. MINUTES

- a. Review of Annual Retreat minutes from 03/16/23
 - i. Vote
 - 1. In favor: 7
 - 2. Opposed: 0
 - 3. Abstained: 0
 - ii. Motion to approve minutes passes
- b. Review of Committee Meeting minutes from 04/06/23
 - i. 3 of 6 present Commissioners attended this meeting
 - ii. Vote
 - 1. In favor: 4
 - 2. Opposed: 0
 - 3. Abstained: 3
 - iii. Motion to approve minutes passes

4. BUSINESS MATTERS

- a. CHAIR UPDATE
 - i. None

b. OHR STAFF REPORT

i. Community Outreach Specialist

1. In April, OHR staff and Home to Hope were helping individuals apply through CRHA for the housing choice voucher waitlist
 - a. Were able to sign up several individuals, including securing reasonable accommodation forms
2. Animated video progress
 - a. Currently finalizing script, and the next step will be animating
 - b. Commissioners are welcome to come in to record for the video to create a mix of different voices
 - i. OHR staff will send out the scripts and some potential times
 - c. This will be the first of several videos
3. The OHR, Home to Hope, and the Downtown Job Center are collaborating on an open house event
 - a. Aiming for the first Friday of June; will send more details as they arise

ii. HRC Director

1. The OHR has hired Intake and Administrative Specialist Saad Khaleefa, who started 4/20/23
2. On 5/1, the Haven, PACEM, and Anthony Haro from the Blue Ridge Area Coalition for the Homeless (BRACH) are doing a presentation on the services they provide to Council
 - a. Can also connect with them individually
 - b. Will likely be at 4:30pm
3. On 6/5, the OHR is going to be presenting its 2022 Annual Report to Council
 - a. Will present it to the HRC to review before the next regular meeting on 5/18
4. For the first time, the OHR provided a quarterly report to Council for the first quarter of 2022 as per the stipulation in the Ordinance
 - a. Will begin including these quarterly reports in the agenda packets with monthly reports
5. Asks if Commissioners would like to keep committee meetings on the first Thursdays of the month
 - a. Commissioner says holding committee meetings after regular meetings could potentially increase attendance and take away the need of the space at other times
 - b. Commissioner says HRC talked last meeting about the potential of dissolving committees and instead having work sessions during regular meetings
 - c. Commissioners generally prefer to keep the first Thursdays of each month
 - i. Will rethink plan if attendance is lacking during the next meetings
 - d. Commissioner asks if there is a way for Commissioners to notify each other ahead of first Thursday meetings to

know if there will be enough attendees to hold the meeting

- i. It is not known how much notice is required to cancel a meeting
 - ii. HRC Director suggests deciding whether to hold a first Thursday meeting during the previous third Thursday regular meetings
 - 1. Will begin adding this point to regular meeting work sessions
 - e. OHR Director will begin sending Outlook calendar invites to Commissioners
- 6. Some Commissioners have been experiencing some difficulties in accessing their emails
 - a. Commissioners and Director discuss the benefits and drawbacks of using Microsoft Teams versus OneDrive versus Box
 - b. Some Commissioners have issues using Teams; however, this is the chosen sharing platform of the City, so if the Commission goes ahead with Teams, the Director could set up a Teams introduction meeting with IT
 - c. Director will ask IT about setting up a walkthrough for the Commission
 - d. Teams also has some project management apps that could also help the Commission's work flow
- 7. Commissioner asks about FHAP updates
 - a. There are currently no updates; Director talked to Erik Steinecker in January for additional recommendations, but project has not yet moved forward
 - b. Plan is to continue after presenting the Annual Report
 - c. Amending the Ordinance would also change things at the City Attorney's Office, and Director would also like to postpone additional changes because they are currently understaffed
- 8. Commissioner asks about recent trends in data
 - a. Trends have recently stayed relatively consistent; could always change as more data is always being added

5. WORK SESSION

- a. AD-HOC COMMITTEE UPDATES
 - i. Kathryn is ad-hoc Committee Chair
 - ii. Martha's Rules discussion (Committee Chair)
 - 1. The HRC adopted Martha's Rules to have a more streamlined and effective set of meeting procedures than Robert's Rules
 - a. Intended to ensure that all members have a voice and can work efficiently
 - 2. One requirement of Martha's Rules is that all proposals voted upon by the body must be in writing
 - 3. The process
 - a. The proposal can be discussed by members (preferably

- in advance, but also on the spot)
- b. The Chair facilitates explanation with time restraints from those in favor and those opposed to the proposal, after which the body can have small group or general timed discussion
- c. After this, the body may choose to table or refer the proposal with a $\frac{3}{4}$ vote; if the body chooses to move forward, they will take an informal straw poll
- d. If there is clear consensus, there is no further need for discussion; if there is no consensus, the body can ask clarifying questions then take a formal vote, but no more discussion
- 4. The rest of how meetings run are not covered in Martha's Rules
 - a. Many sources emphasize imposing time limits on agenda items, something that Martha's Rules also supports
- 5. Commissioner asks about the second, more formal vote
 - a. The second vote is a simple majority vote
- 6. Commissioner asks about time limits
 - a. The group does not need to have a meeting to decide upon time limits; the facilitator will decide based on the current needs of the group
- 7. This process likely does not need to be followed for actions like approving the Commission's previous set of minutes
- 8. The HRC will make sure to follow these procedures moving forward
- iii. HRC Rules and Procedures discussion
 - 1. There are two small proposed changes regarding the timing of officer elections and work planning, as well as language about determining schedules for the upcoming year (no change to current actual procedures)
 - 2. Director suggests changing the "annual meeting" month from January to March, and also postponing officer elections to March
 - a. This would give new members the power to vote in elections
 - 3. Commissioners discuss deciding to move officer elections to March at the same time as the Annual Retreat and the current wording of the Ordinance
 - a. Doing so would possibly make a brand new Chair have to run the Annual Retreat, but it would also allow for new members to vote in the election
 - 4. Commission decides to change wording so that there is an "election meeting" held in January and an "Annual Retreat" held in March
 - a. Chair will make these small changes in the Word document for a vote at the next regular meeting
 - b. The election and Annual Retreat times will stay as is for now, though if the Commission would like to eventually

change this, it can

iv. HRC Liaison Proposal (Committee Chair)

1. The Commission will begin having liaisons from the HRC to attend the meetings of other relevant organizations in the city in order to learn more about the housing situation and available resources
 - a. Will report back to the Commission to know what the HRC could be taking action on, as well as developing relationships with key figures in the city
 - b. Only downside would that it would be extra work for Commissioners
2. There is also a list of groups
 - a. BRACH is not yet added to the list, but it could be
 - b. Committee Chair is unsure which neighborhood associations, if any, should be attended by a Commissioner
 - c. Also not sure about the Democratic Socialists of America (DSA), which has a Housing Justice Committee
 - d. Asks whether VERP (Virginia Eviction Reduction Program) has open public meetings
 - i. Director is not aware of any ongoing public, regular discussion
3. HRC Chair adds that this idea came out of the desire of wanting to uplift voices in the housing domain of Charlottesville in the most effective way possible
4. Discussion of plan as a whole and which organization with which Commissioners should be liaisons
 - a. Commissioners are in favor of this plan
 - b. Will discuss the specific organizations to attend during the next work session on 5/4/23
 - c. Commission conducts a straw poll; no one is opposed
 - d. Roll call vote
 - i. In favor: 6
 - ii. Can live with: 0
 - iii. Opposed: 0
 - e. Motion to approve HRC Liaisons to Local Housing Organizations passes
5. Kathryn volunteers to find meeting times for organizations in the list for the work session

6. MATTERS BY THE PUBLIC

- a. PUBLIC COMMENT
 - i. None
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC
 - i. None

7. COMMISSIONER UPDATES

- a. Mary
 - i. Was asked to write a proposal based on discussion from the committee meeting about steps moving forward regarding housing

- ii. Would make a few more changes to the document
 - iii. Asks how this proposal should best be discussed
 - iv. It will be presented at the next work session; Commissioners currently have it as a Word document
 - v. Can write it up as a resolution to show the public; **Todd will send Commissioners the format**
- b. Kathryn
 - i. Encourages Commissioners to watch the recorded Livable Cville meeting from this past week
 - ii. Commissioner adds how it would be good to incorporate aspects from this discussion about rezoning in Arlington to the Commission's future discussions
- c. Ernest
 - i. Attended the Cville Plans meeting last Wednesday
 - ii. Expresses gratitude to members of Cville Plans for the information and modules

8. NEXT STEPS

- a. **Jessica**
 - i. **Make edits to Rules and Procedures about separation of January elections and March Annual Retreat for vote at next regular meeting**
- b. **Kathryn**
 - i. **Add meeting times to the list of organizations for HRC liaisons**
- c. **Todd**
 - i. **Ask IT about holding walkthrough of Teams for Commissioners**
 - ii. **Send Commissioners the format of resolutions**
- d. **Victoria**
 - i. **Send Commissioners scripts/recording times for OHR animation video**
- e. **Next work session 05/04/23**
 - i. **Discuss meetings and meeting times**
 - ii. **Discuss Mary's proposal/resolution regarding housing next steps**

9. ADJOURN

- a. Meeting adjourned at 8:04 pm

Attachment 6

RULES AND PROCEDURES OF THE HUMAN RIGHTS COMMISSION

CITY OF CHARLOTTESVILLE, VIRGINIA

The Human Rights Commission, established pursuant to Article XV, Sections 2-430 to 2-443 of the Charlottesville City Code (the Charlottesville Human Rights Ordinance), hereby adopts the following rules and procedures for the execution of its duties and responsibilities thereunder:

1. Composition of the Human Rights Commission

1.1. The Commission membership shall consist of no less than nine members appointed by City Council, and shall be broadly representative of the City's population, with consideration of racial, gender (including gender identity, transgender status, and sexual orientation), religious, ethnic, disabled, socio-economic, geographic neighborhood and age groups within the City.

1.2 Of the members first appointed, at least three shall be appointed for terms of three years, at least three shall be appointed for terms of two years, and at least three shall be appointed for terms of one year. Thereafter members shall be appointed for terms of three years each. Despite the expiration of a member's term, the member shall continue to serve until a successor is appointed by City Council. Any vacancy during a term shall be filled by the City Council for the unexpired portion of that term. Following notice to the member, any member of the Commission may be removed for good cause by a majority vote of City Council.

1.3 Members of the Commission shall serve without compensation, but funds may be appropriated in the City's annual budget for reasonable and necessary expenses to be incurred by Commission in the conduct of its prescribed functions.

2. Officers and Duties

2.1 Officers. The officers of the Human Rights Commission shall be a Chair, a Vice Chair and a Secretary, who shall have the duties set forth below.

2.2 Duties of Officers.

(1) Chair. The Chair shall be elected from the Commission's membership. It shall be the duty of the Chair to execute all documents on behalf of the Commission, to act as liaison between the Commission and the Office of Human Rights and Director of the Human Rights Commission, to cause all resolutions, approvals and other actions of the Commission to be executed or carried out, to determine that all matters delegated to the Commission by state statute, city ordinance, or at the instance of the City Council are properly brought before the Commission.

(2) Vice Chair. The Vice Chair shall be elected from the Commission's membership and shall exercise the powers and perform the duties of the Chair during the absence, disability or disqualification of the Chair.

(3) Secretary. The Director of the Human Rights Commission shall be the Secretary of the Commission. The Secretary shall not be a member of the Commission and shall have no right to vote. It shall be the duty of the Secretary to keep minutes of the Commission's proceedings in accordance with the requirements of the Virginia Freedom of Information Act ("FOIA") and any other applicable provisions of law; to give notices required by law or these bylaws; to prepare, in consultation with the Chair, the agenda for all meetings of the Commission; to be custodian of and maintain the Commission's public records and other records, as required in the performance of its duties and functions; to inform the Commission of correspondence relating to the business of the Commission and to respond to such correspondence unless responsibility is otherwise assigned by the Chair; to act as liaison with the City Manager, City departments and agencies, and to execute on behalf of the Commission any documents requiring the signature of the Secretary. In the event the Secretary is absent from any meeting, the Chair presiding at the meeting shall designate an individual to perform the duties of Secretary for that meeting.

2.3 Terms and Vacancies. The term of office for the Chair and Vice Chair shall be for one year. The Chair shall be eligible for reappointment to no more than one additional one-year term. Should any vacancy occur among the offices described above, the Commission shall fill that vacancy as promptly as practicable and the individual elected to such office shall serve for the unexpired term of that office.

2.4 Officer Elections Procedures. The Chair shall appoint a nominating committee of no less than three members of the Commission, who shall meet in October of each year to make recommended nominations for the offices of Chair and Vice Chair. The recommended slate will be presented to the full Commission at the December meeting. At the Commission's January meeting of each year, the officer election rules currently in place (attached) may be invoked by any member who wishes to make nominations in addition to the Nominating Committee's recommended slate.

3. Meetings

3.1 ~~Annual~~Election Meetings. The Commission shall hold an annual ~~organizational~~ election meeting, which shall take place during the first regular meeting of the Commission in the month of January of each year. At ~~the organizational meeting~~ this meeting, the members of the Commission shall elect officers. The Commission may also conduct such other business as shall be placed on the agenda in accordance with the provisions of these bylaws.

3.2 Strategic Planning Meetings. The Commission shall hold an annual strategic planning meeting, which shall take place during the first regular meeting of the Commission in the month of March of each year. At the strategic planning meeting, the members of the Commission shall establish its regular meeting schedule, and adopt the work plan for the ensuing year. The Commission may also conduct such other business as shall be placed on the agenda in accordance with the provisions of these bylaws. Regular Meetings. Regular meetings shall be held on the third Thursday of each month. The basic order of business will be as set forth in 4.3, following below.

