

## *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, housing and commercial non-discrimination; to provide educational and outreach services related to the provisions of these laws; and to promote and improve human relations in Maryland.

# Letter of Transmittal

## State of Maryland Commission on Human Relations



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January 1, 2009

The Honorable Martin O'Malley, Governor  
The Honorable Members of the General Assembly of Maryland

Dear Governor O'Malley and Members of the General Assembly:

On behalf of the members and staff of the Commission on Human Relations and in accordance with Article 49B, Sec. 3 (b), Annotated Code of Maryland, we respectfully submit to you this Annual Report for Fiscal Year 2008.

Despite the loss of 15 staff positions in the past five years, the Commission continues to perform its enforcement function in a very effective manner. Some of the evidence of that performance is indicated below. We are proud of the work that this agency has been doing successfully for more than eighty years. However, after successive years of budget reductions, the agency is coming perilously close to being unable to fulfill its enforcement mission.

Equally important, we are already unable to do other work that is central to our role as a human relations agency. Namely, apart from enforcing the law against discrimination, we engage very little that can be appropriately described as "human relations" activity. Budget reductions forced the Commission to continue to abolish its Community Outreach and Education Unit, one of whose jobs, done in collaboration with our General Counsel's office, was to educate the public about the law, making individuals aware of their rights and educating businesses, landlords and other organizations as to their responsibilities. That work, when properly performed, has the effect of eliminating much discrimination and, thus, the need for enforcement. Moreover, we are completely unable to intervene in cases involving group tensions or conflict, another role that could be carried out by this agency.

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Our financial predicament is further complicated by the fact that federal funds from the Equal Employment Opportunity Commission (EEOC) and the Department of Housing and Urban Development (HUD) continue to be drastically reduced. Although we have, as noted below, performed exceptionally well with our EEOC and HUD contracts, we will likely continue to suffer further reduction in federal funding for future contracts in light of the current economic conditions.

Despite these obstacles, which are becoming increasingly serious, the agency performed in a superlative manner in Fiscal 2008. The General Counsel's Office successfully litigated four major cases in the areas of employment, public accommodations, and housing. This office also provided technical assistance and training throughout the state, although it no longer has the support of the Community Outreach and Education Unit.

The Case Processing Division continued its fine performance, completing investigations in a total of 901 individual complaints of discrimination. We also received 833 new complaints culled from over 8000 inquiries regarding our services. The Division obtained more than \$721,000 in monetary benefits for its customers. In fulfilling its contractual obligations with EEOC, MCHR met its goals with a 100% acceptance rate for the fifth year in a row. A strong component of the Case Processing Division is the Mediation Unit. This unit, now seven years old, facilitates agreements in an efficient, time-saving manner which avoids prolonged litigation and most often leaves complainants feeling much more satisfied with the outcomes as opposed to court hearings.

We believe it is evident that the Commission makes every effort to carry out its mission as effectively as possible under serious budget constraints. However, we are compelled to ask that you give special consideration in the future to the needs of this agency, so that we may be able to provide the kind of high quality service to the people of Maryland that they and the State government have asked of us over the years.

Very truly yours,

Norman I. Gelman  
Chairperson

Henry B. Ford  
Executive Director

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# 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 and the State's Commercial Non-Discrimination Policy. The MCHR investigates complaints of discrimination in employment, housing, public accommodations and commercial discrimination from members of protected classes that are covered under those laws.

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, promotion and contracting 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.

## **2008 Commissioners**

Norman I. Gelman, Chairperson

John W. Hermina, Vice Chairperson

Rabbi Elan Adler

Sambhu N. Banik

Doris Cowl

Joyce De Laurentis

JoAnn Fisher

Thomas E. Owen

Shawn M. Wright

# Office of the General Counsel

**T**he role of the Office of the General Counsel (the Office) at the Maryland Commission on Human Relations (MCHR) is similar to that of the Office of the Attorney General, the legal representative for most State agencies. The role entails the responsibility of representing and defending a State agency in all claims and issues that may be raised before the Office of Administrative Hearings, State and federal trial and appellate courts, as well as provide advice of counsel to the staff of MCHR. However, the General Counsel is autonomous from the Office of the Attorney General because in enforcing Article 49B, actions may be brought against the State defended by the Attorney General. See Article 49B, §2 MD Code Ann.

