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CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

Annual Report

1983-1984

State & Consumer Services Agency
Shirley R. Chilton, Secretary

Department of Fair Employment & Housing
Mark Guerra, Director



George Deukmejian
Governor

CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
1983-84 ANNUAL REPORT

State of California

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STATE AND CONSUMER SERVICES AGENCY
**Department of Fair
Employment and Housing**

1201 I Street, Sacramento, CA 95814

This Annual Report summarizes the major accomplishments and activities of the Department of Fair Employment and Housing for Fiscal Year 1983-84.

During the past year, the Department reorganized to reduce administrative costs and streamline operations. New programs were developed to expedite case processing, improve relationships with the public and private sector, and to establish greater visibility statewide. Improved administrative procedures were introduced to support enforcement activities.

The Department is working closely with community groups, professional organizations, businesses, and other governmental agencies, to ensure that the rights of California's citizens are met in their efforts to seek and secure employment, housing and public accommodations.



Mark Guerra
Director

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ANNUAL REPORT

CALIFORNIA DEPARTMENT
OF
FAIR EMPLOYMENT AND HOUSING

1983-84

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BACKGROUND

Department Mission and Scope of Responsibility During the 1983-84 Fiscal Year

The California Department of Fair Employment and Housing (DFEH) enforces antidiscrimination laws covering employment, housing, public accommodations and public services. As the Nation's largest state civil rights agency, the Department's jurisdiction extends to over 220,000 entities employing five or more persons; 200,000 private sector contracts granted by the State of California; 113 State departments mandated to comply with disability access laws; and thousands of companies and individuals providing housing, accommodations, facilities and services to the public. To fulfill its mission, DFEH employs a staff of approximately 250 people and has 12 offices located throughout the State.

Department Jurisdiction and Authority

The Department enforces laws that:

- o Protect an individual's rights and opportunities to seek, have access to, obtain and hold employment without discrimination because of race, religious creed, color, national origin, ancestry, physical handicap, cancer-related medical condition, marital status, age (40 or over), or sex;
- o Protect the rights of tenants and those who seek to rent, lease or purchase housing without discrimination based on race, color, religion, sex, marital status, national origin, or ancestry;
- o Assure individuals access to equal accommodations, facilities, and privileges or services in business establishments within the State;
- o Assure that those contracting with the State of California comply with equal opportunity and nondiscrimination employment laws; and
- o Assure that State of California governmental entities provide nondiscriminatory treatment and access to programs and activities to persons with disabilities.

1983-84 ACHIEVEMENTS

ENFORCEMENT ACTIVITIES

The Department's primary responsibility is to enforce antidiscrimination laws by processing and resolving discrimination complaints affecting employers and employees, property owners and tenants, and recipients and providers of public services and accommodations. Tables 1 through 20 numerically summarizes complaints administered this past year.

LEGAL SERVICES

When an investigation indicates that discrimination has occurred and when a settlement cannot be reached, DFEH legal staff prepare the case for accusation and hearing.¹ During 1983-84, the Legal section reviewed 169 complaints, issued 121 accusations, participated in 46 hearings before the Fair Employment and Housing Commission, and assisted in the settlement of 96 complaints.

The DFEH legal staff was involved in litigating numerous cases in Courts of Appeal and conducted research, training, studies, and projects intended to assist the Enforcement Division. Significant 1983-84 studies and projects include:

- o Precedential Decisions by the Fair Employment and Housing Commission

This three-year project was initiated to catalog and summarize over 25 years of Fair Employment and Housing Commission decisions to help assure equitable settlement and preparation of comprehensive legal case histories.

- o Case Analysis Manual

This two-year project was initiated to develop a procedural manual on how to prepare cases for presentation before the Fair Employment and Housing Commission.

1 An "accusation" is a formal complaint that may be brought before the Fair Employment and Housing Commission for review and determination.

o Review of Court Decisions and Laws

Court decisions, State and Federal laws, local ordinances and proposed regulatory amendments that might impact interpretation of the Fair Employment and Housing, Unruh and Ralph Acts were reviewed.

o University of California Boalt Hall Employment Law Clinic

The Department administers clinical legal programs under the supervision of a DFEH attorney. The clinic assists the Department in prosecuting cases and provides law students "hands on" experience in preparing and litigating accusations.

