



# *Maryland Commission on Human Relations*

*I*t is the mission of the Maryland Commission on Human Relations to ensure equal opportunity for 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  
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**Governor**  
Robert L. Ehrlich, Jr.  
**Chairperson**  
Thomas E. Owen  
**Vice-Chairperson**  
John W. Hermina  
**Commissioners**  
Roberto N. Allen  
Charles H. Cresswell  
Barbara Dezman, Ph.D.  
Norman I. Gelman  
Peter R. Lee  
Pamela J. Scarbro

January 1, 2005

The Honorable Robert L. Ehrlich, Jr., Governor  
The Honorable Members of the General Assembly of Maryland

Dear Governor Ehrlich and Members of the General Assembly:

On behalf of the members and staff of the Commission on Human Relations, we respectfully submit to you this Annual Report for Fiscal Year 2004 in accordance with Article 49B, § 3 (b), Annotated Code of Maryland.

In fiscal year 2004, the Commission increased accessibility for disabled Marylanders, advanced equal opportunity in employment and facilitated access to fair housing for protected classes with the following initiatives:

The Case Processing Division obtained directly, and in coordination with Office of the General Counsel, over \$666,104 in monetary benefits for the people of Maryland. The Mediation Unit successfully resolved 53% of the 204 cases that elected mediation in 2004.

MCHR provided technical assistance services to partners and constituents throughout the State aimed at preventing discrimination. The Commission assisted more than 4,000 individuals by providing training, consultations, and seminars.

The General Counsel's Office completed litigation in a number of cases and advanced the public's understanding of State and Federal anti-discrimination laws through publishing, workshops and public forums.

The Systemic Unit completed an investigation of employment discrimination and began a new investigation of lending discrimination by a major finance company.

It should be noted that the activities of the Systemic Unit are being suspended in 2005 due to inadequate resources. Although it has been chronically understaffed throughout its four years of operation, the Systemic Unit has made impressive strides in addressing unlawful discrimination in our State, including: completion of three investigations of major lending institutions accused of racial and national origin discrimination; investigation and litigation of a Baltimore-based industrial laundry found liable for widespread racial and sexual harassment of its employees; and completion of several reports including *Lenders With Majority Black Customer Bases* and *Employment of Women and Minorities in Maryland State Government*. The Commission hopes eventually to reactivate the unit in order to continue this important work on behalf of Marylanders.

Government's commitment to equal opportunity is crucial to building a healthy economy and an open society. The MCHR Commissioners and staff take this opportunity to express our appreciation for your continued support of equal opportunity in Maryland.

Very truly yours,

Handwritten signature of Thomas E. Owen in blue ink.

Thomas E. Owen  
Acting Chairperson

Handwritten signature of Henry B. Ford in blue ink.

Henry B. Ford  
Executive Director

# The Commission

**T**he Maryland Commission on Human relations represents the interest of the State 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 from members of protected classes that are covered under this law.

The Commission is an independent agency that serves individuals, businesses, and communities throughout the State. Its mandate is to protect against discrimination based on race, color, religion, sex, age, national origin, marital status, physical or mental disability, sexual orientation and genetic information. In housing cases, discrimination based on familial status is also unlawful.

In addition, the Commission assists employers in developing bias-free selection, hiring, retention, and promotion procedures; increases equal housing opportunities to all groups in Maryland; ensures equal access to public accommodations and services; and promotes knowledge and understanding of anti-discrimination laws and help to improve human relations within the State.

## **2004 Highlights**

- After three years of investigations and legal processing, the Systemic Unit successfully concluded litigation instituted on behalf of MCHR and 29 former employees of a Baltimore-based indus-

trial laundry found to have engaged in a pattern or practice of harassment and discrimination. (See page 8.)

- General Counsel was named Chair-Elect for the Labor and Employment Law Section of the Maryland State Bar Convention. (See page 87)
- General Counsel, Technical Assistance staff and MCHR Hate Crimes Coordinator worked with the Coalition to Prevent Violence and Extremism in presenting the 2004 Annual Hate Violence Summit. (See page 7.)
- The Case Processing Division obtained directly, and in coordination with Office of the General Counsel, over \$666,104 in monetary benefits for the people of Maryland. (See page 12.)
- The mediation unit successfully resolved 53% of the 204 cases that elected mediation in 2004. Thirty-six percent of MCHR cases elected to resolve complaints through mediation, a six percent increase over 2003. (See page 18.)
- The MCHR assisted more than 4,000 individuals by providing technical assistance training, consultations, and discrimination prevention seminars. (See page 19.)
- The Information Technology Unit increased the agency's efficiency in reaching the public through MCHR's website. The number of individuals who filed discrimination complaints or obtained information about services on line more than doubled in 2004. (See page 21.)