The Office, in addition to litigation, is the Agency's legal counsel. The responsibility of legal counsel includes issuing oral and written opinions to MCHR commissioners, management and staff. It also involves providing training, advice and guidance to MCHR investigators; technical assistance to businesses, corporations, organizations, non-profits and other State agencies; and informing the citizens of the State of Maryland through advocacy groups, neighborhood and religious organizations about their rights under Article 49B.

Also included in the Office repertoire of responsibilities is legislation. This task includes drafting, monitoring, preparing testimony, attending bill hearings, and following up on information requests from the legislators. This past session, the General Assembly passed a clean up bill to the 2007 amendments to Article 49B that included the State waiving its sovereign immunity to unlawful employment discrimination actions.

In addition to legislation, the Office drafts, evaluates and promulgates the agency's regulations. MCHR completed this fiscal year its regulation evaluation, required of all State agencies every eight (8) years. In April of 2008, regulations related to creating procedures for the enforcement of the new amendments to Article 49B and the Commercial Non-Discrimination Policy went into effect. Training modules were developed to educate attorneys, businesses and private citizens on both legislative initiatives.



# INITIATIVES

**I**n furtherance of the Agency's mission to develop better human relations throughout the State, the General Counsel's Office have worked on cooperative partnerships, various projects and events to eliminate unlawful discrimination. In FY 2008, the Office initiated or participated in the following activities to reach that goal:

- Fair housing workshops were conducted in partnership with the Maryland Association of Realtors. The workshop entitled "Special Topics in Best Business and Marketing Practices" continues from FY 2007. Interactive presentations were made to the Howard County Association of Realtors and Baltimore City Board of Realtors. The Office participated as presenters or conducted training at other fair housing events for the Montgomery County Human Rights Commission, the Becker Morgan Group, Baltimore Neighborhoods Inc., Vista Management Company and Bill Klady's radio program on fair housing.
- In a major undertaking by the Office, numerous programs and trainings were conducted to raise awareness about the new amendments to Article 49B which extend unlawful employment discrimination remedies, provide for jury trials and create a private right of action. The General Counsel presented at the Maryland Employment Lawyers Association's Third Annual Training Conference, MICPEL Employment Discrimination Program, Maryland and District of Columbia Association of Administrative Adjudicators' Mid-Year Meeting, Attorney General Employment Law Work Group, Maryland State Bar Association Annual Meeting and the State of Maryland Circuit Court Judges Retreat. Commission's staff was also trained by the Office on the changes in the law and the new and amended regulations.
- Subject matter presentations on sexual harassment, conflict resolution and disability were made by the Office to Signal Financial Federal Credit Union, Community College of Baltimore County, Maryland Business ADR Conference, "Conflict Management: Making Business Better", Anne Arundel County Department of Social Services and Montgomery County Employment Discrimination Training.
- The Maryland Association of Equal Opportunity Personnel awarded the Reverend Douglass Sands Community Service Award to the General Counsel. The General Counsel completed a two year term as Chair of the Maryland State Bar Association Labor & Employment Law Section and was appointed to the MCHR Law Article Review Committee.

# SIGNIFICANT CASES

## **Darlene Taylor v. Stanley Lewis and Wilson Street LLC**

In the autumn of 2004, the owner of a 240-unit apartment complex in Havre de Grace notified his tenants that their homes would be demolished and the land underneath them sold to a luxury housing developer. The tenants were given one month to vacate.

As soon as a few tenants initiated a discussion to deal with the displacement of their disproportionately high African-American and disabled community, the owner, Stanley Lewis, began a campaign of intimidation and harassment against them. Resident Darlene Taylor's efforts drew Lewis' particular ire. After she filed a complaint alleging discrimination, Lewis badmouthed her to her employer and community leaders, reneged on a previous agreement to extend her lease and used her rental deposits as rent payment, began surveillance of her activity, denied her displacement assistance offered to the other tenants, threatened Taylor with further ramifications, evicted her, and threatened the same against anyone who associated themselves with the efforts she was involved with.

Stanley Lewis' attempt to quash Darlene Taylor's complaint of housing discrimination violated Section 24 of Article 49B. Shortly after filing a statement of charges against Lewis based on his actions, in January 2008, a resolution was reached satisfying the parties and the mission of the Commission on Human Relations.

## **Peter Raimondi v. Brentwood Park Condominium, Inc.**

After a lengthy legal battle, the Commission forced a Bel Air, MD condominium board to allow a disabled senior to install a ramp and a curb cut on the condo grounds as an accommodation for his disability, so that he could more easily access his condo. Mr. Raimondi, now 81, got polio at age 8 and walks with a leg brace and crutches.

