

2023 ANNUAL REPORT

Office of Human Rights and Human Rights Commission
City of Charlottesville



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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 CY2023 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 November 21, 2022, 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 jurisdiction of 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, commissions, and other public agencies within the City and advise those bodies on issues related to human rights;*
- d) Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) 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; and*
- f) Prepare recommendations to City Council as 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 of 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 2023 (CY2023).

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. The CHRO was last amended on November 21, 2022, and this report will follow this amended version.

Report section 8. *Conclusions and Recommendations* includes a review of the key data presented in the body of the report along with an analysis of any observed trends in the data and how those trends may impact the work of the HRC and OHR.

The HRC and OHR are committed to improving accessibility to information about their work. This report has been made accessible for people who are 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 those who are 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 attachment **9.1. OHR CY2023 OHR Data Dictionary**.

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

Staff Contact: Todd Niemeier, Director, Human Rights Commission

Phone: 434-970-3023

Email: niemeier@charlottesville.gov

OHR Webpage: www.charlottesville.gov/665/Human-Rights

HRC Webpage: www.charlottesville.gov/963/Human-Rights-Commission

1.2. HRC Overview

In January 2023, the HRC re-elected Jessica Harris as Chair and Ernest Chambers as Vice Chair. Commissioners held their annual planning meeting on March 16, 2023, during which they identified the main focus area of equitable and affordable housing. The Commission formalized specific housing annual focuses, outlined below, in Resolution A23-1 passed on June 15, 2023:

- Work toward ensuring much more decent and affordable housing for all;
- Advocate to City Council to enact policies that will put into practice each of the above recommendations, including preserving and increasing Charlottesville's racial diversity, housing equity, and affordable housing;
- Work to undo historic racial inequities in housing, particularly those that were codified as official policies. These will include seeking reparations for those harmed by policies and their descendants, including the destruction of the Vinegar Hill;
- Work to enact policies to preserve and increase Black housing ownership in the City;
- Work to undo racial discrimination codified in our zoning with a focus on the creation of substantially more housing, with an emphasis on affordable housing, such as work to support the rezoning efforts underway in the City;
- Consider intersectionality, recognizing that people with disabilities, women, and other groups face particular barriers to accessing and preserving decent and safe housing;
- Work to enact policies to protect tenants, including to protect against unjust evictions and to ensure that all housing is decent and safe for human habitation.

The focus areas were summarized into the following to be referenced throughout this report when they align with the actions taken by the HRC in 2023:

1. Decent and affordable housing
2. Policies that preserve diversity, equity, and affordability in housing
3. Policies that undo historic racial inequities in housing
4. Policies that preserve and increase Black home ownership
5. Zoning that emphasizes more affordable housing

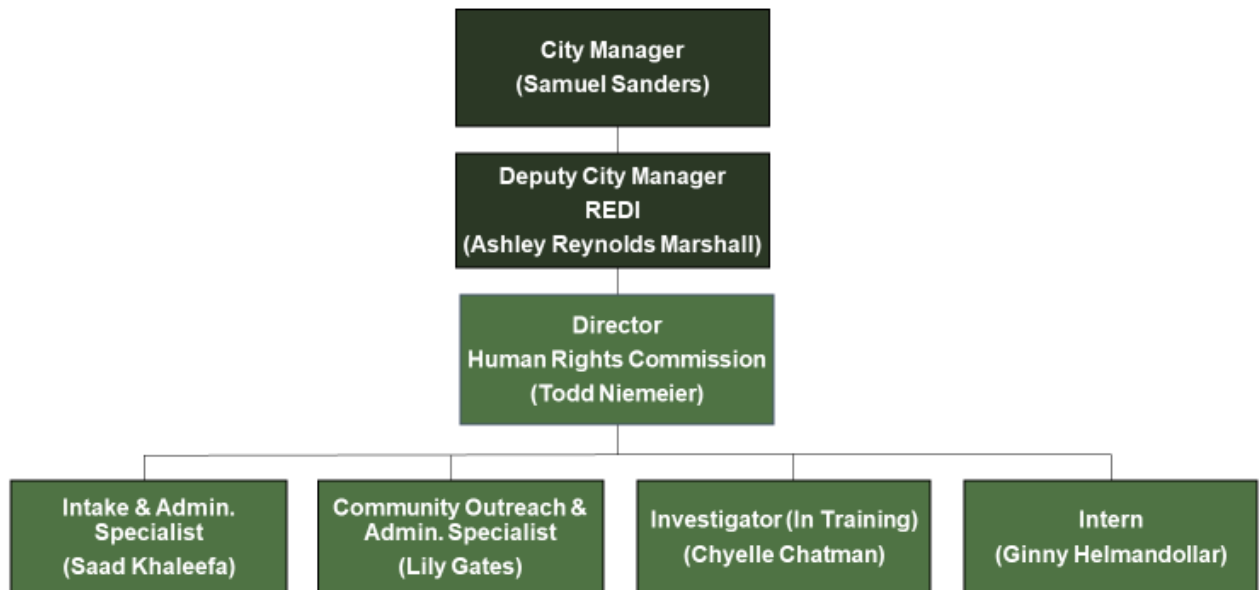
The Commission decided early in the year to look closely at the work of local housing-focused organizations as a means of better understanding the landscape of housing-related advocacy. Commissioners concluded that their platform as an advisory board to City Council could be best used by amplifying messages and advocacy points of other groups than aligned with the values and mission of the Commission.

1.3. OHR Overview

CY2023 was a time of significant change for the OHR. It was the first full year for the office in the new location at 507 East Main Street, sharing space with the Downtown Job Center and Home to Hope programs under the Office of Social Equity (formerly the Office of Equity and Inclusion). The OHR filled two newly created positions and one vacated position in 2023. The resulting organizational structure now mirrors that of other municipal offices in Virginia with similar human and civil rights enforcement authority, marking the first time since the creation of the OHR in 2013 that the office has full staff capacity.

The OHR made several key hires in CY2023. Saad Khaleefa was hired as the Intake & Administrative Specialist on April 10, 2023. Saad serves as the first point of contact for all incoming visitors and phone calls for the office and manages the complaint intake system. He brings a strong customer service background to the OHR. On October 13, 2023, Victoria McCullough stepped down from Community Outreach & Administrative Specialist position, and on October 16, 2023, long-time OHR Intern Lily Gates assumed the role. Lily brings to her new position over two years of experience supporting all aspects of the OHR's work. The OHR established an Investigator (In Training) position and training program to create a pathway for interested individuals to become human rights investigators through on-the-job training. On December 11, 2023, Chyelle Chatman was hired as the Investigator (In Training). Chyelle's background as a former ADA Coordinator serves as an excellent platform for her work as an investigator at the OHR. Ginny Helmandollar continues to serve as OHR Intern, and Todd Niemeier remains as Director.

The chart below shows the organizational structure of the OHR at the conclusion of CY2023:



2. Individual Assistance

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

Assist individuals who believe they are the victim of an act of unlawful discrimination within the jurisdiction of the City.

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

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*. Only one complaint has required the HRC to hold a public hearing since the HRC was created in 2013. The HRC held no public hearings during CY2023.

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. 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 with only minor adjustments. Any referenced data prior to 2018 has been reanalyzed and redistributed into current categories for ease of comparison. Attachment **9.2. OHR CY2023 Individual Service Data** provides detailed individual service data by month.

2.2.1. Total Incoming Contacts

During CY2023, the Office received an average of 8 incoming contacts per day and served a total of 288 unique individuals. The OHR received the following number of incoming contact types:

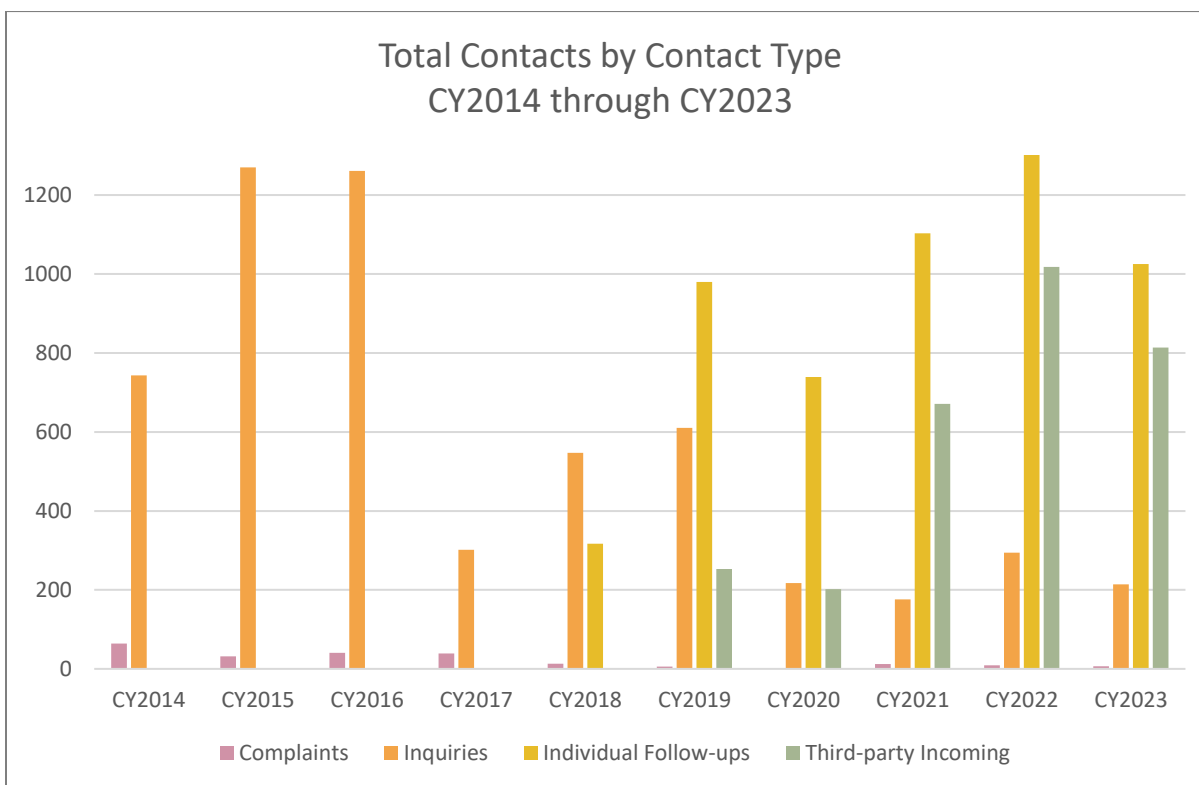
| Contact Type | Total Number |
|--------------------------------|--------------|
| Complaint | 7 |
| Inquiry | 214 |
| Client Follow-up | 1,025 |
| Third Party Incoming | 814 |
| <i>Total Incoming Contacts</i> | <i>2,060</i> |

When comparing the total number of incoming contacts for 2023 to previous years, it is significant to note that CY2023 received 1,193 (37%) fewer total incoming contacts than the previous year, which may be due to an intentional mid-year shift in Office service provision to prioritize processing jurisdictional complaints of unlawful discrimination and minimize work related to navigation and advocacy. Despite this shift, the number of incoming contacts received in CY2023 still exceeded all previous individual years except for CY2022.

| 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 |
| 2023 | 2,060 |

From 2018 to 2022, the OHR used the additional contact type of **general contacts**. In 2023, all general contacts were counted as inquiries, as the distinction between a general contact and an inquiry was subtle and eliminating the general contact category made data collection more streamlined and logical. To allow for more accurate comparison with the new categorization measures this year, total general contacts from 2018 to 2022 were added to each respective year's inquiries for the data presented in the chart below. For the data presented in sections 2.2.2. *Total Inquiries and Complaints by Location*, 2.2.3. *Total Inquiries and Complaints by Protected Activity*, and 2.2.4. *Total Inquiries and Complaints by Protected Class* General Contacts were not included in the Inquiry count for years prior to CY2023 because locality, protected activity, and protected class data were not collected for general contacts.