ENFORCEMENT COMPLIANCE PROGRAMS

Settlement Compliance Services

To assure respondent compliance with settlement terms, DFEH monitors payment of monetary remedies and compliance with other relief provided by settlement agreements or Commission decisions. During 1983-84, a computerized monitoring system was initiated.

Contract Compliance Services

Contract Compliance assures that private businesses contracting with the State develop and disseminate nondiscrimination policies and procedures and implement programs to correct underutilization of minorities, women and the disabled.

A computerized system was implemented in 1984 to identify and monitor contractors. Periodic desk compliance evaluations and on-site compliance reviews were conducted among randomly selected contractors. Two technical assistance seminars were held to assist contractors to comply with nondiscrimination laws.

The unit works cooperatively with the U. S. Department of Labor, Office of Federal Contract Compliance Programs, which monitors federal contractors. Federal and State duplication are thus avoided and voluntary compliance is encouraged.

Disability Compliance Services

In January 1984, the Office of Statewide (Section 504) Compliance Coordination was incorporated into DFEH by Executive Order. This unit directs, evaluates and monitors the actions taken by 113 State departments to meet the requirements of the Federal Rehabilitation Act of 1973 - Section 504, and State Government Code, Sections 11135 through 11139.5 relating to people with disabilities.

Licensing Compliance Services

DFEH investigates and conciliates complaints alleging discriminatory standards. The Department also examines procedures and practices occurring in occupational licensing conducted by the State Department of Consumer Affairs, which issues 250 different licenses and certificates to over 215,000 persons annually.

SPECIAL PROJECTS

Nondiscriminatory State Employment Forms Project

Government Code Section 18720 was amended in 1983. This change required the Department, in cooperation with the State Personnel Board, to assure that standardized State employment forms conform to federal and State laws governing nondiscriminatory employment practices. The Department prepared procedures on how to effectively enforce this requirement.

Housing Outreach Project

DFEH completed a three-year innovative project that was financed through a grant from the United States Department of Housing and Urban Development. The provisions of the grant required the Department to conduct housing audits to study business practices in eleven communities. In conducting the study, DFEH worked with interested groups, individuals, and local governments to correct discriminatory practices revealed by housing audits.

As a result of the audits, twelve Director's Complaints were filed.² In addition, DFEH developed the Nation's first

2 Director's Complaints are initiated by the Department when an investigation indicates there are significant violations of the law, but where there is no immediate complainant, or where numerous persons are affected.

comprehensive training manuals on how to conduct housing audits, train testers and determine legal compliance.

Community education projects were established that:

- o Created better working relationships and provided training to: to individuals who own, manage and sell housing property; to members of community organizations that provide housing location services and/or handle complaints of discrimination;³ and, to local government agencies responsible for administering fair housing laws,
- o Developed training materials on nondiscriminatory housing business practices, a slide show on fair housing, public service announcements, and informational brochures, and
- o Developed a manual on how cities and counties can establish effective local fair housing programs.

The educational materials that were developed are currently being utilized by the Enforcement District Offices and distributed by the California Apartment Association and the California Association of Realtors. Each office also has the responsibility to provide local, ongoing educational programs. Training materials were provided to fair housing groups. In addition, public service announcements featuring film star Dennis Weaver were shown statewide.

Case Accounting Tracking System Project

In December 1983, the Department initiated a computerized case tracking system to identify case processing time and costs for individual cases. Documentation includes case history, case processing costs, and administrative operating costs. The system was implemented statewide in April 1984. Data collected will be used to identify and analyze significant trends and variations between offices, and to determine potential system improvements and effective resource utilization.

3 Approximately 30 fair housing groups are located in communities throughout the State. Some are part of local governmental agencies. Others are supported by special grants, community and/or government contracts, or private fund raising efforts. They serve as a bridge between the enforcement authority of governmental agencies and the needs of the homeseekers.