The Commission won the case at trial. An administrative law judge held that the Board of Directors violated Maryland's fair housing statute by refusing to allow Raimondi to install a curb cut at his expense. Token damages of \$1,000 were awarded to Raimondi and a civil penalty of \$5,000.00 to the State. The relief was incomplete.

The Commission appealed and won again. The Appeal Board ordered the respondent to permit Raimondi to install a ramp and a curb cut, to cease and desist from requiring anyone to indemnify the Board from liability, and pay damages and interest to Raimondi, totaling \$13,945.80. The Respondent appealed. A reviewing court affirmed the Commission's Final Order. Brentwood filed an appeal, but withdrew it, and paid the damages and penalty. Raimondi now has a ramp and a curb cut, and can enjoy his home.

### **Marilynn Phillips v. Great Blacks in Wax**

The National Great Blacks in Wax Museum (NGBM), which is among the country's most cultural dynamic and educational institutions, discriminated against Marilyn Phillips based upon her physical disability. Marilyn Phillips, who must use a power wheelchair for mobility, wanted to tour the museum. However, following a telephone conversation with NGBM officials, she discovered that the exhibits on the basement level and second level of the facility were inaccessible. In addition, NGBM's restrooms were also inaccessible to an individual using a wheelchair for mobility. As a result, Phillips filed a complaint with the Maryland Commission on Human Relations against the establishment. NGBM reached an agreement with the MCHR on the unlawful public accommodation case.

Under the terms of the agreement, NGBM consented to, among other measures, renovate the museum making all areas accessible to any visitor, converting one of its restrooms into a unisex accessible bathroom, verbal and hands-on staff guided tours for blind or visually impaired visitors, and providing a free ticket for future use to any visitor with a disability who is unable to access the public areas of the museum.

# TECHNICAL ASSISTANCE AND OUTREACH

**A**s an integral part of the ongoing effort to inform the people of the state of Maryland on Article 49B and their rights, the Commission provides training, information and other support resources to the businesses, government agencies, organizations, faith communities, and academic institutions found throughout Maryland. The major educational thrust is to provide the information and the resources that will ensure that persons who live, work, and visit the state of Maryland will have equal access to housing, employment, and public accommodations.

More than **7600** individuals were provided information about equal protection from discrimination found under Maryland law and awareness of issues that affect their quality of life through MCHR's educational, outreach, and training events. Training workshops in cultural competence, sexual harassment prevention, conflict resolution, sexual orientation, genetic information, disability sensitivity, hate crimes awareness, MCHR services, fair housing issues, and discrimination and the law were presented by the General Counsel's Office, Mediation Unit, and investigative staff.

MCHR planned, facilitated, and participated in special events throughout Maryland, in conjunction with other organizations and agencies. Through such events as regional Fair Housing Training for Realtors, Maryland's Gay Pride Festival, Media Day for the Washington Region for Justice and Inclusion, and Human Rights Day in Annapolis, MCHR helped to broaden awareness of its services and information on equal access for all Marylanders.

This year **159** training sessions were provided to approximately **7609 +** individuals. These trainings were provided to almost **105** different groups representing a wide diversity of institutions, organizations, non-profits, and businesses including:

- v McDaniel College
- v Towson University
- v U. of M. at College Park
- v Catonsville Community College
- v Anne Arundel Community College
- v Customer Service Experts, Inc.
- v Caroline Center
- v Greater Baltimore Board of Realtors
- v Parkwood Health System
- v Tri-County Youth Services
- v Hospice of the Chesapeake
- v People Encouraging People, Inc.
- v Americorps
- v Office of the Public Defender
- v Dept. of Rehabilitation Services
- v Citizen's Care and Rehabilitative Services
- v Dept. of Juvenile Services
- v Net Equity Financial

Educational and collaborative relationships continue to be cultivated with local, state, and federal agencies such as local Human Relations Commissions, HUD, EEOC, and the U.S. Dept. of Justice to enhance the range and scope of MCHR's services and outreach efforts.

# 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 2008, the Division received a total of 833 individual complaints of discrimination as follows:

<b>Employment</b>	<b>663</b>	<b>(80%)</b>
<b>Housing</b>	<b>102</b>	<b>(12%)</b>
<b>Public Accommodations</b>	<b><u>68</u></b>	<b><u>( 8%)</u></b>
<b>Total</b>	<b>833</b>	<b>(100%)</b>

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 2008, the Division obtained **over \$721,000.00 in monetary benefits** for the people of Maryland.

