

## *Mission Statement*

*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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**State of Maryland**  
**Commission on Human Relations**

Letter of Transmittal



**OFFICERS**

Henry B. Ford, Executive Director  
J. Neil Bell, Deputy Director  
Benny F. Short, Assistant Director  
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**Chairperson**  
Thomas E. Owen  
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Roberto N. Allen  
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Norman I. Gelman  
Peter R. Lee  
Pamela J. Scarbro

January 1, 2007

The Honorable Robert L. Ehrlich, Jr., Governor  
The Honorable Martin O'Malley, Governor-Elect  
The Honorable Members of the General Assembly of Maryland

Dear Governor Ehrlich, Governor-Elect O'Malley 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 2006 in accordance with Article 49B, Sec. 3 (b), Annotated Code of Maryland.

In many respects, the Commission completed a very successful year in fiscal year 2006. Despite continued budget cuts, the agency performed in a superlative manner. The General Counsel's Office successfully litigated five major cases in the areas of employment, public accommodations, and housing. This office provided much technical assistance and training throughout the state, which is a vital part of our mission. The General Counsel was often called on to participate in key initiatives in Maryland, e.g., appointment by the Governor to the Equal Pay Commission, created by Senate Bill 250.

The Case Processing Division sustained its fine performance, addressing 844 individual complaints of discrimination (out of 8000 inquiries regarding our services). The Division obtained over \$880,000 in monetary benefits for the citizens of Maryland. In fulfilling its contractual obligations with the federal Equal Employment Opportunity Commission (EEOC), the agency met its quality assurance goals with a 100% acceptance rate of its cases for the third year in a row. A strong component of the Case Processing Division is the Mediation Unit. This unit, now five years old, facilitates agreements in an efficient, timesaving manner that avoids prolonged investigations and litigation and most often leaves all parties much more satisfied with the outcomes.

These are simply the highlights of the ongoing outstanding work of this agency, which are more fully illustrated in the accompanying report. However, given the loss of staff because of budget reductions from 57 staff persons in 2003 to 42 in 2006, the agency is coming perilously close to being unable to fulfill its mission. In fact, because of budget reductions, two major units have had to be eliminated: the Community Outreach and Education Unit and the Systemic Investigations Unit, which had just completed a major investigation of employment discrimination, and was embarking on another major investigation. The COEU was a vital component of the agency's program to educate the public to the law. Knowing what state law requires reduces the number of violations by enlightening businesses, landlords and other organizations. Simply by making the public aware of the law, there is much less tendency to discriminate against individuals. Obviously, this is a vital part of our mission. Without these units, MCHR simply cannot do the job it was created to do and has been doing successfully for close to eighty years.

In addition to these cuts, MCHR is now being asked to take on another area of responsibility under HB 1486, Commercial Nondiscrimination Policy, which will require additional staff and time. At present, this initiative is not being adequately funded. We believe that the work required to implement and setup this completely new law will require at least two additional attorneys as well as several additional investigators and other support staff. To date, just one additional attorney has been allotted.

Our financial predicament is further complicated by the fact that federal funds from EEOC and HUD have been severely reduced. Thus, we are asking that you give special consideration to the needs of this agency so that we may be able to continue the kind of service to the citizens of Maryland that they and the State government have relied upon over the years.

Very truly yours,

F:

Thomas E. Owen  
Chairperson

Henry B. Ford  
Executive Director

# The Commission

**T**he Maryland Commission on Human Relations (MCHR) represents the interest of the State to ensure equal opportunity for all through the enforcement of Article 49B of the 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 Maryland Commission is governed by a nine-member Commission appointed by the Governor and confirmed by the Maryland State Senate. Commission members are appointed to serve six-year terms. The Commission meets once a month to set policy and review programmatic initiatives.

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.