#### **2004 Commissioners**

Thomas E. Owen, Chairperson  
John W. Hermina, Vice Chairperson  
Roberto N. Allen  
Charles H. Cresswell  
Barbara Dezmon, Ph.D.  
Norman I. Gelman  
Peter R. Lee  
Pamela J. Scarbro

# Office of the General Counsel

**T**he Office of 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, 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 all opinions to the agency's staff, provides staff training, and upon request, technical assistance training to those outside the agency.

The Systemic Investigations Unit operates within the General Counsel's office. The Unit seeks out patterns and practices of unlawful discrimination, recommending action when appropriate.

## Initiatives

The General Counsel's Office advances the agency's mission by leading and participating in the legal and human rights communities initiatives that work to eliminate discrimination throughout the State.

- The Women's Law Center's Employment Initiative Advisory Group invited the General Counsel to serve as a member to explore ways the law center can address clients' employment issues.
- General Counsel, Technical Assistance Manager and MCHR Hate Crimes Coordinator assisted in planning the Annual Hate Violence Summit. General Counsel was the moderator for the Summit.
- In partnership with the Maryland Association of Realtors, General Counsel provided fair housing training to local realtor associations in Montgomery County, Prince George's County, Garrett County, Anne Arundel County and Annapolis.
- General Counsel, Mediation Coordinator and Technical Assistance Manager participated in a television interview on the cable television program "Neighborhood Beat" to discuss MCHR procedures and programs.
- General Counsel, Assistants General Counsel and the Mediation Coordinator were instructors at the National Association of Human Rights Workers (NAHRW) Maryland Chapter's Spring Training Conference.
- Maryland State Bar Association appointed General Counsel to the Maryland Institute for Continuing Professional Education of Lawyers, Inc. (MICPEL) Curriculum Committee.
- The MCHR sponsored the June 2004 Maryland State Bar Association Section of Labor and Employment Law Newsletter. The General Counsel coordinated the MCHR effort and was a contributing author along with MCHR Assistant General Counsels, Systemic Unit Supervisor, Executive Director and Mediation Coordinator.



- General Counsel co-chaired and presented along with the Systemic Unit Supervisor at MICPEL's seminar entitled "State Labor and Employment Laws."
- At the Maryland State Bar Convention, the General Counsel moderated a panel entitled "Trying a Case of Sexual Harassment." General Counsel also was voted Chair-Elect for the Labor and Employment Law Section.
- The Systemic Unit Supervisor delivered training on mortgage lending and insurance discrimination at a Harford County housing conference and presented on disability discrimination in health care to managers of the Department of Health and Mental Hygiene's Health Choice program.

## ***Systemic Unit***

### **Investigations and Litigation**

During FY 2004 despite continued understaffing, the Systemic Unit completed an investigation of employment discrimination, successfully resolved litigation in an-

other employment case, and began a new investigation of lending discrimination by a major finance company. Systemic investigations are complex undertakings that involve interviews of numerous witnesses, large-scale document reviews, data collection, and statistical analysis.

In the employment area, the Unit successfully concluded litigation instituted on behalf of MCHR and 29 employees of a Baltimore-based industrial laundry found to have engaged in a pattern or practice of harassment and discrimination. Settlements in the four sexual harassment cases included significant class-directed relief aimed at reforming and the employer's practices, and monetary relief for the individuals. All but one of the female harassment victims were recent immigrants from Central America who did not speak English.

Cases involving 25 African-Americans subjected to racial discrimination (harassment, compensation, assignments and scheduling) were also resolved. A separate class action lawsuit filed in federal court and based largely on the MCHR investigation ended with a consent decree

providing for \$1.86 million in monetary relief to the African-Americans and class-directed affirmative relief.

The Unit found probable cause in an investigation of a local law enforcement agency alleged to have practiced racial discrimination in the recruiting of applicants for law enforcement officer positions. The Unit found that the low percentage of African-American applicants who sought positions with the agency from 1999 to 2002 did not statistically match the racial composition of the qualified labor market and that the difference was not explained by other factors. Separate evidence suggested that the agency failed to actively recruit black applicants. In addition, the Unit found probable cause in the individual case of an incumbent black officer who sought a transfer to a different job assignment and was denied in favor of a white officer.

