

2024

ANNUAL REPORT

CIVIL RIGHTS DEPARTMENT



This report has been prepared pursuant to Government Code section 12930(k), which requires the Civil Rights Department to “render annually to the Governor and the Legislature a written report of its activities and its recommendations.”

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California Civil Rights Department
(800) 884-1684 (voice or via relay operator 711)
TTY (800) 700-2320
contact.center@calcivilrights.ca.gov

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EXECUTIVE SUMMARY

The California Civil Rights Department (CRD) is the institutional centerpiece of California's broad policy against discrimination and harassment in all its forms. Born out of a decades-long struggle for civil rights in employment, housing, and business establishments, CRD has been at the forefront of the fight against discrimination in California since its inception. CRD has offices across California in Sacramento, Bakersfield, Fresno, Los Angeles, Oakland, and Riverside. In 2024, the department had approximately 336 positions and an annual operating budget of nearly \$66 million.

Throughout 2024, CRD continued to take action to protect and enforce Californians' civil rights. While there has been enormous progress, discrimination remains prevalent in California and across the country. In response, the department relies on a range of tools to tackle discrimination, including investigations, litigation, mediation, regulations, and outreach and education. These efforts lead to significant policy change in a wide range of sectors. Whether it was [defending access to protected leave for workers at major corporations](#) or [putting in place policies to support reasonable accommodations for deaf residents](#), CRD's work has a direct impact on people's lives and reduces the likelihood of future discrimination.

From [securing settlements with big box retailers](#) to ensure all workers have a fair chance at getting a job to [providing support to Californians](#) in response to hundreds of reports of hate, CRD remains dedicated to upholding state civil rights protections. Examples of CRD's work throughout 2024 include:

Case Work Highlights

- Launching 6,089 investigations into alleged civil rights violations.
- Obtaining 872 settlements through conciliation, mediation, and litigation.
- Securing nearly \$100 million in relief for complainants and a wide range of policy change.

Outreach Highlights

- Engaging with the public at nearly 200 events, presentations, and trainings.
- Launching a [new webinar series](#) focused on addressing disability discrimination.
- Issuing 758 compliance letters to address potential civil rights violations in online ads.

The department remains guided by its central mission of protecting the people of California through enforcing the state's robust civil rights laws, including with respect to employment, housing, businesses and public accommodations, state-funded programs and activities, hate violence, and human trafficking.

DIRECTOR'S LETTER

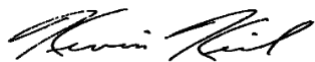
At the California Civil Rights Department, we remain committed to protecting Californians' civil rights. Whether it's through proactive litigation, outreach and education, or mediation, our team is using the tools at our disposal to push back on unlawful discrimination across our state every single day. From addressing failures to accommodate disabilities to identifying and correcting pay inequities, we process thousands of civil rights complaints from members of the public each year. Discrimination remains a threat to the wellbeing of people across California and we're here to help take it on.

In 2024, CRD continued to lead the charge as the largest state civil rights agency in the country. Through hundreds of settlements resulting in nearly \$100 million in direct monetary relief and systemic policy change, we're committed to making a difference in people's lives and protecting against future discrimination. Whether in housing, employment, businesses, or other aspects of everyday life, CRD successfully brought about policy change across California.

While there were numerous accomplishments in 2024, I'm particularly proud of our work tackling a wide range of ongoing and novel housing discrimination issues across California. Having a place to call home is fundamental for the health and wellbeing of all Californians. Throughout the year, we helped address alleged housing violations related to [victims of domestic violence](#), [people who rely on housing vouchers](#), [immigrants who were unlawfully threatened with deportation](#), [tenants seeking accommodations to live with emotional support animals](#), [seniors in need of American Sign Language interpretation](#), and more. People often come to us on their worst days and it's our job to do everything we can to help them get support.

Each year, our department continues to grow and evolve to address the challenges of our times and the needs of our residents. This work would not be possible without the ongoing support of the Governor and the Legislature. We're fortunate to live and work in a state that remains dedicated to creating a fairer and more inclusive California for all. In this annual report, I'm proud to share some of our many accomplishments in 2024. I encourage all Californians to take advantage of the resources we offer. We will continue to do our part to make sure people understand their rights and have the tools they need to exercise them.

Sincerely,



Kevin Kish

Director, California Civil Rights Department

CIVIL RIGHTS COUNCIL

Throughout 2024, the California Civil Rights Council continued its important efforts to support the implementation of our state’s civil rights laws. From ongoing work on nation-leading regulations to engaging with Californians through public meetings and community forums, the Council plays a key role in protecting the rights of people across the state. The Council also issued new regulations and held several public meetings, including a joint community forum in partnership with the Commission on the State of Hate. Supported by Civil Rights Department staff, the Council remains committed to advancing the civil rights of all Californians.

In 2024, the Council finalized and continued work on key regulatory packages. For instance, the Council secured final approval for landmark updates to regulations on [protections against discrimination in state-funded programs](#), which had previously remained unchanged for decades. The regulations clarify and implement [Government Code section 11135](#) and related statutes, which prohibit discrimination in programs, services, or activities that receive state funding. Among other changes, the updated regulations work to ensure California law is interpreted in a way that is at least as protective as [Title VI of the Civil Rights Act of 1964](#), the law’s federal counterpart, and clearly communicate standards for providing equal access to government programs to people with disabilities or with limited English proficiency.

The Council also took important steps to [protect against potential employment discrimination](#) with the use of artificial intelligence. Automated decision-making systems — which may rely on algorithms or artificial intelligence — are increasingly used in employment settings to facilitate a wide range of decisions related to job applicants or employees, including recruitment, hiring, and promotion. While these tools can bring a myriad of benefits, they can also exacerbate existing biases and contribute to discriminatory outcomes. The final automated-decision systems regulations were the result of a series of public discussions and careful consideration of input from experts and the public, as well as federal reports and guidance.

On a more personal note, I also want to express my gratitude for the dedication of my fellow councilmembers, as well as the staff at CRD. The Council is made up of individuals who often have full-time jobs and commitments outside of government. The work would not be possible without their willingness to go above and beyond. Alongside dedicated CRD staff, the efforts of this team have, and continue to have, an immeasurable impact on civil rights protections for all Californians. I am honored to help carry the work forward.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Garcia', with a stylized flourish extending to the right.

David Garcia
Chair, Civil Rights Council

COMMISSION ON THE STATE OF HATE

Hate remains a threat to the wellbeing of people in California and across the nation. We have seen people targeted for hate because of where they were born, the color of their skin, who they love, how they identify, how they practice their faith, their disabilities, and more. None of us are immune to hate, whether it is at our houses of worship, schools, businesses, or online.