## 2006 Commissioners

- Thomas E. Owen, Chairperson  
John W. Hermina, Esquire, Vice Chairperson  
Norman I. Gelman  
JoAnn Fisher
- Barbara Dezmon, Ph.D.  
Sambhu N. Banik, Ph.D.  
Rabbi Elan Adler  
Roberto N. Allen, Esquire

## 2006 Highlights

- General Counsel was appointed by the Governor to serve on the Equal Pay Commission created by Senate Bill 250. (See page 7.)
- The Case Processing Division obtained directly, and in coordination with the Office of the General Counsel, over \$880,000.00 in monetary benefits for the people of Maryland. (See page 11)
- The mediation unit successfully resolved 48% of the 179 cases that elected mediation in 2006. (See page 16.)
- In FY 2006, there were 511 hate related incidents reported to the MCHR. (See page 18.)
- The Information Technology Unit increased the agency's efficiency in reaching the public through MCHR's website. The number of individuals who obtained information about services on line was in excess of 10,000 with 333 complaints initiated through the agency's web site complaint system. That number represents an increase of 35 % over Fiscal Year 2005 (See page 19.)

# Office of the General Counsel

**A**rticle 49B, §2 MD Code Ann., creates the General Counsel's Office, an independent legal department in the Commission on Human Relations. The General Counsel's Office is autonomous from the Office of the Attorney General which normally provides legal support to State agencies. The General Counsel's Office is charged with providing representation to the Commission when it carries out its enforcement mandate under Article 49B. The office represents the agency at all judicial proceedings and administrative hearings in which the Commission is a party. Claims and issues are raised before various tribunals such as the Office of Administrative Hearings, Commission's appeal panels, State and federal trial and appellate courts. The General Counsel is assisted by Assistant General Counsels.

Litigation is not the only responsibility the office is charged with. The office provides oral and written opinions to agency staff, advice and guidance to investigators, draft legislation and regulations, train agency staff, and technical assistance training outside of the agency.

In FY2006 the General Assembly passed House Bill No. 1486 and Senate Bill 897 "A Commercial Non-Discrimination Policy" which went into effect October 1, 2006. The enforcement of this policy was assigned to the Commission under the supervision of the General Counsel's Office. The Commercial Non-Discrimination Policy prohibits the State from contracting with business entities, both public and private, that discriminate in the solicitation, selection, hiring, or treatment of vendors, suppliers, subcontractors, or commercial customers

## *IN MEMORIAM*

On April 10, 2006, the Commission and the General Counsel's Office unexpectedly lost a valuable member of our staff with the passing of Lee David Hoshall, Assistant General Counsel. Mr. Hoshall supervised the Systemic Unit and made significant contributions through litigation, tireless research and commitment to the mission of the agency. Mr. Hoshall had been an Assistant General Counsel since 1988.

## INITIATIVES

In FY2006, the General Counsel's Office participated in several legal and human relations initiatives to further the agency's mission. Through leadership, assistance, and cooperative partnerships, these initiatives sought to better human relations and eliminate discrimination from the State.

- General Counsel was appointed by the Governor to serve on the Equal Pay Commission created by Senate Bill 250. The Equal Pay Commission was charged with studying wage disparities in both public and private sectors, "between men and women and between minorities and non-minorities." A final report to be issued September 30, 2006.
- General Counsel participated in the Women's Law Center's Employment Law Hotline initiative by serving on the committee charged with its development. The purpose of the hotline is to be an easily accessible resource for the general public to learn about their employment rights and be provided with assistance in evaluating the merits of their claims. The hotline will be staffed by volunteer employment law practitioners. General Counsel is a member of the Woman's Law Center Employment Law Advisory Group that recommended the establishment of the hotline.
- General Counsel was elected Chair of the Maryland State Bar Association's Labor & Employment Law Section at its annual convention. The charge of the chair is to lead the section council in providing section members with, among other things, continuing education programs, convention workshops, section dinner meeting speakers, legislation review, section newsletter, articles for the bar journal and bulletin.
- General Counsel, in corroboration with the Maryland Association of Realtors, conducted best business and marketing practices training for the Frederick County Association of Realtors and realtors in Easton, Maryland. In addition, facilitated training for the Maryland Multi-Housing Association on "Processing, Investigating and Enforcement of the Fair Housing Complaints".
- General Counsel joined the board of Washington Region for Justice and Inclusion (WRJI). In conjunction with WRJI, facilitated dialogs on race, diversity and inclusion at the Annual Media Day of Dialog, as well as, organizations, institutions and employers seeking assistance with their workforce.