During 2004, the Unit was involved in the negotiation and conciliation phases of employment and mortgage lending cases with hundreds of potential victims. Reviews of compliance with the relief provisions of negotiated agreements were also conducted. The Unit conducted an analysis of 30 tests by paired testers posing as first-time homebuyers who contacted insurance agencies for quotes on home insurance policies.

The Unit also began a new investigation of racially biased predatory lending by a national finance company.

Regrettably, the Systemic Investigations Unit will phase out its activities in 2005 due to inadequate resources. The Commission hopes eventually to reactivate the unit so that this important work can continue.

## ***Significant Litigation***

### **Employment**

#### **Russell v. Triangle Oil Co., d/b/a Citgo**

The Commission successfully litigated a case involving an African-American employee who was terminated solely on the basis of his race. Upon investigation the Commission found that the employer, Triangle Oil Company, had reduced the wage-earning hours of its African-American employees while increasing the hours of its white employees, and that it later terminated its African-American employees.

The respondent argued that all employees received a reduction in hours and that the complainant's termination was due to his failure to wear a uniform shirt; however, evidence showed that white employees received an increase in wage-earning hours, and that white employees who failed to wear uniform shirts were

not terminated.

After a hearing before the Office of Administrative Hearings, the Administrative Law Judge found that Respondent had violated Article 49B, Annotated Code of Maryland and unlawfully discriminated against the Complainant solely on the basis of his race. Among other injunctive and administrative relief, the ALJ awarded back wages in the amount of \$5,022.20 and post-judgment interest.

## **Housing**

### **Prologue, Inc. v. Pickwick Apartments, et al.**

In this case, the MCHR was successful in gaining reasonable accommodation for a person with a psychiatric disability. Prologue, Inc. provides residential rehabilitative services for individuals with psychiatric disabilities. In this case, Prologue sought to secure an apartment for its client, who was unable to work due to her disability. The attempts to secure the apartment were halted when the apartment complex, Pickwick Apartments, refused to allow Prologue to secure the apartment on behalf of its client, and required that the client individually qualify for the apartment. The client was unable to individually qualify because of limitations due to her disability.

Prologue, after providing information on its financial stability, its commitment to secure and maintain the residence and its desire to hold the lease to the apartment on behalf of its client, requested an accommodation to the policy due the client's disability. Pickwick refused.

After filing a Request for Jury Trial in the Circuit Court of Maryland for Baltimore City, Pickwick agreed to resolve the matter through settlement. Pursuant to the agreement, Pickwick agreed to consider all requests for reasonable accommodations when necessary to afford a person with a disability equal opportunity to use and enjoy a dwelling, to pay \$5,000 to Prologue, Inc. for damages, and to a civil penalty in the amount of \$2,500 to the General Fund of the State of Maryland.

### **Tart v. Curtis Properties, et al.**

### **Jackson v. Curtis Properties, et al.**

In these two cases, MCHR established enforcement prohibitions against retaliation against those who file discrimination complaints. The respondents in the cases billed complainants for legal fees associated with defending a previous complaint of discrimination. According to the respondents, the complainants filed frivolous complaints of discrimination, and were therefore responsible for legal fees incurred by the respondent

while defending against the complaints of discrimination.

After it had been established that the respondents had violated prohibitions against retaliation under Article 49B, Annotated Code of Maryland, the Commission filed a Statement of Charges with the Office Administrative Hearings. Prior to a hearing on the matter, the respondents agreed to settle the matters.

Among other injunctive relief, the respondents agreed to resolve these matter by paying \$3,000 to the Jackson family for damages sustained, and \$3,325 to the Tart family for damages sustained.

## ***Outreach, Training and Publications***

In FY 2004, the General Counsel's office provided technical assistance training to a variety of businesses, public and private institutions covering a wide range of topics. This training is an opportunity to educate the participants on the law, fair practices and preventive procedures, as well as an opportunity to discuss problems and issues of concern relating to Article 49B. In addition, training is provided to individuals re-

garding rights and protections under State, federal and local law.

The workshops covered unlawful discrimination based on sexual harassment, fair housing, mortgage lending, homeowner insurance, MCHR procedures, legal update of State and Federal anti-discrimination law, and diversity. Some of the organizations and businesses receiving training were the Maryland Environmental Services, Bowie State University, Baltimore County Fire Department, Fire and Rescue Academy, Washington Pigtown Neighborhood Alliance, Kent County Human Relations Commission and Hartford County Human Relation's Fair Housing Day.

