



MARYLAND COMMISSION
ON HUMAN RELATIONS

annual report

2001

Maryland Commission on Human Relations

It is the mission of the Maryland Commission on Human Relations to ensure equal opportunity to all through the enforcement of Maryland's laws against discrimination in employment, public accommodations and housing; to provide educational and outreach services related to the provisions of this law; and to promote and improve human relations in Maryland.

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Letter of Transmittal

State of Maryland Commission on Human Relations



OFFICERS

Henry B. Ford, **Executive Director**
J. Neil Bell, **Deputy Director**
Benny F. Short, **Assistant Director**
Glendora C. Hughes, **General Counsel**

Governor
Parris N. Glendening
Chairperson
Silvia S. Rodriguez
Vice-Chairperson
Oretha Bridgwaters
Commissioners
Young R. Choi, Ph. D.
Barbara Dezmon, Ph. D.
Norman I. Gelman
Ernest Leatherbury, Sr.
Rufus McKinney
Jack M. Neville, Jr.
Thomas E. Owen

October 1, 2001

The Honorable Parris N. Glendening, Governor
The Honorable Members of the General Assembly of Maryland

Dear Governor Glendening and Members of the General Assembly:

We hereby submit to you the Annual Report of the Maryland Commission on Human Relations (MCHR) for Fiscal Year 2001, in accordance with Article 49B, § 3(b), Annotated Code of Maryland. The MCHR is pleased to report expanded initiatives, greater efficiencies, and significant achievements in its mission to eliminate discrimination and improve human relations in Maryland.

This year, exceeding the goals set out in the Agency's strategic plan, the Case Processing Division brought its days-in-processing of complaints to the lowest level in the Commission's history, while improving even further on the quality of its investigations.

In addition to significant litigation in the areas of public accommodations and housing, the Office of General Counsel provided leadership in many outreach activities, including the formation of the Maryland Human Rights Network and the launching of expanded mediation services. The Systemic Investigations Unit completed several investigations of unlawful pattern-and-practice discrimination cases and published research on Mortgage Lending Discrimination.

The Commission provided direct and indirect support for several civil rights bills that passed this year. The MCHR staffed five public hearings conducted across the State for the Special Commission to Study Sexual Orientation Discrimination in Maryland, providing support and assistance for the passage of the Anti-Discrimination Act of 2001. The Commission is pleased that Genetic Information-Non-Discrimination in Employment also passed this year, safeguarding Marylanders against the use of genetic information by employers making job decisions.

The Community Outreach and Education Unit complements the Commission's enforcement activities with dedicated resources for information, training and outreach. In its first year, the new unit has formed important links to key institutions throughout the State in order to expand public awareness of diversity.

Entering its 75th year of promoting equal opportunity for all Marylanders, the Commission reflects upon its illustrious past and envisions a future of continued leadership in the advancement of civil rights and human relations. On behalf of the entire Commission and staff, we wish to once again extend our appreciation to the Governor and members of the General Assembly for your active support of this important work.

Very truly yours,

Silvia S. Rodriguez
Chairperson

Henry B. Ford
Executive Director

Home Page Address
<http://www.mchr.state.md.us>

E-Mail Address
mchr@mail.mchr.state.md.us

[] MAIN OFFICE
WILLIAM DONALD SCHAEFER TOWER
6 Saint Paul Street, 9th Floor
Baltimore, Maryland 21202-1631
(410) 767-8600 1-800-637-6247
(410) 333-1841 Fax
TTY for Deaf (410) 333-1737

[] WESTERN MARYLAND OFFICE
Elizabeth Hager Center
14 N. Potomac Street
Hagerstown, MD 21740
(301) 797-8521
(301) 791-3060 Fax

[] EASTERN SHORE OFFICE
310 Gay Street, 2nd Floor
Cambridge, MD 21613
(410) 221-2565
(410) 221-2566 Fax

Maryland Commission on Human Relations

The Maryland Commission on Human Relations consists of nine members who are appointed by the Governor for a term of six years, by and with the advice and consent of the Senate. Article 49B of the Annotated Code of Maryland provides that the Commission may make surveys and studies concerning human relations, conditions, and problems, to promote in every way possible the betterment of human relations throughout the State. On the basis of these surveys and studies, the Commission may recommend to the Governor additional legislation or changes in existing legislation.

When any problem of racial discrimination arises, the Commission immediately may hold an investigatory hearing. The purpose of the hearing shall be to resolve the problem promptly by the gathering of all the facts from all interested parties, and making such recommendations as necessary. The Commissioners also serve as an appeal board for the review of decisions of the administrative law judge.

The Commissioners

Silvia S. Rodriguez, Chairperson, was appointed to the Commission in 1982, and was elected as Chairperson in 1995. Ms. Rodriguez resides in Montgomery County. Her term expires in 2003.

Oretha Bridgwaters, Vice Chairperson, was appointed to the Commission in 1995. A Prince George's County resident, her term expires in 2007. Commissioner Bridgwaters heads the subcommittee on Community Relations.

Young Choi, Ph.D. was appointed to the Commission in April 1998. Commissioner Choi is resident of Howard County. His term expires in 2005.

Barbara Dezmon, Ph.D. was appointed to the Commission in November 1997. She resides in Baltimore County. Her term expires in 2007. Commissioner Dezmon heads the subcommittee on Personnel.

Norman I. Gelman was appointed to the Commission October 1998. He resides in Montgomery County. Commissioner Gelman's term expires in 2005.

Ernest Leatherbury was appointed to the Commission November 1997. He resides in Somerset County. Commissioner Leatherbury's term expires in 2005.

Rufus W. McKinney was appointed to the Commission in 1996. He is a Montgomery County resident. Commissioner McKinney's term expires in 2003.

J.M. Neville, Jr. was appointed to the Commission in November 1997. He resides in Baltimore County. His

term expires in 2005. Commissioner Neville heads the Legislative Subcommittee.

Thomas E. Owen was appointed to the Commission in November 1998. He resides in Harford County. His term expires in 2007. Commissioner Owen heads the subcommittee on Public Affairs.