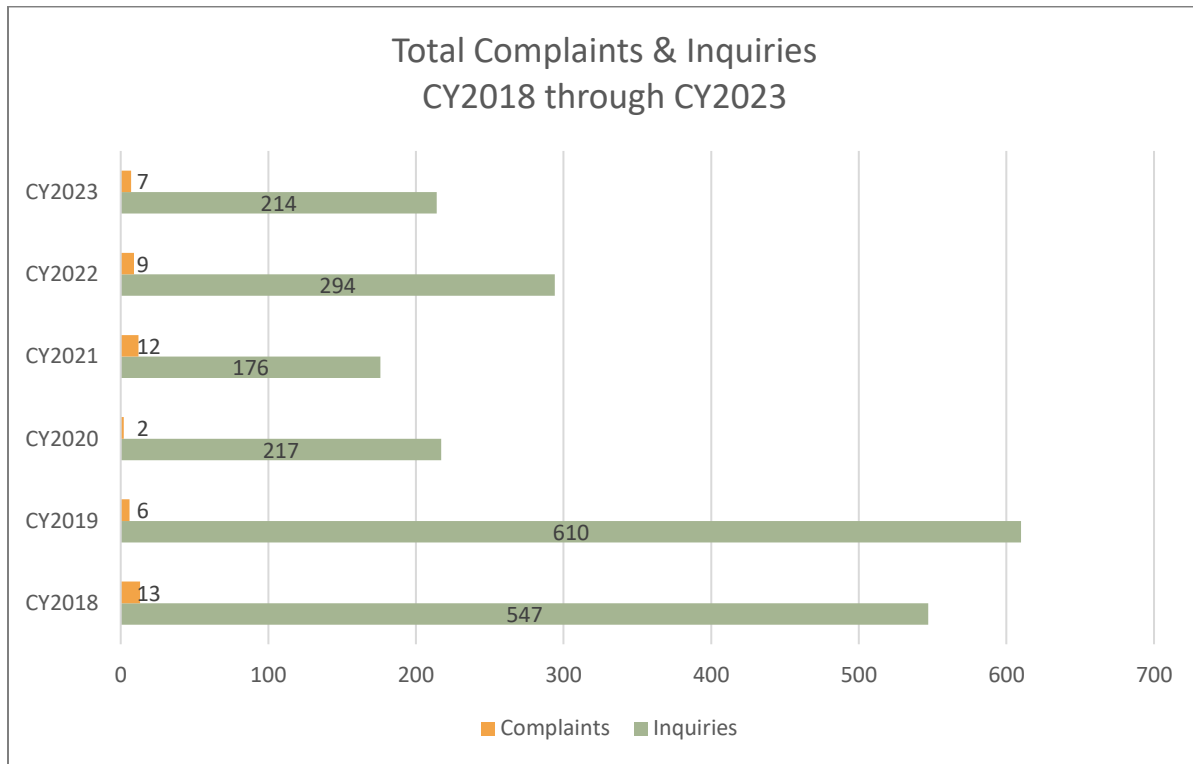
The chart below shows total contacts by type from CY2014 through CY2023:



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 CHRO. 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 attachment **9.1. OHR CY2023 OHR Data Dictionary** provides detailed definitions for all contact types.

Prior to CY2023, inquiries that evolved into complaints were reclassified in OHR records as complaints. These contacts were therefore combined and only counted once as complaints. In CY2023, the OHR stopped reclassifying inquiries when a contact evolves into a complaint, so the initial contact remains counted as an inquiry, and a new, separate contact is logged as a complaint. This means that the total count of inquiries will be higher by a number equal to the total number of complaints received for the year.

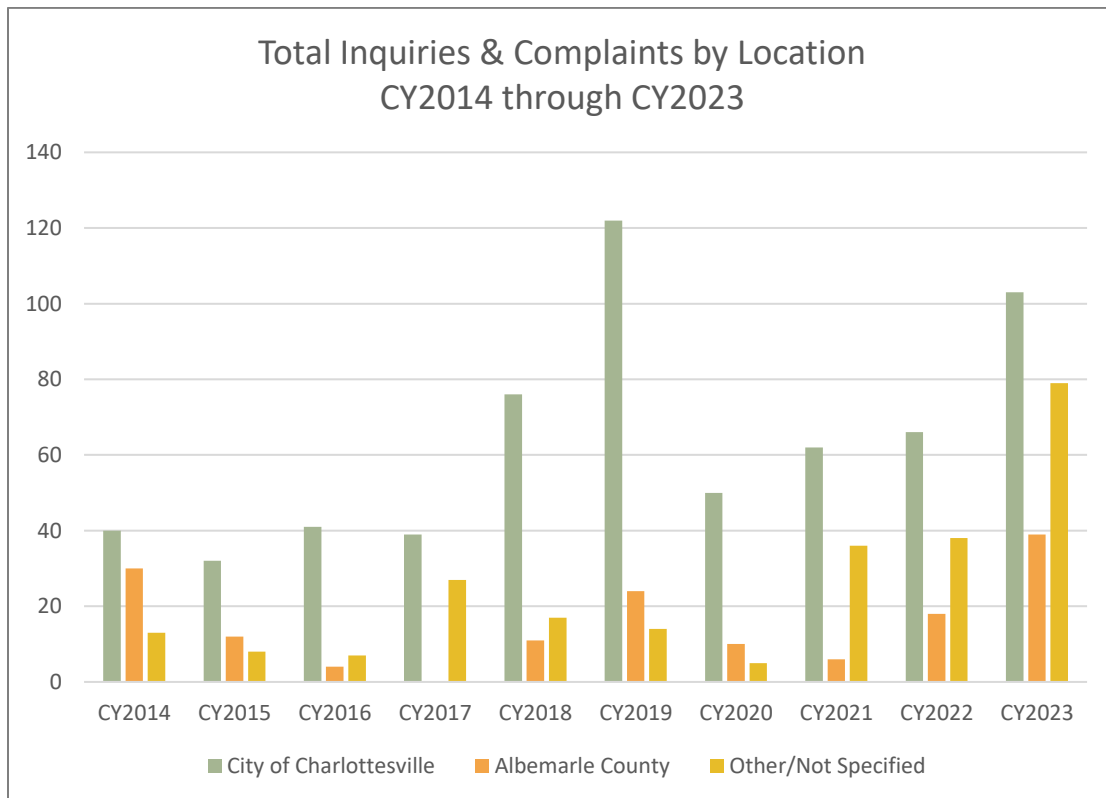
The chart below isolates the number of inquiries and complaints received over the past six years, highlighting that the OHR receives far more inquiries than formal complaints. Note again that general contacts from 2018 to 2022 were included in total Inquiries for each year:



2.2.2. Total Inquiries and Complaints by Location

Despite fluctuations in the volume of inquiries and complaints, most inquiries and complaints received by the OHR over the last ten years involved a concern that occurred in Charlottesville. In CY2023, the OHR received 98 inquiries (46% of 214 total inquiries) and 5 complaints originating in Charlottesville. Note the OHR received two additional complaints that were later determined to be non-jurisdictional, which would typically have been classified as inquiries, but were logged as non-jurisdictional complaints. 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. Inquiries received from localities other than Charlottesville and Albemarle came from many different locations in Virginia including Amherst, Augusta, Cedar Bluff, Chesterfield, Culpepper, Fluvanna, Green, Hanover, Henrico, Martinsville, Orange, Page, Roanoke, Salem, Staunton, Tazewell, and Waynesboro. The OHR also received two inquiries originating in North Carolina.

The OHR refers inquiries for services not covered by the CHRO to the appropriate service provider, when possible, and refers inquiries involving a non-jurisdictional allegation of unlawful discrimination to the appropriate municipal, 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:

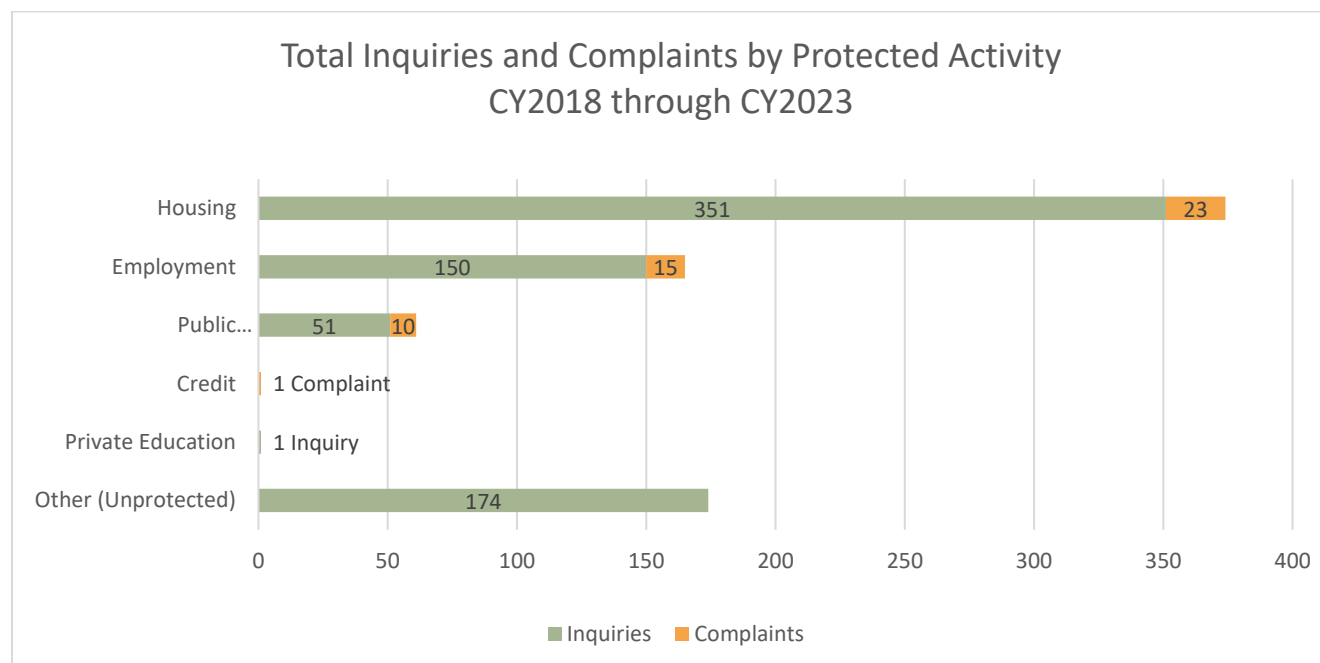


2.2.3. Total Inquiries and Complaints by Protected Activity

In CY2023, the OHR received a total of 214 contacts classified as inquiries and 7 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 CY2023:

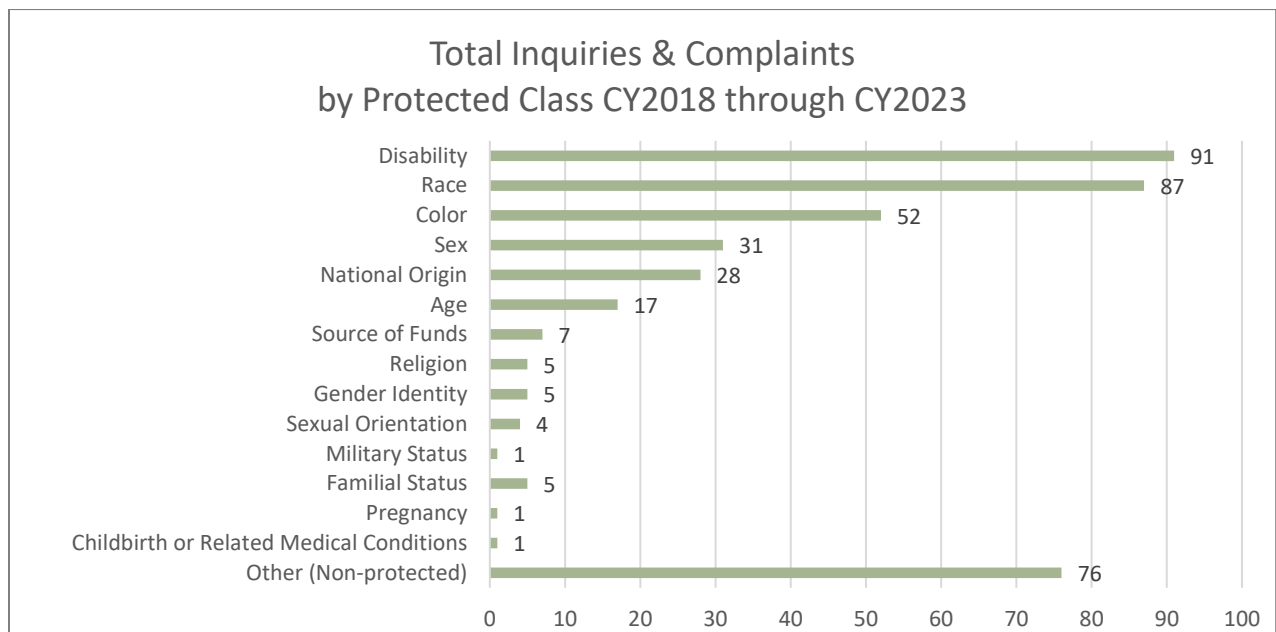
| Protected Activity | Total Inquiries | Total Complaints |
|----------------------|-----------------|------------------|
| Housing | 71 | 4 |
| Employment | 48 | 2 |
| Public Accommodation | 13 | 1 |
| Credit | 0 | 0 |
| Private Education | 1 | 0 |
| Other (Unprotected) | 81 | 0 |

The chart below shows a summary of the protected activities identified in inquiries and complaints received by the OHR from CY2018 through CY2023. Housing is the most often identified protected activity in inquiries and complaints received by the OHR, followed by Employment and Public Accommodation:



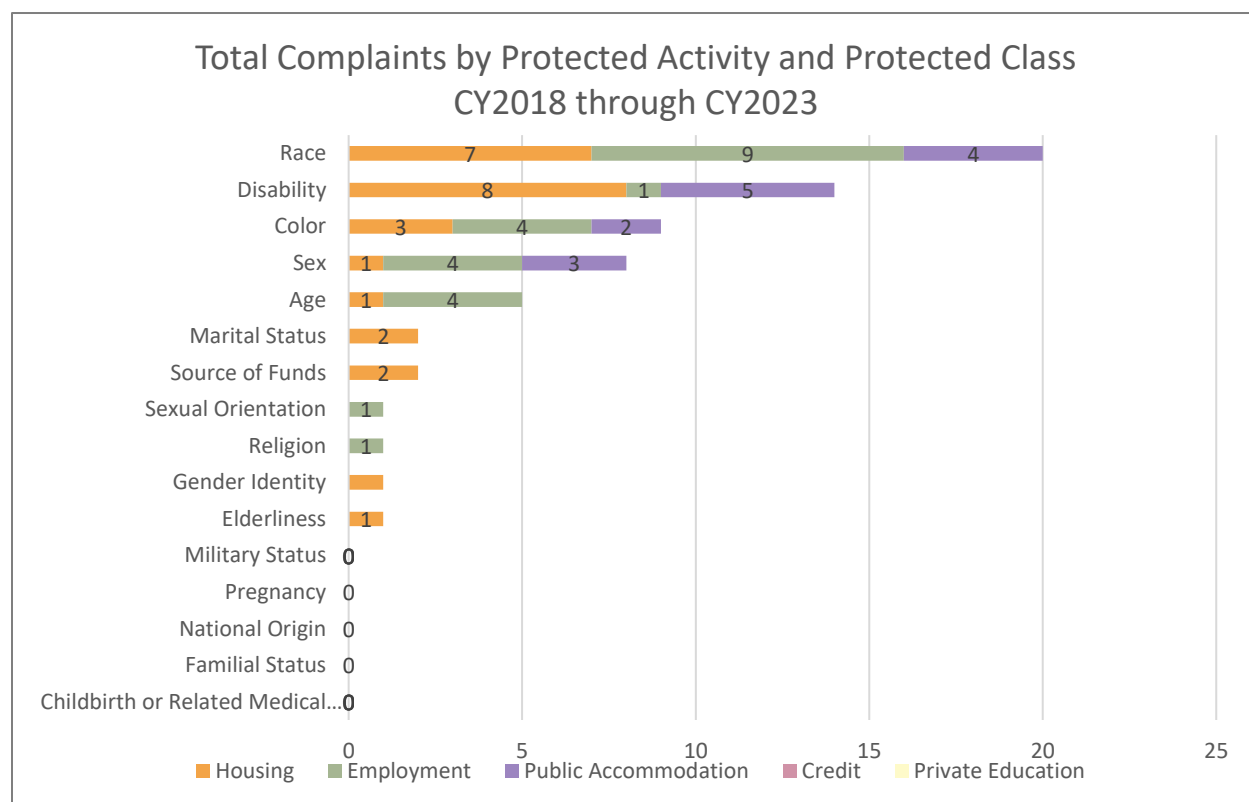
2.2.4. Total Combined Inquiries and Complaints by Protected Class

The chart below shows a summary of the protected classes identified in inquiries and complaints received by the OHR from CY2018 through CY2023. Note that between CY2018 and CY2023, 407 inquiries did not have a specified protected class. As a result, these inquiries are excluded from the chart for easier comparison of identified protected classes. Over the past six years, disability has been the most often identified protected class in inquiries and complaints received by the OHR, followed by race 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 the most often identified protected class in complaints of employment discrimination, and disability is the most often identified protected class in complaints of housing discrimination received by the OHR.



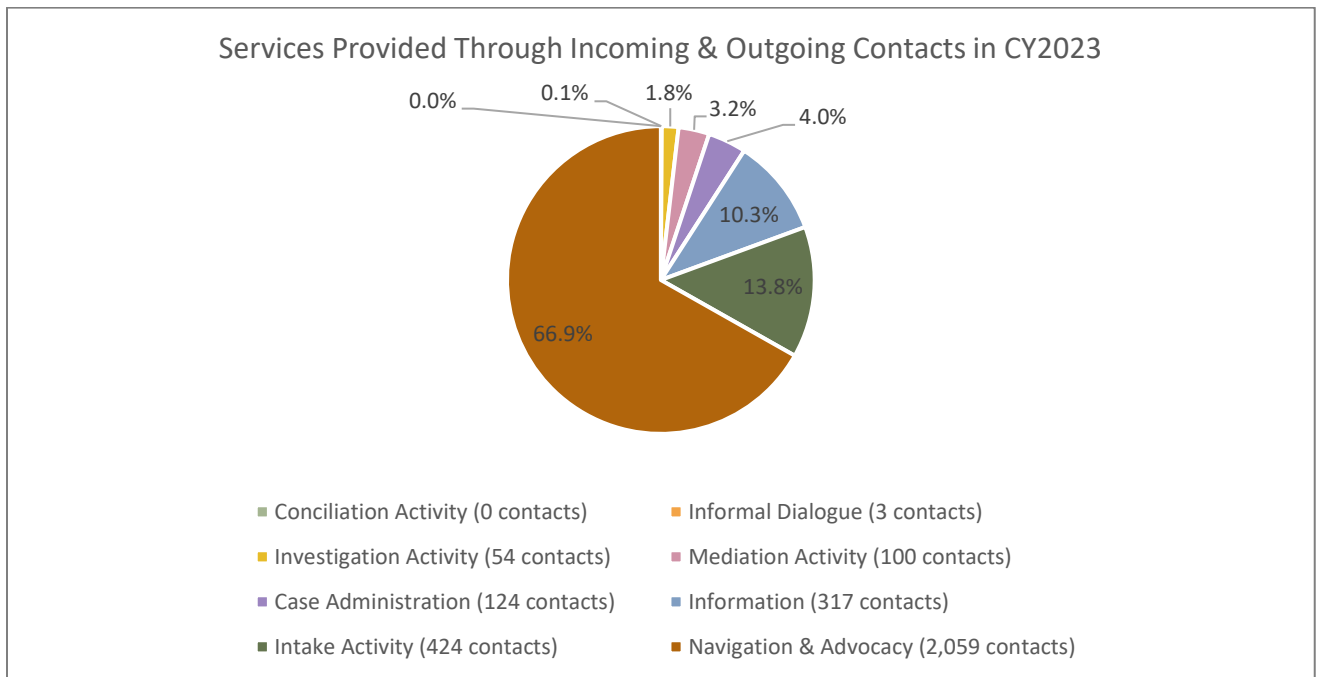
In CY2023, there were 4 cases of housing discrimination, 2 cases of employment discrimination, and 1 case of public accommodation discrimination. For a summary of case statuses in CY2023, please refer to section 2.2.9. *Status of Complaint Cases During the Calendar Year* of this report.

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

In CY2023, the OHR provided services through 3,081 incoming and outgoing contacts. Contacts during CY2023 were classified by the primary services of Case Administration, Conciliation Activity, Informal Dialogue, Information, Intake Activity, Investigation Activity, Mediation Activity, and Navigation & Advocacy. These classifications are slightly different than in previous years, reflecting further refinement in data collection, changes to the Human Rights Ordinance, and an intentional mid-year shift in focus away from navigation and advocacy and toward activity related to intake and investigations. Community outreach contacts are tracked in a separate system, and community outreach data for CY2023 is examined in Section 3.2. of this report. Definitions for each of the service provision categories can be found in the attachment **9.1. OHR CY2023 Data Dictionary**.

The chart below shows the total number of service contacts by type and percentage of total services provided in CY2023:

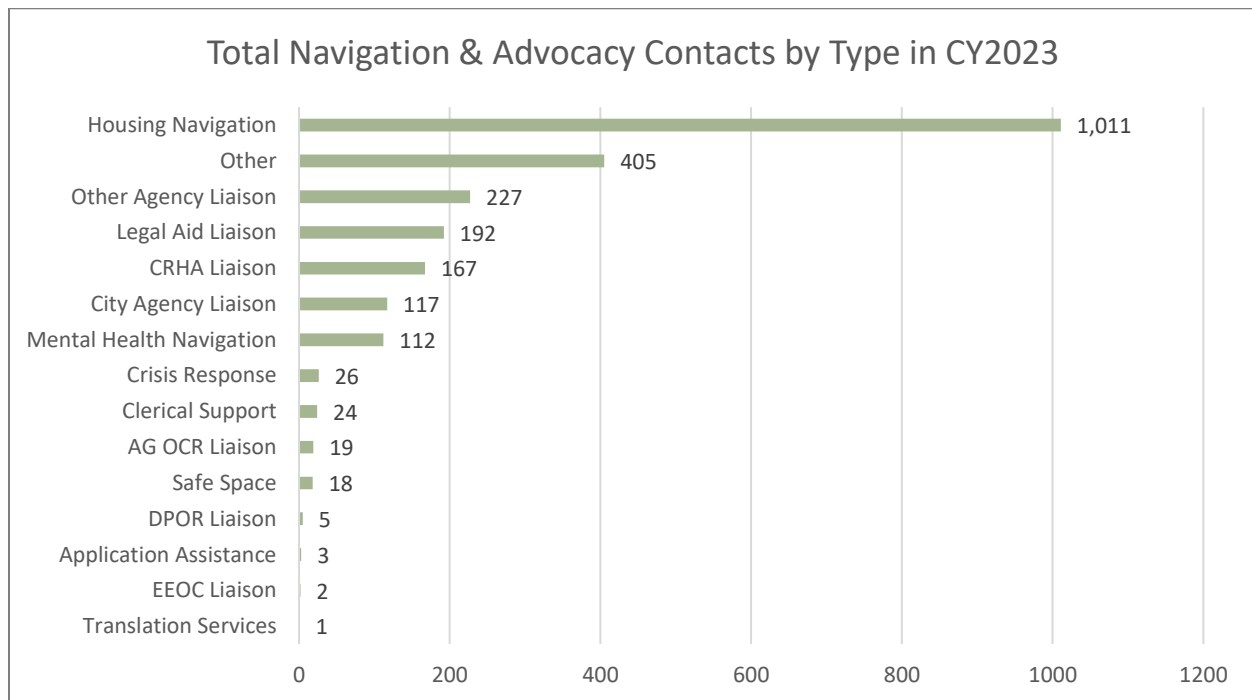


2.2.7. Navigation & Advocacy

First introduced in CY2022, **navigation & advocacy** is a service provision classification that 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. In CY2023, the OHR classified 2,059 incoming and outgoing contacts as navigation & advocacy, amounting to 67% of the 3,081 incoming and outgoing contacts handled by the OHR that year.

Housing navigation was the most common type of navigation & advocacy service provided in CY2023, making up 1,011 (49%) of the 2,059 navigation & advocacy contacts in CY2023. This included support with finding available housing, negotiating with property managers, and interfacing with service providers in the housing assistance sector or homelessness Continuum of Care.

The chart below shows the total number of navigation & advocacy contacts received in CY2023 classified by type of service provided:



As noted above, the OHR processed 2,059 incoming and outgoing contacts classified as navigation & advocacy in CY2023. In the CY2022 report, the Office stated its intent to also track the time spent by staff on navigation & advocacy contacts during subsequent years to gain a better sense of the extent to which these contacts pulled staff away from other duties. In CY2023, OHR staff logged 389.7 hours as navigation & advocacy contacts. This is 72% of the total 539.43 hours spent on all incoming and outgoing contacts in CY2023.

From January through June 2023, the total number of contacts classified as navigation & advocacy was 1,476 (304.70 staff hours). From July through December the number dropped to 583 (85.00 staff hours): a difference of 893 contacts or 219.70 staff hours from the first half of the year to the second. This is notable in that it reflects an intentional shift in focus for service provision away from navigation & advocacy and toward work directly related to receiving and attempting to resolve jurisdictional complaints of unlawful discrimination. While the OHR still receives many contacts classified as navigation & advocacy, staff redirect and refer individuals seeking assistance to better-suited service providers whenever possible.

2.2.8. Referrals to Other Services

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. This is because 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. Because the AGOCR has a workshare agreement with the EEOC, the OHR refers employment cases originating in Virginia to the AGOCR so that the complainant has the opportunity to dual file at both the state and federal level.