In addition, the General Counsel's office participated with the legal community to reach high school students interested in careers in law through Law Links and the Alliance of Black Women Attorneys of Maryland, Inc.

The legal unit attorneys also provided in-house training for MCHR investigators, volunteer mediators and testers on the topics of sexual orientation and genetic information discrimination, MCHR procedures, fair housing law and fair housing testing.

# 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 those services through an Intake Unit and four Investigative Units. One of the Investigative Units, Field Operations, has full service offices in Hagerstown, Leonardtown, Cambridge and Salisbury.

The Division receives complaints directly from individuals who believe they have been victims of unlawful discrimination and also processes cases for the U. S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC).

## ***Intake and Closures***

### **Intake:**

During FY 2004, the Division received a total of 839 individual complaints of discrimination as follows:

Employment	666	(79%)
Housing	110	(13%)
Public Accommodations	<u>63</u>	<u>( 8%)</u>
Total	839	(100%)

Charts I and II provide the county of origin and bases distribution of the complaints. Chart III provides the basis distribution of the cases closed.

### **Closures:**

During FY 2004, the Division obtained, in coordination with Office of the General Counsel, **over \$666,104.00 in monetary benefits** for the people of Maryland.

During FY 2004, the Division completed all work on a total of 929 individual complaints of discrimination as follows:

<b>Employment</b>	<b>721</b>	<b>(78%)</b>
<b>Housing</b>	<b>124</b>	<b>(13%)</b>
<b>Public Accommodations</b>	<b>84</b>	<b>( 9%)</b>
<b>Total</b>	<b>929</b>	<b>(100%)</b>

The Case Processing Division was successful in achieving its objectives in spite of a reduction in staff. The Division is pleased to report that once again, our contractual obligations were met with a 100% acceptance rate from our Federal partners, *for the third consecutive year.*

An indicator of success is that again, according to federal audits, MCHR demonstrated the superior quality of the investigations with one of the *highest acceptance rates of completed cases in the nation.* In addition, federal audits of other FEPA (Fair Employment Practice Agencies--state and local commissions that have the same or similar contractual relationship with EEOC), *revealed that the MCHR inventory of open cases is half the age of the national average of open cases.* The age of the pending inventory is an indicator of the time an agency takes to complete a case.

The chart below demonstrates that the age of MCHR's pending inventory is *dramatically lower than the national average.*

<b>MCHR Average Age of Open Case 2004</b>	
<b>Employment</b>	<b>285 days</b>
<b>Housing</b>	<b>138 days</b>
<b>Public Accommodations</b>	<b>302 days</b>

<b>Average Ave of Open Case : National Averages</b>	
<b>FEPAS (Fair Employment Practice Agencies)</b>	<b>595 days</b>
<b>FHAPS (Fair Housing Assistance Programs)</b>	<b>220 days</b>

## **Chart I: Total Intake 2004**

### **Basis Distribution**

#### **Employment, Public Accommodations and Housing**

*Charges filed in Fiscal Year 2004 according to alleged Basis of Discrimination*

<b>Basis</b>	<b>E</b>	<b>PA</b>	<b>H</b>
<b>Race:</b>			
Black	228	26	49
White	25	2	3
Asian/Pacific Islander	3	0	0
American Indian/Alaskan	0	0	0
Other	10	0	0
<b>Sex:</b>			
Female	97	3	2
Male	48	2	1
<b>Sexual Orientation</b>			
	22	2	1
<b>Age</b>			
	109	0	1
<b>Retaliation</b>			
	98	0	6
<b>Disability</b>			
	84	27	44
<b>Religion:</b>			
7 <sup>th</sup> Day Adventist	1	0	0
Muslim	3	1	1
Jewish	0	0	0
Protestant	0	0	0
Catholic	1	0	0
Other	17	0	3
<b>National Origin:</b>			
Hispanic	6	0	4
East Indian	3	0	0
Other	17	0	3
<b>Familial Status</b>			
	NA	NA	13
<b>Marital Status</b>			
	7	2	0
<b>Color</b>			
	0	0	3