Commission Activities in 2001

- ◆ The Commission staffed the Special Commission to study Sexual Orientation Discrimination in Maryland, organizing five public hearings, and providing communications support and legal consultation;
- ◆ To reach foreign-born Marylanders, the Commission took new initiatives this year, including translation of commission materials, and participating in broadcasts on television and radio;
- ◆ The Commission provided consultation on training in response to new protections under Article 49B, Annotated Code of Maryland;
- ◆ The Commission and staff appeared on the cable program "Neighborhood Beat" concerning the Commission's Fair Housing Report;
- ◆ The Commission participated in the formulation of the Maryland Human Rights Network, an association of advocate groups, businesses and legislators to provide education and support for civil rights legislation;
- ◆ The Commission conducted human relations workshops on Fair Housing, Sexual Harassment, Employment and Disability discrimination;
- ◆ The Commission assisted in organizing the 2001 Hate Crimes Summit;
- ◆ The Commission Chairperson was inducted into the Montgomery County Human Rights Hall of Fame;
- ◆ The Commission participated in Montgomery County Police Department Community Outreach Initiatives;
- ◆ The Commission participated in the Montgomery County Human Relations Commission Fair Housing Interagency Committee;
- ◆ The Commission made a presentation on proposed legislation to enhance remedies for employment discrimination at "Ensuring Civil Rights," a workshop for women held in Bethesda;
- ◆ The Commission participated in the Achievement Initiative for Maryland Minority Students with the Maryland State Department of Education.

The Commission's Role in Protecting Equal Opportunity

The Commission represents the interests of the State of Maryland to ensure equal opportunity for all through the enforcement of Article 49B, Annotated Code of Maryland. The MCHR hears complaints of discrimination in employment, housing, and public accommodations against members of protected classes under Article 49B.

Protected Classes

Protected classes include race, color, creed, ancestry, religion, age, national origin, familial status, marital status, and physical or mental disability as defined by Article 49B. In order to prevail in discrimination case, the complainant must prove that discrimination occurred because of his or her protected status.

Steps to Resolving Complaints of Unlawful Discrimination

The MCHR initiates an investigation against any person or entity when a complaint is filed or when the MCHR has reliable evidence to proceed on its own. Unlike a private attorney, the MCHR advocates on behalf of the complainant for the State of Maryland. The complainant is a primary witness. The MCHR's process is aimed at finding resolution between the complainant and respondent, reserving litigation as a last resort. Conciliation and settlement remain possible at any point throughout the proceedings.

In certain cases, the MCHR may offer to bring in a trained outside mediator who attempts to resolve the complaint in a no-fault manner. The mediation process is kept confidential, even from the MCHR staff. If mediation fails to bring about a resolution, the MCHR conducts an in-depth investigation to determine whether there is probable cause for the allegation.

If probable cause is found and attempts at conciliation fail, the case is certified for public hearing. Frequently, this results in obtaining relief in some form for the complainant. If no probable cause is found, the MCHR closes the case.

Available Remedies

In employment cases, the complainant is entitled to "make-whole" relief, intended to restore the discrimination victim to the equivalent of his or

her former status and benefits and back pay up to 36 months. The State law does not afford the same remedies as Federal Law. Federal Law (Title VII) affords more monetary relief including unlimited back pay, compensatory and punitive damages, and attorneys' fees.

In public accommodations cases, the respondent, if found not to be in compliance, is required to remedy the discriminatory practice and, in certain liability cases, make a facility accessible, provide training, and pay a civil penalty up to \$500 to the State general fund for the first offense.

The most extensive remedies are obtained in housing discrimination cases. Available remedies include equitable relief in purchase or rental disputes, compensatory and punitive damages, and other pecuniary loss. Respondent may be required to pay a civil penalty up to \$10,000 for the first offense.

Education and Outreach

To complement its enforcement activity and provide information and technical assistance to all its constituents, the MCHR has re-established a full-time multi-faceted education and outreach service.

The Unit helps the agency to better assist citizens, evolving and established businesses, service providers, as well as State and local governments in developing discrimination-free policies, practices, and environments.

Office of the General Counsel

The Office of the General Counsel is the legal advisor and counsel to the agency. It is an independent law department created by the legislature in Article 49B, § 2(c), Annotated Code of Maryland. The office is charged with representing the agency at all hearings and judicial proceedings to which the MCHR is a party. The attorneys in the general counsel's office handle litigation before the Office of Administrative Hearings, Commission appeal panels and State and federal appellate courts. In addition to litigation responsibilities, the General Counsel's Office provides all opinions to the agency's staff, responds to legal inquiries from the public, drafts legislation and regulations, provides training to the agency's staff, and, upon request, to those outside the agency. The Systemic Investigations Unit operates within the General Counsel's office. It seeks out patterns and practices of unlawful discrimination, recommending action when appropriate.

MCHR General Counsel files Amicus Brief in U.S. Supreme Court Case

The General Counsel's office filed a Brief of *Amici Curiae* in the U.S. Supreme Court in support of EEOC's appeal of *EEOC v. Waffle House, 193 F.2d 805 (4th Cir. 1999)*, in which the Fourth Circuit U.S. Court of Appeals held that an arbitration agreement between the complainant and employer bars the EEOC from seeking relief for individual complainants, including that currently available under State law.

The brief states, "To hold that State enforcement agencies, such as MCHR, which vindicate the public interest, are precluded from requiring that respondents provide 'make whole' relief for unlawful discrimination when there is a private arbitration agreement to which the State is not a party, would leave State's interests unenforceable... and would be an unwarranted Federal intrusion on State law that would seriously undermine enforcement of Title VII."

The Commission, led by Counsel of Record, assisted by General Counsel and MCHR attorneys, filed the brief in response to concerns about the application of the ruling on administrative enforcement procedures of State agencies.

The MCHR filing was supported by eight other State human and civil rights commissions: Connecticut, Iowa, Kansas, Kentucky, Massachusetts, Michigan, North Carolina and Rhode Island.