During FY 2008, the Division completed all work on a total of **901** individual complaints of discrimination as follows:

<b>Employment</b>	<b>730</b>	<b>(81%)</b>
<b>Housing</b>	<b>112</b>	<b>(12%)</b>
<b>Public Accommodations</b>	<b>59</b>	<b>(7%)</b>
<b>Total</b>	<b>901</b>	<b>(100%)</b>

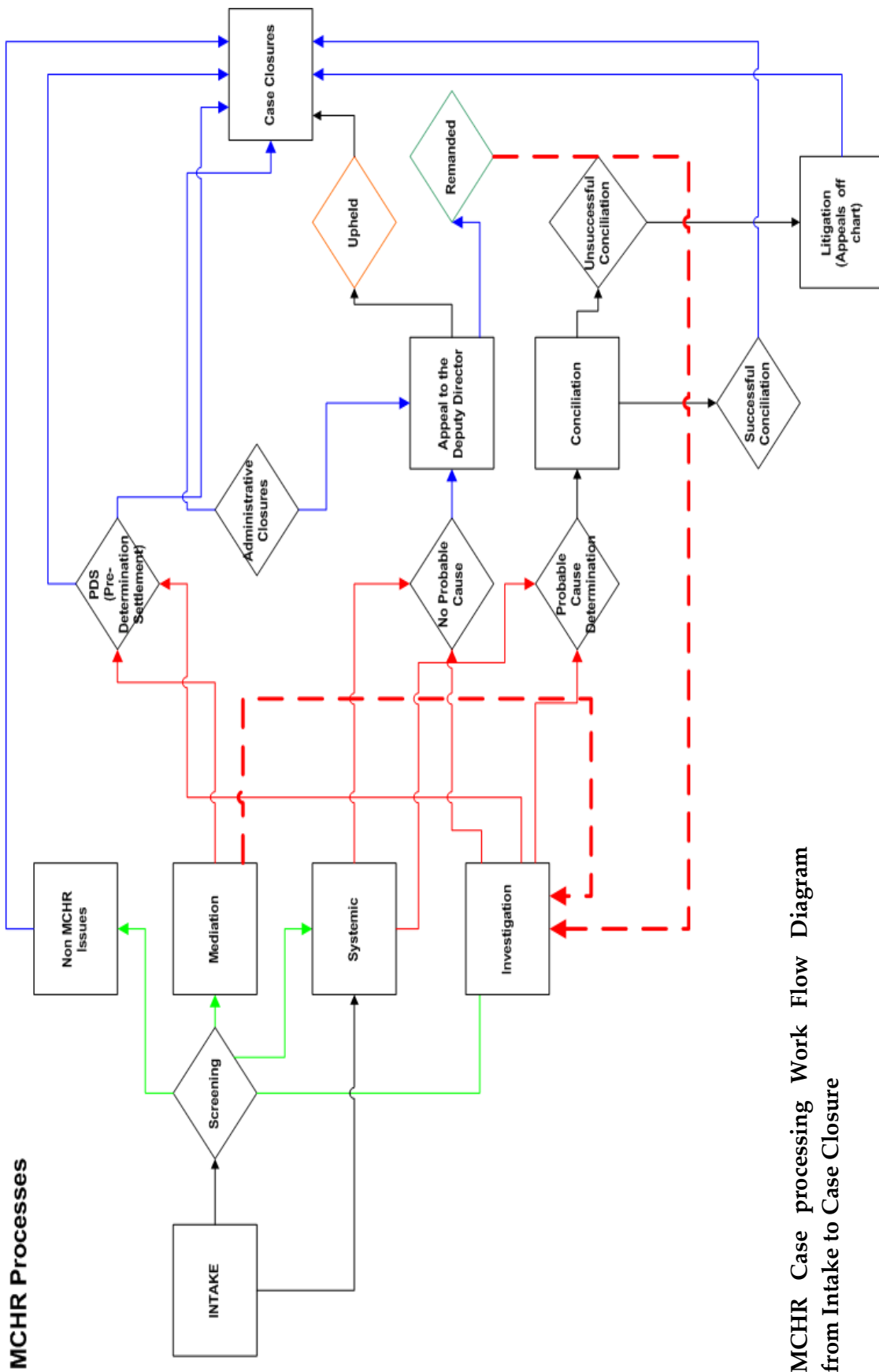
The Case Processing Division was successful in achieving its objectives in spite of a reduction in staff again this year. The Division is pleased to report that once again, our contractual obligations were met with a 100% acceptance rate from our Federal partners, **for the fifth consecutive year.**