Since we began our work in 2022, the Commission on the State of Hate has been supported by a stellar team from the Civil Rights Department — an agency I’ve had a relationship with since 1990. We were established as an advisory and fact-finding body focused on understanding hate in California and developing recommendations for combating it. With critical support from CRD, we continue to support our state’s nation-leading efforts to fight back to protect all Californians from this scourge.

In 2023, we published our strategic plan. It described our intent to build a foundation of knowledge about hate in California, built from rigorous research and community input. Our plan outlined three broad goals: provide a comprehensive accounting of hate in California, develop recommendations for reducing hate, and develop recommendations for enhancing resources and support.

In 2024, we continued to take important action to execute those goals. Rather than just assessing the latest existing research, we also generated pioneering research of our own. We researched how to prevent and reduce hate online and in schools. We partnered with the Initiative to Study Hate to host a first-of-its-kind convening of research and policy experts to generate potential solutions. In partnership with the UCLA Center for Health Policy Research, we continued our work to measure the prevalence of hate and its impacts. From these research efforts, we developed recommendations pertaining to each of our strategic goals. We also explored issues related to gaps in reporting and response.

In addition to our research efforts, we developed key resources. We partnered with the California Commission on Peace Officer Standards and Training, CRD staff, and community representatives on a video training for law enforcement officers on responding to reports of hate. Throughout 2024, we also continued to host vital community forums across the state on various topics, including how hate impacts elections, indigenous communities, people with disabilities, and rural communities. We also heard from the public about their experiences.

As we continue our work, I invite you to join us. Go to [our website](#) to sign up for our updates, attend our meetings and forums, and take a look at our recommendations. We can all be part of the solution to eliminating hate in our state.

Sincerely,

Brian Levin

Brian Levin

Chair, Commission on the State of Hate



ORGANIZATIONAL OVERVIEW

The California Civil Rights Department is the institutional centerpiece of California’s broad policy against discrimination and harassment in all its forms. Born out of a decades-long struggle for civil rights in employment, housing, and business establishments, CRD has been at the forefront of the fight against discrimination in California since its inception. CRD has offices across California in Sacramento, Bakersfield, Fresno, Los Angeles, Oakland, and Riverside. In 2024, the department had approximately 336 positions and an annual operating budget of nearly \$66 million.

CRD’s mission is to protect the people of California from unlawful discrimination in employment, housing, public accommodations, and state-funded and administered programs and activities, and from hate violence and human trafficking. To accomplish this mission, CRD investigates, mediates, and prosecutes complaints related to violations of the Fair Employment and Housing Act, Equal Pay Act, Unruh Civil Rights Act, Disabled Persons Act, Ralph Civil Rights Act, Fair Chance Act, Trafficking Victims Protection Act, and other civil rights laws.

These laws empower CRD to conduct a wide range of activities to combat discrimination across the state. In addition to investigations, mediations, and litigation, the department also puts forward regulations, conducts research, and engages in community outreach. To further this work, the department relies on dedicated public servants spread across various divisions and units, all playing an important role in supporting and executing CRD’s efforts to protect and uphold the civil rights of California’s residents. The primary divisions across the department are listed below.

Enforcement: The Enforcement Division receives, investigates, and conciliates complaints of civil rights violations. It is divided into specialized teams that focus on various aspects of California's civil rights laws, including with respect to housing and employment. The division also runs the department's contact center, which responds to general inquiries from the public and provides language support and accommodations for interactions with the department.

Dispute Resolution: The Dispute Resolution Division provides free mediation services for a wide range of complaints filed with CRD. Staffed by trained, neutral mediators, the division helps parties work together to reach mutually agreeable resolutions to civil rights complaints.

Legal: The Legal Division supports priority investigations, engages in mediation, secures settlements, and, when necessary, prosecutes civil actions, including complaints of systemic discrimination impacting people across California. The division also provides legal guidance to the department and processes requests for records under the California Public Records Act.

Executive Programs: The Executive Programs Division conducts legislative and regulatory affairs, public outreach and education, internal training and staff development, as well as supports the Civil Rights Council and Commission on the State of Hate, reviews administrative appeals, and responds to requests for support in certain immigration proceedings.

Strategic Initiatives and External Affairs: The department's Strategic Initiatives and External Affairs team plays a lead role in state anti-hate initiatives and community mediation, including through California vs Hate and by supporting the work of CRD's Community Conflict Resolution Unit to constructively resolve community conflict and minimize the potential for violence.

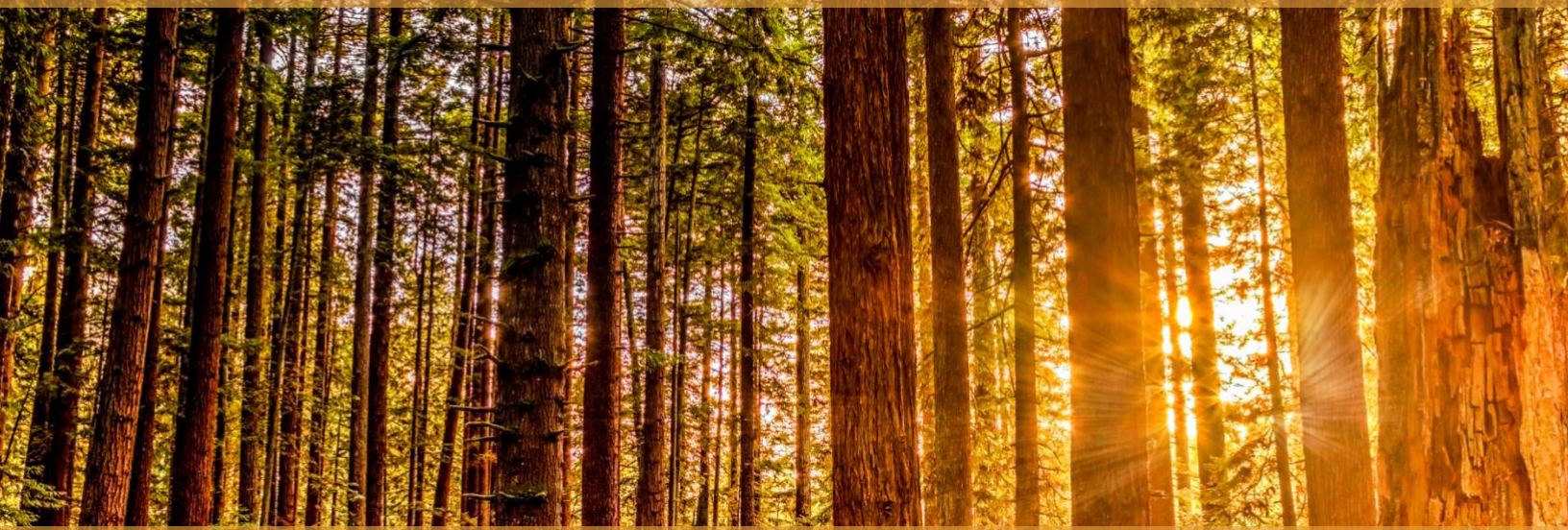
Administration: The Administrative Division provides critical human resources, contracting, fiscal management, and procurement services for the department.