3.3 Special Meetings. Special meetings may be called by the Chair, the Vice Chair in the absence of the Chair, or by any two members, upon written request to the Secretary.

3.4 Work Sessions. Work sessions are special meetings that may be held at the request of the Chair, or the Vice Chair in the absence of the Chair. Work sessions shall be held for the purpose of inquiry and discussion and no official action shall be taken at such meetings.

3.5 Public meetings; exceptions for Closed Sessions. Meetings of the Commission shall be open meetings, as that term is defined within FOIA, except that the Commission may hold closed meetings when authorized pursuant to Va. Code Section 2.2-3711, and upon compliance with the closed meeting procedures and certification requirements set forth within Va. Code Section 2.2-3712.

3.6 Notice of Meetings.

3.6.1. The Secretary shall give notice of all meetings (annual, regular, special, and work session) to all members of the Commission, five days prior to such meeting, or, for a special meeting or work session, such other notice as is reasonable under the circumstances. Such notice shall state the time and place of such meetings. With respect to regular meetings and the annual meeting, such notice shall be accompanied by an agenda prepared in accordance with the provisions of these rules and procedures and accompanied by such documentation as may be reasonable to permit the members of the Commission to consider the business which they are called upon to act. With respect to work sessions and special meetings, the notice shall state the purpose of the meeting or the nature of the discussion or inquiry to be undertaken and shall be accompanied by such documentation as may be available and practicable to provide to enable the members of the Commission to thoughtfully consider the business to come before the meeting.

3.6.2. The Secretary shall place notice of the date, time, and location of each Commission meeting in a prominent public location at which notices of City Council meetings are regularly posted and shall also post such notice on the City's website. This public notice shall be posted at least three (3) working days prior to the meeting; however, notice of a special meeting or work session may be given upon fewer than 3 days' notice, if reasonable under the circumstances and if such notice is given

contemporaneously with the notice provided to Commission members. At least one copy of all agenda packets and, unless a specific FOIA exemption applies, all materials furnished to Commission members for a meeting, shall be made available for public inspection in the office of the Director/ Secretary at the same time such documents are furnished to the Commission.

3.6.3. For the purposes of this section, and as used throughout these rules and procedures, the term “notice” shall mean and include any format within the definition of a “public record” set forth in FOIA, at Virginia Code Sec. 2.2-3701.

4. Conduct of Meetings.

4.1 Quorum. A majority of currently serving Commissioners (“quorum”) must be in attendance at a meeting of the Commission in order for business to be legally transacted. Except as expressly provided in Virginia Code Section 2.2-3708(G) or 2.2-3708.1, the Commission shall not conduct a meeting where its business is discussed or transacted through any means of communication where the members are not physically assembled.

4.2 Procedure. All meetings of the Commission shall be conducted in accordance with **Martha’s Rules of Order as amended and adopted by the Commission on February 20, 2020**. The Chair of the Commission, or in his or her absence, the Vice Chair, or in the absence of both, the person having been designated by the Chair as parliamentarian shall preside at meetings of the Commission.

4.3 Proceedings. At any meeting of the Commission, the Commission may hear, review, discuss and act upon, and otherwise transact business related to, any matters within its role, and within the scope of its duties and responsibilities, as described within the Charlottesville Human Rights Ordinance. At any regular meeting and annual meeting of the Commission, the order of business to come before the meeting shall be as expressed on the agenda sent out with the notice of the meeting provided, however, the presiding officer, with the consensus or affirmative vote of a majority of the Commissioners, may change the order of business on the agenda for any reason, or may add a matter to the agenda.

4.4 Voting. All business transacted by the Commission shall be authorized by a vote of the majority of members present and voting taken at a lawful meeting conducted in accordance with these rules and procedures. At all meetings of the Commission, each member present shall be entitled to cast one vote providing there is a physical quorum. A decision on whether to hold a public hearing on a complaint of an unlawful discriminatory practice shall not be valid unless authorized by a majority of the full Commission members. No vote of the Commission shall be taken by secret or written ballot. A member may vote by telephone or other electronic communication means as expressly authorized by FOIA Section 2.2-3708.1.

4.5 Committees. The Commission may, in its discretion, delegate any of its duties or responsibilities to a panel of not less than three Commissioners. Any such panel shall constitute a committee of the Commission, which shall transact the delegated business of the

Commission following the same rules, procedures, and meeting requirements applicable to the Commission, except it shall not be authorized to vote on any matter. Rather, any such committee shall bring its recommendations to the full membership of the Commission for a vote in accordance with these rules. No such committee may include individuals who are not members of the

Commission; however, the Commission may appoint advisory committees or form task forces which may include individuals who are not members of the Commission.

4.5.1 Ad hoc Committees. The Chair may recommend the formation of Ad hoc Committees for the purpose of addressing specific issues of concern to the Commission or to develop and implement projects approved by the Commission. ~~Standing Committees. The following standing committees of the Commission have been formed by resolution in accordance with these rules and meet regularly as follows:-~~

~~Administrative Matters Committee~~

~~Community Engagement Committee~~

~~Age, Disability, and Religious Discrimination~~

~~Committee Race Discrimination Committee~~

~~Sex Discrimination Committee~~

The Chair of the Commission appoints members of each Ad hoc Committee ~~standing committee~~ and a Chair of each committee is selected from committee members.

Commission staff is responsible for assisting Committee chairs with setting Committee meeting agendas and preparing Committee reports for presentation to the full Commission during its regular meetings.

5. Conflicts of Interest.

5.1 All members of the Human Rights Commission are subject to the Virginia State and Local Government Conflict of Interests Act (Va. Code 2.2-3100 et seq.) ("COIA") and are required to read and familiarize themselves with the provisions of COIA.

5.1.1. In the event that any member shall have a "personal interest in a transaction" as defined by Va. Code Section 2.2-3101, in a matter before the Commission, the member shall be required to make a declaration of such interest before participating in the transaction, and the member may be required to disqualify himself from participating in the transaction. The member's obligations in a given situation shall be determined in accordance with Va. Code Section 2.2-3112. It is the obligation of each member to ascertain whether he or she has a personal interest in a transaction, and to take action in accordance with Va. Code 2.2-3112 immediately upon concluding that a personal interest does exist; however, the issue of personal interests of a commission member may also be raised by other members or by individuals who are not members.

Any member of the Commission may request an advisory opinion from the Commonwealth's Attorney or the City Attorney or his or her representative, as to whether a personal interest exists and, if so, what are the Commissioner's obligations under COIA. An opinion of the Commonwealth's Attorney or the City Attorney shall have the effect specified in Va. Code Sec. 2.2-3121.

5.1.2. Every declaration and disqualification required pursuant to COIA shall be reflected in the public records of the Commission for a period of five (5) years, in the office of the Director/ Secretary.

5.1.3. In the event of a disqualification, the disqualified member shall be prohibited from (i) attending any portion of a closed meeting when the matter in which he or she has a personal interest is discussed, and (ii) discussing the matter in which he or she has a personal interest with other members of the Commission, with the Director, or with other officers or employees of the City government, at any time.

5.1.4. At all times, Commission members shall conduct themselves and the Commission's business in accordance with all applicable requirements of COIA, including those provisions not specifically referenced within these rules and procedures.

6. Community Participation

6.1 Public notice. Public notice of all meetings of the Commission will be provided as set forth in 3.6, above. In addition, the Commission may direct the Secretary to give additional or special notice, or advertise or announce specific matters before the Commission, as the Commission may deem appropriate.

6.2 Public Participation. At the beginning and at the end of each of its open meetings the Commission will receive public comment in accordance with City Council's "Rules for Public Participation," which Rules are hereby adopted and incorporated by reference within these rules and procedures, as rules of the Commission.

7. Reports.

7.1. Quarterly Reports. The Commission shall make quarterly reports to the City Council concerning the operation of the Commission and the Office of Human Rights and the status of the performance of the duties, responsibilities, and roles set forth within the Charlottesville Human Rights Ordinance. Quarterly reports shall be submitted each year in the months of January, April, July, and October.

7.2. Annual Reports. The Commission shall present a calendar year annual report to the City Council concerning the operation of the Commission and the Office of Human Rights and the status of the performance of the duties, responsibilities, and roles set forth within the Charlottesville Human Rights Ordinance. Annual reports shall be submitted each year on a date specified by the City Council.

8. Amendments.

These bylaws, rules and procedures may be amended by vote of a majority of the Commission at any meeting provided, however, notice of such proposed amendment shall be given to each member of the Commission in writing at least five days prior to such meeting.

AMENDMENTS

Charlottesville Human Rights Commission Policy on Individual Participation in Meetings by Electronic Means ~~under §2.2-3708.1 of the Virginia Code~~

Administrative Policy No. 1: Approved May 21, 2015 and amended MONTH DAY, YEAR.

- I. **Policy Statement:** It is the policy of the Charlottesville Human Rights Commission (CHRC) that individual members of the CHRC may participate in meetings of the Commission by electronic means as permitted by ~~Virginia Code §2.2-3708.1. City Policy No. 100-02, as enabled by City Council Resolution #R22-110 (September 6, 2022), City Code Sec. 2-149 & 2-154, and Va. Code Sec. 2.2-3708.3, 15.2-1107, and 15.2-1541.~~
- II. **Eligibility:** This policy shall apply to the entire membership of the CHRC and without regard to the identity of the member requesting remote participation or the matter considered or voted on at the meeting.
 - A. ~~**Emergency/Personal Absence:** Members unable to attend the meeting due to an emergency or personal matter qualify under this policy provided that the individual can identify with specificity the nature of the emergency or personal matter, the public body holding the meeting the meeting records in its minutes the nature of the emergency or personal matter, and the remote location from which the member participate is identified in the minutes.~~
 - B. ~~**Disability Absence:** Members of a public body unable to attend the meeting due to a medical condition qualify under this policy provided that the individual notifies the chair of the public body that such member cannot attend a meeting due to a temporary or permanent disability or other medical condition that prevents the member's physical attendance, the public body records this, and the remote location from which the member participates is identified in the minutes.~~
- III. ~~**Quorum Required:** Whenever an individual member wishes to participate from a remote location, a quorum of the CHRC must be physically assembled at the meeting location, and arrangements will be made for the voice of the remote participant to be heard by all persons at the meeting location.~~
- IV. ~~**Meeting Procedures:** The reason that the member cannot attend the meeting and the remote location from which the member participates will be recorded in the meeting minutes. When such individual participation is due to an emergency or personal matter as designated in section II-A above, such participation is limited to two meetings or 25 percent of the meetings of the CHRC per member each calendar year, whichever is fewer.~~

- ~~V. — **Approval Process:** Individual participation from a remote location shall be approved by the Chair of the CHRC, unless such participation would violate this policy or the Virginia Freedom of Information Act (FOIA).~~
- ~~VI. — **Challenges:** If a member's participation from a remote location is challenged, then the Commission members present shall vote whether to allow such participation. If the commission votes to disapprove the member's participation because such participation would violate this policy, such disapproval will be recorded in the minutes with specificity.~~
- ~~VII. — **General Applicability to Committees:** This policy applies to all committees, subcommittees, and task forces of the CHRC. Where remote participation occurs at a sub-committee or task force the chair of such committee shall assume responsibility for the approval process.~~

Election of the Chair and Vice-Chair Adopted March 20, 2014

The Human Rights Commission Rules and Procedures (2.2) provide that a Chair and Vice-Chair shall be annually elected. This is to set forth the customary procedure as modified from the 2013 City Attorney memo regarding the election of Mayor and Vice-Mayor for the City of Charlottesville.

1. The Director will Chair the meeting during the officer elections process.
2. The Director will ask for nominations for the Office of Chair.
3. Only names that are moved and seconded will be placed in nomination. Any Commission member may move or second his or her own name.
4. After one or more persons are nominated and it appears that no one else wishes to make a nomination, the Director will ask if there are any further nominations. If there are no responses, the Director will declare that nominations for the Office of Chair are closed.
5. Commissioners will then vote on the first person nominated for the Office of Chair. A Commission member who is nominated may vote for himself or herself.
6. If a majority of those present and voting affirmatively vote for the first candidate, that person is elected Chair and there is no further voting. If the first candidate does not receive a majority, the Commission will then vote on the second person nominated. If no nominee receives a majority, there will need to be a motion, second and vote on reopening nominations.
7. After a Commissioner is elected as Chair, the same procedure will be followed for the election of Vice-Chair. Following the election of the Vice-Chair, the newly-elected Chair will chair the remainder of the meeting.

Martha's Rules of Order

As adopted by the HRC on February 20, 2020

1. The proposal is presented. Clarifying questions are taken.
 - a. Proposal should always be in writing.
2. Friendly amendments are offered. Discussion is allowed only on the amendments.
 - a. Amendments should be prepared in advance when possible.
3. Speakers in favor of the proposal present their views.
 - a. This is not a time for debate.
 - b. Time limits should be set and enforced.
4. Speakers in opposition to the proposal present their views.
 - a. This is not a time for debate.
 - b. Time limits should be set and enforced.
5. General discussion and/or debate OR small group discussion time on the proposal is allowed.
 - a. Time limit on discussion is set by the group.
 - b. Facilitator helps group identify key issues.
 - c. Motion to table or refer is in order and requires $\frac{3}{4}$ vote.
6. First vote is taken.
 - a. People vote
 - i. In favor of the proposal, or
 - ii. Can live with the proposal, or
 - iii. Opposed to the proposal.
 - b. If a majority of those present votes "in favor" or "can live with," proceed to Step 8.
 - c. If less than a majority of those present votes "in favor" or "can live with," proposal dies.
7. Those voting in opposition are allowed to state their objections and concerns.
 - a. No discussion is allowed, only clarifying questions.
8. The second vote is taken as in Step 6.
 - a. It takes a majority of those present to override objections and pass the proposal.