EDUCATION AND COMMUNITY RELATIONS

Education

DFEH conducted an active educational program to meet the public's need for information on their rights and responsibilities. To further strengthen educational outreach and maximize efficient use of enforcement resources, the Department enlisted broad-based community support and began to focus its efforts to efficiently reach a larger number of people.

Community Activities

Recognizing the important role businesses, associations, and community groups play in eliminating discriminatory practices in the workplace and housing industry, the Department invited group representatives to discuss mutual concerns. As a result, the Northern California Employment and Housing Round Tables and the Southern California Employment and Housing Round Tables were established.

Round Table members exchange views and initiate activities to increase awareness of laws, proposed legislation, regulations, and educational resources. During 1983-84, major efforts of the Round Table focused on finalizing organizational structure, developing an active membership, and serving as an educational resource for other businesses.

Public Presentations and Technical Assistance

Over 100 staff members of the DFEH provided 295 public presentations, media interviews, and seminars. In addition, individuals, community groups, businesses and local governments received technical assistance on specific topics such as:

- ° Employment and housing selection criteria;
- ° Affirmative Action responsibilities; and
- ° Physical handicap and employment laws.

DFEH also sponsored sixteen special seminars on compliance responsibilities and participated in twelve major rural and urban exhibits, trade shows and conferences. These conferences were sponsored by groups representing a cross-section of potential complainants, representatives of complainants, employers, property owners or managers, and attorneys.

Publications, Media Releases, and Audiovisual Materials

Annually, the DFEH distributes thousands of informational posters and publications through DFEH offices, public events, groups, and the State Department of General Services. Periodically, public service announcements are prepared and distributed. Press releases are prepared on major settlements, precedential decisions, and educational seminars. DFEH targets distribution to minority and women's radio and television programs, and newspapers, in addition to major stations and publications.

A new brochure was developed to educate rental housing providers. Costs and distribution of the new brochure were co-sponsored by the California Apartment Association. DFEH also prepared the nation's first comprehensive manuals on structuring and conducting housing audits and prepared a training manual for housing rental providers.

A 12-minute housing slide show was prepared on discrimination practices in housing, with assistance from State and local apartment associations, the Department of Water Resources, the California National Guard, McClellan Air Force Base and the United States Department of Housing and Urban Development. The show has been well-received by local government, community groups, and professional organizations, and is used at workshops and seminars in conjunction with oral presentations.

CIVIL RIGHTS ISSUES OF THE MID 1980s

Several topics received significant public attention during the 1983-84 Fiscal Year. These included: comparable worth and pay equity, sexual and other forms of harassment, age discrimination in housing, pregnancy disability in employment, and discrimination in employment based on sexual orientation. Of these, comparable worth and pay equity have been identified as significant civil rights issues of the 1980s by the United States Commission on Civil Rights.

Comparable Worth and Pay Equity

Comparable worth and pay equity topics have nationwide employment and economic implications for all private and public sector employees, employers, taxpayers and consumers. They are complex issues that pose uncertain and controversial legal and socioeconomic ramifications.

In California, the Commission on the Status of Women and the Comparable Worth Task Force explore these issues on behalf of the public. The Department of Personnel Administration and the State Personnel Board are responsible for wage setting and grievances on behalf of State employees. The State Department of Industrial Relations handles unfair labor practices and salary disputes. The Department of Fair Employment and Housing is involved only from the perspective that proponents of "comparable worth" allege that sexual discrimination exists in some salary setting practices, and DFEH has jurisdiction to process employment discrimination complaints.

To facilitate thorough discussion, DFEH initiated efforts to compile and distribute background materials to the Commission on the Status of Women, Comparable Worth Task Force members and interested members.

Pregnancy Disability Leave

In Garland vs. California Federal Savings and Loan (1984), a Federal District Court judge determined that California State law (allowing up to four months disability leave due to medical conditions caused by pregnancy) was in conflict with Title VII of the 1965 Civil Rights Act, which mandates that men and women must be treated equally. This determination is under appeal. Complaints can be filed, but DFEH cannot process pregnancy disability complaints alleged against employers of fifteen or more employees, since DFEH jurisdiction is limited to five to fourteen employees.