**Chart II: Intake of Cases FY 2004:  
Frequency by County  
Employment, Public Accommodation and Housing**

<b>County</b>	<b>E</b>	<b>PA</b>	<b>H</b>	<b>TOTAL</b>
<b>West</b>				
Allegany	6	0	0	6
Frederick	22	2	1	25
Garret	3	0	1	4
Washington	34	1	0	35
<b>Central</b>				
Anne Arundel	48	1	5	54
Baltimore City	135	15	12	162
Baltimore County	98	10	31	139
Carroll	6	1	2	9
Harford	12	2	6	20
Howard	24	1	6	31
Montgomery	46	4	10	60
Prince George's	58	15	15	88
<b>Southern Maryland</b>				
Calvert	9	1	0	10
Charles	21	5	7	33
St. Mary's	25	2	5	32
<b>Eastern Shore</b>				
Caroline	5	0	0	10
Cecil	3	0	5	8
Dorchester	18	1	0	19
Kent	2	0	0	2
Queen Anne's	8	0	0	8
Somerset	3	0	1	4
Talbot	14	0	1	15
Wicomico	52	1	2	55
Worcester	14	1	0	15
<b>Totals</b>	<b>666</b>	<b>63</b>	<b>110</b>	<b>839</b>



### **Chart III: Closed Cases 2004**

#### **Employment, Public Accommodations and Housing**

*Cases closed in Fiscal Year 2004 according to alleged Basis of Discrimination*

<b>Basis</b>	<b>E</b>	<b>PA</b>	<b>H</b>
<b>Race:</b>			
Black	241	28	57
White	30	6	2
Asian/Pacific Islander	2	0	0
American Indian/Alaskan	2	0	0
Other	19	3	0
<b>Sex:</b>			
Female	121	3	2
Male	37	1	1
<b>Sexual Orientation</b>			
	17	2	1
<b>Age</b>			
	105	4	0
<b>Retaliation</b>			
	96	0	6
<b>Disability</b>			
	111	35	39
<b>Religion:</b>			
7 <sup>th</sup> Day Adventist	2	0	0
Muslim	4	1	1
Jewish	2	0	1
Protestant	2	0	1
Catholic	0	0	0
Other	7	1	1
<b>National Origin:</b>			
Hispanic	4	0	6
East Indian	0	0	0
Other	31	0	2
<b>Familial Status</b>			
	NA	NA	6
<b>Marital Status</b>			
	2	2	0
<b>Color</b>			
	10	0	0

Note: Cases may be filed on more than one basis; therefore totals exceed number of charges received.

## **Mediation Unit**

In November 2001, the Commission hired a new Program Director to spearhead an innovative mediation initiative. The MCHR Mediation Program formally began in January 2002 as an alternative to litigation for disputing parties. Since then, the Unit has grown to three full-time staff members and over 120 trained volunteer mediators who continue to pioneer an agency-wide dispute resolution program that has been an overwhelming success.

The Mediation Program receives many case referrals directly at the intake level when a charge is first filed. Cases are also referred to mediation from investigations staff and from the General Counsel's Office when mediation may become appropriate at a later phase in case processing.

Mediation allows cases to be processed effectively while saving the parties involved and the State money and time often spent on investigations and possible future litigation. The program focuses not only on resolving individual charges but also on repairing the relationships between disputing parties in all cases. The goal is to close cases quickly and efficiently and also to promote a State free of discrimination by teaching the public to have a direct hand in resolving their own disputes. The program

has become known state wide for its creative recruitment efforts, cutting edge training classes, and continuous quality assurance.

In fiscal year 2004, the Mediation Unit trained an additional 40 new volunteer mediators and offered continuing education courses for all current volunteers to enhance their mediation skills. The focus of this fiscal year was to enhance the overall quality of MCHR mediation services by offering advanced training and mentorship opportunities for the volunteer mediators. In this effort, the Mediation Unit secured over \$10,000 in grant funds from the Maryland Mediation and Conflict Resolution Office (MACRO), which is part of the Maryland State court system. The grant funds were used to contract external expert mediation trainers to offer a series of advanced mediation skills training sessions for the volunteer mediators. Most volunteers were able to attend more than one advanced session and additional training is planned for fiscal year 2005 to continue improving the quality of mediation services.

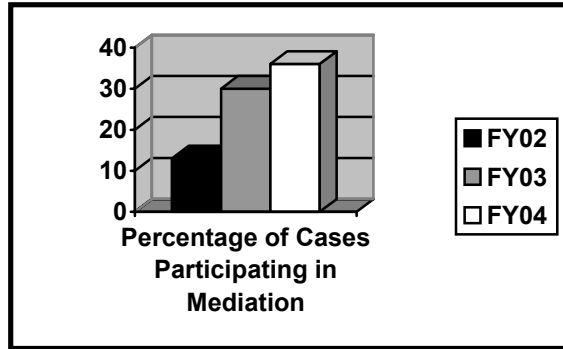
In addition to the advanced training, MCHR partnered with MACRO and other mediation programs in Maryland to participate in a pilot mentorship program in which senior MCHR volunteers will be trained to mentor junior MCHR volunteers.