Attachment 7

**CITY OF CHARLOTTESVILLE, VIRGINIA
CITY COUNCIL AGENDA**



Agenda Date:	June 5, 2023
Action Required:	Review the 2022 Calendar Year City of Charlottesville Human Rights Commission & Office of Human Rights Annual Report
Presenter:	Todd Niemeier, Director, Human Rights Commission
Staff Contacts:	Todd Niemeier, Director, Human Rights Commission
Title:	2022 Calendar Year City of Charlottesville Human Rights Commission & Office of Human Rights Annual Report

Background:

Per the Charlottesville Human Rights Ordinance, Code of the City of Charlottesville, Chapter 2, Article XV, Sec. 2-432.(i), the Commission shall make quarterly reports to the City Council concerning the operation of the Commission and the status of the Commission’s performance of the duties, responsibilities and roles set forth within the this article. One of the require quarterly reports shall be an annual report.

Discussion:

This report summarizes the work done by the City of Charlottesville Human Rights Commission (HRC) and Office of Human Rights (OHR) during the 2022 Calendar Year (CY202).

Alignment with City Council’s Vision and Strategic Plan:

The work done by the HRC and OHR aligns with City Council’s vision of Charlottesville as a “leader in social and economic justice, and healthy race relations” that is “flexible and progressive in anticipating and responding to the needs of our citizens” and is a “united community that treasures diversity.” Adopting the recommendations proposed below helps ensure that Charlottesville moves toward becoming a “Community of Mutual Respect” with a “Smart, Citizen-Focused Government” that supports and protects “Quality Housing Opportunities for All,” as well as “Economic Sustainability.”

Community Engagement:

This report has also been presented to the Human Rights Commission in its agenda packet for its regular meeting on May 18, 2023. This agenda packet is also available to the public.

Budgetary Impact:

This report proposes no new budgetary impacts.

Recommendation:

Staff recommends that Council continue to support and fully fund the HRC and OHR to fulfill the obligations set forth in the Charlottesville Human Rights Ordinance.

Alternatives:

Continued support of the HRC and OHR is required to fulfill the obligations set forth in the Charlottesville Human Rights Ordinance.

Attachments:

CY2022 HRC and OHR Annual Report

City of Charlottesville
Human Rights Commission
&
Office of Human Rights
Calendar Year 2022 Annual Report

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**Human Rights Commission & Office of Human Rights
CY2022 Annual Report
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1. Introduction

This report will present the goals and strategies identified by the Human Rights Commission and show how the actions taken by the Human Rights Commission and Office of Human Rights in CY2022 align with the roles and responsibilities specified in the Charlottesville Human Rights Ordinance (Code of the City of Charlottesville Chapter 2, Article XV).

The Charlottesville Human Rights Commission (HRC) in partnership with the Office of Human Rights (OHR) acts as a strong advocate for justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights. The Charlottesville Human Rights Ordinance (CHRO) outlines the roles, duties, and responsibilities of the HRC and the OHR. Per Sec. 2-433 of the CHRO, following the passage of the amended Ordinance on February 1, 2021, it is the role of the HRC and OHR to:

- a) Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.*
- 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.*
- c) 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.*
- d) Seek work share agreements with the Equal Employment Opportunity Commission (“FEPA”) and the Department of Housing and Urban Development (“HUD-FHAP”) to conduct investigations of employment and housing discrimination on their behalf, and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City.*
- e) 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.*
- f) Prepare recommendations to policies and procedures the Commission believes are necessary for the performance of the roles, duties and responsibilities assigned to the Commission within this article, and for modifications or operating procedures approved by City Council.*

As required by Sec. 2-441 of the CHRO, the following report provides details of the work of the HRC and OHR during calendar year 2022 (CY2022).

1.1. Report Structure

This report is organized into sections following each role of the Human Rights Commission as listed in Sec. 2-433. (a-f) of the CHRO. Some sections will feature work from both the HRC and OHR, while other sections will feature the work of only one entity. Although the CHRO was once again amended on November 21, 2022, this report will follow the version of the Ordinance adopted on February 1, 2021.

The HRC and OHR are committed to improving accessibility to information about their work. This report has been made accessible for the visually impaired, and it uses plain language as often as possible to ensure its contents are understandable. Alternative text is included for graphs, charts, and some tables that may not be accessible for the visually impaired. Upon request, the OHR can provide additional information or clarification for graphics that are not accessible. Technical terms used in this report are defined in the attached **CY2022 OHR Data Dictionary (Attachment 1)**.

In previous years, data and information within the annual report was also found in the Human Rights Department Scorecard on the City website. The City is in the process of discontinuing the Department Scorecard system; therefore, the Human Rights scorecard has not been updated with CY2022 data.

City Councilors and members of the public are encouraged to contact OHR staff with any questions about the contents of the report or for more information about the services provided by the HRC and OHR.

1.2. HRC Overview

In January 2022, the HRC elected Jessica Harris as Chair and Ernest Chambers as Vice Chair. Commissioners held their annual retreat on April 23, 2022, during which they identified the focus areas listed below for their work in 2022. This report will reference these focus areas when they align with the actions taken by the HRC in 2022.

- 1) **Housing Equity Assessment** [City Code Article XV. Sec. 2-435, 2-433(a), 2-433(b), & 2-433(d)]
 - a) Assess the state of Emergency, Transitional, and Deeply Affordable housing
 - b) Assess the state of the Continuum of Care for people experiencing homelessness
 - i) Review wrap-around services that support access to housing
 - (1) Mental Health Support
 - (2) Substance Use Recovery Support
 - c) Test Fair Housing compliance within the Charlottesville housing market
 - i) Potentially partner with Housing Opportunities Made Equal (HOME)
 - d) Continue to pursue Fair Housing Assistance Program (FHAP) workshare with HUD
 - i) Coinciding with an increase in OHR staffing (see focus area 4)
 - e) Provide recommendations to Council based on the above assessments
- 2) **Community Engagement** [City Code Article XV. Sec. 2-433(b) & Sec. 2-434]
 - a) Listen to community member concerns
 - i) Town Hall meetings
 - ii) In-person events
 - b) Share information about HRC initiatives with community members
 - i) In-person events
 - ii) Social media
 - c) Collaborate with other groups doing related work
 - i) Commissioners will engage with other City boards and commissions
 - ii) Commissioners will engage local community groups and organizations
 - d) Provide recommendations to Council to improve community access to public meetings
- 3) **Equity in City Government Review** [City Code Article XV. Sec. 2-433(c) & Sec. 2-435]
 - a) Engage with the Charlottesville Police Department and Police Civilian Oversight Board (PCOB)
 - b) Review City Council's equity priorities and encourage accountability and follow-through
 - c) Review City budgeting priorities through an equity lens
 - d) Provide recommendations to Council regarding potential actions resulting from the above.
- 4) **Human Rights Commission (HRC) and Office of Human Rights (OHR) Capacity Expansion** [City Code Article XV. Sec. 2-433(a), 2-433(f), 2-434, & 2-435]
 - a) Advocate for adequate staffing in the OHR
 - i) Demonstrate to City Council the need to add an Investigator and potentially an Intake Counselor to OHR staff, as a pre-requisite for fulfilling City Code Article XV. Sec. 2-433(d)

- b) Explore opportunities for Commissioners to engage in training and workshops that enhance understanding of human rights, equity, diversity, and inclusion

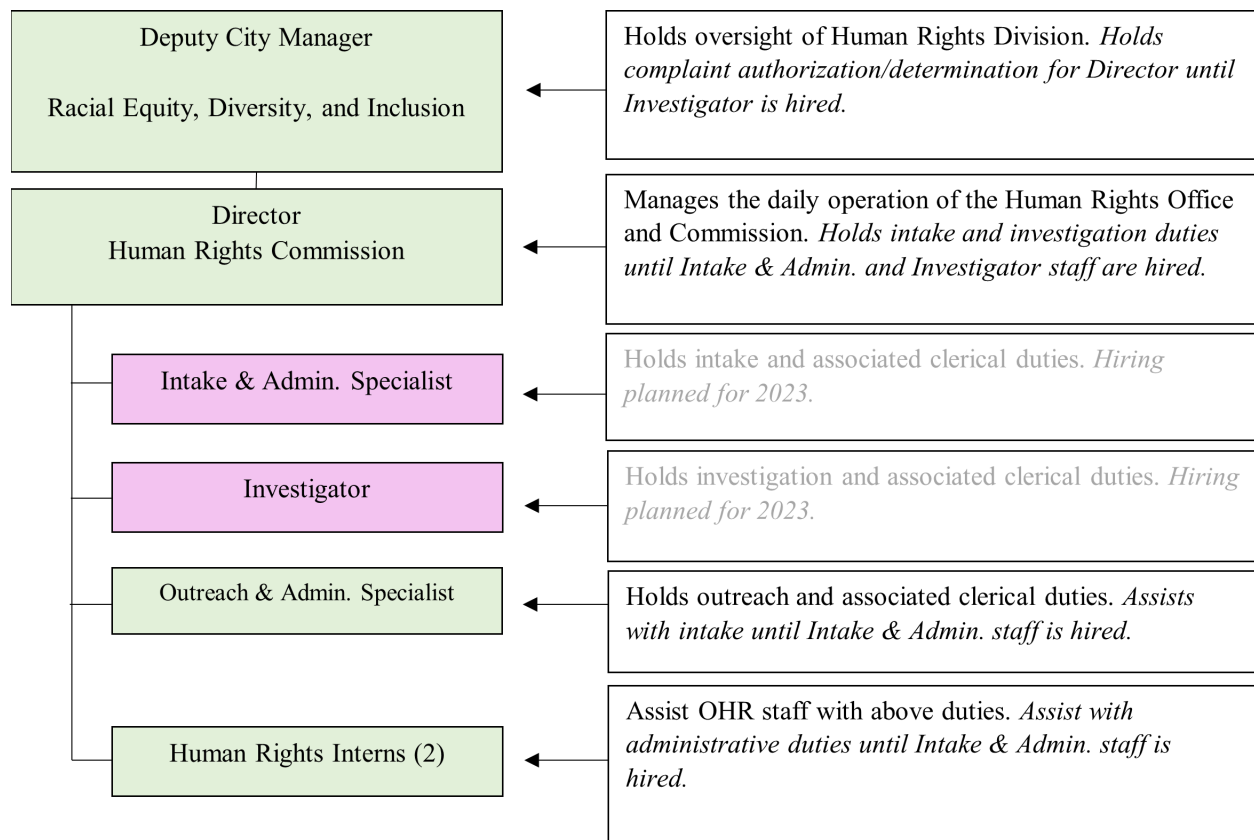
The following is a list of the key actions and takeaways from the work of the HRC during the year.

Key HRC Actions and Takeaways
• No cases of discrimination required the HRC to hold a public hearing in CY2022 (report section 2.1.). • The HRC engaged in four actions aligned with Sec. 2-433. (b) of the CHRO including one community event, one public discussion, and two public polls (report section 3.1.). • The HRC engaged in six actions aligned with Sec. 2-433. (c) of the CHRO including two Council recommendations, two HRC resolutions, and two public discussions (report section 4.). • As a further step toward pursuing a FHAP workshare, as set forth by Sec. 2-433. (d) of the CHRO, the HRC adopted amendments to the CHRO for recommendation to City Council. The amendments were adopted by City Council on 11/21/2022 (report section 5.1.). • As directed by Sec. 2-433. (e) of the CHRO, the HRC made legislative recommendations to Council related to housing equity, transportation equity and accessibility, health and food equity, and equity in law enforcement (report section 6.). • Per Sec. 2-433. (f) of the CRHO, the HRC reviewed and amended its internal Rules and Procedures to redefine a quorum as the majority of serving members. The HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities (report section 7.).

1.3. OHR Overview

During CY2022, the OHR continued to see a significant rise in engagement with community members. Throughout 2022, the OHR remained open to walk-in and in-person appointments. Victoria McCullough began work as the full-time Community Outreach Specialist on March 28, 2022. Victoria managed all community outreach-related activities for the OHR and assisted the HRC Director with daily intake for individual services. Paid interns Lily Gates and Ginny Helmandollar also continued work at the OHR after beginning in the summer of 2021. Contributing a combined average of 12 hours per week, Ginny and Lily perform essential, highly specialized tasks including managing our individual service provision data collection system, preparing minutes for the HRC, and a variety of other writing and editing duties that support the work of both the HRC and OHR.

The chart below shows the organizational structure of the OHR during CY2022, as well as the general responsibilities of each position and intended hires for 2023:



The following is a list of the main takeaways and trends observed from the work data of the OHR during CY2022. Detailed information regarding this work and additional actions are found in the body of this report, and the relevant report sections are noted in parentheses after each bulleted item.

Key OHR Takeaways and Observed Trends
• In CY2022, the OHR received 3,253 incoming contacts: more incoming contacts than during any previous year in the OHR’s history and over 60% more incoming contacts than in CY2021 (report section 2.2.1.). • In CY2022, the OHR received 67 new inquiries and complaints originating in Charlottesville (report section 2.2.2.). • Over the past five years, housing was the most often identified protected activity in inquiries and complaints received by the OHR (report section 2.2.3.). • Over the past five years, race was the most frequently identified protected class in combined inquiries and complaints received by the OHR (report section 2.2.4.). • Over the past five years, race was the most often identified protected class in employment discrimination complaints (report section 2.2.5.). • Over the past five years, disability was the most often identified protected class in housing discrimination complaints (report section 2.2.5.). • In CY2022, 2,501 or 58% of total incoming and outgoing contacts were classified as navigation contacts, meaning that the service provided was related to something other than a jurisdictional allegation of discrimination (report section 2.2.6.). • Most referrals to other service providers in CY2021 involving a housing concern did not include an allegation of housing discrimination; more frequently, an individual sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness (report section 2.2.7.) • During CY2022, the OHR had 15 open complaint cases, 9 of which were opened in 2022 (report section 2.2.8.). • In CY2022, OHR staff engaged in a total of 160 community outreach activities (report section 3.2.1.). • The OHR partnered with 57 collaborators in CY2022 to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes. • Hiring an Intake & Administrative Specialist and an Investigator in CY2023 will be crucial steps toward efficiently and effectively handling the ever-increasing volume of inquiries and complaints received by the OHR.