FUTURE PLANS AND DIRECTIONS

Department efforts will continue to focus on three major areas: (1) rigorously enforcing laws, (2) providing educational and informational programs, and (3) executing sound administrative practices to maximize efficient enforcement operations. For example, DFEH will study office automation and other electronic technology to expedite work procedures, continue to redirect resources to enforcement activities, and improve training available to all staff.

STATISTICAL TABLES ON EMPLOYMENT
AND HOUSING DISCRIMINATION

TABLE 1
SUMMARY OF EMPLOYMENT CASES FILED/CLOSED

JULY 1, 1983 - JUNE 30, 1984

<u>Fiscal Year</u>	<u>Filed</u>	<u>Closed</u>	<u>Active In Period</u>	<u>In Progress June 30</u>
1983-84	7177	7458	11376	3918

TABLE 2
EMPLOYMENT CASES FILED: TYPE OF RESPONDENT

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Respondent</u>	<u>Number Filed</u>	<u>%</u>
Farms	148	2.1
Agriculture Services, Hunting & Trapping	14	0.2
Forestry	-	-
Fisheries	2	0.0
Mining	43	0.6
Contract Construction	139	1.9
Manufacturing	1,697	23.6
Transportation, Communication & Utilities	544	7.6
Wholesale & Retail Trade	1,550	21.6
Finance, Insurance & Real Estate	487	6.8
Services	1,680	23.4
Government (A)	737	10.3
Non-Classifiable Establishments (B)	136	1.9
Total	7,177	100.0

- No Data Reported.

(A) Includes Public Schools.

(B) Includes Labor Unions.

TABLE 3
EMPLOYMENT CASES FILED: ALLEGED BASIS OF DISCRIMINATION

JULY 1, 1983 - JUNE 30, 1984

<u>Basis</u>	<u>Count</u>	<u>% of Total Cases (B)</u>	<u>% of Total Bases</u>
Total (A).....	8,369		100.0
1. Race/Color	2,030	28.3	24.3
- Black	1,597	22.3	19.1
- Asian	121	1.7	1.4
- Caucasian	222	3.1	2.7
- Native American	31	.4	.4
- Other Race/Color	59	.8	.7
2. Origin/Ancestry	849	11.8	10.1
- Mexican American	493	6.9	5.9
- Other Hispanic	266	3.7	3.2
- Filipino	79	1.1	.9
- Polynesian	11	.1	.1
3. Religion	159	2.2	1.9
- Jewish	38	.6	.5
- Protestant	12	.1	.1
- Catholic	12	.1	.1
- Seventh Day Adventist	18	.3	.2
- Other Religion	79	1.1	1.0
4. Physical Handicap	802	11.2	9.6
- Deafness	51	.7	.6
- Blindness	32	.5	.4
- Limbs	108	1.5	1.3
- Diabetes	48	.7	.6
- Spinal	153	2.1	1.8
- Epilepsy	51	.7	.6
- Heart Condition	45	.6	.5
- Muteness (Speech)	2	.1	.1
- Other Handicap	312	4.3	3.7
5. Sex	2,859	39.8	34.2
- General	1,500	20.9	17.9
- Harassment	631	8.8	7.6
- Pregnancy	713	9.9	8.5
- Orientation	-	-	-
- Other	15	.2	.2
6. Marital Status	140	2.0	1.7
7. Age	1,070	14.9	12.8
8. Medical Condition	44	.6	.5
9. Retaliation	356	5.0	4.2
10. Association	32	.5	.4
Other	28	.4	.3
Total of Cases Filed	7,177		

- No Data Reported.

(A) Complaints with more than one basis have been counted under each basis reported.

(B) Percentages will not total to 100% since multiple bases may be reported per case.