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-quarter 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 to the right demonstrates that the age of MCHR's pending inventory is *dramatically lower than the national average.*

Average Age of Open Case National Averages	
<b>FEPAS (Fair Employment Practice Agencies)</b>	<b>745 days</b>
<b>FHAPS (Fair Housing Assistance Programs)</b>	<b>145 days</b>

MCHR Average Age of Open Case 2008	
<b>Employment</b>	<b>170 days</b>
<b>Housing</b>	<b>118 days</b>
<b>Public Accommodations (no national average)</b>	<b>525 days</b>



November 7, 2007

MCHR Case processing Work Flow Diagram from Intake to Case Closure



# Case Histories: The Impact on the Lives of People in Maryland

**W**hile the statistical analysis of the work of MCHR can provide valuable overall information on the state of human relations in Maryland, it does not present the effect that the MCHR has in terms of *promoting* and *improving* better human relations in the State. A few of the case histories that are presented here are just several of the hundreds of cases where the MCHR has facilitated resolution of the conflicts that give rise to the complaints MCHR receives each year.

## MCHR v. US Homes

The MCHR filed a Commission charge against US HOMES due to the inaccessibility of walkways, and individual elements of the 30 condominiums built by the Respondent. A detailed architectural/accommodations study was conducted by the MCHR and an architect specializing in accessibility issues. After a lengthy negotiation with the Respondent and the Broad Creek Homeowners Association, settlement was reached whereby US HOMES provided \$185,000 to fund a trust for the retrofitting of the condominiums at a time convenient to the individual homeowner.

## Bryan Welch v. Certainteed Corp.

The Complainant was a ten year employee and had been using intermittent FMLA leave (approx. 4 days/month) for severe migraine headaches. His physician placed him on a two (2) week leave to adjust his medications and when the Complainant attempted to return to work the Respondent “forced” him to stay out on FMLA leave although his doctor had released him to return to work. The MCHR Investigator immediately negotiated the Complainant’s return to work with a salary/benefits package of \$49,798.00/year.

### **Fred Martin v. US Marine/Maxum**

The Complainant, an African-American, was discharged for absenteeism. The MCHR Investigator found several white employees with as many or more absences than the Complainant. The Respondent settled for back wages in the amount of \$32,995.00.

### **Harry Carter v. Gray & Sons**

The Complainant filed a complaint based on his race, African American. The Complainant attended the mediation without an attorney and requested a postponement after feeling a sense of power imbalance because the Respondent Representatives attended with an attorney. However, the Respondent asked if the Complainant would he be agreeable to continue with the mediation if the attorney was not present in the conference room. The Complainant agreed and the determined parties continued mediating and patiently resolved the matter successfully with a resolution of \$15,000.00 and the Respondent agreed not to contest the Complainant's unemployment claim.

## Chart I: Total Intake 2008

### Basis Distribution

Employment, Public Accommodations and Housing  
Charges filed in Fiscal Year 2008 according to alleged Basis of Discrimination

Basis	E	PA	H
<b>Race:</b>			
Black	206	15	31
White	24	1	0
Asian/Pacific Islander	1	0	1
American Indian/Alaskan	0	0	0
Other	10	0	0
<b>Sex:</b>			
Female	142	1	3
Male	57	1	1
Sexual Orientation	24	0	0
Age	127	0	NA
Retaliation	108	0	0
Disability	183	51	35
<b>Religion:</b>			
7 <sup>th</sup> Day Adventist	0	0	0
Muslim	2	0	1
Jewish	2	1	0
Protestant	1	0	0
Catholic	0	0	0
Other	8	1	2
<b>National Origin:</b>			
Hispanic	11	0	0
East Indian	1	0	0
Other	34	0	19
Familial Status	NA	NA	13
Marital Status	2	0	4
Color	5	0	0

**Chart II: Intake of Cases FY 2008:  
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	8	0	2	10
Frederick	7	1	3	11
Garrett	3	0	0	3
Washington	34	3	3	40
<b>Central</b>				
Anne Arundel	61	6	9	76
Baltimore City	150	11	20	181
Baltimore County	123	12	10	145
Carroll	13	2	1	16
Harford	15	2	9	26
Howard	39	10	12	61
Montgomery	52	7	19	78
Prince George's	50	2	8	60
<b>Southern Maryland</b>				
Calvert	10	2	0	12
Charles	19	3	1	23
St. Mary's	6	1	0	7
<b>Eastern Shore</b>				
Caroline	3	0	0	3
Cecil	10	0	1	11
Dorchester	8	0	0	8
Kent	3	0	0	3
Queen Anne's	2	1	0	3
Somerset	4	1	0	5
Talbot	7	0	2	9
Wicomico	27	2	1	30
Worcester	9	2	1	12
<b>Totals</b>	<b>663</b>	<b>68</b>	<b>102</b>	<b>833</b>