2. Charlottesville Human Rights Ordinance Sec. 2-433. (a)

Sec. 2-433. (a) Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.

2.1. Sec. 2-433. (a) HRC Actions

Key OHR Takeaways and Observed Trends
No cases of discrimination required the HRC to hold a public hearing in CY2022.

When considering individual complaints of discrimination, the HRC's primary role is to hold public hearings, as explained in *Sec. 2-439.1. Enforcement Authority – The Role of the Commission*. In the history of the HRC, only one complaint has required the HRC to hold a public hearing.

2.2. Sec. 2-433. (a) OHR Actions

Most activities involving individual assistance rest with the OHR under *Sec. 2-437. Duties and responsibilities – Investigation of individual complaints and issuance of findings*. Individual service provision remains the primary function of the OHR. Compared to previous years, the OHR experienced a significant increase in daily contacts assisting individuals seeking services. The following data is an overview of trends in service provision to individuals. Since 2018, the OHR has used a consistent data collection process and classification system. Any referenced data prior to 2018 has been reanalyzed and redistributed into current categories for ease of comparison. The OHR CY2022 Individual **Service Provision Data table (Attachment 2)** provides detailed individual service data by month.

2.2.1. Total Incoming Contacts

Key OHR Takeaways and Observed Trends

In CY2022, the OHR received 3,253 incoming contacts: more incoming contacts than during any previous year in the OHR's history and over 60% more incoming contacts than in CY2021

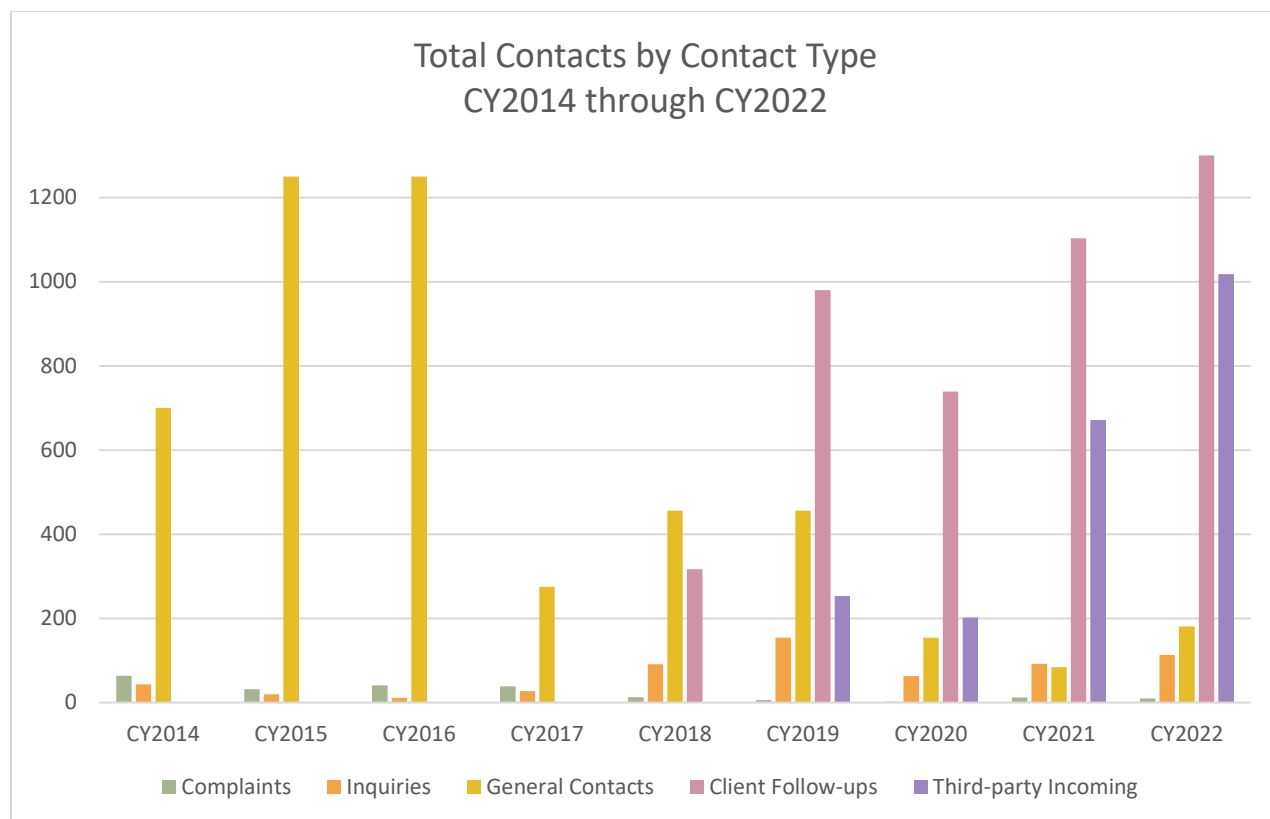
The Office received an average of 13 incoming contacts per day for the full year. During CY2022, the OHR received the following number of incoming contact types:

Contact Type	Total Number
New Complaints	10
New Inquiries	113
Client Follow-ups	1,931
General Contacts	181
Third Party Incoming	1,018
<i>Total Incoming Contacts</i>	<i>3,253</i>

When comparing the total number of incoming contacts for 2022 to previous years, it is significant to note that CY2022 had over 60% more total incoming contacts than the previous year:

Year	Total Incoming Contacts
2014	107
2015	752
2016	1,302
2017	1,316
2018	696
2019	1,849
2020	1,159
2021	1,962
2022	3,253

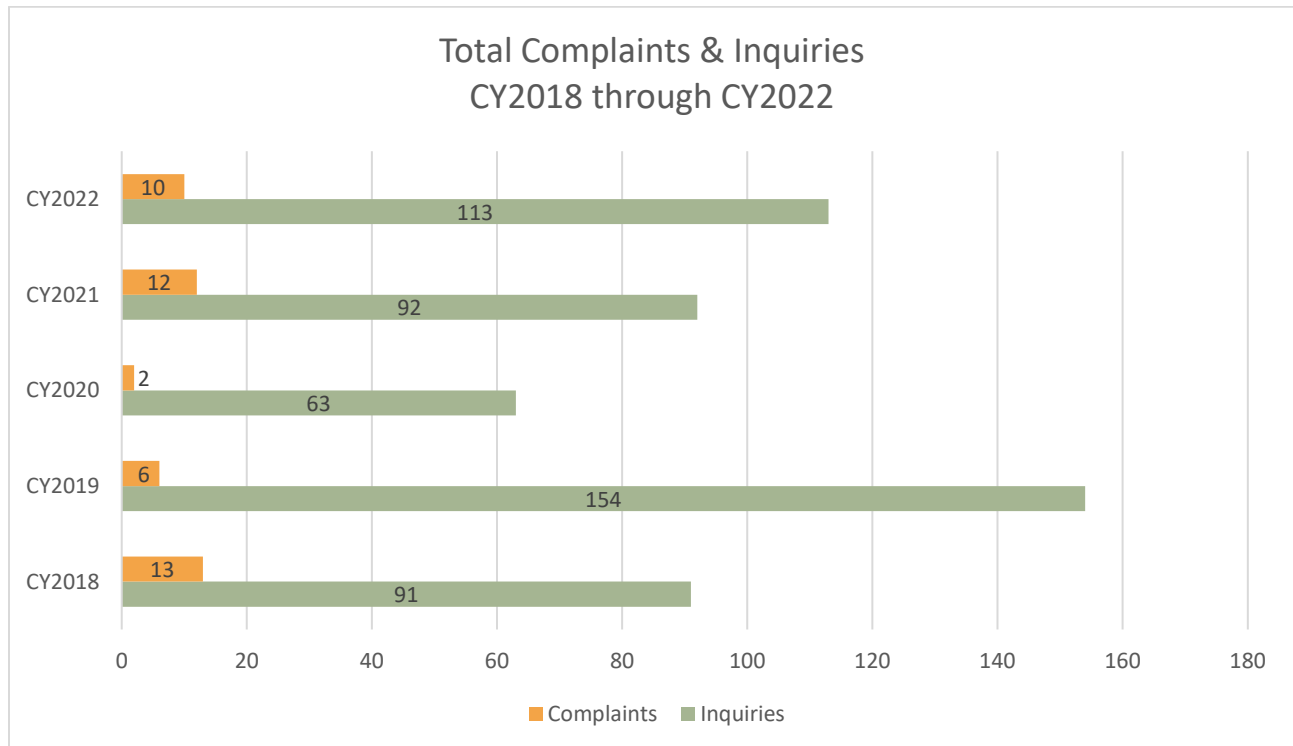
The graph below depicts a breakdown by contact type over the past nine years:



It is important to note the difference between a complaint and an inquiry. A **complaint** is 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 CRHO. An **inquiry** is an incoming contact involving services provided to an individual by the OHR *and/or* an individual allegation of discrimination that falls outside the jurisdiction of the OHR, as defined by the CHRO. The **CY2022 OHR Data Dictionary (Attachment 1)** provides detailed definitions for all contact types.

Data pertaining to CY2014 complaints were reviewed by jurisdiction, and contacts listed as complaints that fell outside the jurisdiction of the OHR were reclassified as inquiries. The number of client follow-ups and general contacts is much higher than the number of inquiries and complaints received each year, so inquiries and complaints for some years are not visible in the chart above.

The chart below isolates the number of inquiries and complaints received over the past five years, highlighting that the OHR receives far more inquiries than formal complaints:



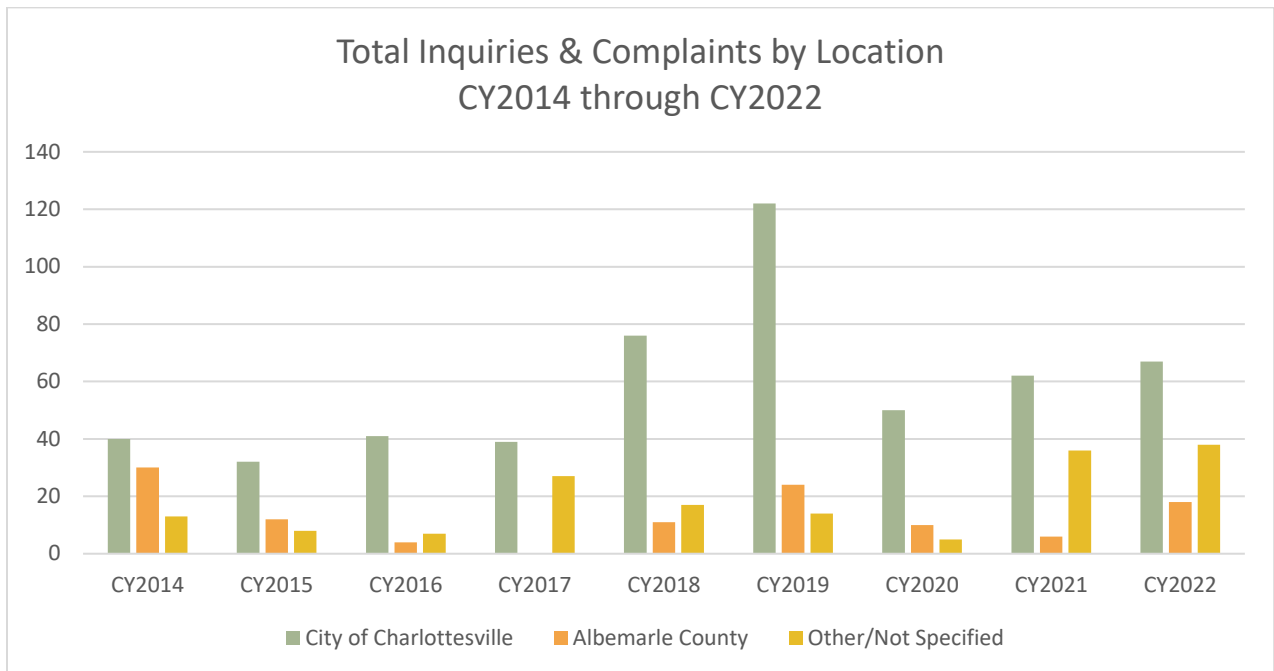
2.2.2. Total Inquiries and Complaints by Location

Key OHR Takeaways and Observed Trends

In CY2022, the OHR received 67 new inquiries and complaints originating in Charlottesville.

Despite fluctuations in the volume of inquiries and complaints, most inquiries and complaints received by the OHR over the last five years involved a concern that occurred in Charlottesville. The CHRO only authorizes the HRC and OHR to process formal complaints of discrimination that originate in Charlottesville. Given that the OHR regularly receives inquiries from Albemarle County and beyond, this may demonstrate an unmet need for services outside of Charlottesville. The OHR refers such inquiries to the appropriate service provider and/or state or federal agency.