## **SIGNIFICANT CASES**

### **EMPLOYMENT**

#### **Eunice D. Morrisey v. Delta Lube Inc.**

An African-American female, Morrisey, who was employed as a lube technician with Delta Lube filed a complaint alleging that she was discriminated against because of her race and sex. She alleged differential treatment with regards to the terms and conditions of her employment. Her complaint was resolved prior to hearing with an agreement to pay the Complainant \$7000.00 as replacement for lost wages and \$900.00 for additional monetary relief. In addition, Delta Lube, Inc. agreed to adopt, implement, enforce and publish a policy and procedures for the prevention and control of race and sex discrimination within the workplace.

#### **Shabana Ahmed v. School & Pre-School Supply Center, Inc., d/b/a Learning How**

Shabana Ahmed a female Muslim was hired by a manager of Learning How to be a salesperson. This hiring occurred shortly after 9/11. Subsequently, Ahmed was observed in the store by another supervisor and the manager was instructed to fire her because she obviously (by her dress) was a Muslim. Ahmed filed a complaint alleging religious discrimination on the basis of her religion, Islam. Prior to litigation an agreement was reached where Learning How agreed to pay Ahmed the sum of \$16,000.00. In addition, the president, upper management and current manager of the store agreed to attend religious/cultural awareness training provided by a professional trainer. Store managers of other Learning How stores in Maryland were also encouraged to attend.

### **HOUSING**

#### **Marie and Pete Dorso v. Elton Smith**

On June 30, 2006, the Commission finally obtained payment of a judgment which the Respondent had owed since 2003. The Respondent, Elton Smith, was found to have discriminated against the interracial couple living next door to him. He called them "zebras", because he disapproved of their marriage. He idled his cars in his driveway until the Complainants' home filled with exhaust fumes. After a full trial, an Administrative Law Judge ordered him to pay a civil penalty of \$5,000 to the State of Maryland and damages of \$3,576.60 to the Complainants. Smith failed to pay and the Commission initiated an enforcement action to collect the judgment in 2004. Smith filed two (2) voluntary Chapter 13 bankruptcies, trying to avoid paying. He filed the second one in September, 2005, just 7 days after he was notified by the Sheriff that he had 30 days to pay the judgment or Baltimore County would levy upon his property to satisfy the judgment. Smith entered into a consent order in the U.S. Bankruptcy Court, agreeing to sell his house and pay the judgment from the proceeds. The house was auctioned, and the Commission was at settlement to collect the judgment, a total of \$10,292.00. Now the Complainants and the State of Maryland have the judgment plus interest. The Complainants have the additional benefit of no longer having Smith living next door to them.



## **PUBLIC ACCOMMODATIONS**

### *Robert Reuter v. Baltimore Department of Recreation and Parks*

In December, 2005, the Maryland Court of Special Appeals ruled that the Commission could proceed with its discrimination in public accommodations action at OAH against the Mayor and City Council of Baltimore. The original complaint alleged that the Baltimore Dept. of Recreation and Parks' Cylburn Arboretum was inaccessible to people with disabilities who use wheelchairs. During the public hearing stage, the City entered into a Settlement Agreement to resolve the case. The City agreed to make certain modifications to the Arboretum to make it accessible, but failed to do so. The Commission filed an enforcement action, eventually obtaining a Default Judgment, because the City ignored the action. Finally, the Commission filed a Petition to Cite the City for Contempt of Court. After three hearings, a Circuit Court judge dismissed the Contempt Petition, invalidated the settlement agreement, vacated the Default Judgment and ordered the Commission to pay costs. The Commission appealed. The Court of Special Appeals reversed the Circuit Court, holding that the settlement agreement was invalid, but the City should not benefit from not following its own procedures. The case was remanded to OAH and the parties restored to the position they were in when they entered into the agreement. The Commission was awaiting a ruling on its motion for Default Order against the City at that time. A resumed hearing is to be scheduled.

## MCHR TECHNICAL ASSISTANCE AND OUTREACH ACTIVITIES

During FY2006, the staff of the General Counsel's Office conducted technical assistance and presentations to a number of businesses, public and private organizations, and State agencies. In addition to providing participants with best practices, the office addressed how the MCHR complaint process operates. Further, presentations were made on the law covering Article 49B, MD CODE ANN. and additional relevant State, federal and local laws.

