

**State of California  
Office of Administrative Law**

**In re:**  
**Civil Rights Department**

**Regulatory Action:**

**Title 02, California Code of Regulations**

**Adopt sections: 10300, 10301, 10302, and  
10303**

**NOTICE OF APPROVAL OF REGULATORY  
ACTION**

**Government Code Section 11349.3**

**OAL Matter Number: 2024-0206-03**

**OAL Matter Type: Regular (S)**

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In this regular rulemaking, the Civil Rights Department is adopting regulations regarding providing assistance to communities and persons therein in resolving disputes, disagreements, or difficulties relating to discriminatory practices as specified in Government Code section 12931.

OAL approves this regulatory action pursuant to section 11349.3 of the Government Code. This regulatory action becomes effective on 3/20/2024 pursuant to subdivision (b)(3) of section 11343.4 of the Government Code.

**Date:** March 20, 2024



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**Steven J. Escobar  
Senior Attorney**

**Original:** Kevin Kish, Director  
**Copy:** Rachael Langston

**For:** Kenneth J. Pogue  
Director

REGULAR

For use by Secretary of State only

STD. 400 (REV. 10/2019)

|                  |                                      |   |                  |
|------------------|--------------------------------------|---|------------------|
| OAL FILE NUMBERS | NOTICE FILE NUMBER<br>Z-2023-1113-01 | REGULATORY ACTION NUMBER<br>2024-0206-035 | EMERGENCY NUMBER |
|------------------|--------------------------------------|---|------------------|

For use by Office of Administrative Law (OAL) only

ENDORSED - FILED  
in the office of the Secretary of State  
of the State of California

MAR 20 2024  
2:01 PM

OFFICE OF ADMIN. LAW  
2024 FEB 6 PM 2:46

NOTICE

REGULATIONS

AGENCY WITH RULEMAKING AUTHORITY  
Civil Rights Department

AGENCY FILE NUMBER (If any)

A. PUBLICATION OF NOTICE (Complete for publication in Notice Register)

|  |  |                          |                                     |                               |                       |
|--|--|--------------------------|-------------------------------------|-------------------------------|-----------------------|
| 1. SUBJECT OF NOTICE   |  | TITLE(S)                 | FIRST SECTION AFFECTED              | 2. REQUESTED PUBLICATION DATE |                       |
| 3. NOTICE TYPE<br><input type="checkbox"/> Notice re Proposed Regulatory Action <input type="checkbox"/> Other |  | 4. AGENCY CONTACT PERSON |                                     | TELEPHONE NUMBER              | FAX NUMBER (Optional) |
| OAL USE ONLY   | ACTION ON PROPOSED NOTICE<br><input type="checkbox"/> Approved as Submitted <input type="checkbox"/> Approved as Modified <input type="checkbox"/> Disapproved/Withdrawn |                          | NOTICE REGISTER NUMBER<br>223, 48-2 | PUBLICATION DATE<br>12/1/23   |                       |

B. SUBMISSION OF REGULATIONS (Complete when submitting regulations)

|   |   |
|---|---|
| 1a. SUBJECT OF REGULATION(S)<br>Procedures of Community Conflict Resolution | 1b. ALL PREVIOUS RELATED OAL REGULATORY ACTION NUMBER(S)<br>n/a |
|---|---|

|   |                                     |
|---|-------------------------------------|
| 2. SPECIFY CALIFORNIA CODE OF REGULATIONS TITLE(S) AND SECTION(S) (Including title 26, if toxics related) |                                     |
| SECTION(S) AFFECTED (List all section number(s) individually. Attach additional sheet if needed.)         | ADOPT<br>10300, 10301, 10302, 10303 |
| TITLE(S)  | AMEND                               |
| 2   | REPEAL                              |