The chart below shows the combined number of inquiries and complaints originating in Charlottesville, Albemarle County, or a different or unspecified locality since CY2014:



2.2.3. Total Inquiries and Complaints by Protected Activity

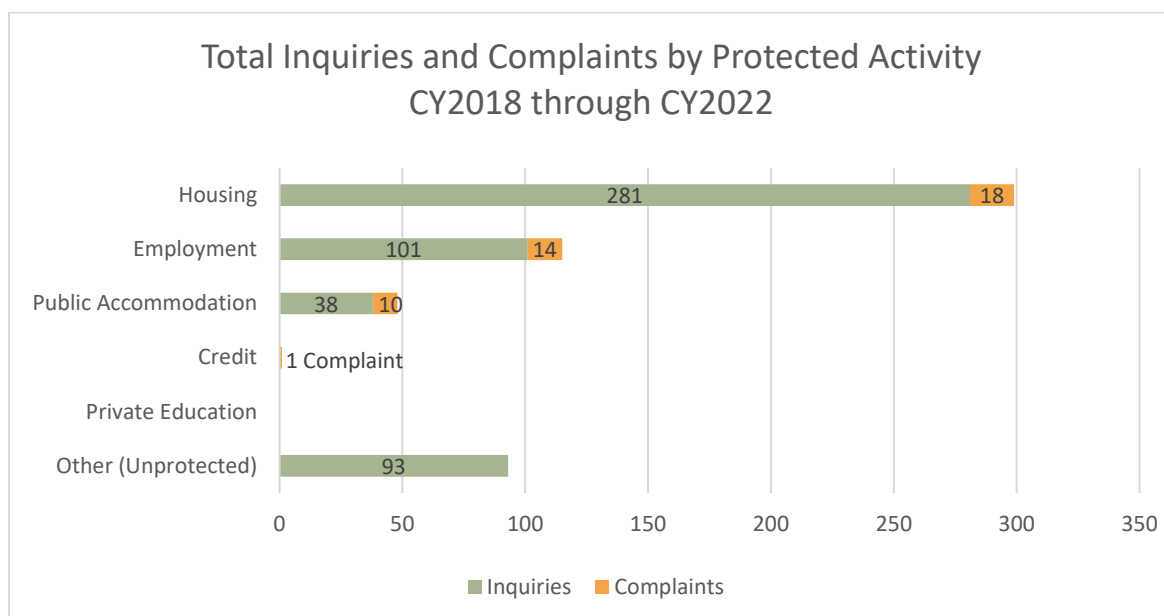
Key OHR Takeaways and Observed Trends

Over the past five years, housing was the most often identified protected activity in inquiries and complaints received by the OHR.

In CY2022, the OHR received a total of 113 contacts classified as inquiries and 10 contacts classified as complaints within the protected activities of Housing, Employment, Public Accommodation, Credit, and Private Education. The table below shows the total number of inquiries and complaints by protected activity in CY2022:

Protected Activity	Total Inquiries	Total Complaints
Housing	59	4
Employment	22	3
Public Accom.	12	3
Credit	0	0
Private Education	0	0
Other (Unprotected)	20	N/A

The chart below shows a summary of the protected activities identified in inquiries and complaints received by the OHR from CY2018 through CY2022. Housing is the most often identified protected activity in inquiries received by the OHR, followed by Employment and Public Accommodation:

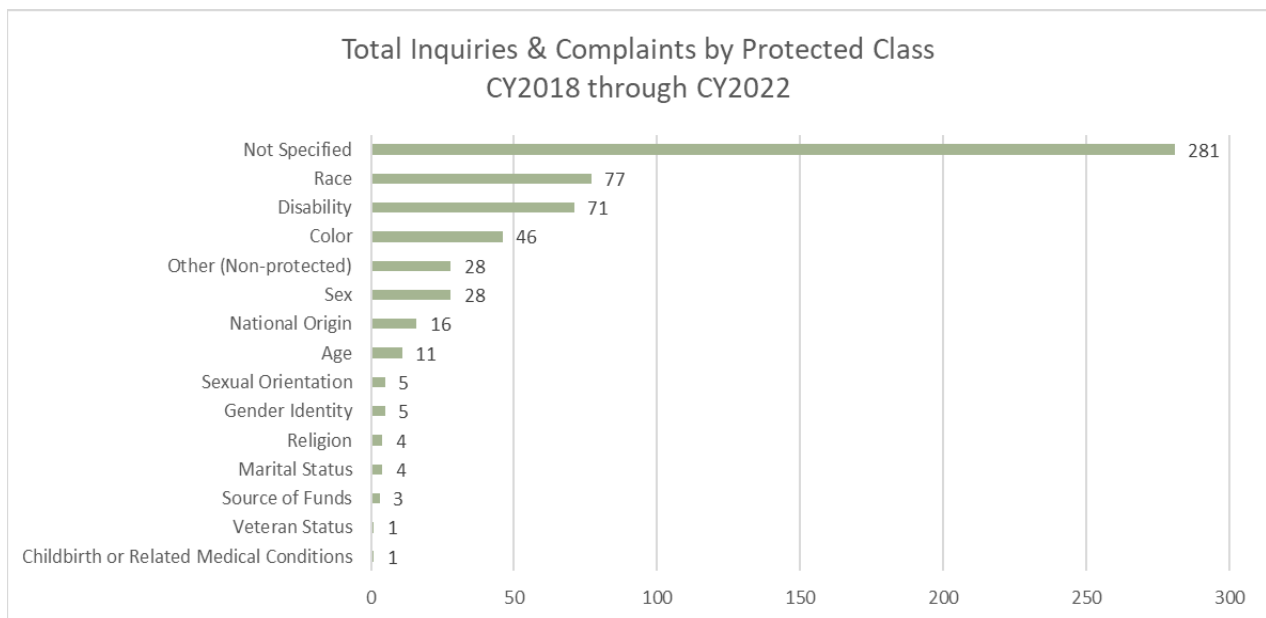


2.2.4. Total Combined Inquiries and Complaints by Protected Class

Key OHR Takeaways and Observed Trends

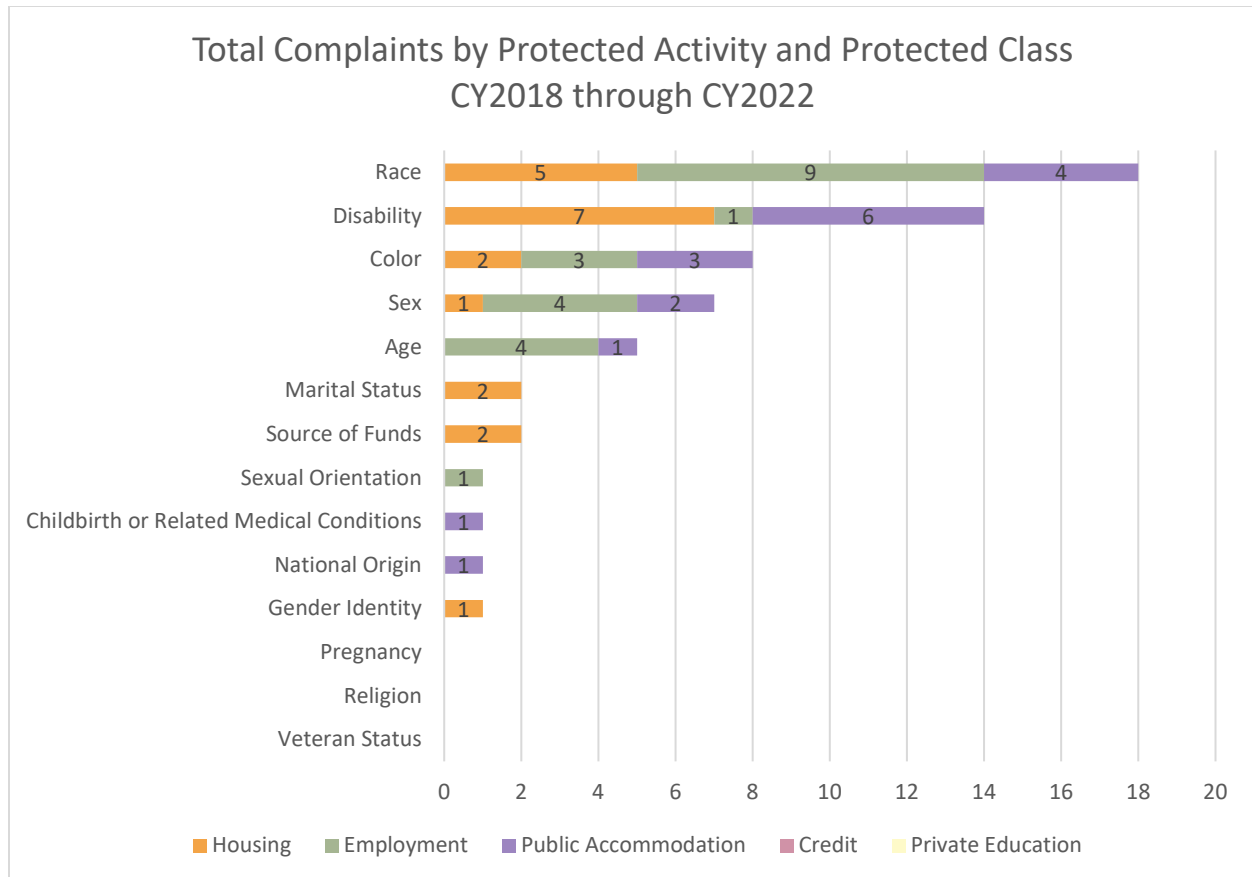
Over the past five years, race was the most frequently identified protected class in all inquiries and complaints received by the OHR.

The chart below shows a summary of the protected classes identified in inquiries and complaints received by the OHR, from CY2018 through CY2022. Race was the most often identified protected activity in inquiries and complaints received by the OHR, followed by disability and color.



2.2.5. Total Complaints by Protected Activity and Protected Class

The following chart isolates total complaints broken down by protected activity and protected class. Race is by far the most often identified protected activity in complaints of employment discrimination received by the OHR. In housing complaints, however, disability is more frequently identified:



In 2022, there were 6 cases of housing discrimination, 2 cases of employment discrimination, and 1 case of public accommodation discrimination. For a summary of case statuses in CY2022, please refer to section 2.2.8. *Status of Complaint Cases During the Calendar Year* of this report.

Note that an individual may identify multiple protected classes when filing a complaint, so the total number of identified protected classes is larger than the total number of complaints.

2.2.6. Services Provided Through Individual Contacts

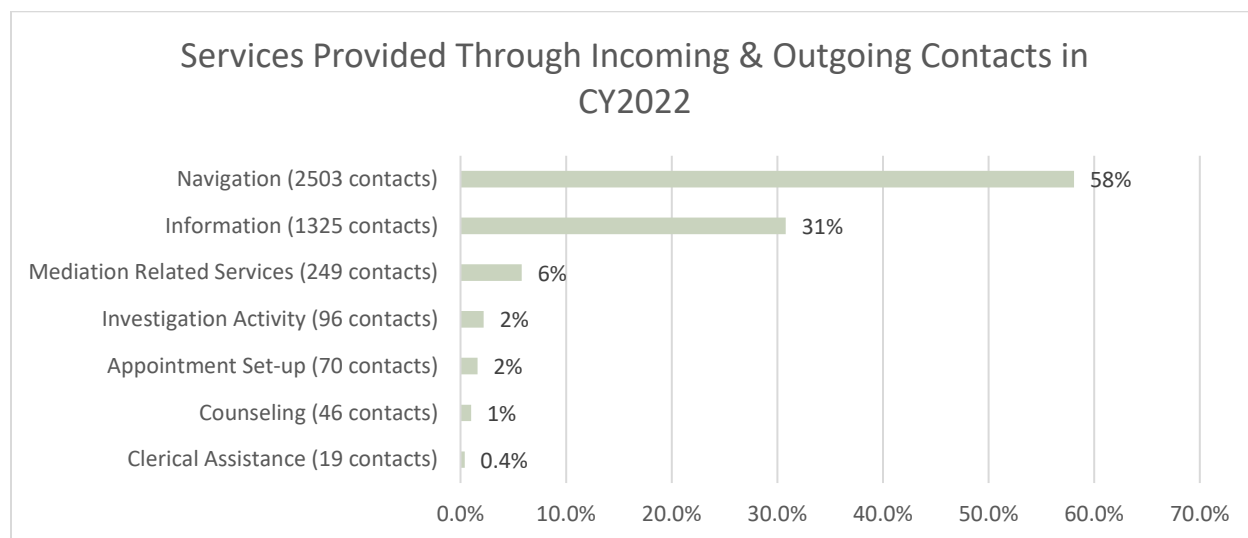
Key OHR Takeaways and Observed Trends

In CY2022, 2,503 or 58% of total incoming and outgoing contacts were classified as navigation contacts, meaning that the service provided was related to something other than a jurisdictional allegation of discrimination.

In CY2022, the OHR provided services through 4,308 incoming and outgoing contacts. Contacts were classified by the primary services of Appointment Set-up, Clerical Assistance, Counseling, Information, Investigation Activity, Mediation-Related Services, and Navigation.

Service provision and community outreach contacts are tracked in separate systems. Community outreach data for CY2022 is examined in Section 3.2. of this report.

The chart below shows the total number of service contacts by type and percentage of total services provided in CY2022:



Navigation is a new service provision classification created this year. Navigation refers to individual service provision which does not involve a jurisdictional complaint of discrimination but may include referrals to other service providers, assistance with accessing services or communicating with other agencies, or clerical support. The high number of Navigation contacts may be indicative of gaps in housing and mental health services available in the community. Many of the people seeking navigational supports present with untreated mental health and substance use challenges coupled with difficulties finding or maintaining housing. In CY2023, the OHR will further refine data collection to track time spent by staff on Navigation contacts and to classify the primary service provided through contacts logged as Navigation.

2.2.7. Referrals to Other Services

Key OHR Takeaways and Observed Trends

Most referrals to other service providers in CY2022 involving a housing concern did not include an allegation of housing discrimination; more frequently, an individual sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness.