Information Technology: The Information Technology Services Division manages technological infrastructure and security and plays a vital role in running CRD's data collection systems.

Public Affairs: The Public Affairs Division executes CRD's communications strategy, including by issuing press releases, communicating with the public through social media and newsletters, and fielding requests for information from the media.

Civil Rights Council: Housed within CRD, the Civil Rights Council promulgates regulations that implement California's civil rights laws, conducts inquiries, and holds hearings on civil rights issues confronting the state, among other responsibilities.

Commission on the State of Hate: Housed within CRD, the Commission on the State of Hate works to advance the state's efforts to stop hate by conducting research, developing policy and programmatic recommendations, and engaging with California's diverse communities.



MAJOR ACCOMPLISHMENTS

In 2024, the Civil Rights Department continued to take action to enforce the civil rights of people across the state. From [securing Fair Chance Act settlements with big box retailers](#) to ensure all workers have a fair chance at getting a job to [providing support to Californians](#) in response to hundreds of reports of hate, CRD remains dedicated to fighting for the rights of all Californians. Below are a few key examples of CRD's accomplishments in 2024.

CRACKING DOWN ON HOUSING DISCRIMINATION

In the face of ongoing challenges to housing affordability and accessibility, no Californian should have to worry that who they are or where they come from will get in the way of having a place to call home. Unfortunately, people across the state continue to confront different forms of housing discrimination. Whether it is unlawful rules that keep people from using housing assistance or threats of eviction over a tenant's immigration status, CRD is committed to ensuring everyone is protected. In 2024, CRD took action across the state to address discrimination and unlock access to housing. A few examples of the department's housing rights work include:

- **Taking Action for Victims of Domestic Violence:** In 2024, CRD [secured a settlement with a pair of Southern California housing providers](#) over allegedly maintaining a policy that unlawfully threatened to result in the eviction of tenants experiencing domestic violence. Penalizing victims of domestic violence because of disturbances caused at a property by an aggressor can violate fair housing protections. The settlement resolved claims brought by an individual tenant against the owners and brought thousands of other rental units in cities across Southern California into compliance with state civil rights protections.

- **Safeguarding Housing Choice Programs:** CRD [reached a \\$35,000 settlement ending a Novato apartment complex's alleged blanket ban](#) on renting to people using Section 8 housing vouchers. Under California law, landlords and housing providers cannot refuse to rent to people based on their use of housing assistance programs, such as Section 8. The settlement also required the property owner and management staff to take proactive steps to prevent future discrimination, including through training.
- **Protecting the Rights of Immigrants:** In 2024, CRD secured a settlement against a property owner over [allegedly threatening a family with deportation and eviction](#). Under California law, housing providers are prohibited from harassing or intimidating tenants by threatening to share information about their immigration status with law enforcement. As a result of the settlement, the property owner was required to pay \$30,000 for alleged harms to the family and complete fair housing training.
- **Going After Discriminatory Advertisements:** Under California law, housing providers are prohibited from including discriminatory statements, such as “No Section 8,” in housing advertisements. These types of statements unlawfully discourage potential tenants from applying and contribute to ongoing housing inequities. As part of CRD’s efforts to safeguard the civil rights of California’s residents, the department regularly conducts proactive online reviews of advertisements, receives and reviews complaints of unlawful advertising, and issues compliance letters. During Fair Housing Month, CRD [issued over 60 compliance notices](#) in the span of just a few weeks to address potential violations.

TAKING ON HATE THROUGH CARE AND RESOURCES

In 2024, CRD [celebrated its first full year of California vs Hate](#), the state’s first-ever multilingual statewide hotline and resource network aimed at combatting hate. In collaboration with numerous community partners, CA vs Hate provided people across California with support in response to over 800 reported acts of hate during the first full year of the program and more than 2,000 total contacts from members of the public. These contacts spanned across nearly 80% of California’s counties.

CA vs Hate provides a safe, anonymous option for victims and witnesses of hate in California to report and get support. Reports can be made in 15 different languages online and in more than 200 languages over the phone. The hotline accepts all reports of hate, not just those that may be criminal in nature. Individuals who report are eligible for ongoing care coordination that can connect them with a range of resources, including legal assistance, financial support, mental health counseling, and mediation services.

“CA vs Hate is about recognizing and protecting the incredible diversity of our state and sending a clear message that hate will never be tolerated,” said Governor Gavin Newsom.

CA vs Hate is one of several key state initiatives to combat hate. Its support network builds on other existing efforts, including grants under the [Stop the Hate Program](#) from the California Department of Social Services, which funds numerous CA vs Hate partners, and [Ethnic Media Outreach Grants](#) administered by the California State Library. In addition, within CRD, the [Community Conflict Resolution Unit](#) helps communities in California work through conflict, prevent violence, reduce tension, and find solutions everyone can agree on in response to discrimination or hate. The department also supports the work of the [California Commission on the State of Hate](#).

FIGHTING FOR FAIRNESS IN THE WORKPLACE

In 2024, CRD continued to take action on behalf of the rights of workers in California. Among other efforts, the department reached two major multimillion dollar settlements to address alleged discriminatory practices that resulted in disparities in compensation and other issues at both Microsoft and Snapchat. In addition to bringing direct monetary relief to impacted workers, the settlements also resulted in the companies taking steps to strengthen their policies against workplace discrimination.

With Microsoft, CRD secured a \$14.4 million settlement to resolve allegations of [retaliation and discrimination against workers based on their use of protected leave](#), including parental, disability, pregnancy, and family care taking leave. State and federal law prohibits employers from interfering with an employee's use of protected forms of leave, such as leave to bond with a new child, address a serious health condition, or care for a family member. CRD alleged that employees who used protected leave received lower bonuses and unfavorable performance reviews that, in turn, harmed their eligibility for merit increases, stock awards, and promotions.

With Snapchat, CRD obtained a \$15 million settlement agreement over alleged [discrimination, harassment, and retaliation against women](#) at the company. CRD alleged that despite Snapchat's rapid growth between 2015 and 2022, the company failed to put into place measures to ensure that women were paid or promoted equally. Instead, they encountered a glass ceiling and were told to wait their turn, were actively discouraged from applying for promotions, or lost promotion opportunities to less qualified male colleagues.

While the specific alleged issues at each company were distinct, they reflect the wide range of challenges workers continue to confront every day in California and across the country. In both instances, CRD was able to successfully secure financial compensation for workers, set up processes for an independent review of the companies' employment practices, and require training on state antidiscrimination protections.