Significant Litigation

The Office of General Counsel brings action on behalf of the people of the State of Maryland, in cases where there is probable cause that discrimination may have occurred, and where settlement cannot be reached without litigation. Through the Office of Administrative Hearings and State Circuit Courts, the Commission seeks to address specific instances of discrimination to improve equal opportunity in employment, public accommodations and housing. Many cases are resolved through settlement negotiations. Following are some representative cases that were handled by the General Counsel in 2001:

- ◆ In *Reuter v. Peter Pan Bus Lines*, the Commission was successful in arguing its Motion for Summary Decision against this large bus transportation carrier. Out of its Maryland fleet of five buses, none were wheelchair-accessible. Article 49B, § 5(d) (2) (ii) (2) requires the accessibility of at least 10 percent of the total operating fleet of a private motor coach transportation carrier doing business in the State. The Administrative Law Judge ruled in favor of the Commission, and held that Peter Pan had violated Maryland law and ordered the carrier to have at least one accessible bus registered in the State, pay a \$500 civil penalty, and ensure that its management and staff undergo anti-discrimination training.
- ◆ In *Fair Housing Council v. Trenton Properties*, which concerned allegations of housing discrimination based on disability in violation of Article 49B, § 22, the Villages of Thomas Run Homeowners Association, Inc. and Trenton Property Services reached a settlement. The homeowners association agreed to assign a parking space near the unit occupied by James Swain, whose disabilities made the additional parking accommodation necessary. The respondents also paid \$30,000 to the complainants, a civil penalty of \$2,000 to the State General Fund, and agreed, as part of its permanent standards, to issue, post and publicize a policy that provides for reasonable accommodations for persons with disabilities.

- ◆ In *Reuter v. Food Depot*, the respondent reached a Conciliation Agreement, in which it agreed to keep a gate open so that persons in wheelchairs could access the store. The agreement was breached, however, and in a settlement reached on the eve of trial, Food Depot stipulated to discriminatory practices under Article 49B, § 5(g); paid a civil penalty of \$1,000 to the State General Fund, and agreed to pay damages in the amount of \$2,500 for each future instance it is found not to be in compliance. A recent site visit confirmed that the gate is open, making Food Depot accessible to persons who use wheelchairs for mobility.

2001 Initiatives

- ◆ **Governor’s Commission to Study Sexual Orientation Discrimination in Maryland.** General Counsel provided legal technical assistance to the Special Commission, including a presentation on the law, and legal assistance. The Systemic Unit researched and reported findings regarding housing and sexual orientation discrimination (see Systemic Investigations Unit summary included in this report). General Counsel also worked closely with the Governor’s Office for the successful passage of the Anti-Discrimination Bill of 2001, and the Genetic Information–Non-Discrimination in Employment Bill.
- ◆ **Maryland Human Rights Network.** The General Counsel, along with MCHR staff, helped found this coalition, which was brought together to provide education, advocacy and support of human rights issues, and served as acting co-chair in 2001. The General Counsel was instrumental in planning and facilitating “Human Rights Advocacy Day” held in Annapolis in February, 2001.
- ◆ **Interfaith Action for Racial Justice Leadership Breakfast at Camden Yards and the “Walk Through Baltimore’s Racial History.”** The General Counsel was a member of the Baltimore walk planning committee. The General Counsel co-chaired the Leadership Breakfast that preceded the walk. The walk

traced Baltimore’s role in the slave trade, its impact on Maryland’s economic development, and highlighted the need for racial healing to ensure the future of regional economic development.

- ◆ **Second Annual Hate Crimes Summit.** The General Counsel, along with MCHR staff, assisted in planning and facilitating the conference, which was co-sponsored by the Commission. The Summit featured presentations on Hate and the Internet, Hate Crimes in Housing, and The Impact of Hate on individuals and groups.
- ◆ **Mediation Initiatives.** The General Counsel and the Community Outreach and Education Unit embarked on new initiatives to provide alternatives to litigation. They were successful in planning and developing three levels of mediation training for the entire agency staff. The training included policy training for the executive staff, 40-hour mediation certification training for the attorneys, executive staff and supervisors, and 20-hour training for investigators to enhance negotiations skills. General Counsel participated in the Maryland Business Alternative Dispute Resolution Initiative Conference that was co-sponsored by the Constellation Energy Group, the University of Baltimore Center for Negotiations and Conflict Management, and the Maryland Judiciary’s newly-created Mediation and Conflict Resolution Office. General Counsel is a member of the Business ADR initiative.

Outreach Activities

The staff of the General Counsel's Office provided active leadership for MCHR training and outreach activities in 2001 including: providing training regarding anti-discrimination law, organizing events to raise awareness of critical human rights issues, publishing articles and making media appearances which contributed to public knowledge of current human rights and legal topics related to discrimination.

The General Counsel was a guest on "Profiles with Craig Thompson," (UPN, Channel 24) to discuss human relations issues and was interviewed on Maryland Public Television regarding the Anti-Discrimination Bill of 2001. She published two articles, "What Affirmative Action Really Does" and "Tough Minds and Tender Hearts Needed for Racial Healing" in the April and May 2001 editions of *The Catholic Review*. Assistant General Counsel published an article on the use of statistical software in fair lending investigations, entitled "Matched Pairs and the Fair Lending Wiz: How MCHR Is Investigating Lending Practices In Maryland," in *PCI Perspectives* (Winter, 2000).

The General Counsel was a panelist at a seminar entitled "Building Synergy: Employment Strategies that Work" for the Governor's Committee on People with Disabilities, and met with international visitors from Nigeria, sponsored by the U.S. State Department and the World Trade Center, to provide information on

the human rights enforcement process. The General Counsel continued coordinating Study Circle sessions in 2001, and facilitated study circles with some of the staff of the *Baltimore Sun*.

The General Counsel and staff attorneys delivered training and presentations for employers and staff in the public and private sectors, as well as in-service training for MCHR staff on various aspects of discrimination law. On the topic of Sexual Harassment, training was provided for students, faculty and staff of Baltimore City Community College. A presentation on sexual harassment was given at the Quarterly All-Staff Meeting of Santé Group of Lanham, and also to the student body of the St. James School in Sharpsburg. A presentation on Maryland's Fair Housing Law was given at the Greater Baltimore Board of Realtors Fair Housing Symposium. In-service training for MCHR investigative staff was provided throughout the year on topics such as "Damages /Remedies," "Disability Law," "Motive or Intent," "Theories of Discrimination," "Sexual Harassment," "Disability in Employment under the ADA and Article 49B," "Disability Law in the Area of Employment and Public Accommodations," on the agency's case processing procedure, and the State's fair housing law. The Systemic Unit Supervisor spoke as a panelist on the subject of mortgage lending discrimination at the Department of Housing and Urban Development's Fair Housing Month Celebration, "Housing For All Through Justice For All."