The program will continue throughout fiscal year 2005 to lay the framework for continuing mentorship opportunities for future new volunteer mediators.

Fiscal year 2004 was only the second full year of existence for the Mediation Program and yet, the program has made exceptional strides that are evident in the quantitative outcomes as well as the qualitative responses from participants. The program has steadily increased the number of participants that elect to voluntarily participate in mediation as well as the overall number of cases mediated. The high quality of services is also clear from the feedback received from mediation participant surveys collected at the end of all mediation sessions, including:

- 95 percent of all mediation participants said that they would participate in the mediation process again. 97 percent, including those who weren't able to reach an agreement would recommend the mediation process to others.
- 96 percent were very or mostly satisfied with the overall MCHR mediation process.

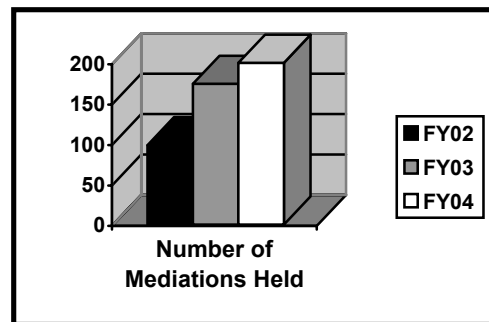
The program promises increased successes for the Commission and sets a standard of excellence for alternative dispute resolution throughout Maryland.



**Fiscal Year 2002:** 13% of cases elected mediation

**Fiscal Year 2003:** 30% of cases elected mediation

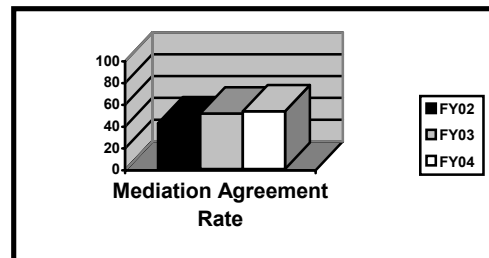
**Fiscal Year 2004:** 36% of cases elected mediation



**Fiscal Year 2002:** 98 mediations were conducted.

**Fiscal Year 2003:** 174 mediations were conducted.

**Fiscal Year 2004:** 208 mediations were conducted.



**Fiscal Year 2002:** 42% of cases successfully resolved through the mediation unit.

**Fiscal Year 2003:** 53% of cases successfully resolved through the mediation unit.

**Fiscal Year 2004:** 53% of cases successfully resolved through the mediation unit.

## Technical Assistance Services

Awareness of MCHR services was expanded in 2004 through specific initiatives that support MCHR's mission and mandate. In addition to training on the law provided by the General Counsel's Office (see page 11), Technical Assistance staff worked with the Mediation and Case Processing Units to provide training to approximately 4,200 individuals in Maryland in 112 workshops and training sessions. Topics included diversity, sexual orientation, genetic information, sexual harassment prevention, disability sensitivity and access issues, workplace communication, hate crimes awareness, conflict resolution, technical assistance and the law, and fair housing. MCHR participated in a number of events throughout the State, continuing to broaden awareness of MCHR services and State government's commitment to providing resources to address the issues that arise as the population becomes more diverse.

### Highlights:

Training and workshops on topics related to MCHR's mission and enforcement mandate were delivered to 4,215 individuals in 112 training sessions. Training