KEEPING CALIFORNIANS INFORMED ABOUT THEIR RIGHTS

A key part of enforcing civil rights laws is making sure members of the public know about the protections that exist and ways to get support. People can't report violations of rights they don't know about, follow laws they don't understand, or use government services they can't reach. As part of the department's work to better serve the people of California, CRD engages in extensive outreach and education efforts. Throughout the year, CRD, including its work through California vs Hate, shared civil rights resources with more Californians than ever, visiting 66 cities at nearly 200 events across the state.

In 2024, CRD also ramped up other aspects of its outreach and education initiatives. Building on the launch of the department's free "Civil Rights 101" webinar series, CRD expanded the program to include [new monthly trainings focused specifically on addressing disability discrimination](#). Each year, disability discrimination remains one of the most frequently cited concerns in civil rights complaints filed with the department. By expanding the webinar series, CRD continues to take action to proactively remind employers, housing providers, and members of the public of their responsibilities under California's civil rights laws.

In addition to the new trainings, CRD continued to develop new materials and factsheets to help ensure Californians understand their rights. In 2024, the department also [released new guidance on existing civil rights protections against human trafficking](#). When it comes to addressing human trafficking in the civil context, CRD can independently receive, investigate, mediate, and prosecute complaints, which can result in relief that is specifically targeted to supporting survivors. Everyone in California is protected from human trafficking and can file a complaint.

ENSURING EVERYONE HAS A FAIR CHANCE TO EARN A LIVING

In 2024, CRD continued to push back on violations of California's Fair Chance Act, which aims to reduce barriers to employment and support community reintegration through context-specific protections for people with past arrests or convictions. In fact, over a period of just a few months, the department [secured a range of settlements](#) involving big box retailers, Amazon, the Dodgers, and other companies in response to alleged violations of the law. In each instance, CRD received individual complaints against each of the companies alleging that they unlawfully rejected otherwise qualified job applicants and failed to comply with the requirements of the Fair Chance Act. According to the complaints, the companies either failed to follow legally required hiring processes — such as providing written notice of the disqualifying offense — or denied employment opportunities based on unrelated or even decades-old criminal history information.

After conducting initial investigations into each of the complaints, CRD provided the companies opportunities to voluntarily settle the alleged violations. As a result, the companies were each required to take various corrective actions based on the harms alleged against them, including:

- Conducting individualized assessments of job applicants' criminal history information prior to an adverse employment action.
- Ensuring convictions that have been sealed, dismissed, or expunged are not considered in connection with any application for employment.
- Providing written notice to applicants with specific information indicating if an offense is considered disqualifying and how to respond with evidence of rehabilitation.
- Submitting to temporary monitoring by CRD to ensure compliance with the Fair Chance Act.
- Paying the individual complainants to cover lost wages or other harms.

The Fair Chance Act, which went into effect in 2018, aims to combat discrimination and enhance public safety by reducing barriers to employment for people who have been previously involved in the criminal legal system. In passing the act, the Legislature recognized that “employment is essential to helping formerly incarcerated people support themselves and their families” and reduces the likelihood of an individual reoffending. The law generally prohibits employers with five or more employees from considering a job applicant’s conviction history before making a conditional job offer, requires specific procedures for considering an applicant’s criminal history after a conditional job offer, and limits convictions that employers can consider disqualifying to those directly related to the job.

LEADING THE FIELD IN RESEARCH ON PAY EQUITY

Each year, billions of dollars are lost due to pay inequities impacting women and communities of color. As part of the effort to address the issue, California annually collects and analyzes pay and demographic data from large California employers. The program encourages employers to conduct self-assessments of pay disparities, promotes voluntary compliance with equal pay and anti-discrimination laws, and supports CRD’s efforts to efficiently identify wage patterns and allow for effective enforcement of anti-discrimination laws in the workplace.

In 2024, CRD released new estimates on pay gaps in the state, finding:

- **81 Cents on the Dollar:** Women — including both part-time and full-time earners — made an estimated 81 cents in California for every dollar men earned.
- **Less Money Across the Board:** Women earned less than men in every industry captured in the data, including finance (71 cents to the dollar), construction (76 cents), and trade (77 cents).
- **Racial and Ethnic Disparities Persist:** The pay gap was even greater for many women of color, with Latinas earning an estimated 44 cents for every dollar white men earned and Black women earning 58 cents.
- **Billions in Lost Earnings:** In the finance sector alone, women lost an estimated \$10.3 billion in pay each year.

CRD is committed to combatting sex discrimination and pay inequities across the state, including through ongoing efforts to ensure compliance with the state’s pay data reporting program. In addition to major enforcement efforts in 2024, CRD, in 2023, obtained a [nearly \\$100,000 settlement](#) against Cambrian Homecare to resolve repeated alleged failures to report pay data to the state. The department also announced a [\\$54 million settlement against Activision Blizzard](#) and final court approval of a [\\$100 million settlement against Riot Games](#) to resolve allegations of sex-based discrimination, including with respect to equal pay, at both companies. In 2022, CRD secured a set of [first-of-a-kind stipulated judgments against Chase Bank and Michaels Stores](#) to ensure the companies’ compliance with California’s pay data reporting laws.

ENDING UNLAWFUL “ENGLISH-ONLY” POLICIES AT WORK

State civil rights laws prohibit employers from discriminating against staff because of their national origin, race, or ethnicity. This includes limiting or banning the use of any language at work, unless justified by a business necessity like ensuring safe or efficient operations.

In 2024, CRD [reached a \\$200,000 settlement](#) with a Southern California preschool over claims that management retaliated against a teacher’s aide for speaking Spanish at work, based on an alleged “English-only” policy at the school’s Fontana and Escondido locations. According to a complaint, the teacher’s aide alleged she was accused of gossiping in Spanish when she had just asked a coworker for a pen. Management then allegedly made her sign an agreement to not speak Spanish, unless to communicate with a parent, and cut her hours nearly in half.

After investigating, CRD was able to bring the parties together through mediation and reached an agreement with the school to end any “English-only” policy. The preschool also committed to training staff on California’s civil rights laws and setting aside a settlement fund for all staff who had potentially been impacted by an “English-only” policy.

“Educators deserve to feel celebrated for their heritage, but instead Leaps and Bounds’ alleged language ban fostered a hostile work culture that made staff feel unvalued and unwelcome,” **said CRD Director Kevin Kish**. “By taking action to end this discriminatory policy, the school is showing it’s possible to change course and build a culture of inclusion that benefits staff and the communities they serve. No matter the language you speak or where you come from, you are welcome in California.”