|   |   |   |   |
|---|---|---|---|
| 3. TYPE OF FILING   |   |   |   |
| <input checked="" type="checkbox"/> Regular Rulemaking (Gov. Code §11346)   | <input type="checkbox"/> Certificate of Compliance: The agency officer named below certifies that this agency complied with the provisions of Gov. Code §§11346.2-11347.3 either before the emergency regulation was adopted or within the time period required by statute. | <input type="checkbox"/> Emergency Readopt (Gov. Code, §11346.1(h)) | <input type="checkbox"/> Changes Without Regulatory Effect (Cal. Code Regs., title 1, §100) |
| <input type="checkbox"/> Resubmittal of disapproved or withdrawn nonemergency filing (Gov. Code §§11349.3, 11349.4) | <input type="checkbox"/> Resubmittal of disapproved or withdrawn emergency filing (Gov. Code, §11346.1)   | <input type="checkbox"/> File & Print                               | <input type="checkbox"/> Print Only   |
| <input type="checkbox"/> Emergency (Gov. Code, §11346.1(b))   |   | <input type="checkbox"/> Other (Specify) _____                      |   |

4. ALL BEGINNING AND ENDING DATES OF AVAILABILITY OF MODIFIED REGULATIONS AND/OR MATERIAL ADDED TO THE RULEMAKING FILE (Cal. Code Regs. title 1, §44 and Gov. Code §11347.1)  
n/a (no comments received on originally noticed text)

|   |   |  |  |
|---|---|--|--|
| 5. EFFECTIVE DATE OF CHANGES (Gov. Code, §§ 11343.4, 11346.1(d); Cal. Code Regs., title 1, §100)    |   |  |  |
| <input type="checkbox"/> Effective January 1, April 1, July 1, or October 1 (Gov. Code §11343.4(a)) | <input checked="" type="checkbox"/> Effective on filing with Secretary of State | <input type="checkbox"/> \$100 Changes Without Regulatory Effect | <input type="checkbox"/> Effective other (Specify) _____ |

|  |  |   |
|--|--|---|
| 6. CHECK IF THESE REGULATIONS REQUIRE NOTICE TO, OR REVIEW, CONSULTATION, APPROVAL OR CONCURRENCE BY, ANOTHER AGENCY OR ENTITY |  |   |
| <input type="checkbox"/> Department of Finance (Form STD. 399) (SAM §6660)   | <input type="checkbox"/> Fair Political Practices Commission | <input type="checkbox"/> State Fire Marshal |
| <input type="checkbox"/> Other (Specify) _____   |  |   |

|                                       |                                  |                       |   |
|---------------------------------------|----------------------------------|-----------------------|---|
| 7. CONTACT PERSON<br>Rachael Langston | TELEPHONE NUMBER<br>916-809-4371 | FAX NUMBER (Optional) | E-MAIL ADDRESS (Optional)<br>Rachael.Langston@calcivilrights.ca.gov |
|---------------------------------------|----------------------------------|-----------------------|---|

8. I certify that the attached copy of the regulation(s) is a true and correct copy of the regulation(s) identified on this form, that the information specified on this form is true and correct, and that I am the head of the agency taking this action, or a designee of the head of the agency, and am authorized to make this certification.

For use by Office of Administrative Law (OAL) only  
**ENDORSED APPROVED**  
MAR 20 2024  
Office of Administrative Law

|   |                  |
|---|------------------|
| SIGNATURE OF AGENCY HEAD OR DESIGNEE<br>Kevin Kish<br><small>Digitally signed by Kevin Kish<br/>Date: 2024.02.06 10:30:18 -0800</small> | DATE<br>2/6/2024 |
| TYPED NAME AND TITLE OF SIGNATORY<br>Kevin Kish, Director   |                  |

PER AGENCY REQUEST: SE 3/19/2024

**CIVIL RIGHTS DEPARTMENT  
REGULATIONS REGARDING PROCEDURES OF COMMUNITY CONFLICT RESOLUTION**

**CALIFORNIA CODE OF REGULATIONS**

**Title 2. Administration**

**Div. 4.1. Civil Rights Department**

**Chapter 1. Procedures of the Civil Rights Department of Fair Employment and Housing**

**Subchapter 5. Procedures of Community Conflict Resolution**

§ 10300. Scope.