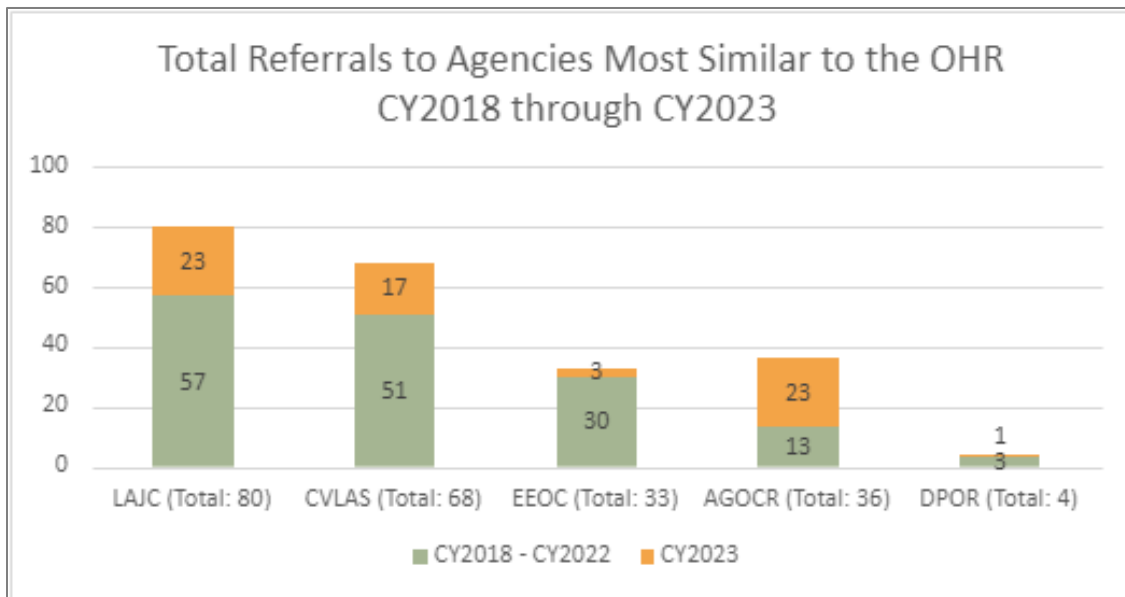
DPOR (Department of Professional and Occupational Regulation): This is a state government department that includes the Virginia Fair Housing Office. In previous years, individuals were referred to DPOR for formal fair housing discrimination investigations when the complainant expressly sought civil action against the respondent. It is important to note that with the passage of the amendments on November 21, 2022, the CHRO now includes language that states that when a housing complaint receives a finding of reasonable cause the City will file a civil action on behalf of the complainant. As OHR staff capacity increases to investigate and render findings in housing cases, and enters a Fair Housing Assistance Program (FHAP) workshare agreement with the federal government, referrals to DPOR are expected to discontinue entirely.

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.

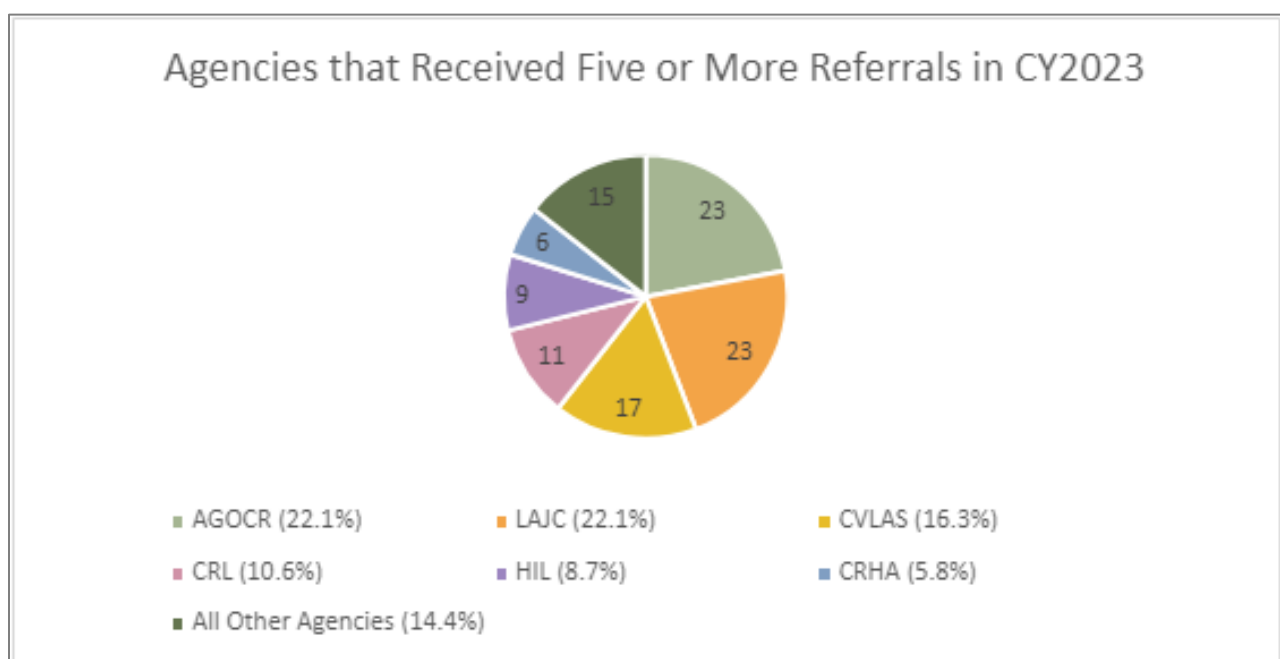
Other: The OHR refers individuals to a wide variety of other agencies and offices depending on their specific concerns.

The chart below depicts total referrals over the past six years, including totals for CY2023, to the five organizations that are most similar to the OHR:



In total, the OHR had 83 contacts result in referrals. Note that some referral contacts resulted in referrals to more than one agency or service provider; therefore, the total number of referral contacts is lower than the sum of referrals to the five primary agencies and “Other” agencies.

Most referrals over the past six years have been to agencies other than the primary five listed above. The chart below shows agencies in CY2023 that received five or more referrals. Although AG OCR, LAJC, and CVLAS are listed here, the EEOC and DPOR are not. Instead, the Homelessness Intake Line (HIL) and Charlottesville Redevelopment and Housing Authority (CRHA) each received five or greater referrals in 2023, more than either the EEOC or DPOR.



Below is a list of agencies that fall into the “All Other Agencies” referral category. These agencies received between one and three referrals during CY2023. Note that some individuals were referred to several of these organizations following a single contact with the OHR. Acronyms are included as they are referenced in the **CY2023 Individual Service Data (Attachment 2)**:

- City of Charlottesville Police Department (CPD)
- Child Protective Services (CPS)
- Division for Aging and Rehabilitative Services (DARS)
- DisAbility Law Center (DLC)
- Downtown Job Center (DJC)
- Occupational Regulation – Virginia Fair Housing Office (DPOR)
- Families in Crisis (FIC)
- Piedmont Housing Alliance Housing Hub and Financial Opportunity Center (PHA FOC)
- City Department of Human Services (DHS)
- Sexual Assault Resource Agency (SARA)
- Sin Barreras (SB)

2.2.9. Status of Complaint Cases During the Calendar Year

At the end of CY2023, the OHR had 16 open complaint cases. 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. As noted in section 1.3, these roles were filled during 2023, and in 2024, the OHR will begin the year with a fully staffed team.

The table below shows the year-end status of complaint cases that were active during CY2023:

| Case # | Protected Activity | Protected Class(es) | Year-end Status |
|---------|--------------------|------------------------------|---|
| 2020-2 | Housing | Race | Mediation reached impasse. Final determination pending. |
| 2021-4 | Employment | Sex | Investigation in progress. |
| 2021-5 | Employment | Sexual Orientation, Race | Investigation in progress. |
| 2021-11 | Housing | Disability | Settlement reached through mediation. |
| 2022-1 | Housing | Disability | Settlement reached through mediation. |
| 2022-2 | Housing | Race, Skin Color, Disability | Referred to DPOR: Complainant sought civil action. |

| Case # | Protected Activity | Protected Class(es) | Year-end Status |
|--------|--------------------|------------------------------|--|
| 2022-6 | Housing | Color, Race | Mediation at impasse, next steps under consideration. |
| 2022-7 | Housing | Color, Race | Dismissed: Unable to reach complainant for more than 30 days. |
| 2022-9 | Employment | Age, Sex | Referred to AGOCR, case closed. |
| 2023-1 | Housing | Disability | Dismissed: non-jurisdictional. <i>*(Counted as a Complaint rather than an Inquiry because jurisdiction was determined after complaint was filed.)</i> |
| 2023-2 | Employment | Religion, National Origin | Intake and fact-gathering in progress. |
| 2023-3 | Housing | Race | Settlement reached through mediation. |
| 2023-4 | Housing | Age, Disability, Elderliness | Dismissed: Unable to reach complainant for more than 30 days. |
| 2023-5 | Employment | Color, Race | Settlement reached through mediation. |

| Case # | Protected Activity | Protected Class(es) | Year-end Status |
|--------|----------------------|---------------------|--|
| 2023-6 | Housing | Source of Funds | Dismissed: non-jurisdictional. <i>*(Counted as a Complaint rather than an Inquiry because jurisdiction was determined after complaint was filed.)</i> |
| 2023-7 | Public Accommodation | Sex | Awaiting Respondent response to offer of mediation. |

* Complaints 2023-1 and 2023-6, though non-jurisdictional, were classified as complaints because they were formally filed by the complainants. The Office has since changed the filing process to incorporate an initial screening process before a formal filing to redirect non-jurisdictional complaints to the appropriate agency and to ensure correct classification as Inquiries instead of Complaints.

3. Awareness and Guidance

Charlottesville Human Rights Ordinance 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

On the following page 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 |
|------------|---|-----------------|---|
| 4/20/2023 | <p>Duties & Responsibilities: Sec. 2-435 Systemic issues.</p> <p>Annual Focus Areas: Policies that preserve diversity, equity, and affordability in housing</p> | Research | <p>Commissioners vote to approve the HRC Liaisons to Local Housing Organizations plan. Commissioners are assigned a housing-related organization in the city whose meetings the Commissioner regularly attends and acts as a liaison.</p> <p>Commissioners report back the meetings' content to the HRC to stay informed about what housing resources are available, know how the HRC could be taking action, and develop relationships with key figures in the city.</p> |
| 6/15/2023 | <p>Duties & Responsibilities: Sec. 2-435 Systemic issues.</p> <p>Annual Focus Areas: Policies that preserve diversity, equity, and affordability in housing</p> | HRC Resolution | <p>The HRC adopted Resolution A23-1 about its priorities going forward concerning housing and the Commission's stance regarding rezoning with an equity focus. It uses this resolution to help shape its work plan going forward.</p> |
| 8/5/2023 | <p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: No direct alignment.</p> | Community Event | <p>A Human Rights Commissioner assisted OHR staff with tabling at the annual Charlottesville Westhaven Community Day. Tabling consisted of interacting with the public and providing resources to inform the public of the OHR and HRC's role in the community.</p> |
| 10/24/2023 | <p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: No direct alignment.</p> | Community Event | <p>A Human Rights Commissioner attended the 6th Street PHAR Youth Festival to table with OHR staff. Tabling consisted of interacting with the public and providing resources to inform the public of the OHR and HRC's role in the community.</p> |

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

Community outreach is one of the primary tools used by the OHR to inform community members of their protected rights as well as their options for assistance when those rights are unlawfully violated. An additional goal of community outreach is to advance systemic change by encouraging shifts in societal norms. Awareness, education, and a willingness to make change at individual and community levels play an important role in initiating progress towards justice and equity.

The OHR categorizes outreach in three ways:

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

From January through September of 2023, the OHR Community Outreach & Administrative Specialist position was held by Victoria McCullough. The insight, compassion, and expertise that Victoria brought to the OHR team during her time with the OHR were immensely valuable and appreciated.