When individuals seek assistance from the OHR for services that the OHR cannot provide, staff attempt to connect the individual to the most appropriate service provider. Listed below are the five primary service providers most closely related to the services provided by the OHR. Most referrals from the OHR are to agencies other than the primary five service providers and are classified as “Other”:

AGOCR (VA Attorney General’s Office of Civil Rights): Individuals are referred to the AGOCR for employment and public accommodations cases that are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the CHRO. In some situations, the OHR will refer cases to the AGOCR when the individual seeks a resolution that requires civil action, as the AGOCR partners with the EEOC, which can issue a right to sue letter for civil action in federal court for employment discrimination cases.

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 CHRO.

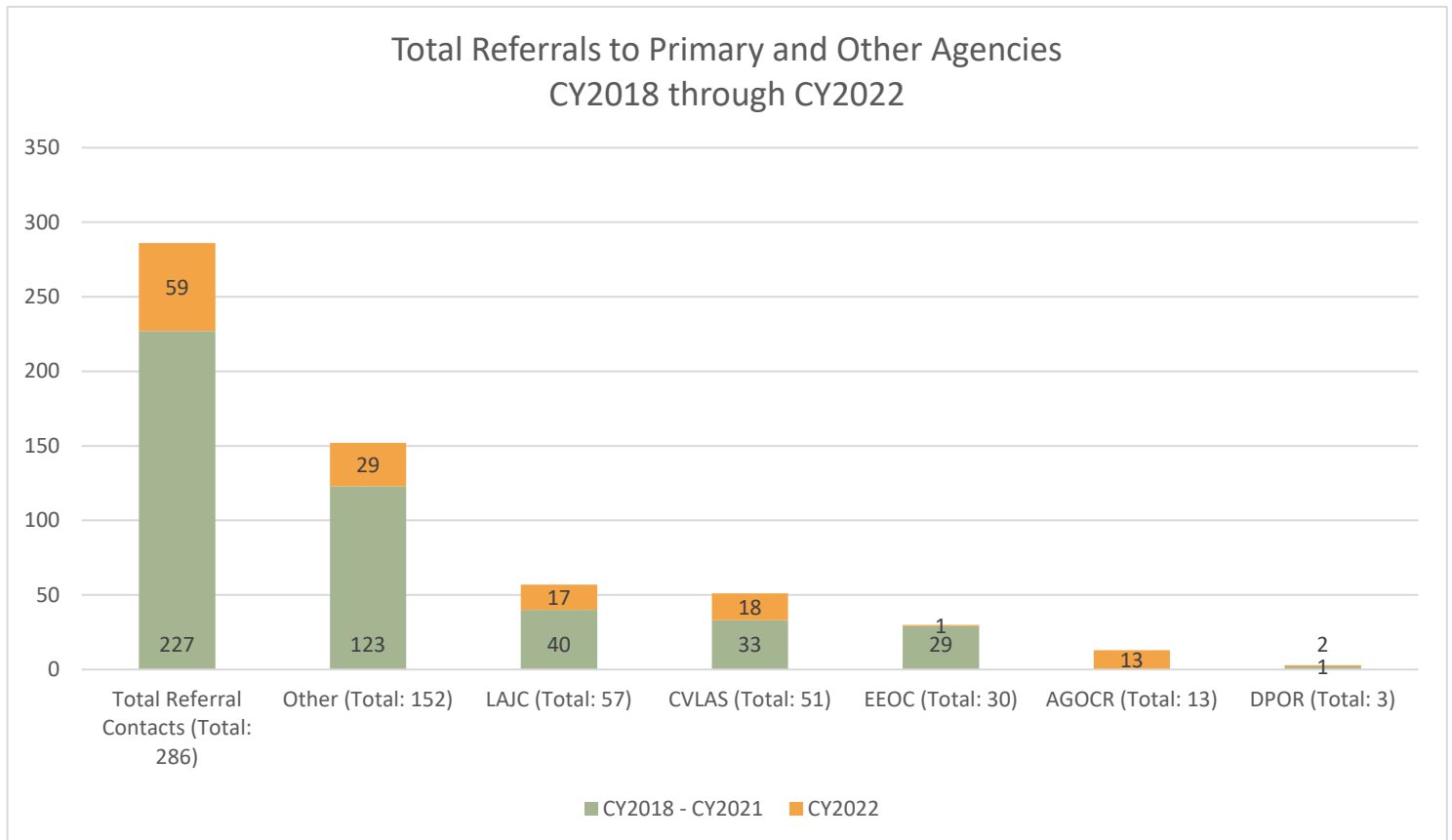
DPOR (Department of Professional and Occupational Regulation): Individuals are referred to DPOR for formal fair housing discrimination investigations when the complainant expressly seeks civil action against the respondent. This is a state government department that includes the Virginia Fair Housing Office.

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 CHRO. In some cases, individuals 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 CHRO. In some cases, individuals have simultaneous cases with LAJC and the Office of Human Rights.

Other: The OHR refers individuals to a wide variety of other agencies and offices depending on their specific concerns.

Most referrals over the past five years having been to agencies other than the primary five listed above, as shown in the chart below. Note that some referral contacts resulted in referrals to more than one agency or service provider; therefore, the number of “Total Referral Contacts” is fewer than the sum of all referrals to the five primary agencies and “Other” agencies.



Below is a list of agencies that fall into the "Other" referral category. These agencies were determined by staff during CY2022 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 organizations listed below received one or more referrals in CY2022:

- Adult Protective Services
- Alcoholic Beverage Control (ABC) Authority
- Alliance for Interfaith Ministries (AIM)
- Charlottesville Supplemental Rental Assistance Program (CSRAP)
- Community Resource Hotline
- Department of Behavioral Health and Developmental Services (DBHDS) Regional Advocate
- Disability Law Center
- Financial Opportunity Center
- Home to Hope
- Homeless Intake Line
- Housing Hub
- Human Services
- Latinos in VA
- Piedmont Housing Alliance
- ReadyKids
- Region 10 Intake Line
- Sexual Assault Resource Agency (SARA)
- Shelter for Help in Emergency (SHE)
- Sin Barreras
- United Way of Greater Charlottesville
- UVA Innocence Project
- UVA Maxine Platzner Lynn Women's Center Free Legal Clinic
- UVA Office for Equal Opportunity and Civil Rights
- Veterans Rideshare Program
- Virginia Lawyer Referral Service

Most referrals over the past five years were to agencies other than the five identified primary agencies. This is due in part to the number of housing inquiries involving individuals who, rather than alleging housing discrimination, sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness.

The OHR referred to the AGOCR 13 times during 2022. In previous years, the AGOCR referrals were classified as “Other” and were not counted in the primary service provider referrals. For this reason, the OHR does not have comparative data from CY2018-2021 for the number of referrals to the AGOCR. In recognition of the value of having counts for referrals to all service providers, starting in CY2023, the OHR will report the total number of contacts for all agencies in a year, including those currently listed as “Other.”

2.2.8. Status of Complaint Cases During the Calendar Year

Key OHR Takeaways and Observed Trends
During CY2022, the OHR had 15 open complaint cases, 9 of which were opened in 2022.

Since 2021, the OHR has had an active contract with the third-party mediation firm Resolute Mediation and Arbitration, Inc (RMA). Adequate OHR staffing and maintaining an active contract with a third-party licensed mediator are necessary for effective and efficient complaint resolution. In August 2022, City Council approved funding for hiring an Intake & Administrative Specialist and an Investigator. Filling these positions in 2023 will be an important step toward a sustainable organizational structure for the OHR.

The table below shows the year-end status of open complaint cases during CY2022:

Case #	Protected Activity	Protected Class(es)	Year-end Status
2020-2	Housing	Race	Mediation reached impasse.
2021-2	Employment	Race	Resolution reached through mediation.
2021-4	Employment	Sex	Investigation ongoing.
2021-5	Employment	Sexual Orientation, Race	Investigation ongoing.
2021-11	Housing	Disability	Resolution reached through mediation.
2021-12	Housing	Disability	Administratively closed after no response from complainant.
2022-1	Housing	Disability	Resolution reached through mediation.
2022-2	Housing	Race, Skin Color, Disability	Referred to DPOR: complainant seeks civil action.
2022-3	Housing	Disability	Complainant withdrew complaint.
2022-4	Employment	Age, Color, Race	Respondent refused mediation. Case referred to AGOCR for consideration.
2022-5	Housing	Gender Identity, Source of Funds, Disability	Complainant reached informal resolution with landlord and withdrew complaint.
2022-6	Housing	Color, Race	Awaiting response from respondent to offer of mediation.
2022-7	Housing	Color, Race	Awaiting response from respondent to offer of mediation.
2022-8	Public Accommodation	Color, National Origin, Race	Prima facie assessment and fact gathering in process.
2022-9	Employment	Age, Sex	Prima facie assessment and fact gathering in process.

3. Charlottesville Human Rights Ordinance Sec. 2-433. (b)

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.

This role is shared between the HRC and the OHR. The specific duties and responsibilities of this role are further explained in *Sec. 2-434. Duties and responsibilities – Community dialogue and engagement* and *Sec. 2-435. Duties and responsibilities – Systemic issues*.

3.1. Sec. 2-433. (b) HRC Actions

Key HRC Actions and Takeaways	
The HRC engaged in four actions aligned with Sec. 2-433. (b) related to public awareness, education, and guidance, including one community event, one public discussion, and two public polls.	

Below is a chart summarizing the actions taken by the HRC. This chart indicates how the HRC's actions align with the duties and responsibilities in Sec. 2-434. and Sec. 2-435. in the CHRO and with the focus areas Commissioners identified during their annual retreat. Documents referenced in the action summaries are publicly posted on the "Human Rights Documents" subpage within the "Human Rights" webpage on the City website.

Date	Alignment	Action	Summary
1/20/2022	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement	Public Poll	The HRC created a poll asking the public what topics they would like to see addressed in the Town Hall meeting on 3/24/2022. In 185 survey responses, respondents prioritized emergency housing and quality of affordable public and subsidized housing.

Date	Alignment	Action	Summary
3/24/2022	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement	Public Discussion	The HRC hosted a Town Hall discussion engaging the public on two topics that respondents of a poll deemed most pressing. Members of the public were given the opportunity to speak in three-minute intervals about emergency housing and/or the quality of affordable, public, and subsidized housing. Commissioners took ideas from this town hall into their annual retreat on 4/23/2022.
8/6/2022	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement	Community Event	A Human Rights Commissioner assisted HRC staff with tabling at the annual Charlottesville Westhaven Community Day. Tabling consisted of engaging with the public and providing information about the HRC and its role in the City.
9/16/2022	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement	Public Poll	The HRC planned to publish a poll asking the public what topics they would like to see raised to Council in the HRC's annual legislative recommendations. The poll opened on September 16, 2022, and closed on October 1, 2022. It garnered 101 responses. In addition to the option of writing in suggestions, respondents were given the opportunity to designate a level of lowest to highest priority to several different given topics. The HRC discussed the survey's results during their meeting on 10/20/22 and used them to form legislative recommendations to Council.

3.2. Sec. 2-433. (b) OHR Actions

Community outreach is one of the primary tools used by the OHR to both encourage citizens to report allegations of discrimination and 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.

The OHR categorizes outreach in three ways:

1. **Service Provision:** related to the work done by the OHR for community members.
2. **Education & Awareness:** focused on teaching the community about human rights.
3. **Collaboration & Leadership:** work done in partnership with other agencies.

On March 28, 2022, Victoria McCullough began work as the OHR Community Outreach & Administrative Specialist, increasing the OHR's capacity to engage in outreach efforts. The OHR tracks community outreach activities separately from service provision.

3.2.1. OHR Community Outreach Activities by Outreach Type

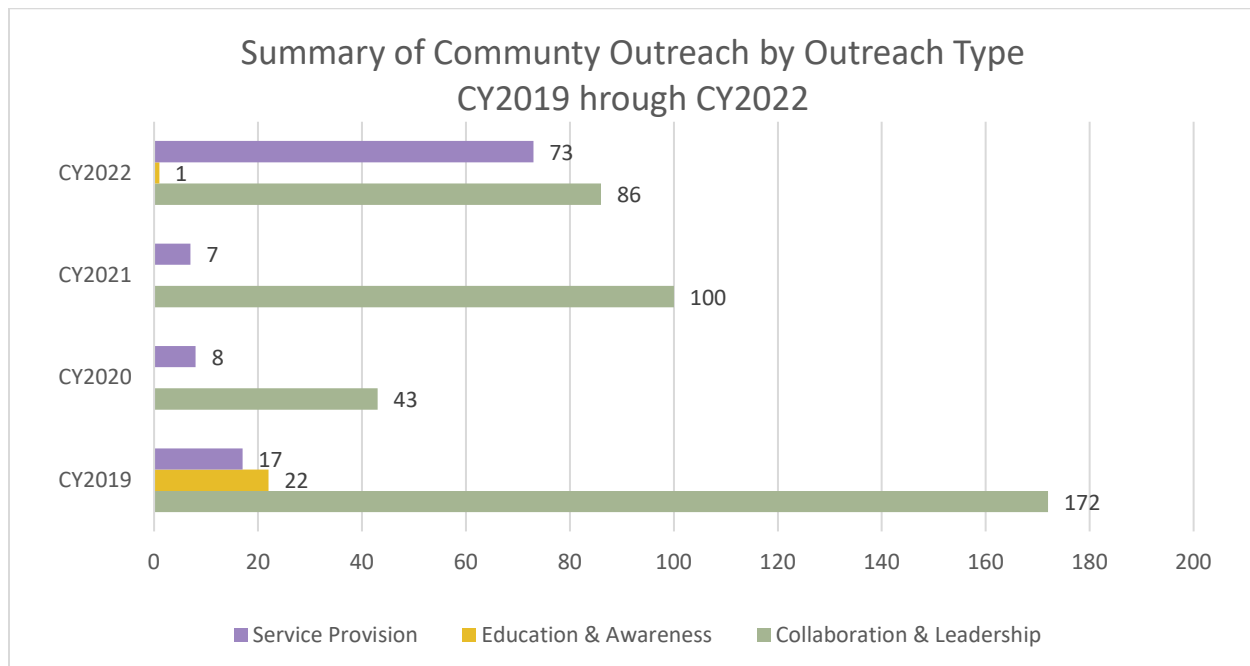
Key OHR Takeaways and Observed Trends

In CY2022, OHR staff engaged in a total of 160 community outreach activities.