OUTREACH AND EDUCATION

A critical component of meeting the Civil Rights Department's mission is conducting outreach to help inform the public, employers, employees, housing providers, tenants, homeowners, businesses, consumers, and other stakeholders. This includes providing clear, accurate, and accessible information related to rights and responsibilities under the laws that CRD enforces. Outreach and education help to prevent discrimination from occurring and make it more likely discrimination will be reported when it occurs. Among other outreach and education efforts in 2024, CRD:

- Engaged with the public at nearly 200 events, presentations, and trainings both online and across 66 cities around California, including [new webinars on disability rights](#).
- Provided [free online trainings](#) to combat sexual harassment in the workplace to over 260,000 employees, including to nearly 35,000 in languages besides English.
- Reviewed over 4,500 online housing and employment advertisements across California, which resulted in 758 compliance letters to address potential violations.
- Shared tailored information on the [Fair Chance Act](#) and [protected leave for new parents](#) through online interactive guides, which were accessed nearly 3,000 times.
- Published and disseminated new or updated [guides and factsheets](#) available in multiple languages, including [new guidance on protections against human trafficking](#).
- Oversaw nearly 200 fair housing tests for source-of-income, race, and familial status discrimination.

COMMUNITY CONFLICT RESOLUTION

As national leader in addressing hate and discrimination in all its forms, the Civil Rights Department is one of the only state anti-discrimination agencies with a dedicated team focused on helping entire communities address and resolve conflict. Through the Community Conflict Resolution Unit (CCRU), CRD partners with communities and local and state public bodies to constructively manage disputes, reduce tension, and prevent hate-motivated violence. All CCRU services are free, voluntary, and confidential.

In its first two years of operation, CCRU has helped address community conflict in more than 120 community engagement sessions, including over 20 conciliations and a dozen trainings. CCRU activities include:

- Designing conflict resolution processes.
- Facilitating community engagement sessions.
- Mediating conflict as a neutral third party.
- Conducting trainings.
- Providing consultations on specific questions to reduce discrimination.

While CCRU is part of CRD, its services are unique because they are neutral and impartial. The unit does not assign fault or blame to anyone using its services, refer cases for enforcement, or initiate legal complaints in the court system. A few examples of some of CCRU's services include:

- **Addressing divisive conflict between groups.** CCRU has demonstrated expertise in addressing deeply rooted conflicts, including those involving tribal and local governments. In one example, CCRU facilitated a historic first meeting between a tribe and a local government, resulting in the tribe's participation in updating the local general plan.
- **Supporting government entities.** CCRU offers guidance and consultations on inclusive community engagement, strategies for navigating difficult or disruptive conversations with community members, and techniques for how to de-escalate tension that may arise from these interactions.
- **Addressing civil rights in housing for people with disabilities.** In response to concerns raised by individuals, community members, and legal advocates, CCRU organized an educational summit in a rural community experiencing ongoing conflict between residents and housing providers. The summit addressed misinformation and tension related to disability rights and the need for housing providers to implement necessary changes to comply with disability access laws.

COMPLAINT PROCESS

In 2024, the Civil Rights Department continued to take action on its core functions of receiving, investigating, mediating, and prosecuting civil rights complaints. When someone files a discrimination complaint with CRD, the department evaluates the allegations and decides whether to accept the case for investigation. If it accepts the case, CRD independently investigates the facts and the legal issues. This involves reviewing respondents' responses to complaints and other information and evidence that complainants and respondents submit, among other things. In some matters, the parties are able to resolve the dispute during the investigation through conciliation. In other matters, CRD may take legal action at the conclusion of the investigation, when settlement efforts are unsuccessful.

The investigation process typically starts when a member of the public files an initial inquiry with CRD by submitting an intake form, which can be done through [the California Civil Rights System](#) online portal, by emailing or mailing an intake form, or by calling CRD's Contact Center. Once a complaint has been received, CRD assigns the intake to an investigator, who conducts an initial interview with the complainant to determine whether CRD has jurisdiction to accept the complaint. If CRD has jurisdiction and accepts the claim, the investigator drafts a written complaint and sends it to the complainant for signature.

After the complaint has been signed and returned to CRD, the investigator determines if the complaint meets the criteria for federal dual-filing status with the U.S. Equal Employment Opportunity Commission (EEOC) or the U.S. Department of Housing and Urban Development (HUD) and, if so, may assign the complaint a federal identification number. CRD then serves the complaint on the party accused of discrimination or other civil rights violations, who is known as the respondent. CRD investigates the case by interviewing parties and witnesses, reviewing supporting documentation, and conducting site inspections where appropriate. CRD has the authority to serve interrogatories, issue subpoenas and demand production of documents, and to petition the court to order a respondent to comply.

Where appropriate, an investigator may attempt to resolve the case with the parties or refer the case to the Dispute Resolution Division for possible mediation. If the parties resolve the case voluntarily and execute a settlement agreement, CRD will close the case.

If the complaint is not settled, CRD will usually determine whether there is reasonable cause to believe that the respondent engaged in unlawful conduct under the civil rights laws that the department enforces. If CRD determines there is reasonable cause and the case has not resolved, CRD may file a case in court and prosecute. CRD may also close cases for insufficient evidence, and the complainant may proceed to file their own court case without the involvement of CRD.

In employment cases, complainants may request at any time that CRD stop its investigation and issue a right-to-sue so that they can proceed in court on their own. State law provides that CRD will close an investigation and issue a right-to-sue if the investigation is at least 150 days old, though CRD has discretion to issue one earlier in the investigation upon request.

COMPLAINTS AND INVESTIGATIONS

In 2024, CRD received a total of 33,505 intake forms from members of the public who alleged civil rights violations. Of those, 16,924 were part of an immediate “right-to-sue” request where a complainant seeks the authority to independently pursue litigation in employment cases. In such instances, CRD issues a right-to-sue notice, which closes the matter with respect to CRD’s investigative process and provides an avenue for members of the public to directly take legal action. Each year, approximately one quarter of remaining intakes are closed because they make allegations that are outside of CRD’s jurisdiction, are duplicate filings, or are abandoned by the complainant.

Of the remaining intakes, CRD launched 6,089 investigations addressing 7,195 complaints. A breakdown of the complaints accepted for investigation by statute is available below. In 2024, not including settlements, the department closed 5,099 complaints accepted for investigation. This included closures for lack of sufficient evidence, complainants electing court action, or the parties resolving the matter outside of CRD. Closures during the 2024 calendar year include investigations launched in prior years. Additional information on the bases of complaints, county of complaints, and complainant demographic information is available in appendices B, C, and D.

Disabled Persons Act	75
Fair Chance Act	171
Employment Investigations	4,077
Equal Pay Act	10
State Funded Programs	49 ¹
Housing	1,322
Ralph Civil Rights Act	39
Sexual Harassment Prevention Training	11
Unruh Civil Rights Act	335 ²
Unruh Filed as Companion to Housing Case	1,106 ³
TOTAL COMPLAINTS	7,195
TOTAL INVESTIGATIONS	6,089

¹ This includes one complaint related to requirements for state contractors.