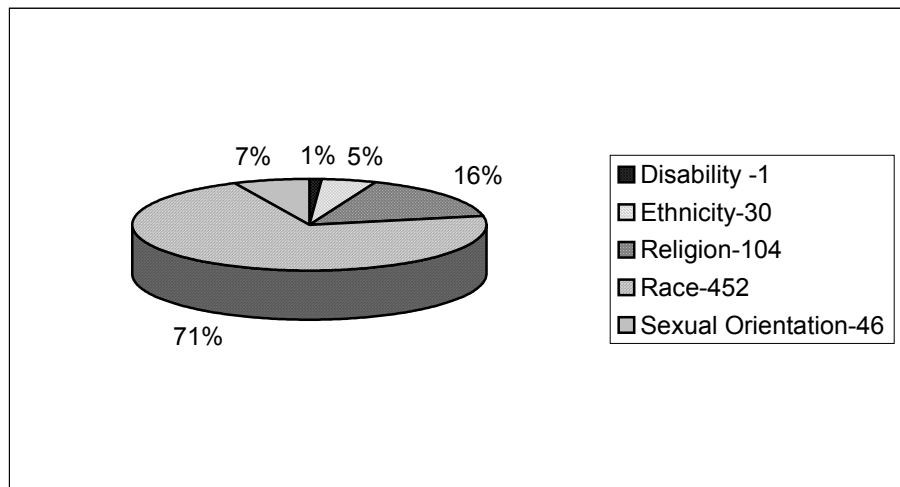
was provided to such organizations as Maryland Council of Volunteer Services, Florence Crittendon Services, The League for Persons with Disabilities, Shire Pharmaceuticals, Towson University, Community Assistance Network, National Association of Human Rights Workers, Maryland Department of Juvenile Justice Services, Washington County Department of Social Services, Second Family, Sam's Warehouse, Chase-Brexton Clinic, Foster Grandparent Program, Alliance Inc., Oakland Job Corps, Eastern Shore Coalition of Fair Housing Advocates.

- MCHR training was employed in the settlement resolutions of several MCHR cases by providing training customized to the issues of each complaint.
- Collaborations with organizations such as the Governor's Commission on Hispanic Affairs, HUD, University of Maryland, BEACON, an initiative of Salisbury State University, the U.S. Department of Justice, the Coalition Against Violence and Extremism increased the effectiveness and scope of MCHR activities.

# Hate Crimes Monitoring

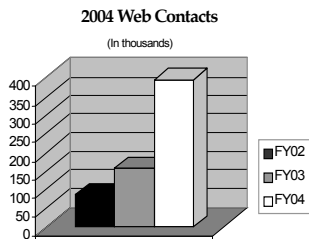
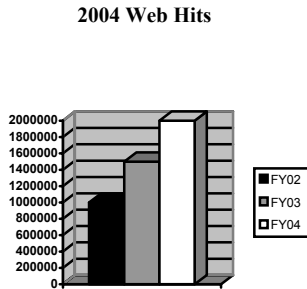
Under Article 49B, Annotated Code of Maryland, hate crimes are prohibited under housing provisions. Additional hate crimes protections are found under Article 27. The MCHR, as part of its mission and mandate to eliminate discrimination in Maryland, believes that it is important to raise awareness and assist Marylanders to recognize and address hate crimes as a priority. Therefore, the MCHR provides reporting and classification of hate incidents in cooperation with the Maryland State Police. The MCHR offers leadership by investigating hate crimes and providing victim assistance.

## Hate Crimes Calendar Year 2003



# Information Technology Unit

The Maryland Commission on Human Relations benefited from another year of unprecedented growth in public's reliance upon the Internet to seek information and access services. An obvious indicator of increased reliance on digital service delivery is the increase of those accessing our web site between FY 2003 and FY 2004. Over one million "hits" were recorded on the MCHR web site, a 63% increase over the previous fiscal year.



The number of those who initiated discrimination complaints and received information about MCHR services through the agency's website also increased substantially in 2004 to more than 400,000 from 150,000 in 2003. Almost all of the agency's mediation volunteers gained access to MCHR's mediation training and volunteer program through the agency's web site. MCHR's website was used exclusively to recruit volunteers for the MCHR housing testing program.

In FY 2005, MCHR will further utilize the web to deliver our services. We project that next year our web site will continue to be the medium that offers services and content that satisfies our customers. Our challenge will be to continue to develop the tools and processes that meet the public's needs.

MCHR's challenge is to provide services that meet the public's needs and provide them in a venue that is practical and efficient. With the help of the IT Unit, the Maryland Commission on Human Relations is ready to meet that challenge.