The 160 community outreach activities were classified as the following:

Outreach Type	Total Number of Activities
Service Provision	73
Education & Awareness	1
Collaboration & Leadership	86

The **OHR CY2022 Community Outreach Data table (Attachment 3)** provides detailed individual service data by month. The chart below shows a summary of outreach activities conducted by the OHR over the last four years:



Thanks to the efforts of the Community Outreach & Administrative Specialist, Service Provision outreach increased dramatically in CY2022. However, due to the increase in contacts, the Community Outreach & Administrative Specialist also had to split her time between supporting intake and conducting outreach, therefore giving her fewer opportunities to advance Education & Awareness initiatives. Following the hire of the Intake & Administrative Specialist, the Community Outreach & Administrative Specialist may have more opportunities to engage in Education & Awareness work during CY2023.

3.2.2. Collaborative Activities and Engaged Partner Agencies

Key OHR Takeaways and Observed Trends
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The OHR partnered with 50 collaborators in CY2022 to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes.
--

As in previous years, Collaboration & Leadership comprised most of the OHR's outreach in CY2022. Collaboration & Leadership involves engagement with a variety of community partners to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes.

This year, the Community Outreach & Administrative Specialist also spent significant time networking with other agencies to explore opportunities for planning collaborative Education & Awareness events in CY2023 and beyond. These networking meetings were also recorded as Collaboration & Leadership outreach.

Of the 160 outreach activities conducted by the OHR in CY2022, 86 were in collaboration with other community partners. In CY2022, the OHR worked with the 57 primary collaborators listed below through a variety of meetings and collaborative events:

- Albemarle ESOL
- Blue Ridge Area Coalition for the Homeless
- Blue Ridge Area Food Bank
- Blue Ridge Health District
- Brave Souls on Fire
- Ceindy Doodles, LLC
- Central Virginia Legal Aid Society
- Charlottesville Area Community Foundation
- Charlottesville City School Board
- Charlottesville City Schools
- Charlottesville Low Income Housing Coalition
- Charlottesville Redevelopment and Housing Authority
- Chihamba
- City of Charlottesville
- City of Promise
- Cultivate Charlottesville
- Cville Pride
- DisAbility Law Center
- Families In Crisis: Migrant Adult Education
- Fifeville Neighborhood Association
- Fries Spring Neighborhood Association
- Habitat for Humanity
- Housing Opportunities Made Equal

- Incarnation Church
- Iniciativa de Salud Latina
- Innovage
- International Rescue Committee
- IX Art Park
- Legal Aid Justice Center
- Loaves and Fishes
- Martha Jefferson Neighborhood Association
- Offender Aid and Restoration & The Fountain Fund
- Partner for Mental Health
- Piedmont Environmental Council
- Piedmont Housing Alliance Financial Opportunity Center and Housing Hub
- Police Civilian Review Board
- Public Housing Association of Residents
- ReadyKids
- Region Ten
- Richmond Human Rights Commission
- Sexual Assault Resource Agency
- Shelter for Help in Emergency
- Sin Barreras/ Without Barriers
- Soul of Cville Festival
- The Equity Center
- The Democracy Initiative Center for the Redress of Inequity Through Community-Engaged Scholarship
- The Haven
- The Innocence Project at UVA School of Law
- The Women's Initiative
- Thomas Jefferson Area Planning District
- United Way

4. Charlottesville Human Rights Ordinance Sec. 2-433. (c)

Sec. 2-433. (c) 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.

Key HRC Actions and Takeaways

The HRC engaged in six actions aligned with Sec. 2-433. (c), related to the review of City policies including two Council recommendations, two HRC resolutions, and two public discussions.

This role falls primarily with the HRC, with the OHR providing administrative support. The specific duties and responsibilities under this role are further explained in *Sec. 2-435. Duties and responsibilities – Systemic issues.*

The chart below shows how the HRC’s actions align with the duties and responsibilities in Sec. 2-433.(c) in the CHRO and with the focus areas Commissioners identified during their annual retreat. Documents referenced in the action summaries are publicly posted on the “Human Rights Documents” subpage within the “Human Rights” webpage on the City website.

Date	Alignment	Action	Summary
1/20/22	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Equity in City government.	HRC Resolution	In late December of CY2021, the HRC passed Resolution HR21-1 to Establish a Citywide Language Access Plan. In CY2022, the HRC adopted the plain language version of Resolution HR21-1 and two accompanying plain-language flyers in English and Spanish. This resolution codified the Commission's recommendation that the City develop and implement a city-wide Language Access Plan, and the plain-language versions ensured that all residents are able to access and understand it.
1/31/22	Duties & Responsibilities: Sec. 2-435 Systemic Issues. Annual Focus Areas: No direct alignment.	Council Recommendation	The HRC sent a letter to City Council outlining concerns with the treatment of incarcerated people at Albemarle-Charlottesville Regional Jail (ACRJ) who had not been subjected to adequate sanitation and treatment practices during a COVID-19 outbreak.

Date	Alignment	Action	Summary
2/17/22	Duties & Responsibilities: Sec. 2-435 Systemic Issues. Annual Focus Areas: No direct alignment.	Public Discussion	The HRC hosted a public, virtual discussion with Councilor Sena Magill, ACRJ Board Member, and Col. Martin Kumer, Superintendent of the ACRJ, as a follow-up to the letter to Council sent on 1/31/2022 regarding concerns about the ACRJ and the COVID-19 outbreak.
2/22/22	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement.	Public Discussion	The HRC hosted a Public & Subsidized Housing Panel Discussion with speakers Victoria Horrock, attorney with the Legal Aid Justice Center (LAJC) and Shelby Edwards, Executive Director of Charlottesville Public Housing Association of Residents (PHAR). The speakers presented information on behalf of their respective organizations related to availability and conditions in subsidized housing. The panel discussion highlighted zoning, educating the public, and partnerships of power as important topics to pursue as a Commission in the future.
8/18/22	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement.	HRC Resolution	The HRC adopted Resolution A22-1 Community Engagement (in plain language) and two accompanying flyers in English and Spanish to codify the Community Engagement Committee's duties and responsibilities of connecting with the public and supporting the mission of the HRC and OHR.

Date	Alignment	Action	Summary
8/26/22	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Equity in City Government.	Council Recommendation	The HRC sent a letter to City Council advocating for the creation of a Citywide Language Access Plan and pointing out its adoption of Resolution HR21-1.

5. Charlottesville Human Rights Ordinance Sec. 2-433. (d)

Sec. 2-433. (d) Seek work share agreements with the Equal Employment Opportunity Commission (“FEPA”) and the Department of Housing and Urban Development (“HUD-FHAP”) to conduct investigations of employment and housing discrimination on their behalf, and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City.

Most of the duties and responsibilities relating to the pursuit of a Fair Employment Practices Agency (FEPA) workshare with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare with the U.S. Department of Housing and Urban Development (HUD) fall to the OHR, with the HRC playing a supporting role. This role, though not further clarified within the ordinance, will have a dramatic effect on the enforcement processes detailed in *Sec. 2-437. Duties and responsibilities – Investigation of individual complaints and issuance of findings* and *Sec. 2-439.1. Enforcement authority – The role of the Commission.*

In CY2021, the HRC prioritized pursuit of the FHAP workshare over the FEPA because simultaneous pursuit of both workshares without additional staff support was not practical. Therefore, work on the FEPA workshare was put on hold for the entirety of CY2022.

5.1. Sec. 2-433. (d) HRC Actions

Key HRC Actions and Takeaways

As a further step toward pursuing a FHAP workshare, as set forth by Sec. 2-433. (d) of the CHRO, the HRC adopted amendments to the CHRO for recommendation to City Council. The amendments were adopted by City Council on November 21, 2022.

Any locality wishing to enter a FHAP workshare with HUD must have enacted a law or ordinance that contains language that is substantially equivalent to federal fair housing law. While the HRC cannot directly amend City policy it has a duty and responsibility to provide recommendations and guidance to City Council pertaining to City policies that affect human rights. The chart below shows the actions the HRC took to progress toward entering a FHAP workshare in CY2022.

Date	Alignment	Action	Summary
9/15/22	Duties & Responsibilities: Sec. 2-433. (d) Federal Workshares Annual Focus Areas: Housing Equity Assessment	Policy Review	The HRC began review of a draft version of the CHRO at its regular meeting on 9/15/22. Commissioners prepared feedback and asked questions ahead of a proposed final review and adoption at the HRC regular meeting on 10/20/22.
10/20/22	Duties & Responsibilities: Sec. 2-433. (d) Federal Workshares Annual Focus Areas: Housing Equity Assessment	Policy Review	The HRC adopted proposed amendments to the CHRO for recommendation to City Council. The most significant proposed amendments made the ordinance substantially equivalent to federal fair housing law, in preparation for the Office of Human Rights entering a Fair Housing Assistance Program (FHAP) workshare. The HRC Director had been working on these revisions since 2021, and they were adopted by City Council on 11/21/22.

5.2. Sec. 2-433. (d) OHR Actions

OHR staff worked in partnership with the City Attorney's Office to draft amendments to the CRHO to include substantially equivalent language to the federal fair housing law. These changes will result in significant differences in the way housing discrimination complaints are processed by the OHR once the FHAP workshare is in effect. A more detailed description of the changes can be found in the two memos presented to City Council during the Council meetings on November 7, 2022, and November 21, 2022. The table below shows the actions taken by the OHR in CY2022 to progress toward a FHAP workshare agreement with HUD.

Step	Summary of Actions
<i>OHR initiates contact with federal agency. (CY2021)</i>	The Director set up the above-mentioned question-and-answer session with the HRC and Erik Steinecker from the HUD Fair Housing Office.
<i>OHR drafts necessary documents for application. (CY2021)</i>	The Director drafted a revised version of the CHRO that included language necessary for substantial equivalence with federal fair housing law.
<i>OHR submits draft documents to federal agency for informal review. (CY2021)</i>	The Director worked with Erik Steinecker at the HUD Fair Housing Office throughout 2021 to edit the initial draft of the revised CHRO.
<i>OHR submits draft documents to City Attorney for review. (CY2021)</i>	The Director met with City Attorney's Office staff for an initial review of the revised CHRO. Following this meeting, the Director contacted the Fairfax County Office of Human Rights to ask questions about the practical implications of some of the duties required by substantial equivalence to federal fair housing law.
<i>OHR revises draft documents based on federal agency and City Attorney feedback. (January – July 2022)</i>	The Director further revised the CHRO, incorporating feedback from the Director of the Fairfax County Human Rights Commission, HUD, and the City Attorney's Office.
<i>OHR prepares draft documents for review by HRC. (August 2022)</i>	The Director met with City Attorney's Office staff for a follow-up review of the CHRO and makes additional revisions.
<i>OHR presents draft documents for HRC and public review and feedback. (September 2022)</i>	The Director included the draft CHRO in the HRC regular meeting agenda packet for September 15, 2022. Commissioners were asked to provide feedback before October 3, 2022. Members of the public were invited to provide feedback to OHR staff or during public comment at HRC meetings.
<i>OHR prepares final draft documents for presentation to HRC for adoption. (September – October 2022)</i>	The Director met with City Attorney's Office staff to review final edits to the CRHO before presentation to the HRC.

Step	Summary of Actions
<i>HRC adopts final draft documents for recommendation to City Council. (October 2022)</i>	At the HRC regular meeting on October 20, 2022, Commissioners voted to adopt the amended CHRO for recommendation to City Council.
<i>HRC and OHR present final draft documents to City Council. (November 2022)</i>	The Director met with Councilors individually to review the changes to the CHRO before a first reading at the November 7, 2022, Council meeting and a second reading followed by a vote to approve on November 21, 2022.
<i>OHR presents the approved documents to HUD for follow-up review and next steps.</i>	<i>Work to be continued in CY2023.</i>

6. Charlottesville Human Rights Ordinance Sec. 2-433. (e)

Sec. 2-433. (e) 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.

Key HRC Actions and Takeaways
As directed by Sec. 2-433. (e) of the CHRO, the HRC made legislative recommendations to Council related to housing equity, transportation equity and accessibility, health and food equity, and equity in law enforcement.

This role rests primarily with the HRC with support from the OHR. This role also relates to the HRC's work under *Sec. 2-434. Duties and responsibilities – Community dialogue and engagement* and *Sec. 2-435. Duties and responsibilities – Systemic issues*.

On October 27, 2022, the HRC submitted recommendations to City Council via a letter which can be found on the "Human Rights Documents" subpage on the "Human Rights" webpage on the City of Charlottesville website and is titled, "20221027 Recommendations for 2023 Legislative Agenda." The letter lists the following recommendations:

- 1) Housing Equity
 - a. The City should advocate for enabling legislation to support increasing state assistance for those experiencing homelessness and maintaining stable housing.
 - b. HRC reaffirms our 2021 recommendation to allow localities to bring an action in court for substandard housing conditions.
 - c. The City should advocate for enabling legislation to support state legislation to enable local rent control.
- 2) Transportation Equity & Accessibility
 - a. The City should advocate for enabling legislation to increase frequent and reliable transit in the form of state-wide intercity affordable and accessible public transit options.
 - b. The City should advocate for enabling legislation to increase funding devoted to improving bike and pedestrian infrastructure.
- 3) Health & Food Equity
 - a. The City should advocate for enabling legislation to protect access to reproductive healthcare.
 - b. The City should advocate for opposition to Executive Order No. 1 "On Divisive Concepts."
 - c. The City should advocate for enabling legislation to improved access to health care for minority and disadvantaged communities using evidence-based approaches (i.e., Proposed Model Treatment of Transgender Students in Virginia Public Schools) to evaluate any proposed policies.