### Chart III: Closed Cases 2008

#### Employment, Public Accommodations and Housing

Cases closed in Fiscal Year 2008 according to alleged Basis of Discrimination

Basis	E	PA	H
<b>Race:</b>			
<b>Black</b>	242	15	31
<b>White</b>	21	1	1
<b>Asian/Pacific Islander</b>	1	0	2
<b>American Indian/Alaskan</b>	1	0	0
<b>Other</b>	11	0	5
<b>Sex:</b>			
<b>Female</b>	143	2	6
<b>Male</b>	52	1	1
<b>Sexual Orientation</b>	35	3	0
<b>Age</b>	104	1	NA
<b>Retaliation</b>	136	2	0
<b>Disability</b>	185	42	44
<b>Religion:</b>			
<b>7<sup>th</sup> Day Adventist</b>	3	0	0
<b>Muslim</b>	3	0	0
<b>Jewish</b>	3	0	0
<b>Protestant</b>	4	0	0
<b>Catholic</b>	1	0	0
<b>Other</b>	13	3	0
<b>National Origin:</b>			
<b>Hispanic</b>	8	0	1
<b>East Indian</b>	2	0	0
<b>Other</b>	22	6	13
<b>Familial Status</b>	NA	NA	11
<b>Marital Status</b>	1	0	2
<b>Color</b>	6	0	2

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

# MEDIATION UNIT

**T**he Mediation Unit 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. Mediation 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 to also continue 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 an effort to expand mediation services throughout the State and make these services accessible even in rural areas, the Mediation Unit has continued to develop its partnership with the Maryland Association of Community Mediation Centers (MACMC) to recruit local mediators in several counties outside of the Commission's office locations. Through this collaborative effort, 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 as well as the northeastern part of the State. 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. *Again this year, most mediation participants stated that they would use the mediation process again in future disputes and that they would recommend the mediation process to others even if they weren't able to reach an agreement in their particular case.*

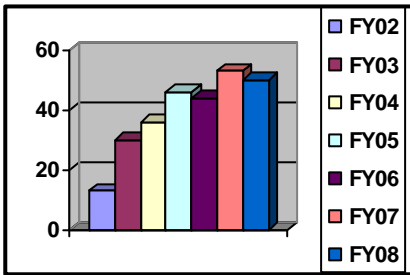
When asked what was most helpful about the mediation process, survey comments from participants included: *"Meeting each other (face to face) and resolving our differences"; "The mediation helped myself and my supervisor to get the understanding of how we feel and our views"; "Quick settlement between 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 mediators"; and "Being able to come to a conclusion".*

The program promises to be a continued success for the Commission and to set a standard of excellence for alternative dispute resolution throughout Maryland.

## Mediation Unit FY08 Statistics

**Percentage of Eligible Cases Processed by the Mediation Unit:**  
**(processed means all cases where a mediation was held and/or case closed within mediation unit)**

<u>Fiscal Year 2002:</u> 13%	<u>Fiscal Year 2006:</u> 44%
<u>Fiscal Year 2003:</u> 30%	<u>Fiscal Year 2007:</u> 53%
<u>Fiscal Year 2004:</u> 36%	<u>Fiscal Year 2008:</u> 50%
<u>Fiscal Year 2005:</u> 46%	



**Number of Mediations Held:**

Fiscal Year 2002: **98 mediations**

Fiscal Year 2003: **174 mediations**

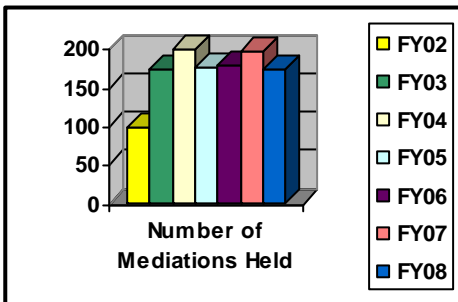
Fiscal Year 2004: **208 mediations**

Fiscal Year 2005: **177 mediations**

Fiscal Year 2006: **179 mediations** (3 cases were mediated but are pending closure in FY07)