Technical assistance and outreach was provided at workshops, seminars, conventions, company staff trainings, panel discussions, and speeches. Topics covered sexual, racial and religious harassment; disability discrimination; employment discrimination; fair housing act; mortgage lending; sexual orientation; genetic information; investigation techniques; and MCHR procedures and policies.

The businesses, organizations and institutes that received technical assistance were: *Frederick County Realtors Association, Greater Baltimore Board of Realtors, Maryland Association of Realtors, Maryland Multi-Housing Associations, Inc., St. Mary's College, Maryland Department of Transportation, Aldo Management Corp., Maryland Environmental Services, Springfield Hospital, Optimetrics, Inc., Baltimore County Fire Department, Montgomery County Interagency Fair Housing Coordinating Group, and Frederick County Human Relations Commission.*

Additional technical assistance was provided by a legal staff investigator in FY2006. One hundred sixteen (116) sessions were provided to approximately 4600 individuals. Topics ranged from sexual harassment prevention, cultural competence, conflict resolution, sexual orientation discrimination, disability sensitivity hate crimes awareness, fair housing issues, MCHR services and procedures. The assistance was provided to a wide range of institutions, organizations and businesses including: *Catonsville Community College, St. Mary's College, Towson University, University of Maryland at College Park, Montgomery County Police Leadership Training, Maryland Works, Caroline Center, Job Centers in Cumberland and Hagerstown, Greater Baltimore Board of Realtors, Burger King, Tri County Youth Services, People Encouraging People, Inc., SEEC, Inc., Jude House, Mt. Washington Pediatric Hospital, Vocational Service Inc., Potomac Case Management Services, Department of Juvenile Services, Treatment Resources for Youth, Springdell Center, Baltimore County Fire Department and the League for Persons with Disabilities.*

In FY2006, MCHR planned, facilitated and participated in a number of special events throughout the State, in partnership and collaboration with other organizations and agencies through such events as the Maryland Women Works Conference, Catholic Charities Annual Conference, HUD Fair Housing Conference, Human Rights Day in Annapolis and Animal Workers Conference. These partnerships helped to broaden awareness of MCHR services and provide information on equal access for all Marylanders.

# 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, 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 2006, the Division received over 8000 inquiries regarding our services. Of that number, 844 individual complaints of discrimination were authorized as follows:

Employment	632	(75%)
Housing	117	(14%)
Public Accommodations	<u>95</u>	<u>(11%)</u>
Total	844	(100%)

### **Closures:**

During FY 2006, the Division obtained over \$880,000.00 in monetary benefits for the people of Maryland.

Charts I and II (on pages 13-14) provide the county of origin and bases distribution of the complaints. Chart III (page 15) provides the basis distribution of the cases closed.

During FY 2006, the Division completed all work on a total of 915 individual complaints of discrimination as follows:

<b>Employment</b>	<b>731</b>	<b>(80%)</b>
<b>Housing</b>	<b>122</b>	<b>(13%)</b>
<b>Public Accommodations</b>	<b>62</b>	<b>(7%)</b>
<b>Total</b>	<b>915</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 less than one-third 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 Cases 2006</b>	
<b>Employment</b>	<b>207 days</b>
<b>Housing</b>	<b>158 days</b>
<b>Public Accommodations</b>	<b>143 days</b>

<b>Average Age of Open Cases : National Averages</b>	
<b>FEPAS (Fair Employment Practice Agencies)</b>	<b>656 days</b>
<b>FHAPS (Fair Housing Assistance Programs)</b>	<b>180 days</b>

## Chart I: Total Intake 2006

### Basis Distribution

#### Employment, Public Accommodations and Housing

*Charges filed in Fiscal Year 2006 according to alleged Basis of Discrimination*

<b>Basis</b>	<b>E</b>	<b>PA</b>	<b>H</b>
<b>Race:</b>			
Black	204	19	33
White	22	3	0
Asian/Pacific Islander	1	1	0
American Indian/Alaskan	0	0	0
Other	14	0	0
<b>Sex:</b>			
Female	145	14	6
Male	40	2	2
<b>Sexual Orientation</b>			
	21	3	0
<b>Age</b>			
	105	8	0
<b>Retaliation</b>			
	103	1	0
<b>Disability</b>			
	191	47	50
<b>Religion:</b>			
7 <sup>th</sup> Day Adventist	1	0	0
Muslim	4	2	1
Jewish	2	0	0
Protestant	5	0	0
Catholic	0	0	0
Other	6	0	1
<b>National Origin:</b>			
Hispanic	7	0	5
East Indian	2	0	1
Other	28	0	2
<b>Familial Status</b>			
	NA	NA	12
<b>Marital Status</b>			
	4	0	1
<b>Color</b>			
	1	0	4