Systemic Investigations Unit

The Systemic Investigations Unit performs research to uncover patterns of unlawful discrimination, and publishes findings and reports of its investigations. In 2001, the Unit:

- ◆ **Completed a major pattern and practice investigation** of an employer who was accused of racial discrimination and sexual harassment. The complaint was filed by 29 past and present employees, a labor organization, and by the MCHR itself. The investigation resulted in a total of 30 separate findings of probable cause on allegations of racial discrimination in compensation, job assignments and scheduling, racial harassment, and sexual harassment of female employees.
- ◆ **Completed two major pattern and practice investigations** of lending institutions that were accused of refusing to make home mortgage loans to African-American applicants in the Baltimore, Montgomery, and Prince George's County metropolitan areas, resulting in findings of no probable cause on all allegations. While both institutions denied loan applications to African-American applicants at a much higher rate than they denied white applicants, a multivariate statistical analysis of data collected from hundreds of applicant loan files revealed that objective factors, such as applicants' credit scores and financial ratios – rather than applicants' race – were statistically significant predictors of the lenders' decisions.
- ◆ **Negotiated a comprehensive settlement with a national retail chain** that resolved charges that the employer engaged in a pattern and practice of racial discrimination by failing to promote African-American employees to management positions, and by creating a racially abusive work environment. The employer agreed to a new system of posting all openings for managers at the job sites, publicizing the openings in specified newspapers and at career fairs sponsored by African-American radio stations. In addition, the employer agreed to implement a policy against racial harassment, and to provide diversity training to all management personnel.
- ◆ **Completed a report, *Do Mortgage Lenders Discriminate Against Same-Gender Co-Applicants Who Seek To Finance the Purchase of Homes in Maryland?*** (December, 2000). The report compared the disposition of home purchase loan applications filed by co-applicants of the same gender with the disposition of applications filed by co-applicants of the opposite gender (a total sample of over 331,000 applications, filed 1994-1999), and found that the same-gender group was consistently denied a greater percentage of applications for conventional loans, particularly when the lender was a bank or thrift institution.

Case Processing Division

The Case Processing Division provides intake, investigation, mediation and processing services for the complaints filed with MCHR in housing, public accommodations and employment. The Division provides these services through a Case Control Unit and four investigative units. Field Operations, one of the investigative units, has full-service offices in Hagerstown, Leonardtown, Cambridge and Salisbury.

The Division receives and investigates complaints from individuals who believe they have been victims of unlawful discrimination. The Case Processing Division also has contractual agreements to process a designated number of cases for the U.S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC).

Intakes and Closures

The Division received a total of 930 individual complaints of discrimination. The Division completed all work on a total of 999 individual complaints of discrimination as follows:

	Intake	Closures
EMPLOYMENT	720 (77%)	805 (80%)
HOUSING	130 (14%)	76 (8%)
PUBLIC ACCOM.	80 (9%)	118 (12%)
TOTAL	930 (100%)	999 (100%)

During FY 2001, the Division obtained directly, or in coordination with the Office of the General Counsel, over \$502,000 in benefits for the people of Maryland. Charts I, II, and III on pages 15-16 provide the county of origin and bases distribution of complaints for intakes and closures.

Reorganization and Refocus

FY 2001 was marked by a number of changes in the management, organization and focus of the Case Processing Division. The positions of Operations Manager and Deputy Director were

combined. The Division was then reorganized so that the staff could be designated to complete contractual obligations with the agency's federal partners, EEOC and HUD, and to reduce the days in processing all cases. Staff was increased for housing and public accommodations investigations in order to process caseloads more efficiently, and a comprehensive training program was implemented for investigative staff and supervisors aimed at lowering time in processing.

Highest Quality Investigations- Reduced Time in Processing

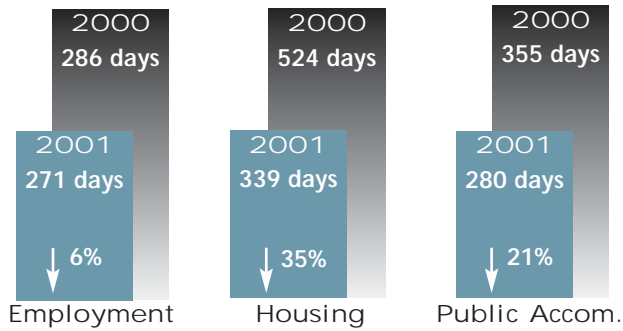
The primary focus of the Division for FY 2001 was to deliver services in a more efficient manner, while maintaining the highest level of quality of the investigative process. To add to this challenge, the investigative staff encountered an unusually high turnover rate in 2000-2001 of nearly 25%.

The success of this effort is indicated in two ways. The following chart offers comparisons of the average age of the open case inventories in FY 2000 and 2001. The average age of an open case was significantly lower, particularly in housing and public accommodations caseloads:

Field Operations

The Field Operations Unit provides a wide variety of services to the people of Maryland in many regions and communities throughout the State. In addition to the four hub locations in Hagerstown, Leonardtown, Cambridge and Salisbury, the Unit provides services at satellite locations in Oakland, Cumberland, Frederick, Prince Frederick and Hughesville. The continuing focus of the Unit is to provide the full range of services at a convenient location. The services include intake, investigations, mediation referral, settlement and education programs. While many of the services offered by MCHR can be accessed through the MCHR web site, the Unit provides a strong, local presence which promotes the mission of MCHR.

AVERAGE DAYS IN PROCESSING



A second indicator of success is that, according to federal audits, the MCHR once again demonstrated the superior quality of its investigations with one of the highest acceptance rates of completed cases in the nation. In addition, federal audits of other Fair Employment Practice Agencies (FEPA's), which are State and local commissions that have the same or similar contractual relationships with EEOC, revealed that the age of the MCHR inventory of open cases is less than half the age of the national average. The age of the pending inventory is an indicator of the time an agency takes to complete a case.