TABLE 4
EMPLOYMENT CASES FILED: ALLEGED DISCRIMINATORY ACT

JULY 1, 1983 - JUNE 30, 1984

<u>Act</u>	<u>Count</u>	<u>% of Total Complaints (B)</u>	<u>% of Total Alleged Acts</u>
Refusal to Hire	825	11.5	8.8
Unequal Pay	375	5.2	4.0
Dismissal From Employment	4,358	60.7	46.6
Differential Treatment	-	-	-
Harassment	1,397	19.5	15.0
Refusal to Upgrade	589	8.2	6.3
Unequal Work Conditions	405	5.6	4.3
Referral Withheld	23	.3	.3
Union Discrimination	42	.6	.4
Other	1,332	18.6	14.3
Total (A)	9,346		100.0
Complaints with more than one act alleged	1,841		25.7
Complaints with only one act alleged	5,336		74.3
Total Number of Complaints Filed	7,177		100.0

- No Data Reported.

(A) Where more than one discriminatory act was alleged, the complaint was counted under each act reported.

(B) Percentages will not total to 100% since multiple alleged acts may occur per case.

TABLE 5

EMPLOYMENT CASES FILED: OFFICE WHERE FILED

JULY 1, 1983 - JUNE 30, 1984

<u>Office</u>	<u>Filed</u>	<u>%</u>
San Francisco	451	6.3
Los Angeles	1987	27.7
Fresno	490	6.8
San Diego	480	6.7
Sacramento	548	7.6
San Bernardino	734	10.2
Santa Ana	714	10.0
San Jose	457	6.4
Oakland	484	6.7
Ventura	374	5.2
Bakersfield	458	6.4
Statewide Total	7177	100.0

TABLE 6

EMPLOYMENT CASES CLOSED: TYPE OF DISPOSITION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Disposition</u>	<u>Number Closed</u>	<u>%</u>
Settlement	1,805	24.2
Insufficient or No Evidence	2,903	39.0
Closed through Public Hearing	7	0.1
Administrative Closures	2,743	36.7
Total	7,458	100.0

Administrative Closure

Cases are closed administratively when the Department is unable to proceed with case processing due to legal or technical circumstances. Some examples include, (1) the complainant elected court action, (2) the issue is not jurisdictional, (3) there is no basis to proceed, and (4) the complainant failed to cooperate.

TABLE 7
EMPLOYMENT CASES FILED: TYPE OF OCCUPATION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Occupation</u>	<u>Number Filed</u>	<u>%</u>
Clerical	1,256	17.5
Craft	291	4.0
Laborers	1,264	17.6
Managers	631	8.7
Equipment Operators	343	4.7
Professional	961	13.3
Sales	481	6.6
Services	876	12.2
Supervisor	277	3.8
Technician	410	5.7
Paraprofessional	157	2.1
Other (A)	277	3.8
 Total	 7,177	 100.0

(A) Includes Combination Occupations.

TABLE 8
EMPLOYMENT CASES CLOSED BY CORRECTIVE ACTION: TYPE OF ACTION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Benefit</u>	<u>Number of Cases Where Corrective Action Occurred</u>	<u>%</u>
Hire, Upgrade or Reinstate	51	2.0
Next Opening	143	5.5
Condition Corrected	635	24.6
Fair Employment Promulgated	429	16.6
Monetary Benefits	706	27.4
Other	615	23.9
Total Cases Closed (A)	7,458	
Total Corrective Actions	2,579	100.0

(A) Where more than one corrective action was taken, the complaint was counted under each corrective action reported.

TABLE 9

SUMMARY OF HOUSING CASES FILED, CLOSED AND IN PROGRESS

JULY 1, 1983 - JUNE 30, 1984

<u>Fiscal Year</u>	<u>Filed</u>	<u>Closed</u>	<u>In Progress, June 30</u>
1983-84	679	598	169

TABLE 10

HOUSING CASES FILED: TYPE OF RESPONDENT

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Respondent</u>	<u>Number Filed</u>	<u>%</u>
Apartment/Home, Owner/Manager ..	580	85.4
New Tract Developer	1	0.2
Trailer Park Owner	15	2.2
Mortgage Company	3	0.4
Real Estate Broker	30	4.4
Individual Home Owner	26	3.8
Public Housing Authority	4	0.6
Other (A)	20	3.0
Total	679	100.0
(A) Includes Condominium Developments, Etc.		