Fiscal Year 2007: **197 mediations** (17 cases were mediated but are pending final closure in FY08)

Fiscal Year 2008: **173 mediations** (15 cases were mediated but are pending final closure in FY09)



**Percentage of Mediated Cases that Reach Agreement:**

Fiscal Year 2002: 42%

Fiscal Year 2005: 57%

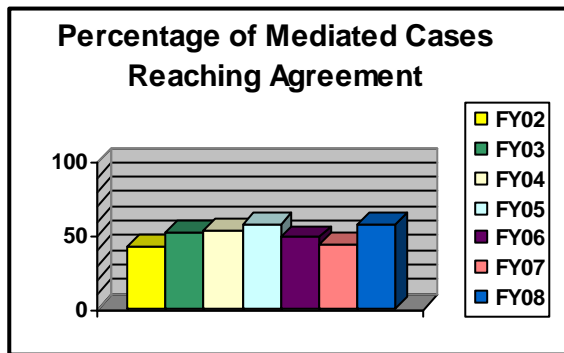
Fiscal Year 2003: 51%

Fiscal Year 2006: 48%

Fiscal Year 2004: 53%

Fiscal Year 2007: 43%

Fiscal Year 2008: 57%



**\*FY08 TOTAL UNIT RESOLUTION RATE = 67%**

*\*This number includes cases resolved by volunteer mediators in a formal mediation session as well as cases closed by Mediation Unit staff.*

**Total Unit Resolution Rate:**

Fiscal Year 2005: 62%

Fiscal Year 2006: 58%

Fiscal Year 2007: 57%

Fiscal Year 2008: 67%



# Hate Crimes Monitoring

**U**nder Article 49B, of the Annotated Code of Maryland, hate crimes are prohibited under housing provisions. Additional hate crimes protections are found under Criminal Law volume—Annotated Code of Maryland. 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. 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.

Each law enforcement agency in the State of Maryland reports hate related incidents on a monthly basis to the Maryland State Police. The Maryland State Police forwards a copy of the reports of all hate related incidents to the Maryland Commission on Human Relations.

In FY 2008, a total of 447 hate related incidents were reported to the MCHR. 276 of the reported incidents were race-based. There were 45 reported incidents based on sexual orientation.

An example of the type of outreach the MCHR provides would be when Commission staff investigated several hate related incidents dealing with hate related literature passed out in several communities in Ann Arundel County from the National Alliance. The literature mentioned immigration being a problem that needs to be dealt with by Caucasians in America, stating in 50 years Caucasians will be a minority in the US. The literature dealt with their concerns about the Jewish Community and interracial dating among African American and Caucasians. Commission staff spoke with the members of the retirement community in Annapolis, MD where 7 different flyers were passed out in the community. The incident was reported to Anne Arundel County Police and a Hate Related Incident Report was recommended by Commission staff dealing with the problem.

# Information Technology Unit

**I**n FY 2008, the Maryland Commission on Human Relations *Information Technology Department* successfully met the technology needs of the agency. The IT staff, which consists of a DP Director and DP Technical Support Specialist II, provided a cohesive information technology environment for the staff to resolve complicated discrimination complaints.

With limited funds in 2008, the department worked well to find:

- Cost effective solutions
- Maintain a stable & secure network
- Provide quality hardware & software support
- Maintain crucial applications & databases
- Support an informational web site

The MCHR web site continues to be the most beneficial and cost-effective tool managed by the IT Department. It is not only an asset to Marylanders seeking reliable information but it has a quick and easy-to-use format to submit a complaint. At the end of 2008, the Information Technology Department began working in collaboration with the Maryland Department of Information Technology to plan and develop a new MCHR web site that would not only meet the new guidelines for the Maryland State Government but also design an improved layout in which visitors can find seamless information as quickly as possible.