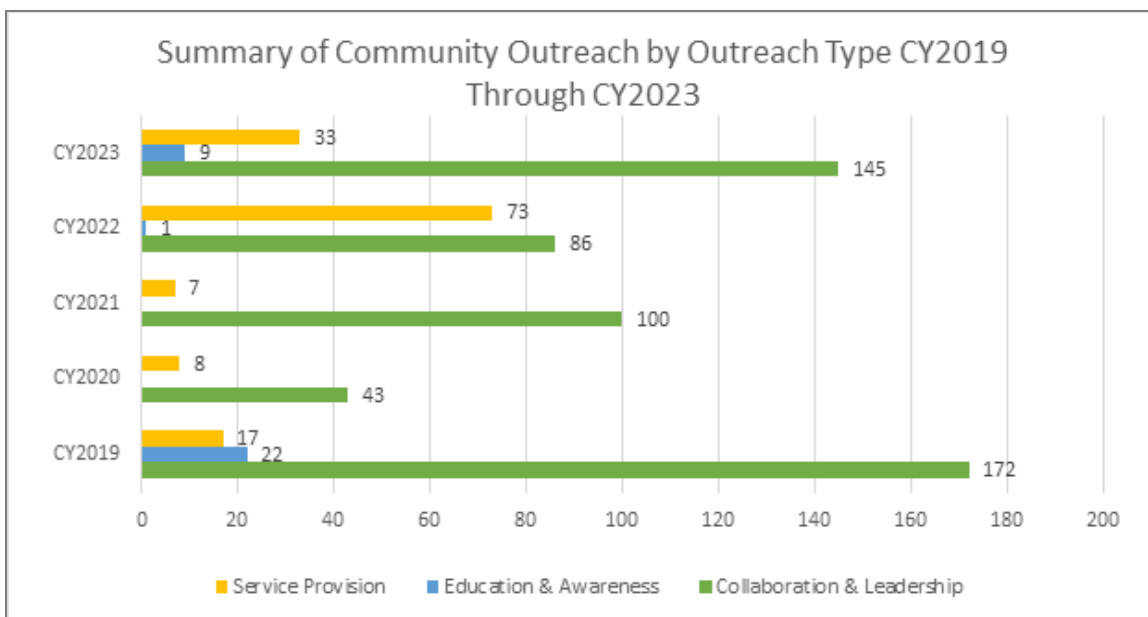
On October 16, 2023, Lily Gates was hired as the Community Outreach & Administrative Specialist. Lily worked as a part-time intern with the OHR for over two years prior to accepting this full-time position with the OHR, and she is excited to continue to assist the OHR in its organizational growth.

3.2.1. OHR Community Outreach Activities by Outreach Type

In CY2023, the OHR engaged in 187 community outreach activities, which were classified as the following:

| Outreach Type | Total Number of Activities |
|----------------------------|----------------------------|
| Service Provision | 33 |
| Education & Awareness | 9 |
| Collaboration & Leadership | 145 |

The **OHR CY2023 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:



Following the hire of an Intake & Administrative Specialist in 2023, the Community Outreach & Administrative Specialist was able to reduce the amount of time spent engaging in intake and navigational services, therefore giving her more time to work on outreach activities. This allowed for the slight increase in the quantity of Education & Awareness activities as well as the dramatic increase in the quantity of Collaboration & Leadership activities. Operating at full staff capacity in CY2024 will allow for a the continued expansion of Education & Awareness events as well as general growth in all outreach areas.

Collaborative Activities and Engaged Partner Agencies

As in previous years, Collaboration & Leadership comprised most of the OHR's outreach in CY2023. 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.

Of the 187 outreach activities conducted by the OHR in CY2023, 145 were in collaboration with other community partners. In CY2023, the OHR worked with or attended meetings and events hosted by the 43 primary collaborators listed:

Albemarle County Office of Equity and Inclusion
Blue Ridge Area Coalition for the Homeless (BRACH)
Blue Ridge Area Food Bank (BRAFB)
Blue Ridge Health District
Brothers United to Cease the Killing (BUCK) Squad
Central Virginia Legal Aid Society (CVLAS)
Charlottesville Area Justice Coalition
Charlottesville Pride Network
Charlottesville Redevelopment and Housing Authority (CRHA)
Charlottesville Refugee Dialogue
CHIHAMBA
City of Charlottesville
City of Charlottesville ADA Coordinator
City of Charlottesville Department of Human Services
City of Charlottesville Police Civilian Oversight Board (PCOB)
City of Charlottesville Police Department (CPD)
Cultivate Charlottesville
Cville Harm Reduction
Downtown Job Center
Equal Employment Opportunity Commission Richmond Office
Fifeville Neighborhood Association
Habitat for Humanity of Greater Charlottesville
Home to Hope
IMPACT
International Rescue Committee
IX Art Park
Livable Cville
Midway Manor Residents Association
People and Congregations Engaged in Ministry (PACEM)
Piedmont Environmental Council (PEC)

Piedmont Housing Alliance (PHA)
Precision Management Infrastructure
Public Housing Association of Residents (PHAR)
Region Ten
Respect the Neighbors
Sin Barreras
The Fountain Fund
The Haven
The Jefferson School African American Heritage Center
Thomas Jefferson Planning District Commission
University of Virginia (UVA)
Virginia Association for Human Rights (VAHR)
Zion Baptist Church

4. City Policies

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

Identify and review policies and practices of the City of Charlottesville and its boards, commissions, and other public agencies within the City and advise those bodies on issues related to human rights.

This role is primarily held by the HRC, with the OHR providing administrative support. The specific duties and responsibilities under this role are further explained in the CHRO under 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) and Sec. 2-435 of the CHRO as well as with the focus areas Commissioners identified during their annual retreat. Documents referenced in the action summaries are publicly posted on the “Human Rights Commission” subpage within the “Human Rights” webpage on the City website.

| Date | Alignment | Action | Summary |
|----------|---|-------------------|--|
| 7/6/2023 | Duties & Responsibilities: Sec. 2-435 Systemic issues. Annual Focus Areas: Zoning that emphasizes more affordable housing. | Letter of Support | Following Commissioner outreach to Livable Cville, the HRC voted to approve adding the HRC's name to a sign-on letter to City Council, the Planning Commission, and NDS Director James Freas. The letter included support for adoption of a zoning code that addresses affordable housing and historical inequities through medium intensity zoning, revised inclusionary zoning regulations, flexibility to support new affordable housing construction, and incentivized construction that incorporates energy-saving and energy-producing technology. |

| Date | Alignment | Action | Summary |
|------------|--|------------------------|--|
| 7/20/2023 | <p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Decent and affordable housing.</p> | Public Discussion | At the HRC regular meeting, Commissioners hosted Capt. Mark Van Meter from the Salvation Army to discuss its expansion of its emergency shelter. They asked him about the logistics of the new facility, as well as about the Salvation Army's commitment to equity. Commissioners used this discussion as a basis for its letter of support for the Salvation Army's special use permit from the City of Charlottesville. |
| 8/3/2023 | <p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Decent and affordable housing.</p> | Letter of Support | The Commission drafted and voted to send a letter to Council regarding the Salvation Army emergency shelter expansion. The Commission expressed its support to expand the emergency shelter and urged City Council to grant the Salvation Army a special use permit, as well as communicated its desire that Council ensure the new facility is equitable and non-discriminatory in its service provision. |
| 10/19/2023 | <p>Duties & Responsibilities: Sec. 2-435 Systemic issues.</p> <p>Annual Focus Areas: Policies that preserve diversity, equity, and affordability in housing.</p> | Council Recommendation | At the HRC regular meeting, Commissioners voted to approve a letter to City Council advocating it adopt City zoning codes that promote greater racial and economic equity and more ADA accessibility. The HRC further expressed its support for the housing coalition letter to City Council and the Planning Commission on 07/12/23. |

| Date | Alignment | Action | Summary |
|------------|---|-------------------|---|
| 11/28/2023 | Duties & Responsibilities: Sec. 2-435 Systemic issues. Annual Focus Areas: Zoning that emphasizes more affordable housing. | Letter of Support | The Chair of the Human Rights Commission responded affirmatively, on behalf of the Commission, to Liveable Cville's request to add the Commission as a signer to an updated Housing Coalition letter to City Council in support of the Zoning Code. |

5. Federal Workshares

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

Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) 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. These workshare agreements are directly related to the enforcement processes detailed in *Sec. 2-437.1. Duties and responsibilities – Investigation of individual employment discrimination complaints and issuance of findings*, *Sec. 2-437.2. Duties and responsibilities – Investigation of individual housing discrimination 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 CY2023.

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

The process of drafting CHRO amendments occurred mainly with OHR staff. The HRC did not take any steps during CY2023 related to pursuing a FHAP nor FEPA workshare agreement.

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

Following City Council's adoption of the amendments to the CHRO on November 21, 2022, OHR staff submitted the CHRO to HUD for review. The first step in entering a FHAP workshare with HUD is the passage of a local ordinance with language substantially equivalent to federal fair housing law. HUD provided recommendations for additional amendments to the CHRO that would strengthen the ordinance and clarify certain operational procedures. During CY2023, OHR staff began work on drafting the recommended amendments with the anticipation of presenting a revised draft of the CHRO to the HRC and City Council in CY2024. The table

below shows the actions taken by the OHR since CY2021 to progress toward a FHAP workshare agreement:

| 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. |

| Step | Summary of Actions |
|--|--|
| <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 CHRO before presentation to the HRC. |
| <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. (February 2023)</i> | The Director met with Erik Steinecker and Maria Moreno from the HUD Fair Housing Office to review the CHRO as adopted by Council on November 21, 2022. Erik and Maria proposed a number of additional changes to the CHRO. |
| <i>OHR staff draft amendments to the CHRO based on feedback from HUD. (March – September 2023)</i> | The Director and OHR Intern Ginny Helmandollar drafted amendments to the CHRO that included the recommendations from HUD as well as refinements to other parts of the CHRO unrelated to substantial equivalence to federal fair housing law. |
| <i>OHR submits draft CHRO to City Attorney for review. (October 2023)</i> | The Director and OHR Intern (prior to her hire as Outreach & Administrative Specialist) Lily Gates met with Deputy City Attorneys to review the proposed amendments. The Deputy City Attorneys offered further feedback. |
| <i>OHR revises draft CHRO in preparation for a second review by the City Attorney and HUD.</i> | <i>Work to be continued in CY2024.</i> |

6. Legislative Program

Charlottesville Human Rights Ordinance 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.

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*.

As noted above, at the HRC's annual meeting on March 16, 2023, Commissioners identified equitable and affordable housing as a primary focus for CY2023. The Commission formalized specific housing annual focuses, in Resolution A23-1 passed on June 15, 2023.

During the ensuing months, the HRC sought input from a variety of community organizations and individuals to better understand the landscape of housing challenges in Charlottesville. The Commission invited representatives from these organizations to attend the HRC regular meeting on August 17, 2023, and asked them to share potential state-level legislative priorities that could have a positive local impact on housing. Representatives from Livable Cville, People and Congregations Engaged in Ministry (PACEM), the Haven, Charlottesville Low-Income Housing Coalition (CLIHC), and Legal Aid Justice Center (LAJC) attended the meeting and provided a wide variety of recommendations which the Commission considered when drafting its own list of recommendations for City Council.

On September 22, 2023, the HRC drafted a letter of legislative recommendations to City Council, which was presented on September 26, 2023. The letter can be found on the "Human Rights Commission" subpage on the "Human Rights" webpage on the City of Charlottesville website and is titled "20230922 Recommendations For 2024 Legislative Agenda (PDF)." The letter lists the following recommendations:

- 1) Affordable Housing Accessibility:
 - a) Allow individuals to use Medicaid and Medicare funds towards rent payments.
 - b) Implement a progressive income tax and taxes for consumer services. The resultant increase in the tax base should produce a subsequent increase in funding available for affordable housing.
 - c) Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent.
 - d) Allow indigent tenants to waive their appeal bond. This would grant indigent tenants the same rights that exist for indigent people in other types of civil cases.

- e) Require landlords to disclose to rental applicants a complete list of additional fees involved in renting as a separate document prior to the signing of a lease.
 - f) Include provisions in the VA Residential Landlord and Tenant Act and the Manufactured Home Lot Rental Act to prohibit mid-lease rent increases except in cases where the renter has agreed in writing that the proposed mid-lease rent increase is permissible.
 - g) Authorize localities to pass rent stabilization ordinances for residential rent in mobile home lots and multi-family dwellings.
 - h) Grant localities rent control power, thereby removing the inhibiting effects of the Dillon Rule on the ability of localities to enact rent controls.
 - i) Begin a state-sponsored voucher program to increase the accessibility of rental subsidies.
 - 1) Grant residents of mobile homes the right of first refusal, thereby giving residents the option to buy their communities when an owner wants to sell.
- 2) Equity for People Experiencing Homelessness:
- a) Recognize homelessness as a protected class in the Virginia Human Rights Act and Virginia Fair Housing Law to prohibit discrimination based upon an individual's housing status.
 - b) Require that each county and city in Virginia maintain a public shelter for individuals or fund a private equivalent, equal to VA Code 3.2-6546 requiring the existence of a public animal shelter in every locality.
 - c) Amend the Virginia Residential Landlord and Tenant Act to increase the required period for a pay or quit notice to 14 days.
- 3) Mental Health Care Accessibility:
- a) Increase public mental health care funding to compensate for the loss of mental health services resulting from the COVID-19 pandemic.

On November 20, 2023, City Council adopted the City's Legislative Position Statement, which can be found in the agenda packet from the November 20, 2023, City Council meeting, available on the Charlottesville City website. Included in the statement were four items from the Commission's list of recommendations, for which Council's legislative committee sought sponsorship in the General Assembly. The following is an excerpt from the adopted Legislative Position Statement that includes the Commission's recommendations:

G. Increasing Affordable Housing Accessibility by Enhancing Tenant Rights

We support legislation which would increase affordable housing accessibility by enhancing the rights of tenants, including: 1. amending the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent; 2. allowing indigent tenants to waive their appeal bond in landlord-tenant disputes; 3. requiring landlords to disclose a complete list of additional fees in a separate document prior to the signing of a lease; and 4. authorizing localities to pass rent stabilization ordinances for residential rent in mobile home lots and multi-family dwellings.