New Initiatives for 2002

AVERAGE AGE OF MCHR OPEN CASES COMPARED WITH OTHER FAIR EMPLOYMENT PRACTICE AGENCIES



Building on the successful efforts of FY 2001 to reorganize the division and allocate staff to emphasize the efficiency of the services, a number of innovations are planned to advance equal opportunity in the State, including:

- ◆ Develop and implement a testing program within the Case Processing Division to assist in enforcing Fair Housing Laws. MCHR will also provide services in partnership with a private housing testing organization through a contract with HUD.
- ◆ Develop and implement a full-service mediation program which will provide an alternative to full investigation and augment our community services.
- ◆ Establish a new unit to process the Public Accommodations cases, improving responsiveness, especially to individuals with disabilities.
- ◆ Develop and implement a customer satisfaction survey in order to continually monitor the effectiveness of all services.
- ◆ Assist in the redesign of the MCHR website to provide a greater range of information and services to the people of Maryland.
- ◆ Assist in facilitating a **Study of Civil Rights In Maryland** to be published as part of the 75th anniversary of the MCHR.

CHART I

TOTAL INTAKE				
BASIS	E	PA	H	
RACE				
BLACK	280	30	56	
WHITE	38	2	5	
OTHER	7	0	0	
SEX				
FEMALE	171	10	9	
MALE	54	0	0	
AGE				
	97	0	0	
DISABILITY				
	23	29	40	
RETALIATION				
	148	1	2	
RELIGION				
7TH DAY ADVENTIST	1	0	0	
MUSLIM	7	2	2	
JEWISH	1	0	0	
OTHER	1	1	0	
NATIONAL ORIGIN				
HISPANIC	3	1	4	
OTHER	47	4	9	
FAMILIAL STATUS				
	NA	NA	13	
COLOR				
	3	2	6	
OTHER				
	9	0	0	
TOTALS				
	890	82	146	

CHART II

FREQUENCY BY COUNTY				
REGION/ COUNTY	E	PA	H	TOTAL
West				
ALLEGANY	11	0	3	14
FREDERICK	19	2	3	24
GARRETT	4	0	0	4
WASHINGTON	74	2	1	77
Central				
ANNE ARUNDEL	64	5	7	76
BALTIMORE CITY	128	23	29	180
BALTIMORE	110	18	33	161
CARROLL	2	1	5	8
HARFORD	14	1	2	17
HOWARD	43	1	16	60
MONTGOMERY	26	9	13	48
PRINCE GEORGE'S	52	8	12	72
Southern				
CALVERT	6	0	1	7
CHARLES	24	4	0	28
ST. MARY'S	24	0	2	26
Eastern Shore				
CAROLINE	5	0	1	6
CECIL	5	0	0	5
DORCHESTER	24	0	1	25
KENT	3	0	0	3
QUEEN ANNE'S	2	0	0	2
SOMERSET	5	0	0	5
TALBOT	17	2	0	19
WICOMICO	49	0	1	50
WORCESTER	9	4	0	13
TOTALS				
	720	80	130	930

Employment, Public Accommodation and Housing Cases
(charges filed in Fiscal Year 2001 according to alleged
basis of discrimination).



CHART III

Note: Cases may be filed on more than one basis; totals of complaint bases exceed closures.

CLOSED CASES			
BASIS	E	PA	H
RACE			
BLACK	327	39	41
WHITE	24	2	3
ASIAN	3	0	0
AMERICAN INDIAN/ALASKAN	2	0	0
OTHER	4	2	0
SEX			
FEMALE	181	13	2
MALE	49	2	1
AGE			
	107	0	0
DISABILITY			
	51	55	27
RETALIATION			
	122	0	0
RELIGION			
7TH DAY ADVENTIST	5	0	0
MUSLIM	0	0	2
JEWISH	4	1	0
PROTESTANT	2	0	0
OTHER	28	1	0
NATIONAL ORIGIN			
HISPANIC	4	0	2
EAST INDIAN	1	1	0
OTHER	8	1	0
FAMILIAL STATUS			
	NA	NA	9
COLOR			
	6	2	2
OTHER			
	12	0	0
TOTALS			
	940	119	91

Carrying the Message

Education, Outreach, and Public Awareness are essential to effectively communicate ideas, provide information and change attitudes. The structure of the Community Outreach and Education Unit (COEU) to combine education, outreach, and public affairs reflects the synergy of these three essential components. The Unit's mission is to provide Maryland employers, housing providers, public accommodations managers and organization leaders with human relations information, education, training and technical assistance so that they avoid unlawful discrimination, unnecessary litigation and exhibit leadership in building a discrimination-free Maryland.

2001 Highlights

- ◆ In 2001, COEU established ongoing active links between the MCHR and key institutions to ensure compliance with anti-discrimination policies and achieve and sustain the best practices in diversity.
- ◆ The COEU was instrumental in launching the Maryland Human Rights Network (MHRN), which was formed in partnership with the Committee on Violence and Extremism, Maryland Association of Human Rights Workers and others. Membership has grown to approximately 100 groups. Legislators from both the House and Senate have provided valuable consultation and assistance in advancing the mission of the MHRN to provide advocacy, education, and support for human rights issues, and to improve passage of human rights legislation by the Maryland General Assembly. In early initiatives, the MHRN provided a unified voice to support passage of human and civil rights legislation in the 2001 session.
- ◆ The COEU assisted the MCHR and the Governor's Office in managing logistics, staffing, and providing communications support for five public hearings of the Special Commission to Study Sexual Orientation Discrimination in Maryland in fall, 2000.
- ◆ The Unit produced the first issue of **The Voice of Equal Opportunity in Maryland**, a newsletter which was mailed and distributed to approximately 1,500 organizations in the public and private sectors. **The Voice** is an important tool in "carrying the message" of equal opportunity in Maryland, and providing information about laws, new legislation and diversity issues.
- ◆ COEU staff participated in community events, such as "Human Rights Advocacy Day" in Annapolis; Department of Housing and Urban Development's celebration of Fair Housing Month, "Housing for All Through Justice for All;" Second Annual Hate Crimes Summit;" Department of Health and Mental Hygiene's Black History Month Celebration, "Joining Hands for Unity."
- ◆ Planning for a Study on Civil Rights began in 2001 in conjunction with other agency staff and Commissioners.
- ◆ Mediation training was arranged by the Unit and provided to agency attorneys, supervisors and investigators in order to enhance the MCHR's mediation services.