TABLE 11
HOUSING CASES FILED: ALLEGED BASIS OF DISCRIMINATION

JULY 1, 1983 - JUNE 30, 1984

<u>Basis</u>	<u>Count</u>	<u>% of Total Cases (B)</u>	<u>% of Total Bases</u>
Total (A).....	842		100.0
1. Race/Color	375	55.2	44.5
- Black	266	39.2	31.6
- Asian	16	2.3	1.9
- Caucasian	59	8.7	7.0
- Native American	3	.4	.3
- Other Race/Color	31	4.6	3.7
2. Origin/Ancestry	79	11.6	9.4
- Mexican American	38	5.6	4.5
- Other Hispanic	39	5.7	4.6
- Filipino	2	.3	.3
- Polynesian	-	-	-
3. Religion	8	1.2	1.0
4. Sex	73	10.8	8.7
- General	56	8.3	6.7
- Harassment	13	1.9	1.5
- Pregnancy	3	.4	.4
- Orientation	1	.2	.1
- Other	-	-	
5. Marital Status	181	26.7	21.5
6. Retaliation	19	2.8	2.2
7. Association	59	8.7	7.0
Other	48	7.1	5.7
Total of Cases Filed	679		

- No Data Reported.

(A) Complaints with more than one basis have been counted under each basis reported.

(B) Percentages will not total to 100% since multiple bases may be reported per case.

TABLE 12
HOUSING CASES FILED: ALLEGED DISCRIMINATORY ACT

JULY 1, 1983 - JUNE 30, 1984

<u>Act</u>	<u>Count</u>	<u>% of Total Complaints (B)</u>	<u>% of Total Alleged Acts</u>
Refusal to Show	41	6.0	5.1
Refusal to Rent	311	45.8	38.6
Refusal to Sell	10	1.5	1.2
Refusal to Grant Equal Terms ...	27	4.0	3.4
Eviction	246	36.2	30.6
Rent Increase	21	3.1	2.6
Loan Withheld	11	1.6	1.4
Harassment	84	12.4	10.4
Other Type	54	8.0	6.7
Total (A)	805		100.0
Complaints With More Than One Act Alleged	110		16.2
Complaints With Only One Act Alleged	569		83.8
Total Number of Complaints Filed	679		100.0

- (A) Where more than one discriminatory act was alleged, the complaint was counted under each act reported.
 (B) Percentages will not total to 100% since multiple alleged acts may occur per case.

TABLE 13

HOUSING CASES FILED: OFFICE WHERE FILED

JULY 1, 1983 - JUNE 30, 1984

<u>Office</u>	<u>Filed</u>	<u>%</u>
San Francisco	24	3.5
Los Angeles	149	22.0
Fresno	77	11.3
San Diego	59	8.7
Sacramento	60	8.8
San Bernardino	62	9.1
Santa Ana	69	10.2
San Jose	48	7.1
Oakland	36	5.3
Ventura	70	10.3
Bakersfield	25	3.7
Statewide Total	679	100.0

TABLE 14

HOUSING CASES CLOSED: TYPE OF DISPOSITION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Disposition</u>	<u>Number Closed</u>	<u>%</u>
Settlement	268	44.8
Insufficient or No Evidence	233	39.0
Closed Through Public Hearing	9	1.5
Administrative Closures	88	14.7
Total	598	100.0

Administrative Closure

Cases are closed administratively when the Department is unable to proceed with case processing due to legal or technical circumstances. Some examples include, (1) the complainant elected court action, (2) the issue is not jurisdictional, (3) there is no basis to proceed, and (4) the complainant failed to cooperate.