7. Commission Policies

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

Prepare recommendations to City Council as 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 of operating procedures approved by City Council.

This role is shared by the HRC and OHR and relates to all other duties and responsibilities detailed in the CHRO. On May 18, 2023, the HRC adopted proposed amendments to its Rules & Procedures. The most significant proposed amendments included adopting language surrounding annual election and strategic planning meetings to reflect current practices and specifying the creation of ad-hoc committees instead of standing committees, to allow the HRC to keep committees only as needed. These changes codify practices that allow the HRC to remain as functional and efficient as possible.

8. Conclusions and Recommendations

Human Rights Commission

In CY2023, Commission Chair Jessica Harris and Vice Chair Ernest Chambers led the HRC through a successful year during which Commissioners focused their attention on issues related to housing. The culmination of their efforts this year was Council's adoption of four state-level legislative priorities advanced by the Commission. This achievement indicates the impact of the Commissioners' decision to narrow their focus to a single issue, which allowed them to plan the outreach and research necessary to provide Council with substantive guidance and recommendations. Additionally, the Commission revised its internal Rules and Procedures to reflect its decision to move away from a standing committee to an ad hoc committee structure to work more frequently as a collective group. Commissioners also established the first Thursdays of the month as standing work sessions to support initiatives proposed during regular meetings.

In CY2024, the HRC will welcome four new Commissioners. This makes the annual planning meeting in March a critical time to review past work while also further refining annual goal setting and work planning. Furthermore, as the HRC and OHR prepare for another round of amendments to the CHRO in pursuit of the FHAP workshare agreement, CY2024 will be an important time to review the details of the CHRO and the HRC's role as a public hearing body for individual complaints.

Office of Human Rights

Over the past three years, the OHR has grown from a staff of one individual (Director) in CY2020 to a full team of four full-time employees (Intake & Administrative Specialist, Outreach & Administrative Specialist, and Investigator [In Training]) and one part-time Intern at the end of CY2023. This increase in staffing marks a pivotal moment in the history of the OHR that should greatly improve response time to inquiries and complaints, refine standard operating procedures, and increase and diversify community outreach.

CY2024 will be a time of capacity building for the OHR. All full-time employees will participate in both formal and in-house training for complaint counseling and investigation. The long-term vision is to create skill overlap amongst team members, which will provide the flexibility necessary to ensure consistent service provision following an anticipated workload increase from the FHAP workshare.

Below are some notable takeaways from the data reported in Section 2 of this report regarding individual service provision:

- The total number of incoming contacts remained high this year at 2,060. While the OHR received 1,193 fewer incoming contacts in CY2023 than it did in CY2022, this was still the second highest number of incoming contacts recorded in the OHR's ten-year history.
- Housing remains the most often identified protected activity in both complaints and inquiries, second to employment. This reinforces the need to finalize the FHAP workshare agreement, per Sec. 2-433. (d) of the CHRO, which will provide additional resources for staff training in fair housing enforcement along with potential financial resources, should caseloads increase.
- By the conclusion of CY2023, disability (identified 91 times) surpassed race (identified 87 times) and color (identified 5251 times) as the most often identified protected class in the combined total of inquiries and complaints received by the OHR over the last ten years. That said, the combined total number of times race and color, closely related protected classes, were identified still exceeds disability.
- Race was the most often identified protected class in complaints of employment discrimination filed with the OHR in the last ten years.
- Disability was the most often identified protected class in complaints of housing discrimination filed with the OHR in the last ten years.

In CY2023, the OHR made an intentional shift in its approach to navigation and advocacy work. By tracking the time spent on navigation and advocacy contacts and classifying those contacts by the type of support provided, staff were able to identify two important things. First, the team could more clearly see when it spent disproportionate amounts of time on service provision activities extraneous to the Office's duties as outlined in the CHRO, and, as a result, take action to recenter the OHR's focus. Second, by classifying the types of supports provided, the team had data to confirm staff intuition that the majority of navigation and advocacy contacts were related to housing (1,011 or 49% of contacts of 2,059 total navigation and advocacy contacts). Additionally, the data also pointed to the frequency at which OHR staff coordinated and liaised with other service providers. Central Virginia Legal Aid Society, Legal Aid Justice Center, and the Charlottesville Redevelopment and Housing Authority were among the most often contacted agencies, and these referrals were typically associated with housing-related issues.

While not captured in this report, the OHR collected some data regarding contacts with non-English speakers. During most of CY2023, the OHR employed two staff people who spoke Spanish. The OHR's primary outreach documents regarding individual service provision were also translated in-house into Spanish. In CY2023, the office logged 39 incoming and outgoing contacts in Spanish. These contacts included those related to one complaint, which was the first formal complaint received from a Spanish-only speaker in the last six years. The receipt of this complaint raised several important considerations. First, OHR staff noted that for all languages other than English, the best practice would be to rely on professional interpretation and translation services, regardless of staff's capacity to speak other languages. Second, the fact that most non-English contacts with the OHR are in Spanish may also be because we have no outreach materials in languages beside English and Spanish. Third, by not having a robust language access system that includes on-demand phone interpretation, document translation, and professional interpretation during complaint processes, the OHR is not well-prepared to serve

non-English speakers in our community. All of this points to the high importance of developing a comprehensive language access plan in the coming year.

Another significant change in the OHR's operation in CY2023 came when the OHR relocated from its independent office at 106 5th Street NE to a combined office with the Downtown Job Center and Home to Hope programs located at 507 East Main Street on the Downtown Mall. This change was positive from a collaborative perspective, as all three programs serve overlapping clientele. Working together in the same space afforded more streamlined communication and coordination of services. It also allowed members of both teams to support one another as City employees through shared knowledge and general camaraderie.

One challenge that emerged from the move to 507 East Main was the management of walk-in contacts. Before the hire of Saad Khaleefa as the OHR's Intake & Administrative Specialist in April, there was no staff person specifically assigned to the reception desk. Despite attempting solutions to manage incoming visitors, such as installing a video camera and doorbell, it was clear that having an individual dedicated to receiving visitors was essential for providing good customer service. Although Saad's responsibility as an OHR employee was to receive walk-in contacts specifically for the OHR, it became clear that the vast majority of incoming walk-in contacts were for the Downtown Job Center and Home to Hope. Furthermore, because of the physical structure of the 507 East Main, Saad's desk is public-facing and by default he is the first point of contact for anyone visiting the office. All three programs are indebted to Saad's flexibility and willingness to adapt his duties to meet this unanticipated need. However, the challenge with the current system is that as Saad's responsibilities for OHR inquiry and complaint processing have increased, the walk-in demand for Downtown Job Center and Home to Hope services has also increased. In CY2024, it will be essential for the three programs to collaboratively develop strategies that make the management of walk-in reception and appointment setting more efficient.

After a year of significant refocus and growth, the HRC and OHR are now well-positioned to fulfill the duties assigned to each by the CHRO. CY2024 will be a time of staff capacity building, focused planning, and enhanced service to the community in the promotion and protection of human rights.

9. Attachments

9.1. OHR CY2023 Data Dictionary

| Term | Definition |
|---|--|
| AG OCR Liaison | Any activity related to assisting an individual with accessing services of the AG OCR, such as providing support for the filing of a complaint through the AG OCR. |
| Application Assistance | Any activity related to assisting individuals with applications to outside services, including jobs or services from agencies. |
| Case | A complaint of unlawful discrimination that has been accepted for further action by the Office of Human Rights. |
| Case Administration | The provision of services related to open complaints, including scheduling meetings, sending case notification letters, and other complaint management not defined as Mediation Activity, Intake Activity, or Investigation Activity. |
| 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. |
| City Agency Liaison | Any activity related to assisting an individual with accessing services provided by another office or department in the city. |
| Clerical Support | Providing access to a phone, computer, fax machine, printer, or comparable resource to an individual. |
| Closed Complaint | A complaint that is no longer being addressed by the Office of Human Rights. Reasons a Complaint may close include Conciliation, Court Action, Informal Resolution, No Response, Non-jurisdictional, Private Counsel, Referral, Settlement, Withdrawal, or No Reasonable Cause. |
| Closed Inquiry | An inquiry that is no longer being addressed by the Office of Human Rights. Reasons an inquiry may close include Informal Resolution, Navigation Only, No Response, or Referral. |
| Complainant | An individual or group of individuals who have filed a formal complaint of unlawful discrimination with the Office of Human Rights. |

| Term | Definition |
|------------------------------|---|
| 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. Note, a non-jurisdictional allegation of discrimination will be documented as a Complaint and not an Inquiry if the individual submits a completed complaint form. Non-jurisdictional complaints will be dismissed and referred to the appropriate state or federal agency. |
| Conciliation | The process by which Fair Housing Complaints may be resolved through facilitated formal dialogue between a Conciliator, the Complainant, the Respondent, and/or legal representation appointed by either party. Conciliation must be attempted in the period following the filing of the complaint and concluded prior to either the issuance of a charge on behalf of the complainant or upon dismissal of the complaint. Successful conciliation results in a Conciliation Agreement between the Complainant, the Respondent, and the City. In this Agreement, the role of the City is to enforce compliance and bring forth a case in court if the terms of the Conciliation Agreement are breached. |
| Conciliation Activity | Activity involving the provision of services related to attempts to resolve a Fair Housing Complaint through a Conciliation process; may include scheduling or updates to the status of Conciliation or the Conciliation Agreement. |
| Contact | All walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail related to services provided to an individual. |
| Court Action | Used when an Inquiry or Complaint is closed due to the filing of a civil suit in a court of competent jurisdiction. |
| CRHA Liaison | Any activity related to assisting an individual with accessing services provided by CRHA, including communication on behalf of the individual. |
| Crisis Response | Any activity related to assisting a community member with a crisis, including de-escalation. |
| Determination | A decision made by the Director regarding whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. This term is used synonymously with “Finding.” |

| Term | Definition |
|-----------------------------|--|
| Dismissed Complaint | A complaint that has been closed by the Director due to the case being outside the jurisdiction of the Office of Human Rights, the lack of a prima facie case of discrimination, or because of a finding of no reasonable cause. |
| DPOR Liaison | Any activity related to assisting an individual with accessing the services of DPOR, such as providing support for the filing of a complaint through DPOR. |
| EEOC Liaison | Any activity related to a Navigation & Advocacy contact that involves assisting an individual with accessing the services of the EEOC, such as providing support for the filing of a complaint through the EEOC. |
| Finding | A decision made by the Director regarding whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. 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. A complaint is approved for further action following a prima facie and jurisdiction assessment. |
| Housing Navigation | Any activity related to a Navigation & Advocacy contact that involves assisting individuals experiencing difficulty with matters related to housing. This may include facilitating dialogue with landlords, providing rent ledger assistance, handling potential evictions, accessing emergency housing resources, and more. |
| Incoming Contact | Any walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail from an individual seeking assistance from the Office of Human Rights or from a third-party entity. |
| Individual Follow-up | An incoming contact from an individual who has an open inquiry or complaint. |
| Informal Dialogue | A contact related to staff attempts to resolve a dispute that is related to a jurisdictional Complaint of employment, public accommodation, credit, or private education discrimination through the facilitation of meetings or other means not described as Conciliation or Mediation. Informal dialogue is currently not applicable to housing complaints. |
| Informal Resolution | A cause for the closure of a case indicating that an agreement has been reached through informal dialogue or other informal means. |
| Information | A contact in which staff answers questions of a general nature or provides information regarding services, events, or programs. |

| Term | Definition |
|---------------------------------|--|
| Inquiry | An incoming contact requesting 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. Note, a non-jurisdictional allegation of discrimination will be documented as a Complaint and not an Inquiry if the individual submits a completed complaint form. |
| Intake Activity | A contact related to the provision of service following a Complaint or Inquiry including acquiring information to determine the type of service to be provided, setting appointments, and other services related to new requests for service. |
| 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 Charlottesville Human Rights Ordinance. |
| Legal Aid Liaison | Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing legal aid service organizations, including communicating on behalf of individuals or facilitating appointment set-up. |
| 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 Activity | Any activity associated with the request for or coordination of mediation services in conjunction with a complaint. |
| Mental Health Navigation | Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing mental health services, including facilitating appointments, communicating with mental health organizations on behalf of individuals, or attending therapy appointments. |