² Unruh Act complaints that are not companions to FEHA housing complaints.

³ Fair housing complaints alleging a FEHA violation often also involve an alleged Unruh Act violation, as the same unlawful activity can violate both laws. In this scenario, CRD creates a companion complaint under the Unruh Act that is investigated with the FEHA complaint. This report includes both in the total number of complaints filed but excludes the companion cases from the total number of investigations.

SETTLEMENTS

In 2024, CRD secured settlements in 872 cases, resulting in \$99,411,396 in monetary relief for complainants and other aggrieved persons. These settlements also included other critical forms of affirmative relief to support complainants and prevent future discrimination, such as mandated training, monitoring, policy change, and other corrective actions. In some instances, this type of affirmative relief may be the primary or only type of relief sought.

Civil rights disputes may be resolved through settlement at any point in the CRD complaint investigation process. Investigators may bring parties together to negotiate a settlement during their investigations. Many cases are also referred to the Dispute Resolution Division for mediation, which is typically voluntary. However, in 2024, nine cases involved mandatory mediations in which respondents were required to participate prior to potential litigation. Additionally, CRD may also settle complaints during the prosecution of a civil action, though the department prioritizes resolving matters through mediation before filing a lawsuit.

The amounts listed below reflect the monetary value of settlements that respondents or defendants agreed to pay to complainants or others, and that complainants or others agreed to accept to resolve their civil rights cases.

	NUMBER OF SETTLEMENTS	TOTAL SETTLEMENT AMOUNTS
Enforcement Division – Conciliations	310	\$1,217,448
Dispute Resolution Division – Mediations	549	\$13,471,498
Executive Programs Division – Appeals	3	\$99,950
Legal Division	39	\$85,767,631
TOTAL⁴	872	\$99,411,396

⁴ Twenty-nine settlements are counted under both the Dispute Resolution Division and another division. The total number of settlements and total settlement amounts have been adjusted accordingly to avoid a double count.

VISA CERTIFICATION & DEFERRED ACTION

As part of the Civil Rights Department's efforts to enforce civil rights laws, CRD is dedicated to protecting the rights of complainants, regardless of their immigration status. While CRD does not ask about an individual's immigration status while investigating complaints, the department offers support to immigrants who are seeking certain types of visas or other immigration protections from the federal government. Specifically, CRD has considered requests to provide certifications in support of U and T visa requests to the federal government, as well as statements of interest to support requests for deferred action.

These forms of relief are made available because otherwise victims or witnesses may be afraid to complain or cooperate in an investigation because of fear of deportation. U visas are a protection available to immigrants who are victims of certain crimes. T visas are available to immigrants who are victims of human trafficking. Deferred action requests connected to a worksite that CRD is investigating have also been an option for immigrants who are victims of employment or labor violations. These forms of relief require victims or witnesses to demonstrate their willingness to cooperate in the detection, investigation, or prosecution of a violation of the law, among other requirements.

As a state investigative agency, CRD is authorized to support requests for these forms of removal protection by providing the necessary certifications or statements of interest. CRD typically supports such requests when another agency is not better suited to do so and where sufficient information is provided. CRD is required to report data about visa certifications to the Legislature pursuant to California Penal Code section 679.10. Additional [information on these processes and on resources for immigrants](#) is available on CRD's website.

U Visas

In 2024, CRD received 9 requests for U visa certifications. Of these, 6 requests were approved, 1 was withdrawn, and 2 were denied.

T Visas

In 2024, CRD received 4 requests for T Visa certifications. Of these, 1 request was approved, 1 was withdrawn, and 2 were denied.

Deferred Action⁵

In 2024, CRD received 43 requests for deferred action. Of these, 26 requests were approved and 17 were denied.

⁵ Due to federal immigration policy changes, CRD stopped processing requests for statements of interest in 2025.

APPENDIX A: LAWS ENFORCED BY CRD

The Civil Rights Department's statutory mandate is to protect the people of California from discrimination in employment, housing, public accommodations, and state-funded programs and activities, and from bias-motivated violence and human trafficking, pursuant to the California Fair Employment and Housing Act (FEHA), Equal Pay Act, Unruh Civil Rights Act, Disabled Persons Act, Ralph Civil Rights Act, Fair Chance Act, Trafficking Victims Protection Act, Government Code section 11135, and other civil rights laws. CRD receives, investigates, conciliates, mediates, and prosecutes complaints of violations of these laws and conducts outreach and education to help inform people of their rights and obligations under the laws.

EMPLOYMENT AND HOUSING

The Fair Employment and Housing Act (Gov. Code § 12900 et seq.) prohibits workplace discrimination and harassment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, or related medical conditions), gender, gender identity, gender expression, age, sexual orientation, reproductive health decision-making, and military and veteran status, or because another person perceives the employee to have one or more of these characteristics or is associated with someone with one or more of these characteristics. FEHA mandates reasonable accommodation of disabilities and of religious beliefs or observances in the workplace, including religious dress and grooming practices.

Included in FEHA is the California Family Rights Act (CFRA) and other provisions that provide eligible employees with the right to family and medical leave, pregnancy leave, and bereavement leave. FEHA also contains other employment protections, such as the Fair Chance Act, which governs employers' consideration of job applicant's criminal history, and protections for off-the-job cannabis use.

Among other protections in housing, FEHA prohibits discrimination and harassment on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender, gender identity, gender expression, sexual orientation, marital status, military or veteran status, national origin, ancestry, familial status, source of income, disability, and genetic information, whether someone has one or more of these protected characteristics, is perceived to have one or more of these protected characteristics, or is associated with someone with one or more of these characteristics. FEHA prohibits employers, housing providers, and other covered entities from retaliating against any person because the person opposed practices forbidden by FEHA or filed a complaint, testified, or assisted in any CRD or court proceeding related to a FEHA claim.

BUSINESSES AND PUBLIC ACCOMMODATIONS

The Unruh Civil Rights Act (Civ. Code § 51) prohibits business establishments in California from discriminating in the provision of services, accommodations, advantages, facilities and privileges to clients, patrons, and customers because of their sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual orientation, citizenship, primary language, or immigration status.

Similarly, the Disabled Persons Act (Civ. Code § 54 et seq.) provides that individuals with disabilities or medical conditions have the same right as the general public to the full and free use of streets, highways, sidewalks, walkways, public buildings, medical facilities, and privileges of all common carriers, airplanes, motor vehicles, railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes of transportation, telephone facilities, adoption agencies, private schools, hotels, lodging places, places of public accommodation, amusement, or resort, and other places to which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

HATE VIOLENCE

The Ralph Civil Rights Act (Civ. Code § 51.7) guarantees the right of all persons within California to be free from any violence, or intimidation by threat of violence, committed against their persons or property because of political affiliation, or on account of sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual orientation, citizenship, primary language, or immigration status, or position in a labor dispute, or because another person perceives them to have one or more of these characteristics.