# Annual Operating Budget

<b>MCHR FY 2004 Budget Report</b>			
<i>Fiscal Years</i>	<b>2002</b>	<b>2003</b>	<b>2004</b>
<b>Total State General Funds</b>	<b>\$2,753,635</b>	<b>\$2,469,035</b>	<b>\$2,477,778</b>
<b>Federal Funds</b>			
HUD	286,782	884,685	743,856
EEOC	497,059	138,875	323,143
<b>Total Federal Funds</b>	<b>783,841</b>	<b>1,023,560</b>	<b>1,066,999</b>
<b>Grand Total</b>	<b>\$3,537,476</b>	<b>\$3,519,595</b>	<b>\$3,544,777</b>
<b>Staff Positions*</b>			
Authorized Permanent *	53.5	51.5	48
Contractual	1	5	6
<b>Total Positions</b>	<b>54.5</b>	<b>56.5</b>	<b>54</b>

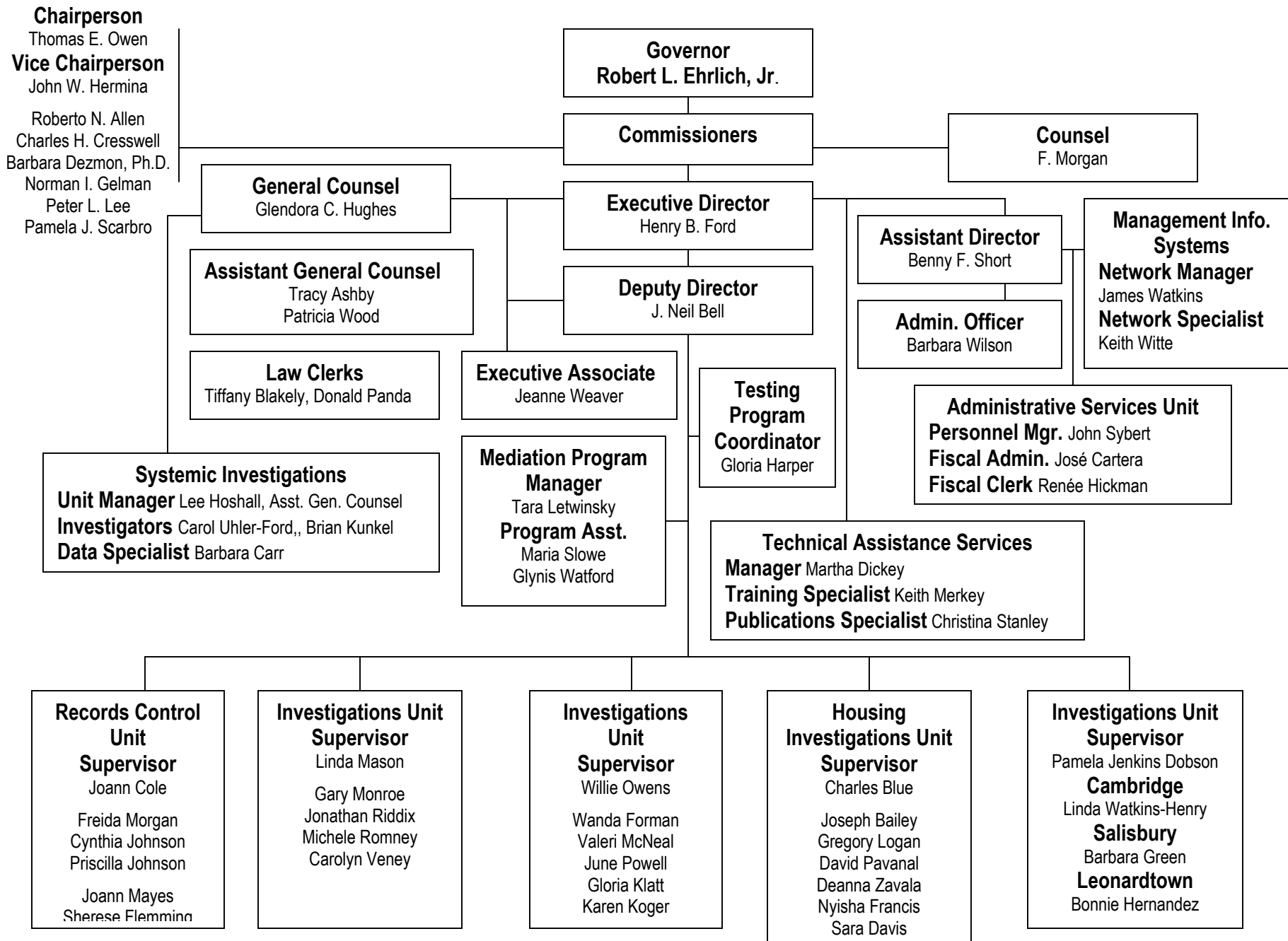
\* Number of authorized permanent staff positions was reduced in 2003 and 2004 due to statewide cost-containment actions.





# Organization Chart

July 1, 2003 - June 30, 2004





# Maryland Commission on Human Relations

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