| Term | Definition |
|----------------------------------|---|
| Navigation & Advocacy | A contact in which staff facilitates an individual's connection to external resources, assists with access to other agencies' services, or provides additional support that does not directly pertain to the filing and investigation of a complaint with the Office of Human Rights. |
| Non-jurisdictional | Indicates that a Complaint or Inquiry does not fall within the geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance. Can be used as a reason for case closure. |
| 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. |
| Other Agency Liaison | Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing services provided by a community organization not specifically listed and not affiliated with the City of Charlottesville. |
| 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 | <p>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:</p> <ul style="list-style-type: none"> • 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 as a result of the alleged discrimination. |
| Private Counsel | Used as a reason for Case or Inquiry closure to indicate that an individual chose to seek private legal counsel rather than further pursue the Complaint process through the Office of Human Rights. |
| 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. |

| Term | Definition |
|-----------------------------|---|
| Protected Class | <p>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:</p> <ul style="list-style-type: none"> • 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 Accommodation | <p>A protected activity relating to the use of public space or other services generally assumed to be available to the public. For example, patronage of a business, use of a park, ability to receive a vaccination at a pharmacy, etc.</p> |
| Public Hearing | <p>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 reasonable 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.</p> |
| Referral | <p>A recommendation made by OHR staff for an individual to contact another agency in order to address a concern raised during an individual contact with the Office of Human Rights.</p> |
| Respondent | <p>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.</p> |
| Safe Space | <p>Any activity related to a Navigation & Advocacy contact that involves the provision of a safe and comfortable space to an individual experiencing a form of difficulty.</p> |

| Term | Definition |
|-------------------------------------|--|
| Settlement | Used as a reason for Case closure to indicate that a settlement was reached between the Complainant and Respondent meaning that further action by the Office of Human Rights Staff is not needed. |
| Staff Follow-up | An outgoing contact in which staff communicates with an individual who has previously contacted the Office. |
| Third-Party Incoming Contact | An incoming contact with a person 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. |
| Translation Services | Any activity related to a Navigation & Advocacy contact that involves assisting individuals with language access, including translating documents or facilitating communication across a language barrier. |
| Unlawful Discrimination | The denial of a person's opportunity to engage in a protected activity, on the basis of their membership or perceived membership in a protected class. |
| Withdrawal | A reason for complaint closure indicating that an individual has chosen to rescind their complaint and halt further action on behalf of Office of Human Rights Staff. |

9.2. OHR CY2023 Individual Service Data

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|--------|
| Open office days in the month | 20 | 19 | 22 | 20 | 22 | 21 | 20 | 23 | 20 | 22 | 19 | 19 | 247 |
| Total Incoming & Outgoing Contacts | 261 | 178 | 222 | 285 | 640 | 391 | 234 | 182 | 295 | 171 | 106 | 116 | 3081 |
| Total Incoming Contacts | 198 | 117 | 148 | 215 | 429 | 253 | 149 | 118 | 183 | 102 | 66 | 82 | 2060 |
| Average Incoming & Outgoing Contacts/Day | 13 | 9 | 10 | 14 | 29 | 19 | 12 | 8 | 15 | 8 | 6 | 6 | 12 |
| Average Incoming Contacts/Day | 10 | 6 | 7 | 11 | 20 | 12 | 7 | 5 | 9 | 5 | 3 | 4 | 8 |
| Total Unique Individuals Served (rough count due to some anonymous contacts) | | | | | | | | | | | | | 288 |
| Contacts in Spanish | 2 | 11 | 6 | 2 | 0 | 2 | 1 | 4 | 1 | 1 | 6 | 4 | 40 |
| Total Staff Follow-ups (Outgoing) | 23 | 32 | 29 | 28 | 64 | 64 | 27 | 21 | 26 | 43 | 22 | 25 | 404 |
| Total Third-Party Contacts (Outgoing) | 40 | 29 | 45 | 42 | 147 | 74 | 58 | 43 | 86 | 26 | 18 | 9 | 617 |
| Total Individual Follow-ups (Incoming) | 130 | 51 | 83 | 129 | 211 | 152 | 49 | 38 | 49 | 48 | 32 | 53 | 1025 |
| Total Third-Party Contacts (Incoming) | 50 | 32 | 49 | 65 | 201 | 90 | 88 | 64 | 117 | 30 | 16 | 12 | 814 |
| Total Inquiries (Incoming) | 18 | 30 | 15 | 21 | 17 | 11 | 12 | 16 | 17 | 22 | 18 | 17 | 214 |
| Total Complaints (Incoming) | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 7 |
| Total Duration of all Incoming and Outgoing Contacts | 64.41 | 42.80 | 52.77 | 54.71 | 114.55 | 57.40 | 30.47 | 25.48 | 38.33 | 28.27 | 15.83 | 16.41 | 541.43 |
| Total Duration of Conciliation Activity Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Duration of Informal Dialogue Contacts | 0.00 | 0.08 | 0.00 | 0.00 | 0.00 | 0.00 | 0.08 | 0.00 | 0.00 | 0.00 | 0.08 | 0.00 | 0.24 |
| Total Duration of Information Contacts | 2.52 | 0.64 | 3.38 | 3.04 | 1.22 | 3.57 | 2.33 | 5.46 | 1.77 | 1.60 | 2.82 | 2.00 | 30.35 |
| Total Duration of Intake Activity Contacts | 6.60 | 9.23 | 6.60 | 7.07 | 13.23 | 5.95 | 2.94 | 4.11 | 6.03 | 9.14 | 4.02 | 7.40 | 82.32 |
| Total Duration of Investigation Activity Contacts | 1.65 | 1.73 | 0.75 | 1.74 | 0.56 | 0.24 | 1.39 | 1.58 | 0.82 | 0.50 | 0.00 | 0.00 | 10.96 |
| Total Duration of Mediation Activity Contacts | 4.08 | 0.91 | 0.25 | 0.65 | 1.40 | 4.29 | 0.41 | 0.40 | 0.08 | 0.00 | 0.00 | 0.00 | 12.47 |
| Total Duration of Case Administration Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.56 | 3.75 | 3.08 | 2.79 | 1.72 | 0.24 | 3.25 | 15.39 |
| Total Duration of Navigation & Advocacy Contacts (All Staff) | 49.56 | 30.21 | 41.79 | 42.21 | 98.14 | 42.79 | 19.57 | 10.85 | 26.84 | 15.31 | 8.67 | 3.76 | 389.70 |
| Total Duration of Navigation & Advocacy Contacts (TN) | 24.83 | 24.72 | 32.40 | 20.50 | 72.26 | 20.17 | 16.47 | 7.05 | 15.63 | 6.48 | 3.79 | 1.65 | 245.95 |
| Total Duration of Navigation & Advocacy Contacts (VM) | 24.07 | 5.41 | 9.39 | 19.18 | 13.04 | 6.34 | 0.00 | 0.16 | 0.08 | 0.00 | 0.00 | 0.00 | 77.67 |
| Total Duration of Navigation & Advocacy Contacts (TN & VM) | 0.25 | 0.00 | 0.00 | 0.08 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.33 |
| Total Duration of Navigation & Advocacy Contacts (CC) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Duration of Navigation & Advocacy Contacts (TN & CC) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Duration of Navigation & Advocacy Contacts (LG) | 0.08 | 0.08 | 0.00 | 0.08 | 0.00 | 0.00 | 0.00 | 0.00 | 0.08 | 0.16 | 0.08 | 0.00 | 0.56 |
| Total Duration of Navigation & Advocacy Contacts (SK) | 0.00 | 0.00 | 0.00 | 1.87 | 9.84 | 14.95 | 3.10 | 3.64 | 11.05 | 8.34 | 4.14 | 2.11 | 59.04 |
| Total Duration of Navigation & Advocacy Contacts (GH) | 0.33 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.33 |
| Total Duration of Navigation & Advocacy Contacts (TN & SK) | 0.00 | 0.00 | 0.00 | 0.50 | 3.00 | 1.33 | 0.00 | 0.00 | 0.00 | 0.33 | 0.66 | 0.00 | 5.82 |
| Duration N&A Contacts (All Staff) out of Duration of All Contacts (%) | 77% | 71% | 79% | 77% | 86% | 75% | 64% | 43% | 70% | 54% | 55% | 23% | 72% |
| Total Duration of N&A Application Assistance Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 0.58 | 0.08 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.66 |
| Total Duration of N&A AG OCR Liaison Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Duration of N&A City Agency Liaison Contacts | 1.98 | 0.00 | 0.00 | 0.00 | 0.65 | 0.74 | 2.44 | 0.08 | 5.87 | 5.86 | 0.50 | 0.00 | 18.12 |
| Total Duration of N&A Clerical Support Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 2.16 | 1.47 | 0.25 | 0.00 | 0.50 | 0.75 | 0.00 | 0.08 | 5.21 |
| Total Duration of N&A CRHA Liaison Contacts | 0.65 | 3.15 | 3.57 | 9.17 | 5.19 | 0.98 | 1.40 | 3.22 | 3.84 | 1.49 | 0.08 | 0.25 | 32.99 |
| Total Duration of N&A Crisis Response Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 8.27 | 0.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 8.52 |
| Total Duration of N&A DPOR Liaison Contacts | 0.40 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.40 |
| Total Duration of N&A EEOC Liaison Contacts | 1.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.25 |