**Chart II: Intake of Cases FY 2006:****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	1	1	8
Frederick	14	2	2	18
Garret	5	0	1	6
Washington	28	2	1	31
<b>Central</b>				
Anne Arundel	60	6	9	75
Baltimore City	151	28	23	202
Baltimore County	90	11	19	120
Carroll	6	2	3	11
Harford	26	2	4	32
Howard	21	2	6	28
Montgomery	47	12	19	78
Prince George's	56	14	18	88
<b>Southern Maryland</b>				
Calvert	5	2	2	9
Charles	18	2	4	24
St. Mary's	20	4	2	26
<b>Eastern Shore</b>				
Caroline	3	0	1	4
Cecil	9	2	0	11
Dorchester	6	0	1	7
Kent	1	0	0	1
Queen Anne's	1	0	0	1
Somerset	3	0	0	3
Talbot	15	0	1	16
Wicomico	28	2	0	30
Worcester	13	1	1	15
<b>Totals</b>	<b>632</b>	<b>95</b>	<b>117</b>	<b>844</b>

### **Chart III: Closed Cases 2006**

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

*Cases closed in Fiscal Year 2006 according to alleged Basis of Discrimination*

<b>Basis</b>	<b>E</b>	<b>PA</b>	<b>H</b>
<b>Race:</b>			
Black	219	29	36
White	29	2	0
Asian/Pacific Islander	2	2	0
American Indian/Alaskan	0	0	0
Other	8	1	0
<b>Sex:</b>			
Female	155	5	10
Male	39	2	0
<b>Sexual Orientation</b>			
	22	1	0
<b>Age</b>			
	136	2	0
<b>Retaliation</b>			
	127	3	2
<b>Disability</b>			
	215	55	39
<b>Religion:</b>			
7 <sup>th</sup> Day Adventist	0	0	0
Muslim	4	1	2
Jewish	4	0	1
Protestant	2	0	0
Catholic	0	0	0
Other	10	0	0
<b>National Origin:</b>			
Hispanic	6	0	6
East Indian	2	0	1
Other	31	1	3
<b>Familial Status</b>			
	NA	NA	8
<b>Marital Status</b>			
	1	0	0
<b>Color</b>			
	1	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 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.

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.

This year, the Mediation Unit Director was named Vice-Chair of the Maryland Mediator Excellence Council (MEC) which developed the statewide Maryland Program for Mediator Excellence (MPME) and opened membership to mediators in late 2006. The MPME is unique in the country since it is providing mediators and other related professionals across the entire State with a network to access standards for quality mediation training, mentoring, ethical standards for practice, a formal grievance process and other programs to

promote high quality mediation services in all programs. The Mediation Unit Director served on several task groups to ensure that MCHR mediators will meet the State's standards for quality practice. In particular, the Director's participation on the State's Mediation Training Standards Task Group and the Mediation Mentoring Task Group has given MCHR mediators access to the most up-to-date training and mentoring opportunities. Participation in these efforts has raised the public's awareness of MCHR mediation services, garnered greater attention from other government agencies and has set the MCHR Mediation Program in line early for any mediator standards that may become mandatory in the future in Maryland. The Unit Director also presented workshops at this year's Association for Conflict Resolution International Conference and the ADR Conference sponsored by the Maryland Judiciary.