TABLE 15

HOUSING CASES FILED: TYPE OF ACCOMMODATION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Accommodation</u>	<u>Number Filed</u>	<u>%</u>
Home	131	19.3
Apartment	510	75.1
Trailer Space/Mobile Home	16	2.4
Homesite	1	0.1
Public Housing	3	0.4
Other	18	2.7
Total	679	100.0

TABLE 16

HOUSING CASES CLOSED BY CORRECTIVE ACTION: TYPE OF ACTION

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Action</u>	<u>Count</u>	<u>%</u>
Total Number of Cases Closed with Corrective Action (A)	277	
Total Number of Benefits	593	100.0
Monetary Settlement	109	18.4
Offer to Rent, Sell, or Show Housing Unit	57	9.6
Unequal Practice Corrected	77	13.0
Eviction Rescinded or Delayed	70	11.8
Fair Housing Promulgated	193	32.5
Other	87	14.7

(A) Total Number of Benefits Exceeds Total Number of Cases Closed Due to Cases where Multiple Benefits were Obtained.

TABLE 17

PUBLIC SERVICE/ACCOMMODATION CASES FILED: TYPE OF COMPLAINT

JULY 1, 1983 - JUNE 30, 1984

Type of Complaint	Count	%
Housing/Accommodation	68	55.0
Denial of Service	37	30.0
Franchise/Contract	10	8.0
Ralph Act Complaint	3	2.0
Other	6	5.0
TOTAL OF CASES FILED	124	100.0

TABLE 18

PUBLIC SERVICE/ACCOMMODATION CASES CLOSED: TYPE OF DISPOSITION

JULY 1, 1983 - JUNE 30, 1984

TYPE OF DISPOSITION	HOUSING/ACCOMMODATION		OTHER UNRUH	
	Number Closed	%	Number Closed	%
Settlement	28	41.2	12	24.5
Insufficient or No Evidence	24	35.3	16	32.7
Court Action	6	8.8	6	12.2
Administrative Closures	10	14.7	15	30.6
TOTAL CLOSURES	68	100.0	49	100.0

Administrative Closure

Cases are closed administratively when the Department is unable to proceed with case processing due to legal or technical circumstances. Some examples include, (1) the complainant elected court action, (2) the issue is not jurisdictional, (3) there is no basis to proceed, and (4) the complainant failed to cooperate.

TABLE 19

PUBLIC SERVICE/ACCOMMODATION CASES FILED: ALLEGED BASIS OF DISCRIMINATION

JULY 1, 1983 - JUNE 30, 1984

<u>BASIS</u>	<u>HOUSING/ACCOMMODATION</u>		<u>OTHER UNRUH</u>	
	<u>Count</u>	<u>%</u>	<u>Count</u>	<u>%</u>
Race/Color	36	40.9	26	38.8
Origin/Ancestry	9	10.2	17	25.4
Religion	-	----	2	3.0
Physical Handicap	-	----	1	1.5
Sex	21	23.9	13	19.4
Opposition to Discrimination	1	1.1	1	1.5
Marital Status	6	6.8	1	1.5
Association	5	5.7	2	3.0
Other	10	11.4	4	5.9
TOTAL	88	100.0	67	100.0

- No data reported.

If more than one basis for complaint was reported, the case is counted under each basis reported.

TABLE 20
PUBLIC SERVICE/ACCOMMODATION CASES FILED: TYPE OF RESPONDENT

JULY 1, 1983 - JUNE 30, 1984

<u>Type of Respondent</u>	<u>Number Filed</u>	<u>%</u>
Housing Type		
Apartment/Home-Owner/Manager	43	34.7
Trailer Park Owner	2	1.6
Real Estate Broker	5	4.0
Other	<u>20</u>	<u>16.1</u>
HOUSING SUBTOTAL	70	56.4
 Other Unruh		
Contract Construction	2	1.6
Manufacturing	4	3.2
Wholesale and Retail Trade	13	10.6
Finance, Insurance and Real Estate	5	4.0
Services	26	21.0
Government	3	2.4
Other Business Establishments	<u>1</u>	<u>.8</u>
OTHER UNRUH SUBTOTAL	54	43.6
 TOTAL OF CASES FILED	124	100.0