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|--------|
| Total Duration of N&A Housing Navigation Contacts | 28.54 | 19.61 | 23.36 | 31.48 | 62.67 | 13.99 | 3.04 | 4.22 | 3.48 | 3.14 | 1.40 | 0.16 | 195.09 |
| Total Duration of N&A Legal Aid Liaison Contacts | 1.82 | 0.49 | 1.58 | 0.00 | 1.22 | 8.06 | 10.25 | 0.33 | 3.37 | 2.22 | 0.91 | 1.49 | 31.74 |
| Total Duration of N&A Mental Health Navigation Contacts | 5.74 | 3.16 | 5.25 | 3.07 | 10.59 | 4.35 | 0.80 | 0.49 | 0.08 | 0.00 | 0.91 | 0.08 | 34.52 |
| Total Duration of N&A Other Agency Liaison Contacts | 0.74 | 1.53 | 3.33 | 8.80 | 9.61 | 0.40 | 1.61 | 2.78 | 5.43 | 2.97 | 3.23 | 1.13 | 41.56 |
| Total Duration of N&A Other Contacts | 14.67 | 5.42 | 13.68 | 9.42 | 8.04 | 5.75 | 3.03 | 1.39 | 4.68 | 1.05 | 0.56 | 0.16 | 67.85 |
| Total Duration of N&A Translation Services Contacts | 0.00 | 0.00 | 0.00 | 1.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.25 |
| Total Duration of N&A Safe Space Contacts | 0.00 | 0.00 | 0.00 | 0.00 | 23.50 | 11.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.25 | 0.25 | 35.25 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts | 172 | 113 | 152 | 212 | 565 | 262 | 145 | 56 | 223 | 87 | 44 | 28 | 2059 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (VM) | 62 | 32 | 44 | 73 | 19 | 31 | 0 | 2 | 1 | 0 | 0 | 0 | 264 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (TN) | 106 | 80 | 108 | 119 | 476 | 167 | 121 | 40 | 163 | 38 | 18 | 8 | 1444 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (LG) | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 7 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (GH) | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (SK) | 0 | 0 | 0 | 17 | 69 | 60 | 24 | 14 | 58 | 45 | 22 | 20 | 329 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (CC) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & SK) | 0 | 0 | 0 | 1 | 1 | 4 | 0 | 0 | 0 | 2 | 3 | 0 | 11 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & CC) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & VM) | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Percentage: Navigation & Advocacy out of Total Contacts | 66% | 63% | 68% | 74% | 88% | 67% | 62% | 31% | 76% | 51% | 42% | 24% | 67% |
| Total N&A Application Assistance Contacts | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Total N&A AG OCR Liaison Contacts | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 3 | 2 | 2 | 5 | 2 | 19 |
| Total N&A City Agency Liaison Contacts | 8 | 0 | 0 | 0 | 6 | 5 | 19 | 1 | 46 | 30 | 2 | 0 | 117 |
| Total N&A Clerical Support Contacts | 0 | 0 | 0 | 0 | 7 | 12 | 1 | 0 | 1 | 2 | 0 | 1 | 24 |
| Total N&A CRHA Liaison Contacts | 6 | 7 | 7 | 34 | 28 | 7 | 13 | 10 | 48 | 5 | 1 | 1 | 167 |
| Total N&A Crisis Response Contacts | 0 | 0 | 0 | 0 | 25 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 26 |
| Total N&A DPOR Liaison Contacts | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Total N&A EEOC Liaison Contacts | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total N&A Housing Navigation Contacts | 95 | 59 | 99 | 144 | 429 | 98 | 16 | 12 | 34 | 14 | 9 | 2 | 1011 |
| Total N&A Legal Aid Liaison Contacts | 7 | 4 | 3 | 0 | 11 | 63 | 59 | 2 | 20 | 12 | 5 | 6 | 192 |
| Total N&A Mental Health Navigation Contacts | 11 | 3 | 9 | 7 | 37 | 25 | 10 | 4 | 1 | 0 | 4 | 1 | 112 |
| Total N&A Other Agency Liaison Contacts | 7 | 3 | 15 | 46 | 109 | 25 | 9 | 4 | 3 | 1 | 4 | 1 | 227 |
| Total N&A Other Contacts | 45 | 30 | 45 | 61 | 67 | 57 | 20 | 10 | 50 | 11 | 7 | 2 | 405 |
| Total N&A Translation Services Contacts | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total N&A Safe Space Contacts | 0 | 0 | 0 | 0 | 4 | 12 | 0 | 0 | 0 | 0 | 1 | 1 | 18 |
| Total Inquiries: P.A. - Employment | 2 | 6 | 4 | 5 | 5 | 4 | 5 | 3 | 0 | 4 | 7 | 3 | 48 |
| Total Inquiries: P.A. - Housing | 9 | 12 | 7 | 7 | 5 | 0 | 2 | 6 | 11 | 4 | 4 | 4 | 71 |
| Total Inquiries: P.A. - Public Accommodation | 0 | 2 | 0 | 0 | 3 | 0 | 2 | 4 | 0 | 1 | 1 | 0 | 13 |
| Total Inquiries: P.A. - Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Inquiries: P.A. - Private Education | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Total Inquiries: P.A. - Other (Unprotected) | 7 | 10 | 4 | 9 | 4 | 7 | 3 | 3 | 6 | 13 | 6 | 9 | 81 |
| Total Complaints: P.A. - Employment | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total Complaints: P.A. - Housing | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| Total Complaints: P.A. - Public Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Total Complaints: P.A. - Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Complaints: P.A. - Private Education | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Complaints: P.A. - Other (Unprotected) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Inquiries & Complaints | 2 | 8 | 4 | 5 | 5 | 4 | 5 | 3 | 0 | 4 | 7 | 3 | 50 |
| Employment inquiries & complaints in Charlottesville | 2 | 4 | 3 | 1 | 1 | 2 | 1 | 2 | 0 | 1 | 2 | 2 | 21 |
| Employment inquiries in Albemarle Co. | 0 | 2 | 1 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 2 | 1 | 13 |
| Employment inquiries in other and unspecified localities | 0 | 2 | 0 | 3 | 1 | 2 | 1 | 1 | 0 | 3 | 3 | 0 | 16 |
| Total Housing Inquiries & Complaints | 9 | 14 | 8 | 7 | 5 | 0 | 2 | 6 | 11 | 5 | 4 | 4 | 75 |
| Housing inquiries & complaints in Charlottesville | 5 | 8 | 4 | 3 | 3 | 0 | 0 | 3 | 10 | 3 | 4 | 3 | 46 |
| Housing inquiries in Albemarle Co. | 1 | 3 | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 11 |
| Housing inquiries in other and unspecified localities | 3 | 3 | 2 | 3 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 0 | 16 |
| Total Public Accommodation Inquiries & Complaints | 0 | 2 | 0 | 0 | 3 | 0 | 2 | 4 | 0 | 2 | 1 | 0 | 14 |
| Public accommodation inquiries & complaints in Charlottesville | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 5 |
| Public accommodation inquiries in Albemarle Co. | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 5 |
| Public accommodation inquiries in other and unspecified localities | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 4 |
| Total Credit Inquiries & Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Credit inquiries & complaints in Charlottesville | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 5 |
| Credit inquiries in Albemarle Co. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Credit inquiries in other and unspecified localities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Private Education Inquiries & Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Private education inquiries & complaints in Charlottesville | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 5 |
| Private education inquiries in Albemarle Co. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private education inquiries in other and unspecified localities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Total Other (Unprotected) Inquiries & Complaints | 7 | 10 | 4 | 9 | 4 | 7 | 3 | 3 | 6 | 13 | 6 | 9 | 81 |
| Other (Unprotected) inquiries & complaints in Charlottesville | 2 | 3 | 2 | 4 | 3 | 1 | 0 | 2 | 3 | 4 | 2 | 5 | 31 |
| Other (Unprotected) inquiries in Albemarle Co. | 1 | 1 | 0 | 1 | 0 | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 8 |
| Other (Unprotected) inquiries in other and unspecified localities | 4 | 6 | 2 | 4 | 1 | 4 | 1 | 1 | 3 | 8 | 4 | 4 | 42 |
| Total Inquiries & Complaints in Charlottesville | 9 | 16 | 9 | 8 | 9 | 3 | 1 | 8 | 13 | 9 | 8 | 10 | 103 |
| Total Inquiries in Charlottesville | 9 | 12 | 9 | 8 | 9 | 3 | 1 | 8 | 13 | 8 | 8 | 10 | 98 |
| Total Complaints in Charlottesville | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Total Inquiries & Complaints in Albemarle | 2 | 7 | 3 | 3 | 6 | 2 | 6 | 2 | 0 | 4 | 2 | 2 | 39 |
| Total Inquiries in Albemarle | 2 | 7 | 2 | 3 | 6 | 2 | 6 | 2 | 0 | 3 | 2 | 2 | 37 |
| Total Inquiries & Complaints in other and unspecified localities | 7 | 11 | 4 | 10 | 2 | 6 | 5 | 6 | 4 | 11 | 8 | 5 | 79 |
| Total Inquiries in other and unspecified localities | 7 | 11 | 4 | 10 | 2 | 6 | 5 | 6 | 4 | 11 | 8 | 5 | 79 |
| Total I&C: P.C. - Age | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total I&C: P.C. - Elderliness (Housing) | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 4 |
| Total I&C: P.C. - Disability | 2 | 5 | 5 | 1 | 1 | 0 | 0 | 1 | 0 | 2 | 2 | 1 | 20 |
| Total I&C: P.C. - Marital Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total I&C: P.C. - National Origin | 0 | 5 | 0 | 0 | 2 | 0 | 1 | 1 | 2 | 0 | 2 | 0 | 13 |
| Total I&C: P.C. - Pregnancy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total I&C: P.C. - Childbirth or Related Medical Conditions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total I&C: P.C. - Familial Status (Housing) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Total I&C: P.C. - Race | 1 | 3 | 1 | 1 | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 11 |
| Total I&C: P.C. - Color | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 1 | 7 |
| Total I&C: P.C. - Religion | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total I&C: P.C. - Sex | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| Total I&C: P.C. - Gender Identity | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Total I&C: P.C. - Sexual Orientation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Total I&C: P.C. - Source of Funds (Housing) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Total I&C: P.C. - Military Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total I&C: P.C. - Not specified | 8 | 17 | 8 | 17 | 12 | 10 | 6 | 6 | 5 | 14 | 13 | 10 | 126 |
| Total I&C: P.C. - Other (Unprotected) | 5 | 2 | 3 | 1 | 0 | 0 | 2 | 5 | 10 | 3 | 0 | 4 | 35 |
| Total Contacts resulting in Referrals | 6 | 5 | 4 | 14 | 7 | 6 | 7 | 8 | 9 | 7 | 7 | 3 | 83 |
| Referrals to AG OCR | 0 | 1 | 0 | 3 | 4 | 1 | 4 | 4 | 0 | 3 | 2 | 1 | 23 |
| Referrals to AIM | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to APS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to CPD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Referrals to CPS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to CRHA | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 6 |
| Referrals to CVLAS | 2 | 0 | 1 | 1 | 2 | 1 | 2 | 2 | 4 | 1 | 1 | 0 | 17 |
| Referrals to DARS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to DBHDS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to DLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to DOJ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to DJC | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Referrals to DPOR | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to EEOC | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 3 |
| Referrals to FIC | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to H2H | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to HIL | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 9 |
| Referrals to PHA FOC | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to DHS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Referrals to IP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to LAJC | 3 | 2 | 1 | 1 | 2 | 4 | 2 | 1 | 2 | 2 | 1 | 2 | 23 |
| Referrals to N2Work | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to PHA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to Ready Kids | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to R10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to CRL | 3 | 1 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 11 |
| Referrals to SARA | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Referrals to SHE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to SB | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Referrals to UVA WC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Referrals to Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Total Contacts related to Community/Systemic Issue | 5 | 4 | 0 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 18 |
| Related to CRHA | 2 | 3 | 0 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 13 |
| Related to PHA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Related to The Haven | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Related to Salvation Army | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Related to VEC | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Related to ACOH | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Employment Complaints: P.C. - Age | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Marital Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - National Origin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Pregnancy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Childbirth or R.M.C. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Race | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Employment Complaints: P.C. - Color | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Employment Complaints: P.C. - Religion | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Employment Complaints: P.C. - Sex | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Gender Identity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Sexual Orientation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Military Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Not specified | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Employment Complaints: P.C. - Other (Unprotected) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Elderliness | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Disability | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Housing Complaints: P.C. - National Origin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Pregnancy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Childbirth or R.M.C. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Race | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Housing Complaints: P.C. - Color | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total Housing Complaints: P.C. - Religion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Sex | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Gender Identity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Sexual Orientation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Source of Funds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Military Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Not specified | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Housing Complaints: P.C. - Other (Unprotected) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Age | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Disability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Marital Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - National Origin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Pregnancy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Measures | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Total Pub. Accom. Comp.: P.C. - Childbirth or R.M.C. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Race | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Color | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Religion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Sex | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total Pub. Accom. Comp.: P.C. - Gender Identity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Sexual Orientation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Military Status | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Not specified | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Pub. Accom. Comp.: P.C. - Other (Unprotected) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Open Inquiries | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 5 |
| Total Closed Inquiries | 18 | 30 | 15 | 21 | 17 | 11 | 12 | 16 | 16 | 22 | 18 | 12 | 208 |
| Total Open Complaints | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Total Closed Complaints | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Reason for Complaint Closure: Conciliation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Complaint Closure: Court Action | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Complaint Closure: Informal Resolution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Complaint Closure: No Response | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Reason for Complaint Closure: Non-jurisdictional | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Reason for Complaint Closure: Private Counsel | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Complaint Closure: Referred Case | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Complaint Closure: Settlement | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Reason for Complaint Closure: Withdrawal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reason for Inquiry Closure: Informal Resolution | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Reason for Inquiry Closure: Navigation Only | 12 | 21 | 12 | 17 | 16 | 8 | 10 | 12 | 14 | 16 | 12 | 5 | 155 |
| Reason for Inquiry Closure: No Response | 6 | 9 | 2 | 3 | 1 | 3 | 2 | 1 | 2 | 5 | 3 | 7 | 44 |
| Reason for Inquiry Closure: Referral | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 1 | 2 | 0 | 7 |
| Reason for Inquiry Closure: Complaint Filed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Primary Service: Case Administration | 0 | 0 | 0 | 0 | 0 | 7 | 28 | 30 | 16 | 13 | 3 | 27 | 124 |
| Primary Service: Conciliation Activity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Primary Service: Informal Dialogue | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 3 |
| Primary Service: Information | 21 | 8 | 38 | 21 | 11 | 33 | 27 | 63 | 20 | 20 | 30 | 25 | 317 |
| Primary Service: Intake Activity | 29 | 44 | 29 | 40 | 48 | 46 | 21 | 25 | 29 | 49 | 28 | 36 | 424 |
| Primary Service: Investigation Activity | 8 | 8 | 2 | 6 | 7 | 3 | 9 | 3 | 6 | 2 | 0 | 0 | 54 |
| Primary Service: Mediation Activity | 31 | 4 | 1 | 6 | 9 | 40 | 3 | 5 | 1 | 0 | 0 | 0 | 100 |
| Primary Service: Navigation & Advocacy | 172 | 113 | 152 | 212 | 565 | 262 | 145 | 56 | 223 | 87 | 44 | 28 | 2059 |

9.3. OHR CY2023 Community Outreach 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 service provision events</i> | 0 | 1 | 1 | 4 | 1 | 1 | 5 | 5 | 7 | 2 | 3 | 3 | 33 |
| <i>Total education & awareness events</i> | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 9 |
| <i>Total collaboration & leadership events</i> | 10 | 16 | 17 | 8 | 3 | 11 | 18 | 12 | 17 | 14 | 11 | 8 | 145 |
| <i>Total outreach activities</i> | 12 | 17 | 19 | 12 | 4 | 12 | 25 | 19 | 25 | 16 | 15 | 11 | 187 |
| <i>Total unique primary collaborators</i> | <i>No monthly count only total count</i> | | | | | | | | | | | | 41 |
| <i>Total collaborative activities</i> | 12 | 17 | 19 | 12 | 4 | 12 | 24 | 19 | 24 | 16 | 15 | 9 | 183 |
| <i>Total attendees at service provision events</i> | 0 | 10 | 0 | 23 | 10 | 10 | 7 | 140 | 108 | 10 | 31 | 41 | 390 |
| <i>Total attendees at education & awareness events</i> | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 6 | 43 | 0 | 0 | 0 | 54 |