HUMAN TRAFFICKING

The California Trafficking Victims Protection Act (Civ. Code § 52.5) provides a civil cause of action for victims of human trafficking, defined by California law as the deprivation or violation of the personal liberty of another person with the intent to obtain forced labor or services, including sex.

GOVERNMENT PROGRAMS

California Government Code section 11135 et seq. prohibits any program or activity that receives state funding, or is administered by a state agency, from discriminating in its activities or programs based on sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, or sexual orientation.

APPENDIX B: COMPLAINTS BY BASES

TABLE 1: EMPLOYMENT COMPLAINTS

Age (40 and Over)	867
Ancestry	427
Association with a Member of a Protected Class	92
Bereavement Leave	39
Cannabis Use	42
Color	358
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	2,174
Family Care and Medical Leave (CFRA)	231
Gender Identity or Expression	117
Genetic Information or Characteristic	47
Marital Status	59
Medical Condition (Cancer or Genetic Characteristic)	120
Military and Veteran Status	38
National Origin (includes Language Restrictions)	524
Other	161
Participated as a Witness in a Discrimination or Harassment Complaint	157
Pregnancy, Childbirth, Breast Feeding, or Related Medical Conditions	210
Pregnancy Disability Leave (PDL)	37
Race (includes Hairstyle and Hair Texture)	1,190
Religious Creed (includes Dress and Grooming Practices)	244
Reproductive Health Decision-Making	3
Reported or Resisted Any Form of Discrimination or Harassment	1,775
Reported Patient Abuse (Hospital Employees Only)	13
Reproductive Loss Leave	3
Requested or Used Bereavement Leave	48
Requested or Used a Disability-Related Accommodation	958
Requested or Used Family Care and Medical Leave (CFRA)	505
Requested or Used a Pregnancy-Disability-Related Accommodation	76
Requested or Used Pregnancy Disability Leave (PDL)	36
Requested or Used a Religious Accommodation	54
Requested or Used Reproductive Loss Leave	4
Sex/Gender	1,257
Sexual Harassment — Hostile Environment	449
Sexual harassment — Quid Pro Quo	38
Sexual Orientation	243
TOTAL BASES⁶	12,596
TOTAL CASES⁷	4,077

⁶ Total bases exceed total cases because a complaint may be filed on more than one basis.

⁷ Requests for immediate right-to-sue are not included and are available in Table 2.

TABLE 2: EMPLOYMENT RIGHT-TO-SUE COMPLAINTS

Age (40 and Over)	5,911
Ancestry	2,814
Association with a Member of a Protected Class	4,431
Bereavement Leave	1,243
Cannabis Use	400
Color	5,140
Criminal History	446
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	14,430
Family Care and Medical Leave (CFRA)	8,340
Gender Identity or Expression	2,456
Genetic Information or Characteristic	1,148
Marital Status	1,461
Medical Condition (Cancer or Genetic Characteristic)	5,700
Military and Veteran Status	540
National Origin (includes Language Restrictions)	4,053
Other	10,460
Participated as a Witness in a Discrimination or Harassment Complaint	4,060
Pregnancy, Childbirth, Breast Feeding, or Related Medical Conditions	2,149
Pregnancy Disability Leave (PDL)	1,637
Race (includes Hairstyle and Hair Texture)	7,655
Religious Creed (includes Dress and Grooming Practices)	1,998
Reported or Resisted Any Form of Discrimination or Harassment	11,837
Reported Patient Abuse (Hospital Employees Only)	330
Reproductive Health Decision-Making	844
Reproductive Loss Leave	524
Requested or Used Bereavement Leave	444
Requested or Used a Disability-Related Accommodation	8,288
Requested or Used Family Care and Medical Leave (CFRA)	5,184
Requested or Used a Pregnancy-Disability-Related Accommodation	1,214
Requested or Used Pregnancy Disability Leave (PDL)	908
Requested or Used a Religious Accommodation	836
Requested or Used Reproductive Loss Leave	254
Sex/Gender	9,131
Sexual Harassment — Hostile Environment	6,787
Sexual Harassment — Quid Pro Quo	2,730
Sexual Orientation	2,231
TOTAL BASES⁸	138,014
TOTAL CASES	16,924

⁸ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 3: HOUSING COMPLAINTS

Ancestry	12
Association with a Member of a Protected Class	16
Color	120
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	849
Familial status (Children)	106
Gender Identity or Expression	14
Marital Status	20
National Origin (includes Language Restrictions)	78
Other	15
Race (includes Hairstyle and Hair Texture)	224
Religious Creed (includes Dress and Grooming Practices)	28
Reported or Resisted Any Form of Discrimination or Harassment	81
Requested or Used a Disability-Related Accommodation	95
Sex/Gender	123
Sexual Harassment — Quid Pro Quo	12
Sexual Orientation	53
Source of Income	273
TOTAL BASES⁹	2,119
TOTAL CASES	1,322

⁹ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 4: RALPH CIVIL RIGHTS ACT COMPLAINTS

Age (40 and Over)	3
Ancestry	2
Association with Someone of a Protected Class	3
Citizenship	2
Color	5
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	5
Immigration Status	3
National Origin (includes Language Restrictions)	9
Other	3
Race (includes Hairstyle and Hair Texture)	16
Religious Creed (includes Dress and Grooming Practices)	4
Sex/Gender	16
Sexual Orientation	8
TOTAL BASES¹⁰	79
TOTAL CASES	39

¹⁰ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 5: UNRUH CIVIL RIGHTS ACT COMPLAINTS

Age (40 and Over)	9
Ancestry	21
Citizenship	4
Color	40
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	129
Gender Identity or Expression	16
Genetic Information or Characteristic	6
Immigration Status	6
Marital Status	1
Medical Condition (Cancer or Genetic Characteristic)	5
National Origin (includes Language Restrictions)	27
Opposed, Resisted, or Reported Illegal Discrimination	38
Other	1
Participated as a Witness in a Discrimination or Harassment Complaint	3
Primary Language	5
Race (includes Hairstyle and Hair Texture)	113
Religious Creed (includes Dress and Grooming Practices)	11
Sex/Gender	40
Sexual Orientation	16
TOTAL BASES¹¹	491
TOTAL CASES	335

¹¹ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 6: STATE FUNDED PROGRAMS

Age (40 and Over)	1
Ancestry	3
Color	1
Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric)	39
Gender Identity or Expression	2
Genetic Information or Characteristic	2
Medical Condition (Cancer or Genetic Characteristic)	2
National Origin (includes Language Restrictions)	3
Race (includes Hairstyle and Hair Texture)	4
Sexual Orientation	3
Sex/Gender	8
TOTAL BASES¹²	68
TOTAL CASES	48

¹² Total bases exceed total cases because a complaint may be filed on more than one basis.