In addition to the quality assistance efforts with the Maryland Program for Mediator Excellence (MPME), in fiscal year 2006, the Mediation Unit trained an additional 60 new volunteer mediators and offered continuing education courses for all current volunteers to enhance their mediation skills. The Mediation Unit offered a 40 hour basic mediation course in the Summer of 2005 and once again, developed and presented several new training courses this year including: *Making the Most of out Co-Mediation*, *Working with Attorneys in Mediation*, *Ethics & Confidentiality in Mediation* and *Gender & Age Issues in Mediation*. The Mediation Unit continues to partner with several experienced private mediators, county community mediation centers and the Center for Dispute Resolution at the



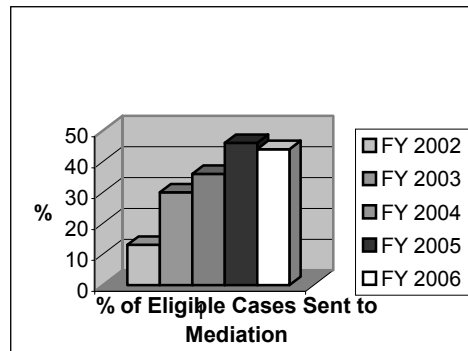
University of Maryland School of Law to offer more new training topics every year to its volunteer mediators.

MCHR now offers mediations in accessible locations through local Community Mediation Centers that serve counties in Western and Southern Maryland and on the Eastern Shore. The Mediation Unit will continue to expand its services to more rural locations throughout the State.

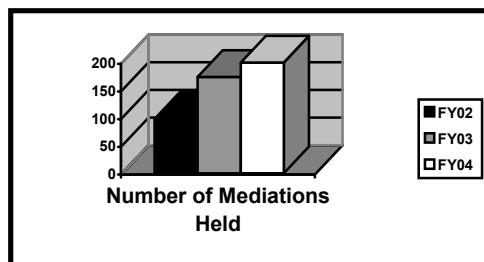
Through its strong mediator recruitment efforts, innovative training programs, and outreach to the public the Mediation Program continues to set an example in State government of an effective and efficient model for helping Maryland citizens resolve their own disputes. The program maintains a high level of participants that elect to voluntarily participate in mediation and continues to hold more mediations each year. The high quality of services is clear from the feedback received from mediation participant surveys collected at the end of all mediation sessions. In fact, *over 93% of all mediation participants state that they would recommend the mediation process to others even if they weren't able to reach an agreement in their particular case.*

When asked what was most helpful about the mediation process, survey comments from participants included statements such as, *"Meeting each other (face-to-face) and resolving our differences. . . The mediation helped me and my supervisor to understand how we feel and our views. . . Quick settlement between both parties. . . Being able to hear additional facts and circumstances from the Complainant. . . An opportunity to hear all the issues. . . Care and patience of the mediator. . . [and] Being able to come to a conclusion."*

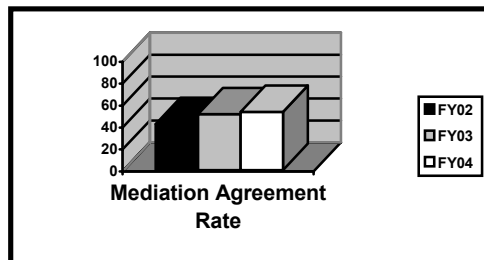
The program promises increased successes for the Commission and sets a standard of excellence for alternative dispute resolution throughout Maryland.



**Fiscal Year 2002:** 13%  
**Fiscal Year 2003:** 30%  
**Fiscal Year 2004:** 36%  
**Fiscal Year 2005:** 46%  
**Fiscal Year 2006:** 44%



**Fiscal Year 2002:** 98  
**Fiscal Year 2003:** 174  
**Fiscal Year 2004:** 208  
**Fiscal Year 2005:** 177  
**Fiscal Year 2006:** 179



**Fiscal Year 2002:** 42%  
**Fiscal Year 2003:** 51%  
**Fiscal Year 2004:** 53%  
**Fiscal Year 2005:** 57%  
**Fiscal Year 2006:** 48%