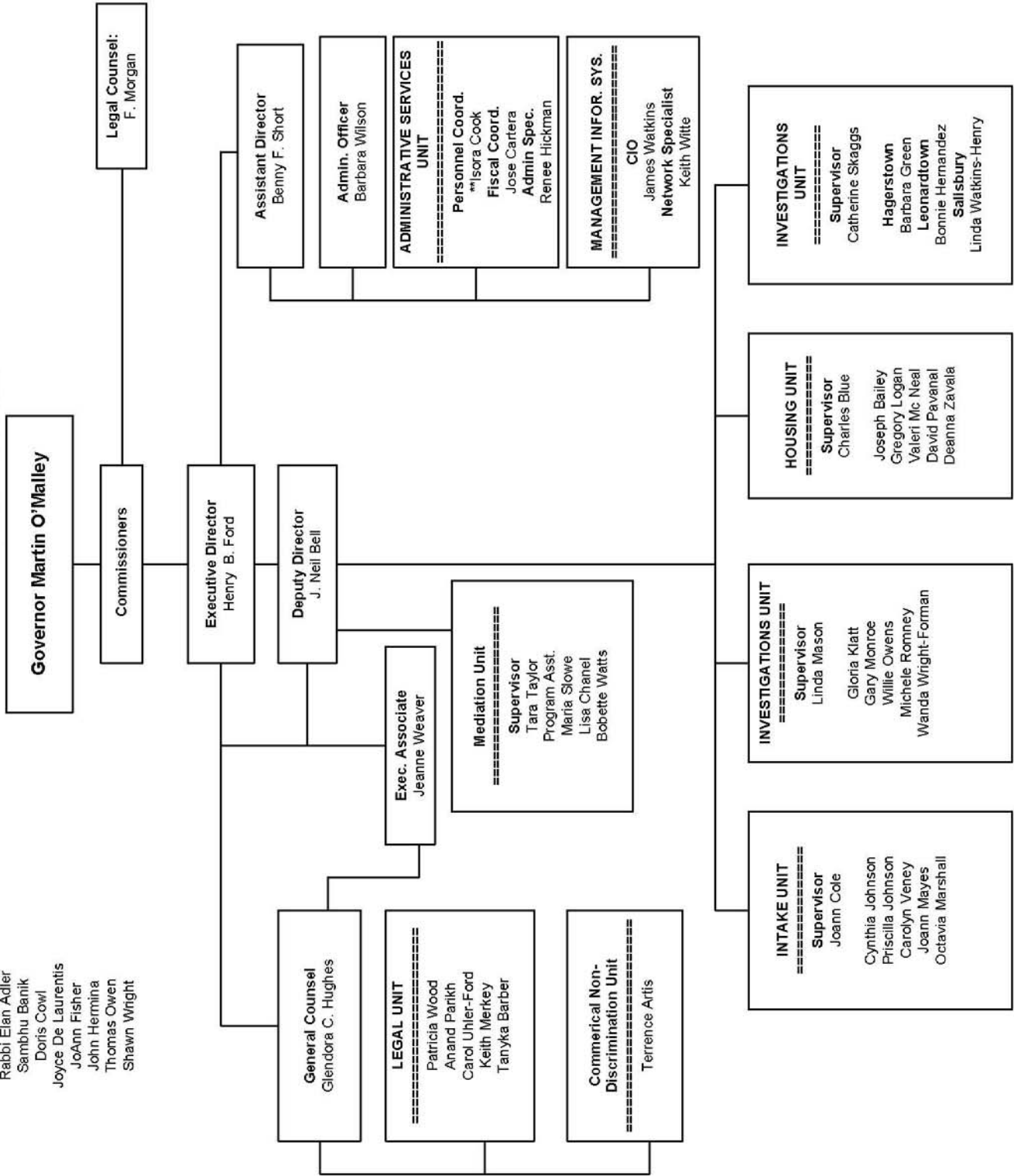
It is our pleasure to serve the citizens of Maryland. Each year our goal is to meet and exceed the needs of all internal and external customers. As technology changes, we will stay open minded to customers' feedback when looking for cost-effective solutions.

# Annual Operating Budget

<b>MCHR Budget Report for the Last Three Fiscal Years</b>			
<b>Fiscal Years</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
<b>Federal Funds</b>			
HUD	\$486,571	\$402,469	\$268,778
EEOC	\$346,575	\$406,950	\$403,168
Total Federal Funds	\$833,146	\$809,419	\$671,946
General Funds	\$2,413,950	\$2,586,756	\$2,674,125
Grand Total	\$3,247,096	\$3,396,175	\$3,346,071
<b>Staff Positions</b>			
Authorized Permanent	41.6	41.6	40.1
Contractual	.5	1	.5
Total Positions	42.1	42.6	40.6

**MCHR STAFF FY 2008**

\*Norman Gelman  
 Rabbi Eilan Adler  
 Sambhu Banik  
 Doris Cowl  
 Joyce De Laurentis  
 JoAnn Fisher  
 John Hermina  
 Thomas Owen  
 Shawn Wright



\* Commissioners  
 \*\* Contractual