(a) The California Civil Rights Department (department), through its Community Conflict Resolution Unit (CCRU), provides community conflict resolution conciliation assistance to communities or persons therein experiencing disputes, disagreements, or difficulties arising from discriminatory practices based on the protected characteristics identified in Government Code section 12931. To be eligible for community conflict resolution conciliation assistance, the disputes, disagreements, or difficulties of the communities or persons therein must, within the judgment of the department, impair the rights of persons in the community under the Constitution or laws of the United States or of this state and threaten peaceful community relations.

(b) Community conflict resolution conciliation assistance is intended to assist communities experiencing conflict to develop community-led solutions to the conflict and enhance communities' capacity to independently prevent and resolve future conflict. Staff who provide community conflict resolution conciliation assistance serve as neutral and impartial resources to assist communities resolve disputes, disagreements, or difficulties.

(c) Community conflict resolution conciliation assistance is separate and distinct from the department's enforcement activities as defined in subchapters 1-3 of this chapter. Staff who provide community conflict resolution conciliation assistance do not engage in any of the department's enforcement activities, including mediation conducted by the Dispute Resolution Division to resolve a complaint brought pursuant to the department's enforcement activities.

Note: Authority cited: Sections 12930 and 12931, Government Code. Reference: Section 12931, Government Code.

§ 10301. Definitions.

For the purposes of this subchapter only:

(a) "Conciliation assistance" includes activities undertaken by the Community Conflict Resolution Unit to assist communities or state or local bodies resolve community conflict, including, but not limited to, facilitating dialogues, mediation, education and outreach, training,

designing effective opportunities for community input, technical assistance, and consultation.

(b) "Investigation" includes activities to gather and examine information, discover or uncover facts, and research.

Note: Authority cited: Sections 12930 and 12931, Government Code. Reference: Sections 12931 and 12932, Government Code.

§ 10302. Confidentiality.

(a) In providing assistance to communities and persons therein in resolving disputes, disagreements, or difficulties relating to discriminatory practices based on the protected characteristics identified in Government Code section 12931, the department shall provide community conflict resolution conciliation assistance in confidence and without publicity, and the department shall hold confidential information and evidence acquired in the regular performance of its duties upon the understanding that it would be so held.

(b) The department shall obtain the understanding of participants in community conflict resolution conciliation assistance that information exchanged as part of community conflict resolution conciliation assistance is confidential.

(c) In maintaining liaisons with human relations commissions, the department shall maintain the confidentiality of any information designated by law as confidential.

Note: Authority cited: Sections 12930 and 12931, Government Code. Reference: Sections 12931, 12932 and 12933, Government Code.

§ 10303. Requesting or Accepting Community Conflict Resolution Conciliation Assistance.

(a) Community conflict resolution conciliation assistance may be requested or accepted by state or local public bodies, or by any individual directly affected by disputes, disagreements, or difficulties relating to discriminatory practices based on the protected characteristics identified in Government Code section 12931 that impair their rights under the Constitution, federal, or state law. Community conflict resolution conciliation assistance may be requested verbally, in writing, including through electronic communications, electronic mail at [CCRU@calcivilrights.ca.gov](mailto:CCRU@calcivilrights.ca.gov), or by submitting a community conflict resolution request for service form available at [www.calcivilrights.ca.gov](http://www.calcivilrights.ca.gov) to the department.

(b) A complaint, as defined in Chapter 1 section 10001(c), is not required in order to request or accept community conflict resolution conciliation assistance. Requests for, or acceptance of, community conflict resolution conciliation assistance are independent and unrelated actions from filing a complaint as defined in Chapter 1 section 10001(c) and must meet the requirements of Government Code section 12931. When a complaint, as defined in Chapter 1 section 10001(c), has been or will be filed, requests for, or acceptance of, community conflict

resolution conciliation assistance may be made or accepted before, simultaneously with, or after filing a complaint as defined in Chapter 1 section 10001(c).

(c) Requesting or accepting community conflict resolution conciliation assistance does not impact or stay other applicable departmental deadlines or civil statutes of limitation.

Note: Authority cited: Sections 12930 and 12931, Government Code. Reference: Section 12931, Government Code.