# Hate Crimes Monitoring

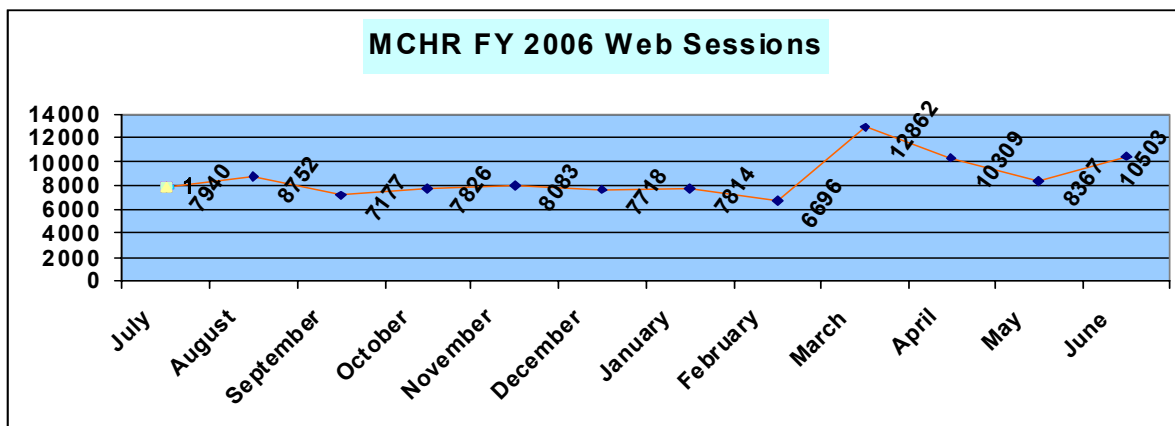
**U**nder the Criminal Law Volume, Annotated Code of Maryland, hate crimes are prohibited under housing provisions. Additional hate crimes protections are found under Article 27. The MCHR, as part of its mission and mandate to eliminate discrimination in Maryland, believes that it is important to raise 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. MCHR offers leadership by investigating hate crimes and providing victim assistance for all hate crimes.

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 in recognizing and addressing hate crimes and/or hate related incidents as a priority. Each law enforcement agency in the State of Maryland reports hate related incidents on a monthly basis to the Maryland State Police. In turn, the Maryland State Police forwards a copy of the reports of all hate related incidents to the Maryland Commission on Human Relations.

In FY 2006, a total of 511 hate related incidents were reported to the MCHR. The highest number of incidents (350) were race-based, reported by members of the general public. There were 37 reported incidents based on sexual orientation.

# Information Technology Unit

One of the ways the effectiveness of a government agency is measured is by the number of people who come to the agency, the services they request, and how much it costs the agency to service these visitors. The Maryland Commission on Human Relations has most of its contact with its customers through its most cost efficient tool, its web site.



During Fiscal 2006, over 100,000 unique visits were made to the MCHR web site. The average number of visitors each month was 8671 people. The greatest number of visitors came between April and June. The least number visited between January and March. What are some of the things these visitors did once they came to our web site?

- Downloaded brochures
- Viewed Commission Meeting Minutes
- Sought employment with MCHR or other State of Maryland agencies
- Downloaded posters
- Volunteered as a MCHR mediator
- Initiated Employment, Housing, or Public Accommodations Complaints of Discrimination
- Viewed or downloaded the MCHR Strategic Plan
- Viewed "Frequently Asked Questions (FAQ's)"

In other words, these visitors accessed or received the same services that are offered in the MCHR's physical offices. Yet, these visitors were able to access these services at *their* convenience without regard to the time of day or day of the week. A visit to our web site occurs seamlessly and easily for anyone in the world with access to the Internet. Beside accessibility for our customers, the agency can easily update the service descriptions so that everyone in the world sees the service data concurrently. Providing services through the agency's web site assures that every customer receives the same level of service each time he or she comes to the agency through its web site. The next fiscal year will see a further enhancement of MCHR web services as the agency evolves into a digital government agency.