New MCHR Training Encourages Attitude Change

Discrimination and prejudice are learned. In order for discriminatory practices to cease, factual information must be provided to counter misinformation and inaccurate depictions of people and groups. Attitude change is a process which must be consistent and continual, and information must be provided through a wide variety of mediums over time.

The Maryland Commission on Human Relations has a long tradition of providing training and educational programs for a diverse number of agencies and groups throughout Maryland. With the re-establishment of this unit which is dedicated to the task, training and educational programming for Maryland's businesses and agencies has been expanded.

In its first year of operation, the COEU has initiated active collaborations with change-management and diversity experts to gather and contribute information on the best practices in diversity. The COEU has provided workshops and training sessions with a "train the trainer" approach to reach the widest possible audiences. Agencies such as Baltimore Reads, Fellowship of Lights, the Children's Home of Catonsville, Towson University, University of Maryland, Western Maryland College, and the Community Colleges of Baltimore County have all received training on sensitivity and diversity. The COEU presented a workshop on Diversity at the 2001 Governor's Office on Volunteerism State Conference, and has developed a significant ongoing relationship with the Girl Scouts of Central Maryland, providing training to staff, mentors, and young women on topics of diversity.

Program topics have included diversity training and tolerance education, sexual orientation discrimination, sexual harassment (in conjunction with the Office of the General Counsel) and other topics of discrimination. Knowing that persons learn and experience differently, the trainings are designed to be interactive and participatory as well as reflective and personal. COEU plans to provide prejudice reduction education in the future as well as trainings on fair housing. Initiatives to address hate crimes, which include training for Maryland police, public information, and community support services are also being implemented.

The COEU will continue to evaluate needs for education and information in regard to discrimination law and diversity as it gains insight through greater exposure to Maryland businesses and the unique needs of all its regions, from Western Maryland to the Eastern Shore.

Through the Community Outreach and Education Unit, the Maryland Commission on Human Relations is building a repository of training, information and resources in order to advance positive human relations within the State.

Technology Services

Management Information Systems provides the agency's primary interface with the public. The Unit assists the agency and the public in the strategic use of information technology (IT) to support the MCHR's core business processes and achieve the MCHR's goals.

2001 Initiatives

In 2001, the IT Unit supported the agency's mission in several ways:

- ◆ Rewrote the agency's Procedural and Employee Policy Manuals and distributed them as web-based documents;
- ◆ Upgraded at least 25% of the systems in order to give employees use of the most technologically advanced software;
- ◆ Provided training and user support to ensure efficient utilization of the IT tools available.

Management Information Systems makes certain that all employees have the tools that allow them fast, efficient, error-free access to any information that is necessary for the job. A policy of upgrading 25% of the computer equipment every fiscal year has made the MCHR one of the most technologically advanced of any State agency. Sixty-eight percent of the MCHR systems are state-of-the-art multi-media systems.

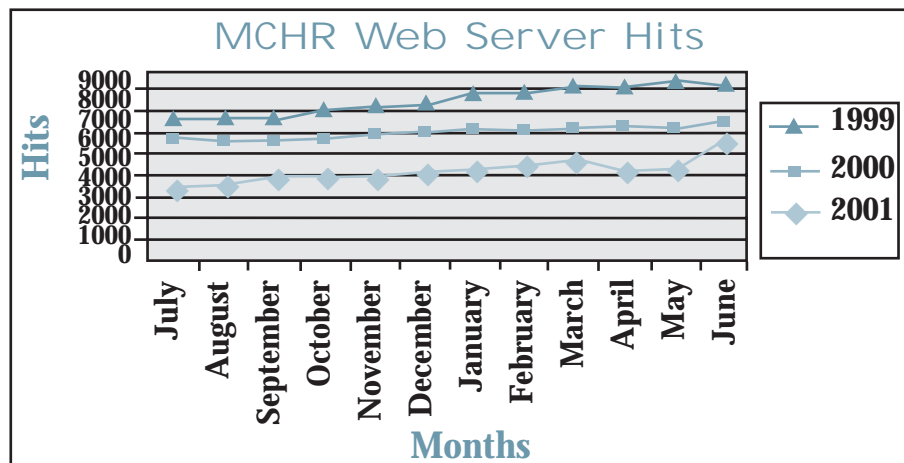
Enhancements to the MCHR Web Site

The Management Information Systems Unit focused this year on the primary point of entry for constituents – the World Wide Web. There were several web site enhancements completed during FY 2001. These improvements directly related to the State of Maryland's mandate of having 80% of its services available to the public through the use

of the World Wide Web or telecommunications devices by FY 2004. For example, the Unit:

- ◆ Enhanced the Complaint System to automatically confirm receipt of the electronic complaint;
- ◆ Enhanced the "Tip-line" that allows the public to report perceived discriminatory acts 24 hours a day;
- ◆ Developed surveys that allow the public to have input into making the MCHR web site more useful;
- ◆ Integrated **www.mchr.state.md.us** as the gateway to the agency so that the web address becomes the public's point of contact with this agency.

An indication of the public's increasing reliance on the MCHR web site as the point of contact is the data collected on the number of web page hits during FY 2001. In FY year 2000, there were 50,758 visits to the agency web site. FY 2001 closed out with 90,305 visits to **www.mchr.state.md.us**. This increase in traffic can be attributed to increasing numbers of persons who expect government services to be available on the Internet and the steps the MCHR has taken to meet those expectations. The chart below illustrates the increase in web site traffic:



Only a few short years ago, the MCHR lagged far behind in all areas of technology. The efforts of the Chairperson and the Commission resulted in obtaining the required funding to bring today's technology to the MCHR. The success of the Maryland Commission on Human Relations will continue to be intertwined with information technology – an increasingly important tool to bring MCHR services to Marylanders.