APPENDIX C: COUNTY OF COMPLAINT

	Disabled Persons Act	Fair Chance Act	Employment	Equal Pay Act	State Funded Programs	Housing	Ralph	Right- to-Sue	SHPT	Unruh	Total
Alameda	4	12	348	3	1	65	1	1,083	1	13	1,531
Alpine	0	0	2	0	0	0	0	0	0	0	2
Amador	0	0	2	0	0	0	0	5	0	0	7
Butte	1	1	17	0	0	5	0	29	0	1	54
Calaveras	1	0	3	0	0	1	0	7	0	0	12
Colusa	0	0	1	0	0	0	0	4	0	1	6
Contra Costa	1	2	99	0	2	27	0	177	0	7	315
Del Norte	0	0	1	0	0	2	0	1	0	0	4
El Dorado	0	0	18	0	0	3	0	23	0	2	46
Fresno	4	3	96	0	1	34	2	153	0	8	301
Glenn	0	0	2	0	0	0	0	2	0	0	4
Humboldt	0	0	22	0	0	6	1	6	0	1	36
Imperial	1	0	16	0	0	2	0	18	0	1	38
Inyo	1	0	3	0	0	1	0	3	0	0	8
Kern	0	3	84	0	1	20	0	153	2	13	276
Kings	0	1	14	0	1	3	0	16	0	0	35
Lake	0	0	3	0	0	0	0	9	0	0	12
Lassen	0	0	2	0	0	0	0	5	0	1	8
Los Angeles	14	31	806	2	5	432	14	3,420	4	97	4,825
Madera	0	2	14	0	0	2	0	18	0	1	37
Marin	0	0	26	0	0	6	0	53	1	1	87
Mariposa	0	0	1	0	0	1	0	1	0	0	3
Mendocino	0	0	6	0	0	2	0	6	0	0	14
Merced	0	0	24	0	0	5	0	28	0	4	61
Modoc	0	0	1	0	0	0	0	0	0	0	1
Mono	0	0	1	0	0	0	0	1	0	0	2
Monterey	0	3	57	0	0	13	0	106	0	0	179
Napa	0	2	31	0	0	7	0	44	0	0	84
Nevada	0	0	5	0	0	3	0	6	0	0	14
Orange	3	10	220	0	4	90	3	1,039	3	27	1,399
Placer	1	1	38	0	0	4	0	78	0	4	126
Plumas	0	0	3	0	0	2	0	2	0	0	7
Riverside	7	7	165	1	4	56	0	473	0	13	726

	Disabled Persons Act	Fair Chance Act	Employment	Equal Pay Act	State Funded Programs	Housing	Ralph	Right-to-Sue	SHPT	Unruh	Total
Sacramento	6	10	277	1	13	71	2	464	0	23	867
San Benito	0	0	2	0	0	2	0	6	0	0	10
San Bernardino	1	6	171	1	3	55	2	564	0	9	812
San Diego	6	3	217	1	3	120	0	643	0	23	1,016
San Francisco	0	7	180	0	1	51	0	322	0	18	579
San Joaquin	1	10	85	0	0	14	2	111	0	7	230
San Luis Obispo	1	1	19	0	1	8	0	23	0	0	53
San Mateo	0	2	84	0	0	20	3	140	0	2	251
Santa Barbara	0	0	35	0	0	8	0	70	0	1	114
Santa Clara	4	9	213	0	1	54	1	398	0	12	692
Santa Cruz	0	1	22	0	1	8	0	29	0	0	61
Shasta	0	0	19	0	0	9	0	24	0	4	56
Sierra	1	0	0	0	0	0	0	0	0	0	1
Siskiyou	1	3	4	0	0	0	0	8	0	1	17
Solano	1	1	47	0	0	17	2	55	0	1	124
Sonoma	1	3	52	0	1	23	0	53	0	3	136
Stanislaus	1	1	41	0	0	13	2	83	0	2	143
Sutter	0	1	4	0	0	4	0	12	0	1	22
Tehama	0	1	6	0	0	1	0	13	0	0	21
Trinity	0	0	2	0	0	0	0	0	0	0	2
Tulare	0	0	35	0	0	7	0	67	0	2	111
Tuolumne	0	0	7	0	1	0	0	3	0	0	11
Ventura	2	2	37	0	2	23	0	179	0	6	251
Yolo	1	0	31	0	1	6	0	35	0	2	76
Yuba	0	0	3	0	1	7	0	4	0	0	15

APPENDIX D: DEMOGRAPHIC INFORMATION OF COMPLAINANTS¹³

TABLE 1: RACE

RACE	TOTAL
American Indian, Native American, or Alaska Native	153
Asian	466
Black or African American	1,726
Native Hawaiian or Other Pacific Islander	58
White	1,865
Other	1,058

TABLE 2: ETHNICITY

ETHNICITY	TOTAL
Hispanic or Latino	1,750
Non-Hispanic or Latino	3,560

¹³ Demographic information voluntarily provided by some but not all complainants.

TABLE 3: SEXUAL ORIENTATION

SEXUAL ORIENTATION	TOTAL
Straight or Heterosexual	3,680
Gay or Lesbian	413
Bisexual	180
Other	201

TABLE 4: SEX

SEX	TOTAL
Male	2,546
Female	3,541
Transgender Male	80
Transgender Female	19
Non-Binary	32
Other	32

TABLE 5: NATIONAL ORIGIN

NATIONAL ORIGIN	TOTAL
Afghani	11
American [U.S.]	2,709
Asian Indian	75
Cambodian	5
Canadian	19
Chinese	105
Cuban	10
Dominican	6
Egyptian	10
English	126
Ethiopian	6
Fijian	6
Filipino	86
German	18
Ghanaian	6
Haitian	12
Hawaiian	9
Hmong	6
Indonesian	4
Iranian	40
Iraqi	3
Irish	16
Israeli	10
Italian	30

NATIONAL ORIGIN	TOTAL
Jamaican	8
Japanese	14
Korean	28
Laotian	3
Lebanese	8
Mexican	749
Nigerian	30
Pakistani	17
Puerto Rican	17
Salvadoran	49
Samoan	3
Sri Lankan	7
Syrian	3
Taiwanese	14
Thai	4
Trinidadian and Tobagonian	3
Vietnamese	29
Other African	67
Other Asian	25
Other Caribbean	7
Other European	91
Other Hispanic/Latino	217
Other Middle Eastern	35
Other	178