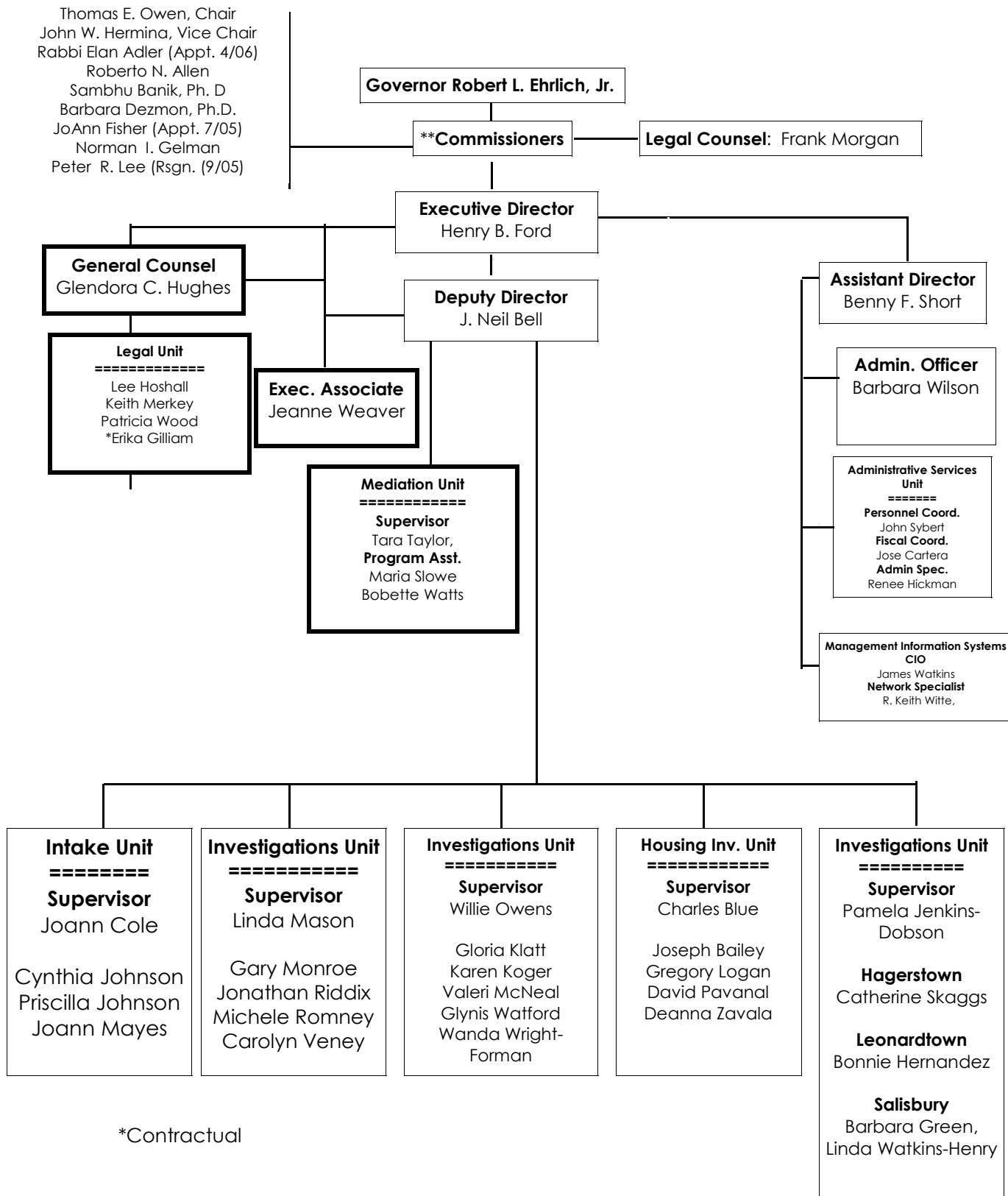
# Annual Operating Budget

## MCHR Budget Report for the Last Three Fiscal Years

<b>Fiscal Years</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
<b>General Funds</b>	\$2,477,778	\$2,542,050	\$2,413,950
<b>Federal Funds</b>			
<b>HUD</b>	\$743,856	\$380,398	\$486,571
<b>EEOC</b>	\$323,143	\$424,247	\$358,473
<b>Total Federal Funds</b>	\$1,066,999	\$804,645	\$845,994
<b>Grand Total</b>	\$3,544,777	\$3,346,695	\$3,258,994
<b>Staff Positions</b>			
<b>Authorized Permanent</b>	48	45.5	41.6
<b>Contractual</b>	6	4.0	.5
<b>Total Positions</b>	54	49.5	42.1

# MCHR STAFF FY 2006

Thomas E. Owen, Chair  
 John W. Hermina, Vice Chair  
 Rabbi Elan Adler (Appt. 4/06)  
 Roberto N. Allen  
 Sambhu Banik, Ph. D.  
 Barbara Dezmon, Ph.D.  
 JoAnn Fisher (Appt. 7/05)  
 Norman I. Gelman  
 Peter R. Lee (Rsgn. 9/05)



\*Contractual