Annual Operating Budget

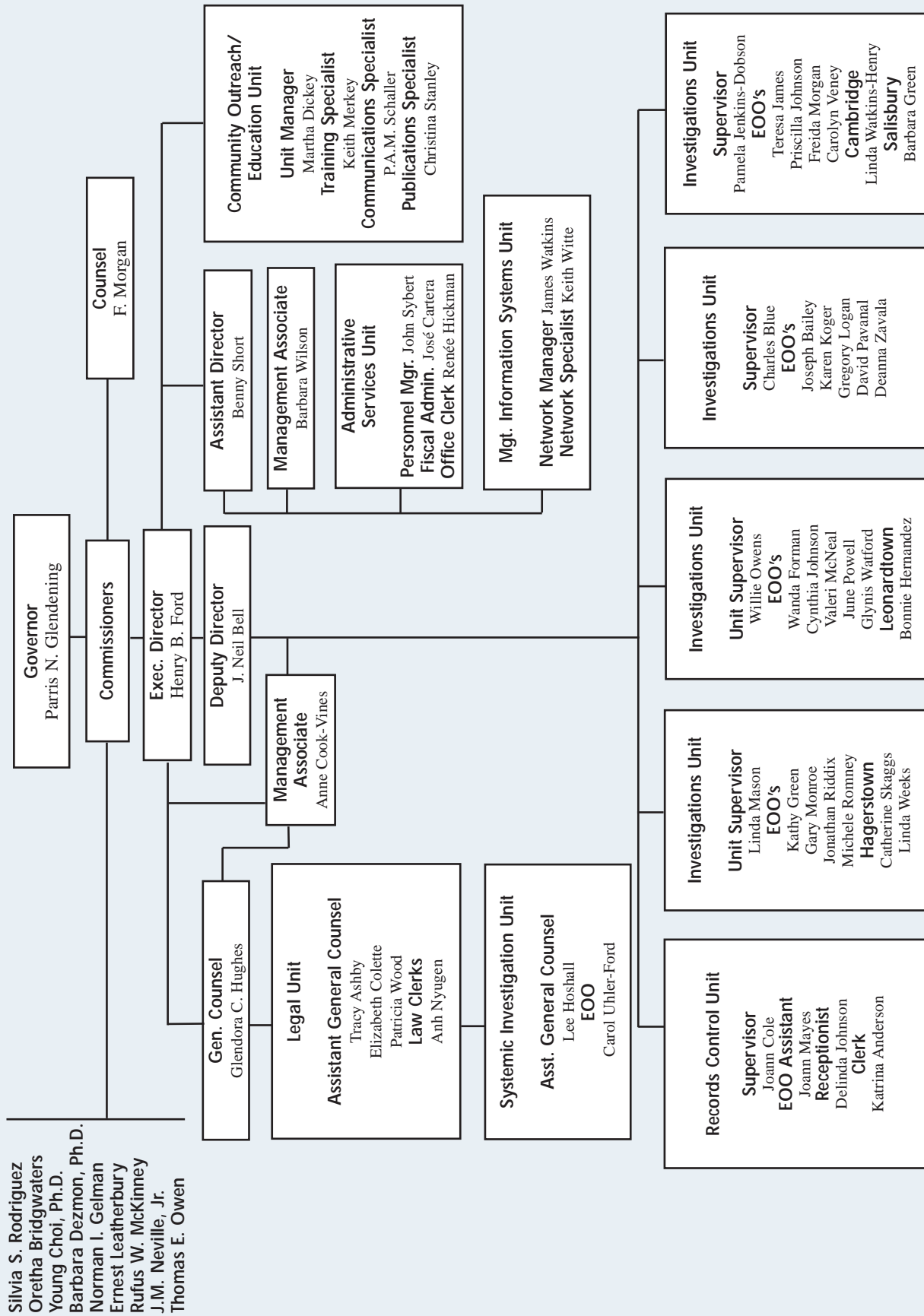


Allocated funding in its fiscal year 2001 budget appropriation enabled the Maryland Commission on Human Relations to:

- 1) Upgrade the agency's automated data and computer network capacity.
- 2) Provide required engineering consultation services to support stakeholders in developing accessible environments for disabled individuals.
- 3) Re-establish its Community Outreach and Education Unit, adding 2.5 new positions to the agency, which enabled MCHR to enhance service provided to the public.

Fiscal Years	1999	2000	2001
Total State General Funds	\$2,272,659	\$2,366,482	\$2,681,557
Federal Funds			
HUD	230,059	274,321	233,949
EEOC	338,330	377,362	539,561
Total Federal Funds	568,389	651,683	773,510
Grand Total	\$2,853,548	\$3,018,165	\$3,455,067
Expenses			
Staffing	\$2,424,255	\$2,611,976	\$2,934,310
Operating	429,923	406,189	520,757
Grand Total Summary	\$2,853,548	\$3,018,165	\$3,455,067
Staff Positions			
Authorized Permanent	49	50	52.5
Contractual	1	1	1
Total Positions	50	51	53.5

Organization Chart



Silvia S. Rodriguez
Oretha Bridgwaters
Young Choi, Ph.D.
Barbara Dezmon, Ph.D.
Norman I. Gelman
Ernest Leatherbury
Rufus W. McKinney
J.M. Neville, Jr.
Thomas E. Owen

EOO - Equal Opportunity Officer

Foreign-Born Marylanders: an historical overview

The Maryland Commission on Human Relations was created in 1927 in response to the problems of unequal treatment of African-Americans.

Originally named The Interracial Commission of Maryland, the small volunteer group focused on affording Black Marylanders access to public accommodations, equal pay and access to jobs from which they had previously been systematically excluded. The Commission has since broadened its scope beyond race and color to meet the needs of groups who have experienced significant discrimination based on other characteristics – religion, age, familial status, marital status, disability, ancestry, and national origin.

At the turn of the 21st century, a dramatic increase of foreign-born Americans in Maryland has focused attention on the need for services to assist these populations.