- d. The City should advocate for enabling legislation to enact state benefits that address hunger and poor nutrition such as a state-wide universal school meals program.
- 4) Equity in Law Enforcement
 - a. The City should advocate for enabling legislation to reshape policing by enabling alternatives to police response.

These legislative recommendations were guided by results from a poll of the Charlottesville community asking the public what they would like to prioritize in legislation. The poll was a collaborative project between the HRC and OHR Community Outreach & Administrative Specialist. Thanks to publicity generated by the Communications Department through the City website and various social media platforms, the poll garnered 101 responses from community members.

7. Charlottesville Human Rights Ordinance Sec. 2-433. (f)

Sec. 2-433. (f) Prepare recommendations to policies and procedures the Commission believes are necessary for the performance of the roles, duties and responsibilities assigned to the Commission within this article, and for modifications or operating procedures approved by City Council.

Key HRC Actions and Takeaways
Per Sec. 2-433. (f) of the CRHO, the HRC reviewed and amended its internal Rules and Procedures to redefine a quorum as the majority of serving members. The HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities.

This role is shared by the HRC and OHR and relates to all other duties and responsibilities detailed in the CHRO. The table below summarizes the recommendations the HRC made to Council in CY2022:

Date	Alignment	Action	Summary
1/20/2022	Duties & Responsibilities: Sec. 2-435 Systemic Issues Annual Focus Areas: HRC & OHR Capacity Expansion	Policy Review	The HRC adopted proposed amendments to its Rules & Procedures. The most significant proposed amendment was to change the definition of a quorum from a minimum of seven Commissioners to a majority of serving Commissioners to allow members to conduct business when there are fewer serving Commission members.
10/20/22	Duties & Responsibilities: Sec. 2-435 Systemic Issues Annual Focus Areas: HRC & OHR Capacity Expansion	Policy Review	In addition to the amendments to the CHRO involving substantial equivalence to federal fair housing law, the HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities.

8. Conclusions

The HRC continues to develop its capacity to fulfill the duties, roles, and responsibilities outlined in the CHRO. As a volunteer body of nine members, all of whom have significant personal and professional commitments outside Commission membership, the HRC struggled to accomplish all the ambitious goals it developed during the annual retreat and strategic planning meeting. However, the HRC did effectively explore various ways to engage the public and gather input to inform its work through public town hall discussions and public polls. This public engagement, coupled with the data provided by the OHR regarding service provision trends, has helped them narrow their focus heading into CY2023. In addition, HRC membership was more stable in CY2022, with fewer members leaving and fewer new members joining. As a result, Commissioners will have the opportunity work together over multiple years, which should improve their ability to delve deeply into complex issues and produce well-informed recommendations to City Council.

As the volume of individual service work by the OHR continues to increase, the need for additional staff and appropriate organizational structure also increases. The OHR benefitted greatly from the hire of Victoria McCullough as Community Outreach & Administrative Specialist. Victoria was able to restart the OHR's outreach efforts. However, a 60% increase in incoming contacts from CY2021 to CY2022 meant that the OHR also relied heavily on Victoria's support for intake and navigation. City Council's funding approval for the hire of an Intake & Administrative Specialist and an Investigator comes at a pivotal point in the OHR's evolution. The immediate need for an Intake & Administrative Specialist is clearly illustrated by the increased volume of contacts in CY2022. The need for an Investigator is evident in the number of complaint cases that remain open over multiple years. Additionally, as the OHR moves toward entering a Fair Housing Assistance Program workshare, the ability to investigate housing complaints efficiently and effectively will become more important.

The OHR Director, Community Outreach & Administrative Specialist, and OHR Interns examined the scope of services provided by the OHR in CY2022. While the CHRO clearly defines the role of the OHR in addressing complaints of discrimination, it does not provide guidance regarding services provided to individuals who present inquiries not directly related to a complaint of discrimination. In CY2022, staff began tracking these services by logging them as "Navigation" contacts. A total of 58% of all incoming and outgoing contacts in CY2022 were classified as "Navigation." While some of these contacts involved a non-jurisdictional allegation of discrimination that was referred to a state or federal agency, many more involved services unrelated to an allegation of discrimination. Often, OHR staff found that individuals came to the OHR after failing to navigate local service systems on their own. OHR staff frequently facilitated individuals' contact with other service providers, serving as a third-party intermediaries or advocates. OHR staff also noted that many people seeking "Navigation" services presented with housing and mental health related challenges, pointing to potential gaps in local services in these areas. In CY2023, OHR staff will further refine data collection on "Navigation" contacts to track trends in the types of services provided. This may shed light on systemic shortcomings and inform decisions regarding service needs in the community.

9. Attachments

- 1) OHR CY2022 Data Dictionary
- 2) OHR CY2022 Individual Service Data
- 3) OHR CY2022 Community Outreach Data

Attachment 1: OHR CY2022 Charlottesville Office of Human Rights Data Dictionary

Term	Definition
Appointment Set-up	A contact involving the scheduling of an appointment with the Office of Human Rights.
Case	A complaint of unlawful discrimination that has been accepted for further action by the Office of Human Rights.
Charlottesville Human Rights Ordinance	A part of the Code of the City of Charlottesville found in Chapter 2, Article XV, that explains the roles and responsibilities of the Human Rights Commission and Office of Human Rights and defines the protected activities, protected classes, and enforcement mechanisms authorized to address unlawful discrimination within the jurisdiction of the City of Charlottesville.
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, because the client chooses not to pursue the case further, or because the client has ceased responding to attempted follow-up by 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 Office of Human Rights, as defined by the Human Rights Ordinance.
Complainant	An individual or group of individuals who have filed a formal complaint of unlawful discrimination with the Office of Human Rights.
Contact	All walk-ins, appointments, phone calls, text messages, and emails with individuals.
Counseling	Assistance provided to an individual who presents an inquiry or complaint in which staff present various courses of action to address a concern.

Term	Definition
Determination	A decision made by the Director, based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination, whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This term is used synonymously with “Finding.”
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, prior to the complainant providing enough information to decide if the complaint presents a jurisdictional, prima facie case of discrimination.
Finding	A decision made by the Director, based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination, whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This term is used synonymously with “Determination.”
Further Action	Steps taken to address a complaint of discrimination that may include informal conciliation, mediation, and investigation.
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.
Informal Conciliation	A method of resolving a complaint of unlawful discrimination in which the Director engages in an informal dialogue with the complaint and respondent and a non-binding agreement is reached that resolves the complaint to the complainant’s satisfaction.
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.

Term	Definition
Investigation	The formal process of gathering factual evidence regarding a complaint of discrimination. Fact gathering can include interviewing the complainant, respondent, and witnesses. It may also include gathering other evidence such as documents, audio recordings, video footage, or physical evidence.
Investigation Activity	Any activity associated with the formal investigation of a complaint.
Jurisdiction	The geographic and legal scope of enforcement authority as defined by the <u>Charlottesville Human Rights Ordinance</u> .
Mediation	A method of resolving a complaint of unlawful discrimination in which a third-party, licensed mediator facilitates a formal dialogue and negotiation between the complainant and respondent. If mediation is successful, the resulting settlement agreement is a private, legally binding contract between the complainant and respondent that is enforceable through civil action in the appropriate court.
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.
Navigation	Individual service provision which does not involve a jurisdictional complaint of discrimination but may include referrals to other service providers, assistance with accessing services or communicating with other agencies, or clerical support.
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.
Prima facie	A term used to define whether a complaint presents an actionable allegation of discrimination “on its face.” In a prima facie case, the following criteria must be met: • Complainant was engaged in a protected activity. • Complainant either self-identifies or is perceived by Respondent to be a member of a protected class. • There is testimonial or documentary evidence of a practice or policy to exclude or otherwise adversely treat individuals in Complainant’s protected class. • There are specific harms identified by Complainant, resulting from the alleged discrimination.

Term	Definition
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 accommodation, credit, and private education.
Protected Class	A grouping of people, as defined by state and federal law, of which an individual either self-identifies as a member or is perceived to be a member, that is protected from discrimination when an individual is participating in a protected activity. The Charlottesville Human Rights Ordinance lists the following classes as protected: • Age/Elderliness • Childbirth or related medical conditions • Disability • Familial Status (in housing) • Gender Identity • Marital Status • National Origin • Pregnancy • Race • Religion • Sex • Sexual Orientation • Color • Source of Funds (in housing) • Status as a Veteran
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 either a determination of probable cause after the formal investigation of a complaint <i>or</i> a review of a determination of no probable cause for which a complainant seeks an appeal.
Referral	A recommendation made by OHR staff for an individual to contact another agency to address a concern raised during an individual contact with the Office of Human Rights.
Respondent	An individual, group of individuals, or agency that is named by the complainant in a formal complaint of unlawful discrimination as responsible for a discriminatory act against the complainant.
Staff Follow-up	An outgoing contact in which staff communicates with an individual who has previously contacted the Office.

Term	Definition
Third-Party Incoming Contact	An incoming contact with a person other than the individual directly involved with an inquiry or complaint being discussed.
Third-Party Outgoing Contact	An outgoing contact with a person other than the individual directly involved with an inquiry or complaint being discussed. The person directly involved must give verbal or written consent for staff to initiate a third-party outgoing contact.
Unlawful Discrimination	The denial of a person's opportunity to engage in a daily life activity that is protected by law, on the basis of their membership or perceived membership in a protected class.

Attachment 2: OHR CY2022 Individual Service 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>	296	184	217	293	422	430	384	482	547	386	352	315	4,308
<i>Total Incoming Contacts</i>	213	152	173	229	313	307	308	361	414	309	260	216	3,255
<i>Average Incoming & Outgoing Contacts/Day</i>	13	9	10	13	18	22	17	22	27	17	19	18	17
<i>Average Incoming Contacts/Day</i>	10	8	8	10	14	15	14	16	21	13	14	12	13
<i>Referrals from Sin Barreras</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Contacts in Spanish</i>	3	3	1	1	2	7	9	3	3	1	3	0	36
<i>Total Staff Follow-ups (Outgoing)</i>	34	23	28	19	46	47	27	58	50	24	38	38	432
<i>Total Third-Party Contacts (Outgoing)</i>	49	9	16	45	63	76	49	63	83	53	54	61	621
<i>Total Client Follow-ups (Incoming)</i>	145	102	128	128	203	193	161	194	217	198	138	126	1,933
<i>Total Third-Party Contacts (Incoming)</i>	55	29	31	62	94	82	126	140	165	75	92	67	1,018
<i>Total General Contacts (Incoming)</i>	8	17	10	26	6	19	12	13	21	21	20	8	181
<i>Total New Inquiries (Incoming)</i>	4	3	4	11	10	13	7	14	9	15	9	14	113
<i>Total New Complaints (Incoming)</i>	1	1	0	2	0	0	2	0	2	0	1	1	10
<i>Total Incoming & Outgoing Navigation Contacts</i>	93	88	105	153	233	272	262	249	343	281	245	179	2,503
<i>Total Incoming & Outgoing Navigation Contacts (VM)</i>	0	0	11	36	74	96	58	78	25	77	82	58	595
<i>Total Incoming & Outgoing Navigation Contacts (TN)</i>	91	85	90	114	154	175	204	170	316	200	163	120	1,882
<i>Total Incoming & Outgoing Navigation Contacts (LG)</i>	2	3	4	3	5	1	0	1	2	4	0	1	26
<i>Percentage: Navigation out of Total Contacts</i>	31%	48%	48%	52%	55%	63%	68%	52%	63%	73%	70%	57%	58%
<i>Total Allegations (Both I&C)</i>	2	1	2	2	0	0	3	4	6	6	1	1	28
<i>Total I&C: Locality - Cville</i>	4	3	2	6	4	9	9	7	6	5	5	7	67
<i>Total I&C: Locality - Albemarle</i>	0	0	1	2	1	0	0	2	2	8	1	1	18
<i>Total I&C: Locality - Other or Not Specified</i>	1	1	1	5	5	4	0	5	3	2	4	7	38
<i>Total Inquiries: P.A. - Employment</i>	1	2	1	4	1	2	1	2	2	3	1	2	22
<i>Total Inquiries: P.A. - Housing</i>	2	1	2	3	5	8	4	7	4	10	7	6	59
<i>Total Inquiries: P.A. - Public Accommodation</i>	1	0	0	1	2	2	2	1	3	0	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>	0	0	1	3	2	1	0	4	0	2	1	6	20
<i>Total Complaints: P.A. - Employment</i>	0	0	0	0	0	0	1	0	1	0	0	1	3
<i>Total Complaints: P.A. - Housing</i>	1	1	0	1	0	0	1	0	0	0	0	0	4

[illegible]

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Closed Complaints													6
Total Dismissed Complaints													1
Primary Service: Appointment Set-up	3	3	0	3	4	4	4	13	18	14	2	2	70
Primary Service: Clerical Assistance	0	1	1	0	1	2	5	2	2	3	0	2	19
Primary Service: Counseling	3	2	2	3	5	7	2	7	5	3	2	5	46
Primary Service: Event Information	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Investigation Activity	19	1	9	14	12	1	6	7	12	6	6	3	96
Primary Service: Information	167	83	88	96	148	130	91	173	132	72	81	64	1,325
Primary Service: Mediation Related Services	11	6	12	24	19	14	14	31	35	7	16	60	249
Primary Service: Outreach Coordination	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Public Hearing	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Volunteer Coordination	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Navigation	93	88	105	153	233	272	262	249	343	281	245	179	2,503

Attachment 3: OHR CY2022 Community Outreach Data

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