More than 200,000 immigrants and refugees have moved to Maryland over the past 20 years. Currently, the State's population includes roughly ten percent foreign-born Americans. Dr. Mark

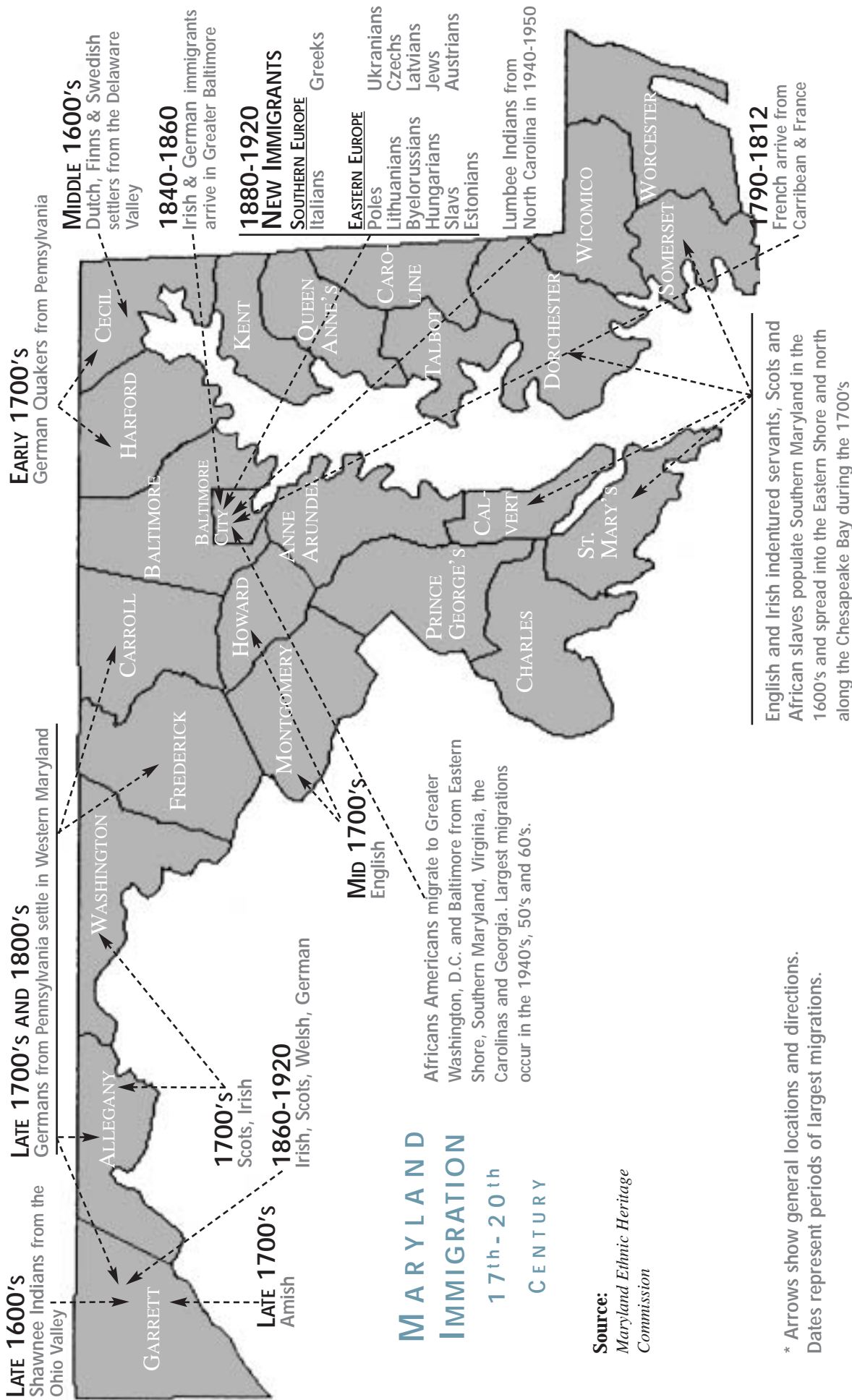
Miller, a researcher at the University of Delaware reported that this tide of immigration has created as profound a change as any since the early colonists arrived. In the 19th and early 20th centuries foreign-born workers fueled the growth of Maryland that was being stimulated by investment to build industries. At the turn of the 21st century, an average of 16,000 immigrants resettle in Maryland each year, continuing to power the State's economy with needed workers and added revenue. The maps on the following pages provide the shape and scope of Maryland's foreign-born populations from the 1600's to today.

The Maryland Commission on Human Relations, through its enforcement of anti-discrimination laws, information, training, and outreach activities, seeks to provide needed assistance to these foreign-born Marylanders to ensure equal opportunity in employment, housing, and public accommodations, so that they, and all others who live, work in and visit our State can become full participants in Maryland's communities, businesses, and institutions.

Sources:

Baltimore Sun, June 6, 2000
University of Maryland
Immigration Digital Library
U.S. Center for Immigration Studies





OUR **VISION** IS TO HAVE A STATE THAT IS FREE OF ANY TRACE OF UNLAWFUL DISCRIMINATION.



MARYLAND COMMISSION
ON HUMAN RELATIONS

MAIN OFFICE

6 ST. PAUL STREET, 9TH FLOOR
BALTIMORE, MD 21202-1631
PH.: (410) 767-8600 OR (800) 637-6247
FAX: (410) 333-1841
e-mail: mchr@mail.mchr.state.md.us

WESTERN MARYLAND OFFICE

ELIZABETH HAGER CENTER
14 N. POTOMAC ST., LOWER LEVEL
HAGERSTOWN, MD 21740
PHONE: (301) 797-8521
FAX: (301) 791-3060

EASTERN SHORE

310 GAY STREET, 2ND FLOOR
CAMBRIDGE, MD 21613
PHONE: (410) 221-2565
FAX: (410) 221-2566

LOWER EASTERN SHORE

SALISBURY DISTRICT COURT
MULTI-PURPOSE CTR.
201 BAPTIST STREET, SUITE 33
SALISBURY, MD 21801
PHONE: (410) 548-3243
FAX: (410) 334-3455

SOUTHERN MARYLAND

JOSEPH D. CARTER CENTER
P.O. BOX 653
LEONARDTOWN, MD 20650
PHONE: (301) 475-4118
FAX: (301) 475-4119

For more information on any of the material presented in this annual report,
please call (410) 767-8600, or 1-800-637-6247.
Visit our website at www.mchr.state.md.us.